



## Exploring Taxpayers' Awareness and Satisfaction Regarding Electronic Filing of Income Tax Returns

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### ABSTRACT

This abstract emphasizes the importance income tax filing plays in a nation's development by highlighting the money that may be raised from individuals through direct and indirect taxes. It recognizes the revolutionary role those new technologies—especially the internet—have played in simplifying procedures and lowering the amount of manual labour. There is a noticeable lack of understanding and use of these technologies despite these developments. When it comes to helping people and businesses comply with tax regulations and file their income tax returns, chartered accountants are essential. Using a field survey, the study intends to investigate the efficacy of electronic filing system for income tax returns as well as the awareness and satisfaction levels of taxpayers, with a specific focus on employees in Delhi India. Questionnaires will be used for data collection, and statistical tests in Microsoft Excel will be used for analysis. This study addresses how tax compliance is changing in the digital era by attempting to shed light on taxpayer awareness and satisfaction with electronic income tax return filing.

**Keywords: Online Tax Return, Filing, Income Tax, Chartered Accountant, Examining Knowledge, Satisfaction, Electronic, Completing, Income Tax Returns.**

### 1. INTRODUCTION

The introduction establishes the framework for a study of taxpayers' understanding and satisfaction with electronic income tax return filing, contextualized within the Income Tax Department of India. It emphasizes the department's crucial role as a major source of funding and its dedication to offering taxpayers across the country top-notch services. The introduction of electronic filing, or "e-filing," of income tax returns is being marketed as a significant advancement that will streamline the filing procedure and cut down on the amount of time needed for data entry after returns are received. The transition to electronic filing is portrayed as crucial for streamlining tax payments and guaranteeing adherence, with systems in place to alert taxpayers in the event that taxes are not paid. The need of electronic filing is underscored in light of rising income levels in the last few years, which have coincided with a noteworthy increase in the quantity of income taxpayers and consultants.

Although there is often a good rapport between tax experts and taxpayers, the introduction notes that maintaining cordial interactions can be difficult for both parties. To solve their issues and offer advice services to clients, including help with income tax returns, tax consultants have founded associations like Management Consultants Firms. Individual taxpayers, on the other hand, do not usually create such associations since they are scattered and might not be aware of the complexity involved in the filing process. The challenges faced by taxpayers are made worse by their lack of collective organization, especially when it comes to uploading and computing income from many sources and claiming deductions as specified in sections 80C through 80U of the Income Tax Act.

The introduction draws attention to the pressure that these difficulties are placing on the friendly connection between tax experts and taxpayers, pointing to a recent pattern of impeded communication. It highlights the legal requirements related to these procedures and briefly discusses the specific role that auditors, especially chartered accountants, play in determining taxable amounts and auditing final accounts. All things considered, the introduction lays the groundwork for exploring the intricacies and dynamics of taxpayers' understanding and contentment with regard to electronically submitting income tax returns, indicating the necessity of resolving issues to guarantee efficient tax administration and compliance.



**1.1.Objectives Of the Study**

- To Investigating the level of awareness among taxpayers regarding electronic filing of income tax returns.
- To Examining whether the perception of taxpayers towards e-filing of income tax returns varies based on gender.
- To Determining the satisfaction level of taxpayers with the process of e-filing income tax returns.
- To Identifying and analysing the problems faced by taxpayers in relation to e-filing income tax returns.

**2. LITERATURE REVIEW**

Narayanan (2019) investigates the opinions of income taxpayers toward electronic filing, offering insight on their beliefs, experiences, and attitudes toward the digital filing system. Through the identification of potential obstacles or challenges that may impede the general deployment of electronic filing, this study makes a contribution to the knowledge of the level of acceptability and adoption of electronic filing among taxpayers.

Saptono et.al (2022) investigates the quality of electronic tax systems and its influence on the compliance intentions of taxpayers, with a particular emphasis on the function that user satisfaction plays as a mediator. This study offers useful insights into the mechanisms that drive taxpayer behaviour within the setting of electronic tax filing. These insights are obtained by studying the relationship between system quality, user satisfaction, and compliance intentions.

Akram et.al (2019), the authors investigate the interrelationships between technological predictors and behavioural mediators in the context of online tax filing, with a particular focus on the moderating role. Through the findings of this study, a full understanding of the elements that influence the decision-making processes of taxpayers as well as the role that perceived risk plays in molding their attitudes and behaviours toward the adoption of electronic filing is provided.

Mannan et.al (2021) offer a combined theoretical model approach. This study provides a comprehensive framework for understanding the complex dynamics that influence taxpayers' decisions to adopt electronic filing systems in the context of Bangladesh with the help of a number of different theoretical views that have been included into the study.

Wicaksonoet.al (2021) investigate the perspectives of individual taxpayers with the goal of enhancing the electronic filing system for taxes in Indonesia. This study offers useful insights into areas for improvement and enhancement to better meet the requirements and expectations of taxpayers by conducting an analysis of taxpayers' views, preferences, and experiences with the electronic filing system. With this exploration, the study delivers valuable insights.

