



A STUDY ON THE SALARIED ASSESSEES SATISFACTION ON E-FILING OF INCOME TAX RETURNS WITH REFERENCE TO THE COIMBATORE CITY

Dr. R. Vasanthi

Assistant Professor, Department of Commerce CA, PSGR Krishnammal College for Women, Coimbatore.

Abstract

The researcher studied about the salaried assesses satisfaction on e-filing of Income Tax Returns with special reference towards Coimbatore city. Here the researcher has collected data through primary method. The researcher used Quota sampling technique to collect the data. The researcher collected data from 250 respondents based on their occupational status. The researcher used tools like Percentage Analysis, ANOVA in the study. The satisfaction on e-filing of Income Tax Returns varies among age group, educational qualification, occupational status, employment status, working experience and gross total income taken for the study.

Keywords: *Assessees, Satisfaction, Income Tax, Occupational Status.*

Introduction

It is a legal obligation for every individual to file their income tax returns whose total income for the previous year has exceeded the maximum amount according to Income Tax Act 1961. Every sector and segment in the world is partially or completely dependent on the internet. Now-a-days people in their daily life come across most of the internet processes like online banking, online news, online mutual fund investment, online buying and selling etc. These online processes save the time and also it is convenient for the people. Hence, the Department of Income Tax also framed an electronic filing of income tax returns. The process of electronically filing of income tax returns through the internet is known as e-filing. This was enforced from the Assessment year 2004-2005. Through e-filing process, citizens of the country can file the tax returns in a hassle free way. For filing the returns through e-filing, one must need to have a PC with internet connection. Through internet connection, just log on to the official website of the Income Tax Department and fill the form and submit it, online or offline. So paying the tax in a few clicks is the latest style of serving government financially.

Statement of the Problem

It is compulsory for everyone to furnish Income Tax Returns on their income, whose total income exceeds the maximum amount which is not chargeable to Income Tax in any previous year ending on 31st March is liable to file the Income tax Returns. According to Income Tax Act, 1961, an assessee has to pay income tax on the basis of his income. Thus higher the income, higher will be the tax. Mostly the assesses file their Income Tax Returns through auditors or tax advisors. Even though they file the returns with the help of auditors and tax advisors, the assesses' satisfaction on e-filing aspects were analysed.

Scope of the Study

In the study the assesses' satisfaction on e-Filing of Returns were studied. Here the assesses taken for the study were individuals. Individuals include only the salaried employees. The occupational status on salaried employees taken for the study was Corporate employees, Bank employees, Professionals, Assistant Professors, Teachers.

Objectives of the Study

1. To find out the salaried assesses' satisfaction level on e-Filing of Income Tax Returns
2. To offer suggestions to an assesses on e-Filing of Income Tax Returns

Methodology

To achieve the above objectives, primary and secondary data were required. Primary data was collected through Questionnaire and secondary data through referred books.

Period of Study

The study was conducted during 2015-2016 in Coimbatore city.

Sampling

The researcher studied about the assesses' satisfaction on e-Filing of Returns with special reference to Coimbatore city. Here the researcher has collected data through primary method. The researcher used Quota sampling technique to collect the data. The researcher collected data from 250 respondents based on their occupational status.

Statistical Tools

Tools like Percentage Analysis, ANOVA were used.



Hypothesis

Suitable null hypothesis was framed and applied wherever necessary

Satisfaction on e-filing aspects among the variables of Personal Profile

The e-filing aspects includes satisfaction on Filing tax, e-filing procedure, e-form, Time limit of return, Cost of e-filing ,Website address, Digital Signature, ITR-V form, e-Payment, Filing the challan for payment, Using the computer software for e-filing, List of banks for payment, Tax deducted at source return, IRS, Terms and conditions of payment.

Table 1: ANOVA For satisfaction score on e-filing aspects among the variable of Personal Profile

Variable	Source	Sum of Squares	Degree of Freedom	Mean Square	F Ratio	Sig.	Inference
Age	Between Groups	13.075	3	4.358	.067	.977	NS
	Within Groups	15938.714	246	64.792			
Educational Qualification	Between Groups	28.191	3	9.397	.145	.933	NS
	Within Groups	15923.597	246	64.730			
Occupational Status	Between Groups	16.608	3	5.536	.085	.968	NS
	Within Groups	15935.180	246	64.777			
Employment Status	Between Groups	137.156	2	68.578	1.071	.344	NS
	Within Groups	15814.632	247	64.027			
Working Experience	Between Groups	65.997	2	32.998	.513	.599	NS
	Within Groups	15885.792	247	64.315			
No. Of Assesseees in the Family	Between Groups	1055.207	3	351.736	5.809	.001	S
	Within Groups	14896.581	246	60.555			
Gross Total Income	Between Groups	61.746	3	20.582	.319	.812	NS
	Within Groups	15890.042	246	64.594			
	Total	15951.788	249				

** - Significance at 5% level, Ns- Not Significant at 5% level; Source: Computed Data

Age

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the age groups.

