

An Analysis of GST Application on Satisfaction Level of Professionals

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Abstract

The Goods and Services Tax (GST) came into effect on July 1st, 2017. A broad value-added tax, it is imposed on both goods and services. The GST supports and encourages a nation's economic progress while also simplifying a complex tax system. The purpose of the survey is to learn how professionals in Udaipur, Rajasthan, feel about the goods and services tax. A survey of professionals, including chartered accountants and tax consultants, was performed, in which the satisfaction level of professionals was tested on the basis of the pre- and post-GST era.

Keywords: GST, Professional, Satisfaction variables

Introduction

The 101st amendment to the Indian Constitution went into effect on July 1st, 2017, implementing GST into force. It is a broad-based value-added tax that covers both goods and services. The Goods and Services Tax law combines unique concepts influenced by international VAT/GST recommendations from the Organization for Economic Cooperation and Development (OECD), as well as VAT/GST rules from the European Union, Australia, Malaysia, and other countries. France was the first country to impose a Goods and Services Tax in 1954. The GST is a broad concept that simplifies a complex tax structure while simultaneously promoting and expanding a country's economy.

GST aims to help both consumers and the Indian economy. The implementation of GST in India indicates that there will be numerous adjustments. You will be required to submit more data to the government on a regular basis. To improve efficiency, automate your invoice software and GST reporting system. Using good company management software has numerous benefits for businesses.

Review of literature

Dr. R. Vasanthagopal (2011) In his study the implementation of the Goods and Services Tax (GST) in India, GST was a major step in the country's efforts to become a more prosperous economy. It will also lead to the establishment of a new type of indirect tax system in Asia. According to experts, the country's move to a seamless tax system will be beneficial for the country's growth.

Debruyne J. (2013) The author talks about the current levies regulations in Malaysia and the prospective GST that would be implemented there. Service tax, sales tax, import and export charges, and excise are currently Malaysia's four primary operational indirect taxes. The author has also discussed whether the GST, when it is implemented to carry these indirect taxes, should be levied on income, gross domestic product, or consumption. Whether the GST should be origin or destination based, and more. The document

includes information from the global experience together with a complete description of the proposed GST's advantages and disadvantages.

Bansal Atul (2015) The implementation of GST will help the country improve its productivity and consumers' experience. It will also help to prevent the multiple taxation and procedures that are commonly associated with the implementation of this legislation. It is very important that the industry is aware of the various opportunities and impact of this legislation.

Ismail, Asmat Nor (2015) Taxation is major source of government revenue . For revenue expansion and reduce to the cascading effect on taxation old laws the new tax law i.e Goods and Service Tax introduced.

Kumar, Raj (2016) Due to non implemented of GST in all the sector the workload of an Chartered Accountant has increased. There are some item in which goods and service tax is not applicable rather old laws are applicable till date, it means work load of an chartered accountant have not reduced rather increased due to changes in the law.

Salunkhe, Harshalanil (2017) The GST Board has made four primary tax charge slabs for tax ie. low price of 5 percent, ordinary costs of 12 percent and 18 percent, and higher price of 28 percent. The prices will differ from time to time and each and every enterprise has to adopt these changes.

Research Gap

Despite numerous research on GST, none have examined the impact on professional satisfaction levels Pre and Post its Implementation. Researchers suggest that the adoption of GST may have a detrimental influence on Indian markets due to its emotive and affect-driven nature but no one care and talk about the satisfaction level of professionals so here a one step taking forward to review the changes that take place due to implementation of GST what satisfactory changes came forward.

Objective of study

1. To understand the basic concepts and needs of GST.
2. To study and analyze the difference between satisfaction level of professional's pre and post GST implementation.

Research Hypotheses:

H₀ = There is no significant difference between satisfaction level of professional's pre and post GST implementation.

H₁ = There is significant difference between satisfaction level of professional's pre and post GST implementation.

Research Methodology

The study has covered the views of professionals, who are from Udaipur City in Rajasthan. This study is being concentrated on the overview of the GST, thus the focus is to find out the views of professionals on Goods and Services Tax in Udaipur City. The study was conducted on professional's personals, for instance, Chartered Accountant, Tax Consultant etc., in Udaipur city. Moreover, this study has compared the views of professionals' pre and post- application of GST.

The study used a structured questionnaire delivered to respondents in hard copy and used Google Docs to collect online replies. The study focused on respondents who had sufficient knowledge about GST laws, rules, and regulations to offer actionable opinions. Chartered accountants, company secretaries, advocates,

business owners, service providers, and students pursuing professional courses were all eligible. The structured questionnaire was distributed among the 455 professionals from Udaipur city, out of which 318 questionnaires were filled out by respondents of in which 6 were incomplete, hence they were not considered.

