



اُنْبُوْرَسِيْتِي تِيْكْنُوْلُوْجِي مَارَا

UNIVERSITI TEKNOLOGI MARA  
CAWANGAN KELANTAN

**THE COMPLIANCE FROM LAND TAX PAYER AT DISTRICT  
AND LAND OFFICE IN TUMPAT CAN CONTRIBUTE FOR THE  
NATIONAL INCOME**

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## LETTER OF TRANSMITTAL

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Dear Madam,

### **SUBMISSION OF PROJECT PAPER (FIN 667)**

Attached is the Project Paper (FIN 667) titled “ **THE COMPLIANCE FROM LAND TAX PAYER AT DISTRICT AND LAND OFFICE IN TUMPAT CAN CONTRIBUTE FOR THE NATIONAL INCOME**” to fulfill the requirement as needed by the Faculty of Business and Management, Universiti Teknologi MARA.

Thank You.

Yours sincerely,

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## ABSTRACT

*This paper reports an exploratory study on relationship between service quality, tax knowledge, public governance quality and ethnic diversity towards the compliance from land tax payer at District and Land Office in Tumpat. For this study, the primary data are used and the researcher distribute for 115 questionnaires which is 115 respondents from the tax payer that have come to pay for their tax at District and Land Office in Tumpat. The data collected was tested by using the t-statistics test. This indicates that the most respondents agreed that there is relationship between service quality and ethnic diversity with the compliance among the tax payer at Tumpat. Overall the researcher concluded that the two variable are acceptable and reliable for forecasting and the others two variables cannot be accepted. The objective of this study was to influence the awareness among the land tax payer in Tumpat. There are four factors being studied, which were : service quality, tax knowledge, ethnic diversity and public governance quality. District and Land Office in Tumpat had been chosen as the unit of analysis for this study. In conducting the research, this study assembled primary data from tax payer through a questionnaire survey with 100 participants. The data collected being test on five methods, which frequency, descriptive, reliabilities, correlation and regression analysis. Besides, regression analysis was used to test the hypothesis in this study. The findings of this study suggest that the service quality, tax knowledge, ethnic diversity and public governance quality are significant factors in influencing the awareness among the tax payer in Tumpat. This study is useful for various parties, especially to the government because the awareness from tax payer to pay the tax can increase the income for our national.*

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