ORIGINAL RESEARCH PAPER

Management

MEASUREMENT OF PERCEIVED BENEFITS OF E-FILLING BY TAX PAYERS IN INDIA

KEY WORDS: E-filing, Perceived benefits, Income tax return

Dr. Yagnesh M. Dalvadi Professor, Department of Business Studies, Sardar Patel University, Vallabh Vidyanagar-388120

Mr. Chintan V. Chavda Assistant Professor St. Stephen Institute of Business Management & technology, Anand-388001

ABSTRACT

In the present world, new technologies are rising day by day with enhanced and fast speed in all fields. The new technology gifted to a tax payer for filing their Income Tax Returns is e-filing. The e-governance has developed the concept of e-filing of Income Tax Returns through the internet. The IT department has superior the tax payers with defining the provisions to be followed, which can be filed and the procedure to file Income Tax returns for the benefit of income tax payers as well as the government. E-filing is the influential instrument that can provide important social and economic benefits. The present study is used to know tax payer's perceptions about different perceived benefits of e-filing of income tax return. This study is focused on the teachers, businessmen, professor, private employees and others who do online filing of income tax returns themselves.

INTRODUCTION

Income tax department is one of the significant departments of Ministry of Finance, Government of India. With the advancement of time, technology replaced traditional methods of filing of return. Income tax department continuously improving system to make ease in paying tax and filing of income tax return. In 2014, income tax department has devised a system for centralized process of returns and one key type is the beginning of electronic filing system for income tax payers. Electronic filing is an innovative and efficient method of filing income tax returns online and has electronic taxes. As per Business Today report from 2012-13 E-filing with digital signature is mandatory for those with business income of Rs 1 crore or more and professionals with income of Rs 25 lakhs or more. Till last year, e-filing was mandatory if the figures exceeded Rs 60 lakhs and Rs 15 lakhs, respectively. E-filing is now mandatory for individuals and Hindu Undivided Families whose accounts have to be audited under Section 44AB of the Income Tax Act. This study has been carried to know opinion of tax payers about e-filing concept of income tax return. And after the study we found that the major advantage of electronic filing includes the reduction in cost, save the time, reduced manual work, easy calculations of financial transactions etc. After using an electronic service over the internet, the public may locate that the electronic service system is simple and helpful.

OBJECTIVE AND RESEARCH METHODOLOGY OF THE STUDY

The primary objective of the study is to determine perception of tax payers about different kinds of benefits of E-filing of income tax return. The study is analytical in nature. The study was carried out by using primary data which is collected with the help of the structured questionnaire from the people of different occupation and different annual income and from different area. To measure the opinion of tax payers regarding benefits of e-filling system we have used standard scale. After collecting the data from 208 respondents for data analysis, we have used SPSS 20 (Demo version).

DEMOGRAPHIC INFORMATION

Table No. 1 Demographic Information of Respondents

Demographic Information	Variable	Frequency	Percentage (%)
Gender	Male	149	71.6
	Female	59	28.4
Qualification	SSC	8	3.80
	HSC	15	7.20
	Graduation	68	32.7
	Post-Graduation	61	29.3
	Other	56	26.9
Occupation	Teacher	75	36.1
	Business Man	35	16.8
	Professor	3	1.40
	Private Employee	88	42.3
	Others	7	3.40
Annual Income	250,001 to 500,000	136	65.4
	500,001 to 10,00,000	55	26.4
	Above 10,00,000	3	1.40
Tax payment	Up to Rs.10,000	129	62.0
	10,001 to 20,000	45	21.6
	Above Rs.20,000	34	16.4
	Total	**208**	**100.0**

The above table no. 1 portrays the gender distribution of the respondents. Regarding gender 71.60% are males and the rest are females. About 32.70% respondents were graduate, followed by 29.30% respondents were post-graduate and remaining respondents have different qualification. Occupation wise 42.30% respondents are private employees, 36.10% are teachers and remaining are from different occupation. Regarding annual income 65.40% respondents have income between Rs. 2,50,001 to 5,00, 000, followed by 26.40% respondents have income between Rs. 5,00,001 to 10,00,000 and remaining respondents have income more than Rs. 10,00,000. About tax payment 62.00% respondents are paid tax up to Rs. 10,000, 21.60% respondents paid tax between Rs. 10,001 to 20,000 and remaining respondents paid tax more than Rs. 20,000. Regarding age category 31.70% respondents are between 20 to 30 years' and followed by 27.90% and 23.10% has age between 41-50 and 31-40 years.

DATA ANALYSIS

MESURING PERCEIVED BENEFITS OF E-FILING

Table No. 2 Perceived Benefits of E-Filing

Benefits of E-filing	N	Mean
Reduced processing cost	208	10.2452
Time saving	208	9.9038
24*7 facility/submissions	208	9.8750
Improved accuracy	208	6.5817
Support from website	208	6.5000
Tax calculation facility	208	6.2788
Reduced manual work	208	5.9231
Eco friendly	208	4.8798
Save your physical energy	208	4.7212
Easy submission of return	208	4.6346
Fast refund	208	4.4663
Status of refund can be checked	208	3.9856
Valid N (list wise)	208	---

The above table no. 2represents the priority about different perceived benefits of e-filing of income tax return by tax payer. As per the study we can say that the respondents given first priority to reducing processing cost as it less pays for them because of e-filing, second most priority given to time saving and 24*7

facility/submissions as it is helps them to complete whole procedure of filing of income tax return while seating at home. The third most priority given by tax payers for accuracy, support from websites and tax calculation facility which help them in which they can easily calculate their tax amount and calculation of different kinds of financial transactions and because of e-filing accuracy has improved in filing of return as compare to traditional method of filing of income tax return. Then after they gave priority to reduced manual work as it is all kinds of work like calculations are easily calculate, filling of personal details of tax payers etc. are very simple. Here, we can say that respondents are giving least important about benefits like checking status if refund, fast refund, easy submission of return as they think that the refund facility is not respectable and submission is not easy because of sometimes websites of income tax department are not work properly in e-filing of income tax return.

CONCLUSION

In the present world technology has introduced in each and every field, e-filing is no exception to it. In the present study we can find that majority of tax payers are giving opinion that in e-filing perceived benefits like reducing processing cost, time saving and round the clock facility are most preferred benefits according to tax payers. Improved accuracy and support from website are also most favorable benefit. Refund reacted criteria are less preferred benefit among tax payer so, income tax department tried to improve speed and help so that tax payer submits the return with a smile.

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