Data Analysis

1.1 Normality Test:

Table: 1.1 Normality Test

Statement	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	df	Sig.
Total variable in GST	0.116	156	0.000	0.928	156	0.000
Total variable Pre GST	0.160	156	0.000	0.945	156	0.000

a. Lilliefors Significance Correction

1.2 Demographic Profile and Descriptive Analysis

Table: 1.2 Gender Wise Respondents

Gender	No. of Respondents	Respondents Percentage
Male	248	79.48%
Female	64	20.52%
Grand Total	312	100%

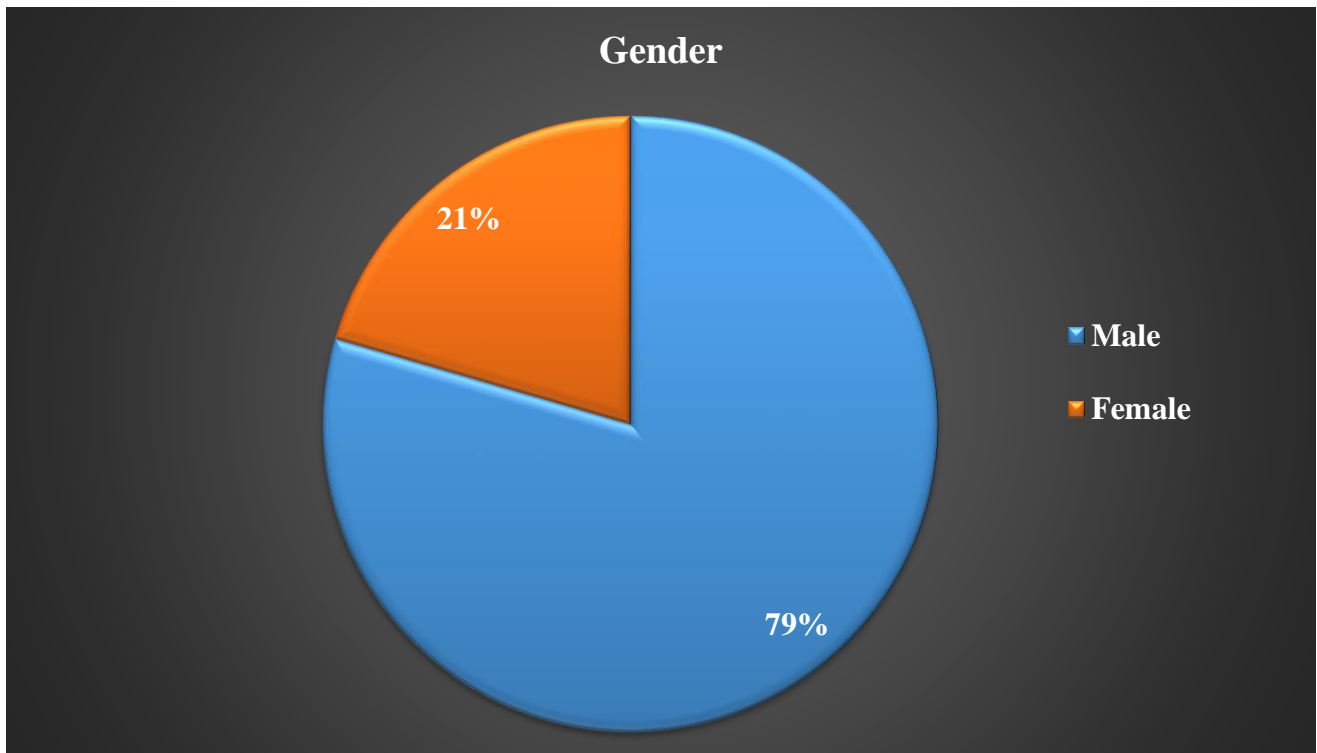


Figure:1.1 Gender Wise Respondents

Observation: The gender distribution of the responders is shown in the table 1.2 and figure 1.1 above. There were 312 responders in total, 248 of whom were male (representing 79.48% of the total), and 64 of whom were female (20.52% of the total).

