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Factors Influencing Behavioral Intentions Related To E-Filing

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Abstract

The attitudes and personal perceptions of individuals play a predominant role in decision making. This is referred to as behavioral intention. This can be impacted by several components that lead to acceptance or rejection. This study focusses on behavioral intentions of people towards e-filing. E-filing is the process in which documentation is done electronically with respect to government authorities as well as revenue department. This eventually diminishes the paperwork and saves time by avoiding physical effort. Through this process, interests and behavior of people are estimated by asking them going online or offline is easy for filing taxes. The target populace should be educated with online options for filing of tax. The present study also focuses on some independent aspects that impacts behavioral intentions such as computer knowledge, cost efficiency, ease of operation as well as quality of service rendered in webpage.

Introduction

At recent times, the notable development with respect to tax system is e-filing concept. This helps the individuals to avoid unnecessary physical work, documentation and save their time. This benefits both the public and government authorities in several ways. The entire e-filing process gets completed in a shorter period than that of a manual tax filing process. The e-filing can be completed at any time form anywhere through online which allows people a greater comfort. But a basic computer knowledge is essential for e-filing. The webpage of e-filing encompasses some significant information which makes the entire e-filing process reliable. This provides a greater assurance in completing the filing process. The webpages comprises of details like e-pay taxes, generation of challan based on tax type, checking Income Tax Returns (ITR) status, demand that is outstanding, refund to be

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provided, tax credits, etc. This also enables the tax payers to link their Aadhar and pan through online. This process can be performed using software like spectrum which includes income details, deduction information and exemption data about tax payers. This software calculates tax amount payable and refundable amount automatically. For completing this process, one has to login the portal through an ID and password which differs among the individuals created by the authorized CA or the auditor. The final step in the e-filing process is e-verification which is attained with the help of aadhaar. Moreover accurate processing of entire procedure along with confidentiality and receipt proof is available through e-filing.

Review of Literature

Stigleine (2014) formulated an instrument for measuring and evaluating the quality of e-service rendered with respect to revenue authorities. The implications of this study displays that there are lot of positive responses and it exceeds the negativity. Therefore, it is concluded that outspending e-service is provided by revenue department.

Joonkim (2015) evaluated the political efficiency, collective efficiency of community due to impact of extroversion and trust within information society. This may be due to variations in online as well as offline civic and political activities. This research employs regression model to find out the influence.

Darvas (2019) demonstrated about the role of countries like India and China in decline of income inequality. A model is developed to estimate the distribution of income globally. This study makes use of mini coefficient for measuring the income inequality. This results in decline of national growth and tax reductions.

Koumpias and Vazquez (2019) illustrated the influence of media on filing of taxes. This research accounts data from tax eligible individuals. Regression is performed to analyze the impact of media. It is found that newspaper and TV campaigns have created awareness among public to file taxes before deadline.

Menkhoff and Miethe (2019) examined the factors influencing tax evasions with respect to bank deposits at international places. This may perhaps hide the illegal tax evasions. Also bank information have been transferred during this tax evasions. This may probably hide the actual income leading to non-filing of taxes.

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Shakaib et al. (2019) explored the associations between technological extollers and behavioral conciliators during filing of taxes through online. Structural equation model is proposed here to divulge the disclosure of success factors of e-filing. This highly contributes towards user satisfaction.

Ibrahim (2014) explained the time and costs involved in both e-filing as well as manual filing. It is clear from this study that e-filing of taxes took about ten hours for the completion of entire process while manual filing consumed about thirteen hours to complete the whole process.

Kovermann and Velte (2019) explained the influence of corporate governance towards avoidance of corporate taxes. This is due to the association between shareholders, structure of ownership, audit patterns, board composition, government regulations, pressure of other stakeholders, etc.

Details of Employees and their Reasons of Income Tax (IT) E-Filing

To gauge the determinants of behavioural intentions related to IT e-filing is the primary objective of this survey. Data captured from 117 employees of private limited companies, Government companies, quasi-Government companies and others. The employees details related to gender, age, type of employment and educational qualification are stated in Table 1.

Table 1: Demographic Profile

S. No.	***Gender***	***Frequency***	***%***	***S. No.***	***Age***	***Frequency***	***%***
1	Male	60	51.3	1	<25 years	11	9.4
2	Female	57	48.7	2	25 - 40 years	80	68.4
Total		*117*	*100.0*	3	>40 years	26	22.2
				Total		*117*	*100.0*
S. No.	***Educational Qualification***	***Frequency***	***%***	***S. No.***	***Employment***	***Frequency***	***%***
1	UG	65	55.6	1	Private	48	41.0
2	PG	38	32.5	2	Public	25	21.4
3	PHD	9	7.7	3	Quasi	10	8.5
4	OTHERS	5	4.3	4	Others	34	29.1
Total		*117*	*100.0*	***Total***		*117*	*100.0*

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Table shows that survey has been executed equally with both male and female. Majority of the target audience age group (68.4%) stands between 25 to 40 years and education qualification (55.6%) is under graduation. Private limited company employees have highly participated in this survey. Their reasons related to IT e-filing have been discussed in Table 2.

