

DIGITIZING TAX COMPLIANCE: ASSESSING TAXPAYERS' AWARENESS AND SATISFACTION IN E-FILING OF INCOME TAX RETURNS

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Abstract : This study investigates the transition to digital tax compliance through e-filing of income tax returns and its impact on taxpayers' awareness and satisfaction. The adoption of digital platforms for tax-related processes has become a global trend, promising efficiency, transparency, and convenience. Through comprehensive data collection and analysis, this research aims to assess taxpayers' level of awareness and satisfaction with e-filing of income tax returns. By gaining insights into these aspects, the study contributes to a deeper understanding of the effectiveness of digitized tax compliance systems. The findings hold implications for tax authorities, policymakers, and researchers aiming to enhance tax administration and improve taxpayer experiences.

Keywords: Digitizing tax compliance, e-filing, income tax returns, awareness, satisfaction, digital platforms, tax administration, convenience, efficiency.

INTRODUCTION

In an era of digital transformation, governments around the world are embracing technology to modernize tax systems and streamline tax compliance processes. E-filing of income tax returns has emerged as a key component of digitizing tax compliance, promising convenience, efficiency, and transparency. As tax authorities transition from traditional paper-based methods to online platforms, it is essential to assess taxpayers' awareness and satisfaction with this digitized approach. This study focuses on evaluating taxpayers' perception of e-filing for income tax returns, shedding light on their level of awareness, experiences, and satisfaction with the digital tax compliance process. The move towards digitizing tax compliance aligns with broader efforts to enhance administrative efficiency, reduce errors, and provide taxpayers with user-friendly options. Understanding taxpayers' perspectives on e-filing is crucial for ensuring the success of this transition and addressing any potential challenges that may arise during implementation.

METHOD

Data Collection: The study employs a mixed-methods approach to assess taxpayers' awareness and satisfaction with e-filing of income tax returns. Quantitative data is collected through online surveys distributed to a diverse sample of taxpayers. Qualitative data is gathered through focus group discussions and in-depth interviews to capture nuanced insights and experiences. **Survey Design:** The survey includes questions about taxpayers' familiarity with e-filing, their experiences with the process, and their overall satisfaction. Likert-scale questions assess satisfaction levels, and open-ended questions encourage respondents to provide detailed feedback. **Focus Group Discussions and Interviews:** Focus group discussions are conducted with small groups of taxpayers to encourage in-depth conversations about their perceptions, challenges, and suggestions related to e-filing. In-depth interviews with a subset of participants provide deeper insights into individual experiences and opinions. **Data Analysis:** Quantitative data is analyzed using descriptive statistics to quantify awareness levels, satisfaction rates, and identify patterns. Qualitative data from focus group discussions and interviews undergoes thematic analysis to extract recurring

themes and narratives. **Ethical Considerations:** Ethical approval is sought for involving human subjects in the research. Informed consent is obtained from all participants, and their anonymity and confidentiality are ensured. **Limitations:** Potential limitations include self-report biases in survey responses and the challenge of generalizing findings to the entire taxpayer population. By combining quantitative surveys, focusgroup discussions, and in-depth interviews, this research aims to provide a comprehensive assessment of taxpayers' awareness and satisfaction with e-filing of income tax returns. The insights gained from both data sources will contribute to a deeper understanding of the effectiveness of digitized tax compliance systems and inform strategies to enhance user experiences and maximize the benefits of digital tax administration.

RESULTS

The assessment of taxpayers' awareness and satisfaction with e-filing of income tax returns provided insightful findings that illuminate their experiences and perceptions of digitized tax compliance. Quantitative analysis of survey responses revealed varying levels of awareness among taxpayers regarding the e-filing process. A significant proportion of respondents reported being aware of e-filing options, particularly among younger age groups and urban populations. Satisfaction levels with the convenience and time-saving aspects of e-filing were generally high. However, challenges related to user interface and technical difficulties were also reported by a notable subset of respondents.

Qualitative analysis through focus group discussions and interviews provided deeper insights into taxpayers' experiences. Many participants expressed appreciation for the ease and efficiency of e-filing, highlighting its benefits in reducing paperwork and minimizing errors. However, concerns were raised about data security, accessibility for older or rural populations, and the need for user-friendly interfaces. **DISCUSSION** The results reflect a positive trend in taxpayers' awareness and satisfaction with e-filing of income tax returns. The convenience and time efficiency offered by the digital platform align with expectations of modern administrative systems. The prevalence of challenges related to user interface and technical issues underscores the importance of continuous improvement and user-centric design in digital tax compliance platforms. The findings also underscore the importance of addressing digital divide concerns. While younger and urban populations exhibit higher awareness and comfort with e-filing, steps must be taken to ensure that all segments of society can access and benefit from digitized tax compliance.

CONCLUSION

The study on taxpayers' awareness and satisfaction with e-filing of income tax returns offers valuable insights into the digitization of tax compliance. The positive reception of e-filing's convenience and efficiency highlights the potential for modernized tax administration systems to enhance user experiences. The findings have implications for tax authorities and policymakers. They underscore the importance of investing in user-friendly interfaces, robust security measures, and awareness campaigns to bridge the digital divide. Continuous user feedback and iterative improvements are essential to ensure that digital tax compliance platforms meet the diverse needs of taxpayers. In conclusion, this research contributes to a deeper understanding of taxpayers' perceptions and experiences with e-filing of income tax returns. The study emphasizes the potential of digitized tax compliance to improve administrative efficiency and user satisfaction while calling attention to the need for inclusivity and technological

accessibility. As governments strive to modernize tax systems, these insights offer valuable guidance for designing effective and user-centric digital tax compliance solutions.

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