Table: 1.3 Professions of Respondents

Professionals	No. of Respondents	Respondents Percentage
Tax Consultants / Advocates	72	23.08%
CA/CS/CWA	84	26.92%
Working Employee	24	7.69%
Assistant Professor	8	2.56%
Accountant	108	34.62%
Professional Course Student	16	5.13%
Grand Total	312	100.00%

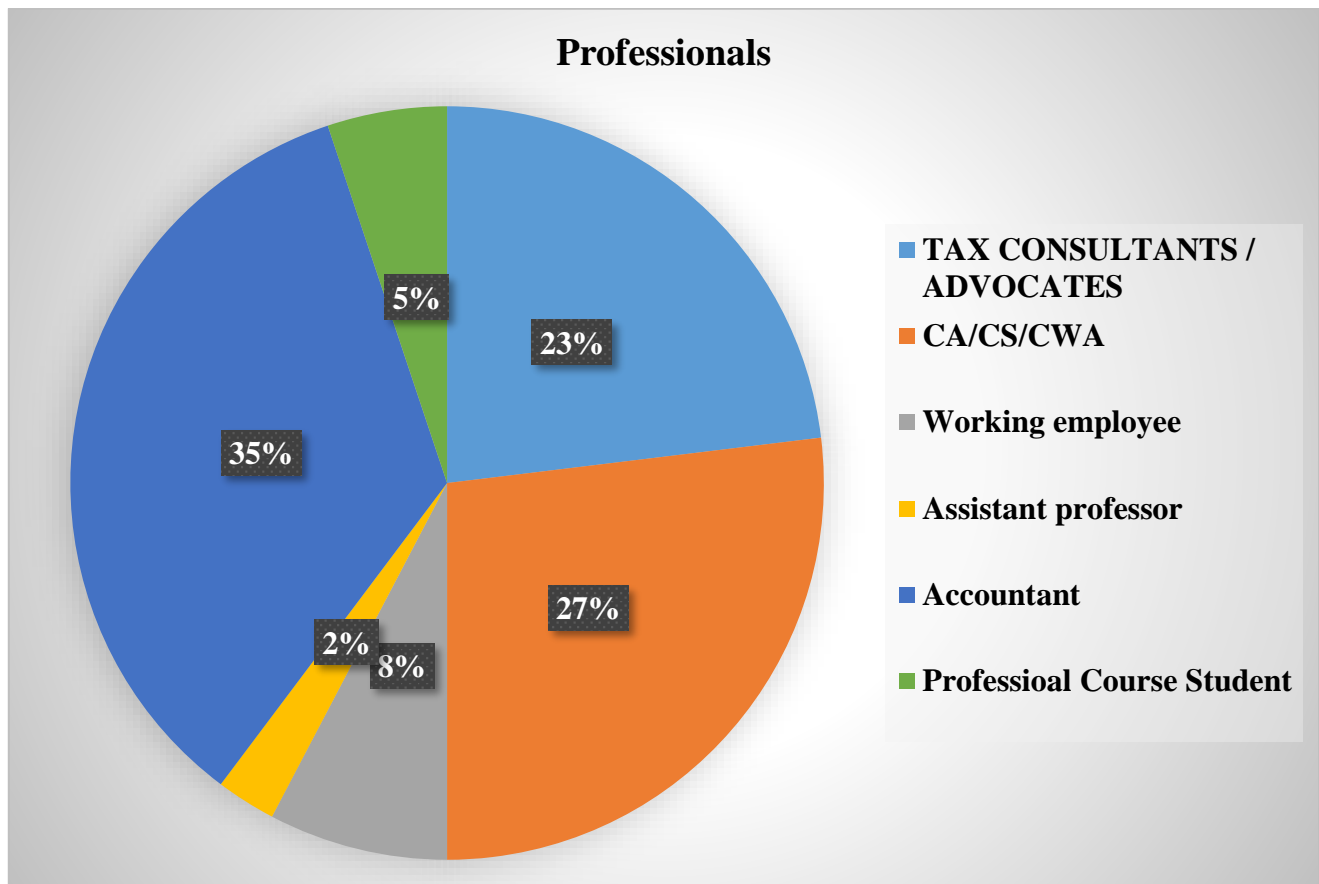


Figure:1.2 Profession Wise Respondents

Observation: In the above table 1.3, 312 respondents were divided on the basis of professionalism. The study includes 72 Tax consultant/Advocates which were 23.08% of total respondents, 84 Chartered Accountant/Company Secretary/Cost and Work Accountant which were 26.92% of total respondents, 24 were working employees which are 7.69%, 8 were assistant professor which is 2.56%, 108 respondents were an accountant which are 34.62% whereas 16 respondents were professional course students which are 5.13% of total respondents.