Table 2: Reasons for IT E-Filing

S. No.	***Reasons for IT E-filing***	***Frequency***	***Percent***	***Rank***
1	Statutory Requirement	84	71.8	1
2	To get refund	81	69.2	2
3	For loan approvals	75	64.1	3
4	For VISA approvals	55	47	5
5	To avoid penalties	74	63.2	4
6	Others	21	17.9	6

Table 2 depicts values of frequency, percent and rank. Employees file their tax returns through online mainly because it is statutory in nature. They also feel that IT e-filing may get refunds, loan and other facilities.

Determinants of Behavioral Intentions Related to IT E-Filing

The determinants have been measured using five constructs namely ease of operations, cost efficiency, computer literacy, service quality of website and behavioral intentions. Data captured through four point scale of strongly disagree, disagree, agree and strongly agree. The construct ease of operations includes 4 variables such as time, forms, information and place.

Table 3: Ease of Operations

S. No.	***Ease of Operations***	***Mean***	***Rank***
1	E-filing takes lesser time to complete the entire process (Time)	2.65	4
2	Forms of ITR are easy to understand and access (Forms)	2.76	2
3	Plenty number of information is available (Information)	2.75	3
4	I can file my returns from where ever I am (Place)	2.90	1

Table 3 shows mean values related to ease of operations. It is clear that variable "Place" has the highest mean value of 2.90 followed by forms, information and time.

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Employees feel that they can easily filetheir IT returns from where ever they are through internet. The cost effectiveness of IT e-filing is discussed in Table 4.

Table 4: Cost Effectiveness

S.No.	Cost Effectiveness	Mean
1	Cost associated is low (Cost)	2.92

The means value of variable "Cost" is 2.92. Employees presume that the cost associated with IT e-filing is low.

The computer literacy of the employees has been traced using two variables such as packages and internet. The discussions are made in Table 5.

Table 5: Computer Literacy

S. No.	***Computer Literacy***	***Mean***	***Rank***
1	I am good MS Office (Packages)	2.97	2
2	I am good at internet usage (Internet)	3.05	1

Mean value for both the variables are greater than two. It indicates that employees have greater amount of knowledge with respect computer. Their viewpoints related to service quality of IT e-filing website gathered using 5 variables such as assurance, responsiveness, tangibility, reliability and empathy.

Table 6: Service Quality of Webpage

S. No.	***Service Quality of Webpage***	***Mean***	***Rank***
1	E-filing webpage seems to be reliable (Assurance)	2.93	1
2	Webpage is providing prompt services (Responsiveness)	2.42	5
3	Design of the webpage is more appealing (Tangibility)	2.78	3
4	Webpage is more accurate (Reliability)	2.72	4
5	Webpage is more customised (Empathy)	2.81	2

The variable "Empathy" has the highest mean of 2.93 followed by empathy, tangibility, reliability and responsiveness. Employees have highest level of trust on e-filing webpage. The last section of behavioural intention of employees related to IT e-filing has 3 variables such as recommendations, online and offline.

Table 7: Behavioral Intentions

S. No.	***Behavioural Intentions***	***Mean***	***Rank***

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1	I will recommend e-filing to others as well (Recommendations)	3.00	3
2	I will file my returns only through online (Online)	3.09	2
3	I am against offline mode of filing the returns (Offline)	3.45	1

From the mean analysis, it is understood that the employees are against offline mode of filing IT returns and highly recommending e-filing practices to others. The determinants of behavioural intentions have been identified through analysis of regression.

Table 8: Determinants of Behavioural Intentions

Behavioural Intentions	***Beta***	***Sig.***
(Constant)		0.000
Ease of Operations	0.251	0.015
Cost Effectiveness	0.183	0.043
Computer Literacy	-0.055	0.521
Service Quality of Webpage	0.314	0.001

The significance levels of ease of operations, cost effectiveness and service quality of webpage are less than five percent. It indicates that these factors have high degree of influence towards the behaviour intentions of employees towards IT e-filing whereas, computer literacy not influences the behaviour.

Conclusion

There is a strong belief among people that IT system results in prompt processing. The individual intention makes people to suggest and recommend others to adopt e-filing. Although numerous benefits are available there are some challenges. This include taxable income computation, deduction calculation, accuracy in TDS filing and scouting of individuals for exemptions. Subsequently, there are due dates which vary from tax to tax. For better understanding, recently the due date for income tax filing has been extended till Aug $31^{st}$and for annual GST return it is Oct 31^{st}. There is a concept of late fee for not filing the return before due date based on the type of tax. As the return is filed once in a year there is a chance of forgetting the password for portal login. In such case recovering the account becomes a back-breaking. The most important and uphill concept is linking aadhaar with the pan. If it fails, one cannot file the return as well as e-verification. Although, it is challenging it saves time and cost.

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