One way ANOVA is applied to find whether the mean satisfaction score on e-filing aspects differ significantly among the age groups. It is inferred from the ANOVA table that the significant value is 0.977 and the p value are greater than the level of significance $p < 0.05$. It is inferred that the satisfaction score on e-filing aspects does not differ significantly among the age groups. Hence, the hypothesis is accepted.

Educational Qualification

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the level of educational qualification.

One way ANOVA is applied to find whether the mean satisfaction score on e-filing aspects differ significantly among the level of educational qualification. It is inferred from the ANOVA table that the significant value is 0.933 and the p value are greater than the level of significance $p < 0.05$.It is concluded that the satisfaction score on e-filing aspects does not differ significantly among the level of educational qualification. Hence, the hypothesis is accepted.

Occupational Status

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the occupational status.

One way ANOVA is applied to find whether the mean satisfaction score on e-filing aspects differ significantly among the occupational status. It is inferred from the ANOVA table that the significant value is 0.968 and the p value are greater than



the level of significance $p < 0.05$. It is concluded that the satisfaction score on e-filing aspects does not differ significantly among the occupational status. Hence, the hypothesis is accepted.

Employment Status

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the employment status.

One way ANOVA is applied to predict whether the mean satisfaction score on e-filing aspects differ significantly among the employment status. It is inferred from the ANOVA table that the significant value is 0.344 and the p value are greater than the level of significance $p < 0.05$. It is concluded that the satisfaction score on e-filing aspects does not differ significantly among the employment status. Hence, the hypothesis is accepted.

Working Experience

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the working experience.

One way ANOVA is applied to find whether the mean satisfaction score on e-filing aspects differ significantly among the working experience. It is inferred from the ANOVA table that the significant value is 0.599 and the p value are greater than the level of significance $p < 0.05$. It is concluded that the satisfaction score on e-filing aspects does not differ significantly among the working experience. Hence, the hypothesis is accepted.

No. of Assesseees in the Family

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the number of assesseees in the family.

One way ANOVA is applied to find whether the mean satisfaction score on e-filing aspects differs significantly among the number of assesseees in the family.

It is inferred from the ANOVA table that the significant value is 0.001 and the p value is less than the level of significance $p > 0.05$. It is concluded that the satisfaction score on e-filing aspects differ significantly among the number of assesseees in the family. Hence, the hypothesis is not accepted.

Gross Total Income

Hypothesis: The satisfaction score on e-filing aspects do not differ significantly among the gross total income.

One way ANOVA is applied to find whether the mean satisfaction score on e-filing aspects differ significantly among the gross total income. It is inferred from the ANOVA table that the significant value is 0.812 and the p value is greater than the level of significance $p < 0.05$. It is concluded that the satisfaction score on e-filing aspects does not differ significantly among the gross total income. Hence, the hypothesis is accepted.

Findings

The satisfaction score on e-filing aspects is compared with the personal profile of the respondents. The respondents with the age group of 35-45 have high satisfaction level on e-filing aspects when compared with the other age group of respondents. Both the male and female respondents have been highly satisfied with e-filing aspects. In the case of educational qualification, the professional degree holders are highly satisfied with e-filing aspects when compared with the other degree holders. The professionals have high satisfaction level on e-filing aspects when compared with the other employees. The state government employees have high level of satisfaction on e-filing aspects than the central government and private sector employees. When compared with experience, the respondents with 10- 20 years of experience have high level of satisfaction on e-filing aspects. The respondents with four assesseees in their family have high satisfaction level on e-filing aspects. The respondents with earnings of income between ₹.250000-₹.500000 have high level of satisfaction on e-filing aspects. ANOVA result shows that the satisfaction score on e-filing aspects differ significantly among the number of assesseees in the family.

Conclusion

The study found that the youngsters had less awareness on e-filing aspects thus they had low level of satisfaction on e-filing aspects. The satisfaction level have to be increased by having an awareness on its aspects. Thus the youngsters have to develop their awareness level on e-filing by attending workshops, seminars regarding e-filing of income tax returns.

References

1. Income Tax Law and Practice, V.P.Gaur, D.B.Narang,Puja Gaur, Rajeev Puri Assessment year 2015-2016, Kalyani Publishers.
2. The Institute of Chartered Accountants of India, “ Basic concepts of Income Tax” Assessment year 2015-2016, The Publication Department on behalf of the Institute of Chartered Accountants of India.