Table:1.4 Satisfaction Level of Professionals’ Pre and Post GST

Statement		Multiple rate System	Software	Deadline for filing GST return	Quick resolution of problems	Legislation
Pre GST	Highly Dissatisfied	12	16	4	16	8
	Dissatisfied	120	48	52	116	80
	Satisfied	136	188	184	128	144
	Highly Satisfied	44	60	72	52	80
	Mean	3.26	3.73	3.86	3.27	3.67
	Std. Deviation	1.22	1.10	1.00	1.26	1.19
	Skewness	-0.156	-1.103	-1.042	-0.169	-0.635
	Kurtosis	-1.440	0.330	0.309	-1.429	-0.913
Post GST	Highly Dissatisfied	16	28	24	12	20
	Dissatisfied	96	52	72	96	76
	Satisfied	96	128	124	116	136
	Highly Satisfied	104	104	92	88	80
	Mean	3.56	3.73	3.60	3.55	3.58
	Std. Deviation	1.36	1.32	1.33	1.29	1.28
	Skewness	-0.416	-0.880	-0.639	-0.422	-0.619
	Kurtosis	-1.375	-0.547	-0.982	-1.302	-0.961

Observation: Above table 1.4 shows the satisfaction of professionals’ for indirect tax system pre and post the implementation of GST. Satisfaction was measured on 5 parameters which were Multiple rate system, Software, Deadline for filing return, Quick resolution of problems and Legislation.