**3. RESEARCH METHODOLOGY**

This study looks on taxpayer awareness and satisfaction with electronic income tax return filing using a quantitative research methodology. The sample strategy, data analysis processes, and data collection techniques are some of the main elements of the study methodology.

**3.1.Data Collection:**

An organized survey that is given to taxpayers in Delhi, India, is used to gather data for this study. The questionnaire consists of questions intended to collect demographic data, such as age, gender, and yearly income, in addition to inquiries about respondents' awareness of and satisfaction with electronically submitting income tax forms.

**3.2.Sampling Technique:**

Stratified random sampling is the sampling method used in this investigation. The population under investigation consists of taxpayers in Delhi, India, who are classified according to age, gender, and income levels. Random samples are chosen from every stratum to guarantee representation of diverse demographic attributes.



**4. DATA ANALYSIS AND INTERPRETATION**

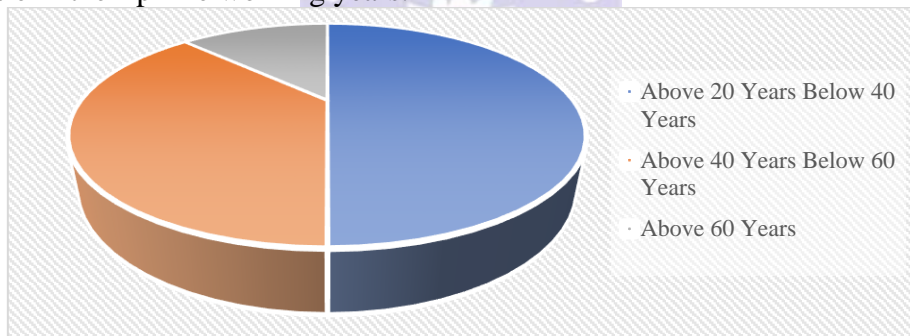
Statistical software, mainly Microsoft Excel, is used to tabulate and analyse the gathered data. Age, gender, and income are just a few of the demographic factors that are used to characterize the distribution of respondents when using descriptive statistics like frequencies and percentages. Additionally, associations between demographic characteristics and awareness/satisfaction levels with e-filing may be examined using inferential statistics like chi-square tests.

**Table 1: Number of Respondents Age**

Age Group	Respondents	Percentage
Above 20 Years Below 40 Years	60	50%
Above 40 Years Below 60 Years	45	55%
Above 60 Years	15	15%
Total	120	100%

**INTERPRETATION**

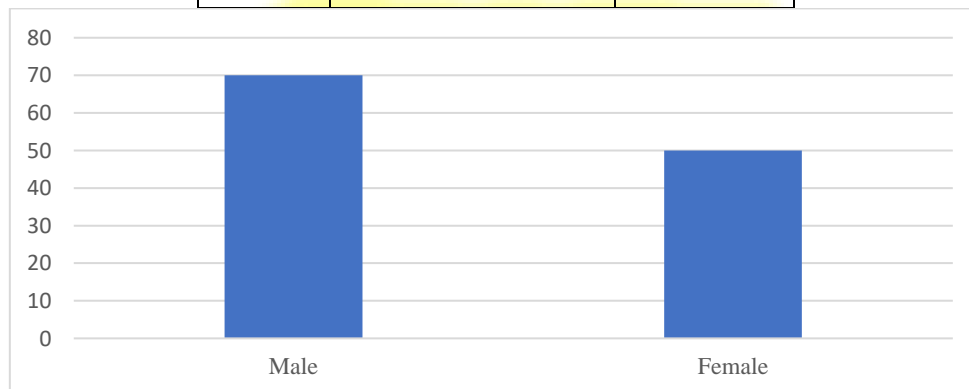
In a study on taxpayer demographics, Table 1 shows the age-group distribution of respondents. The bulk of responders, or 50% of the sample as a whole, appear to be between the ages of 20 and 40, according to the statistics. Of the sample, 55 respondents, or 45%, are between the ages of 40 and 60. In contrast, the proportion of respondents who are over 60 years old is the lowest—15 out of the total, or 15% of the sample. The distribution of taxpayers appears to be fairly balanced across age categories, with a considerable concentration in the middle age group. This could suggest that a significant proportion of taxpayers are in their prime working years.