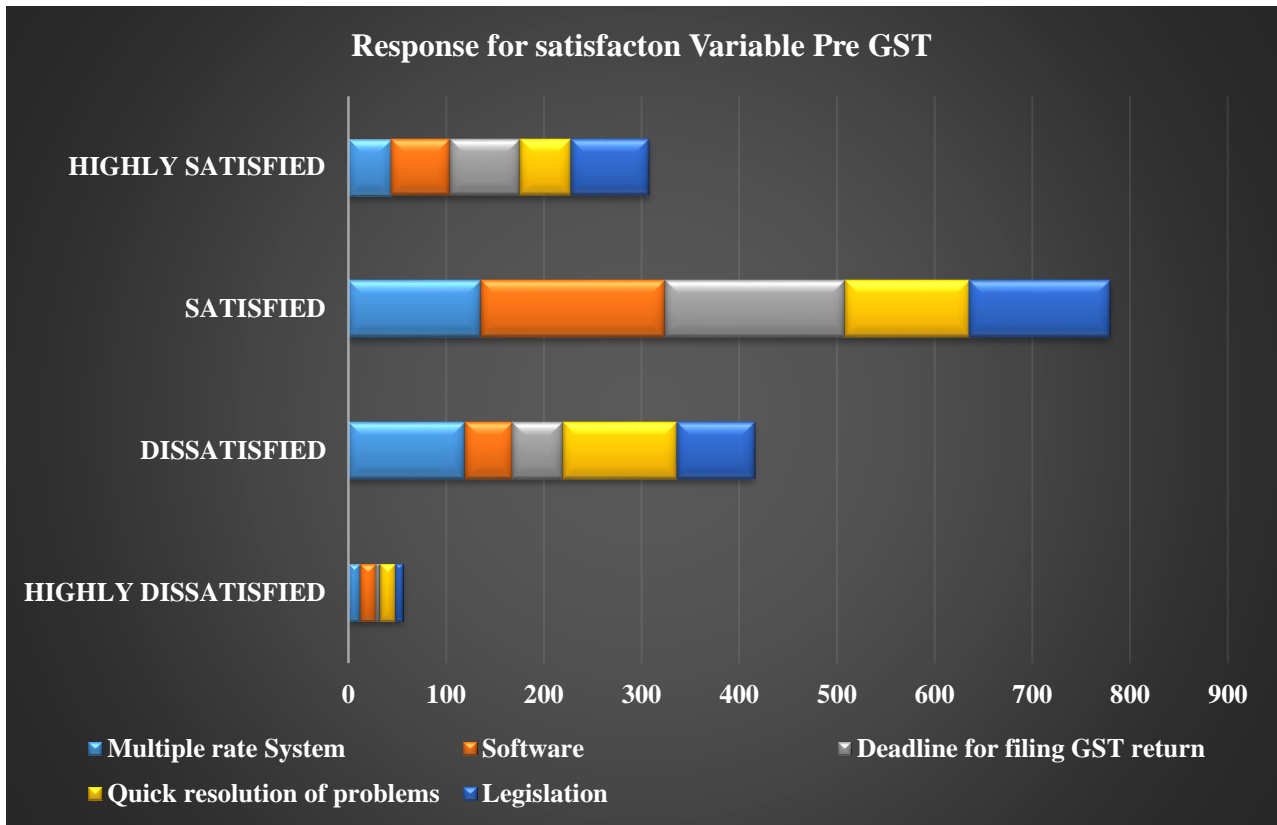


Figure: 1.3 Shows Responses for Satisfaction Variable Pre GST

Before implementation of Goods and Services Tax, 44 (14.10%) and 136 (43.58%) respondents answered highly satisfied and satisfied respectively about the Multiple rate system, 120 (38.46%) respondents answered disagreed which means there was no requirement of Multiple rate system whereas 12 (3.84%) respondents answered highly disagreed with the Multiple rate system stating that there was no requirement of Multiple rate system. The mean as well as standard deviation for the Multiple rate system were 3.26 and 1.22 respectively.

60 (19.23%) and 188 (60.25%) respondents answered highly agreed which means that they were satisfied with the Software, 48 (15.38%) respondents answered disagreed which means that they were not satisfied with the Software whereas 16 (5.12%) respondents answered highly disagreed which means that it was not at all easy to file return with this Software. The mean as well as standard deviation for the Software were 3.73 and 1.10 respectively.

72 (23.07%) and 184 (58.97%) respondents answered highly satisfied and accepted the procedure for Filing of Return, 52 (16.67%) respondents answered disagreed which means that there is no easiness in the Filing of Return whereas 4 (1.28%) respondents answered highly disagreed which means that it was not at all easy to fill Return. The mean as well as standard deviation for the Filing of Return were 3.86 and 1.00 respectively.

52 (16.67%) and 128 (41.02%) respondents answered highly satisfied and accepted that their problems were quickly solved, 116 (37.17%) respondents answered disagreed which means that their problems were not resolved quickly whereas 16 (5.12%) respondents answered highly disagreed which means they were completely dissatisfied with the problem resolution. The mean as well as standard deviation for the quick resolution of problems were 3.27 and 1.26 respectively.

80 (25.64%) and 144 (46.15%) respondents replied highly satisfied and satisfied respectively about the Legislation, 80 (25.64%) respondents replied disagreed which means that they were not satisfied with the Legislation whereas 8 (2.56%) respondents replied highly disagreed which means that they were completely dissatisfied with this Legislation. The mean as well as standard deviation for the Legislation were 3.67 and 1.19 respectively.

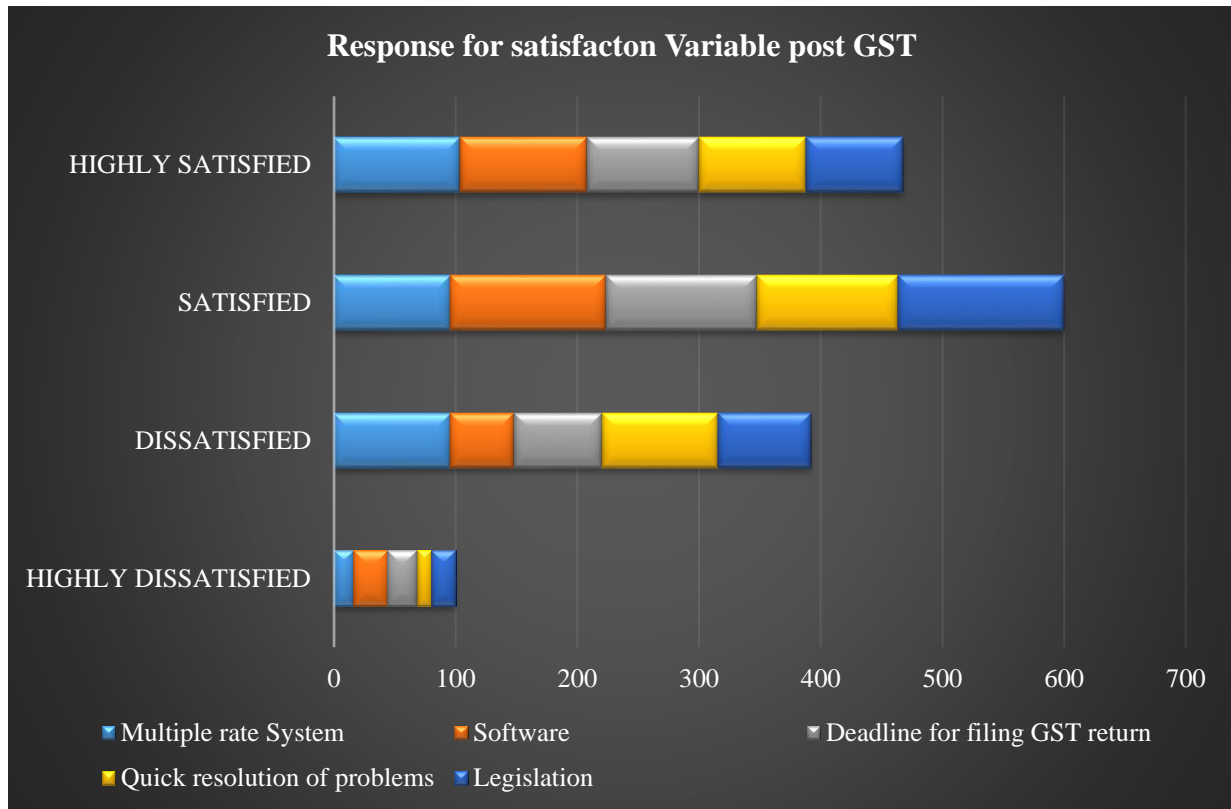


Figure:1.4 Showing responses for satisfaction variable Post GST

After implementation of GST, 104 (33.33%) and 96 (30.76%) respondents answered highly satisfied and accepted the Multiple rate system, 96 (30.76%) respondents answered disagreed which means there was little requirement of Multiple rate system whereas 16 (5.12%) respondents answered highly disagreed which means there was no requirement of Multiple rate system. The mean as well as standard deviation for the Multiple rate system were 3.56 and 1.36 respectively.

104 (33.33%) and 128 (41.02%) respondents answered highly satisfied and accepted the Software, 52 (16.67%) respondents answered disagreed which means they were not satisfied with the Software whereas 28 (8.97%) respondents answered highly disagreed which means they rejected the use of Software. The mean as well as standard deviation for the Software were 3.73 and 1.32 respectively.

92 (29.48%) and 124 (39.74%) respondents answered highly satisfied and accepted the procedure for the Filing of Return, 72 (23.07%) respondents answered disagreed which means they did not find easiness in Filing of Return whereas 24 (7.69%) respondents answered highly disagreed which means they rejected the procedure of the Filing of Return. The mean as well as standard deviation for the Filing of Return were 3.60 and 1.33 respectively.

88 (28.20%) and 116 (37.17%) respondents answered highly satisfied and accepted that there was quick resolution of problems, 96 (30.76%) respondents answered disagreed stating that the resolution of

problems was not quick whereas 12 (3.84%) respondents answered highly disagreed which means that there was no resolution of problems. The mean as well as standard deviation for the quick resolution of problems were 3.55 and 1.29 respectively.

80 (25.64%) and 136 (43.58%) respondents replied highly satisfied and satisfied respectively about the Legislation, 76 (24.35%) respondents replied disagreed which means that the Legislation was not good whereas 20 (6.41%) respondents replied highly disagreed which means that the Legislation was not at all good. The mean as well as standard deviation for the Legislation were 3.58 and 1.28 respectively.

Table : 1.5 Shows Results of Significance of Satisfaction Variable Pre and Post GST Implementation

Statement		N	Mean Rank	Sum of Ranks	Test Statistics	
Satisfaction	Post GST	312	321.22	100220.00	Mann-Whitney U	45952
	Pre GST	312	303.78	94780.00	Wilcoxon W	94780
	Total	624			Z	-1.213
Asymp. Sig. (2-tailed)						0.225

Observation: Above table 1.5 shows the results of significance of measurable variables pre and post GST Implementation. According to Mann-Whitney U test, calculated value was 45952 and significant value was 0.225 which was more than 0.05 at 5% level of significance respectively. The null hypothesis, which states that there was no discernible difference between professionals' levels of satisfaction before and after the adoption of the GST, is thus accepted.

Conclusion

Today, it is very difficult to measure the satisfaction of professionals. It differs from time to time and varies situation to situation. Satisfaction is affected by many variables here we have taken only some variables like software, multiple tax structure system, deadline for filing returns, quick resolution provided by the portal and lesignation. GST, which gives a new dimension to the tax, in a country like India, it is difficult to make it successful without any professionals who do work day and night to give a key to success. The working conditions in Pre and Post GST do not take too many changes in working style or tax structure, so there are no changes in their satisfaction level.

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