**Figure 1: Representing Age of Respondents**

**Table 2: Distribution of Respondents by Gender**

Gender	No of Respondents	Percentage
Male	70	58%
Female	50	41%
Total	120	100%



**Figure 2: Representing Genders of Respondents**

**INTERPRETATION**

Table 2, entitled "Distribution of Respondents by Gender," presents the gender distribution statistics of research participants. The information indicates that of the 120 responders, 70 are



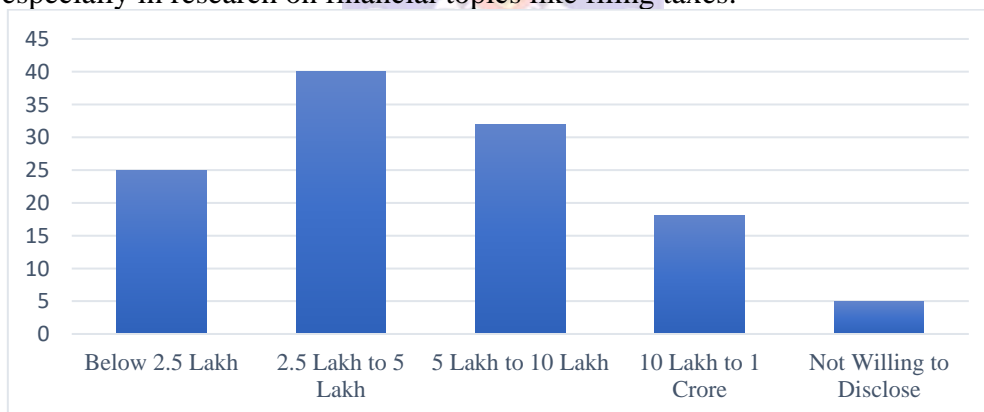
men, or 58% of the sample, and 50 are women, or 41% of the total. This indicates that there may be a small gender gap in the sample, with more men than women represented. Such a distribution may have an impact on the study's conclusions and interpretations, particularly if gender-related variables are important in the setting under investigation. It also emphasizes how crucial it is to take gender diversity into account when designing and analysing research projects in order to guarantee a thorough comprehension of the topic.

**Table 3: Annual Income of Respondents**

Annual Income	No of Respondents	Percentage
Below 2.5 Lakh	25	20.88%
2.5 Lakh to 5 Lakh	40	33.33%
5 Lakh to 10 Lakh	32	26.83%
10 Lakh to 1 Crore	18	15%
Not Willing to Disclose	5	4.1%
Total	118	100%

**INTERPRETATION**

Table 3, "Annual Income of Respondents," sheds light on how respondents' incomes are distributed in research. According to the data, 33.33% and 26.83% of the sample, respectively, of the respondents are in the income groups of 2.5 Lakh to 5 Lakh and 5 Lakh to 10 Lakh. Furthermore, 20.88% of those surveyed earn less than 2.5 lakh, while 15% are in the range of 10 lakh to 1 crore. 4.1% of respondents made the decision not to reveal their income. The distribution of income among the respondents appears to be varied, with a notable proportion of them falling into the middle-income ranges. For the purpose of examining respondents' opinions and actions, it is essential to comprehend how they make money, especially in research on financial topics like filing taxes.



**Figure 3: Representing Annual Income of Respondents**

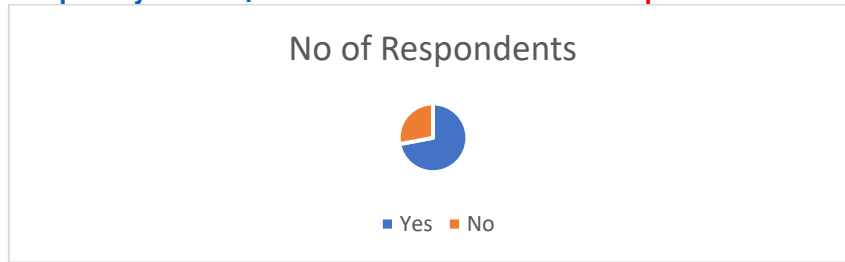
**Table 4: Level of satisfaction for each individual assessed**

Satisfaction Level	No of Respondents
Yes	85
No	33

**INTERPRETATION**

The satisfaction scores of individual assessors with regard to electronically filing income tax returns are displayed in Table 4. Of the 118 respondents who were polled, 85 people—or around 72% of the sample—said they were happy with the e-filing procedure. On the other hand, 33 respondents, or about 28% of the sample, expressed unhappiness with electronic filing. This distribution shows that most respondents had a positive opinion of filing taxes electronically, with a sizable minority expressing unhappiness. The results indicate that e-filing systems are generally well received, however there is still opportunity for development to allay the worries of unsatisfied taxpayers and raise process satisfaction levels.





**Figure 4:** Level of Satisfaction for Each Assesses

## 5. CONCLUSION

The language supplied leads to a conclusion that emphasizes the significance of electronically filing income tax returns, or "e-filing," as a modern and effective way for taxpayers to file their forms. It highlights how filing electronically can save a lot of money, time, energy, and stress. Even if current customers are happy with e-filing services, there is still a significant awareness gap because a significant section of the public is not aware of these tools. The need of coordinated efforts to raise taxpayer knowledge of e-filing and e-payment options is emphasized in the conclusion. It notes that the Income Tax Department offers training programs to close this gap and emphasizes the impact that literacy has on people's capacity to use e-filing services on their own. Overall, the conclusion supports the theme of examining taxpayers' awareness and satisfaction regarding electronic filing of income tax returns by highlighting the potential of e-filing to streamline tax processes and advocating for increased awareness initiatives to ensure broader access and satisfaction among taxpayers.

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