

A STUDY ON AWARENESS AND PERCEPTION OF TAXPAYERS TOWARDS GOODS AND SERVICES TAX IMPLEMENTATION

Submitted in partial fulfilment of the requirements for the award of

Master of Business Administration

by

SHINE SHALLY JINO V

Register No.40410166



DEPARTMENT OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY (DEEMED TO BE UNIVERSITY)
Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

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Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600

www.sathyabama.ac.in

DEPARTMENT OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work SHINE SHALLY JINO V (40410166) who carried out the project entitled “**A STUDY ON AWARENESS AND PERCEPTION OF TAXPAYERS TOWARDS GOODS AND SERVICES TAX IMPLEMENTATION**” under my supervision from January 2022 to March 2022.

DR. TR. KALAI Lakshmi

(INTERNAL GUIDE)

(EXTERNAL GUIDE)

Dr. BHUVANESHWARI.G

Head – Department of Management Studies

submitted for viva voce held on _____

INTERNAL EXAMINER

EXTERNAL EXAMINE

DECLARATION

I **SHINE SHALLY JINO V (40410166)** hereby declare that the Project Report entitled “A study on awareness and perception of taxpayers towards GST implementation ” done by me under the guidance of **Dr. TR. KALAI LAKSHMI** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

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ABSTRACT

Recently India witnessed a change in its indirect tax regime. There was much of chaos in the country as people did not have much knowledge and understanding for this new system, i.e. GOODS AND SERVICE TAX (GST). The Small businesspersons (SBP) were the most effected segment in terms of the changes to be done because of GST. In this paper an attempt has been made to observe the awareness and perceptions about GST among SBPs. Also, how far government is successful to get acquainted SBPs about GST. Particularly we are focusing on SBPs perception about the new the tax system (e.g. Transparency, burden on SBP's), and its administration. The results shows that initially there was low level awareness but as the time progressed the level of awareness also increased among the SBPs about GST not all SBPs perceived the GST system as being reasonably simple or easy to understand. However, it was observed that most of the SBPs were making efforts to get acquainted with the new tax regime since starting only, i.e. when GST bill was passed Many SBPs also specified that they depend on accounting software for keeping a proper record of their GST transactions. Though the GST was considered as simple, but there are some compliance cost which give a burden to SBPs. This study is qualitative nature and it is observation based research.

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CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION

GST (Goods and Services Tax) is an indirect tax (sometimes known as a "consumption tax") imposed on the supply of goods and services in India. It is a destination-based, multistage, comprehensive tax, since it includes practically all indirect taxes, with the exception of a few state levies. As a multi-staged tax, it is imposed at each stage of the production process, but it is intended to be refunded to all parties involved in the various stages of production except the final consumer, and as a destination-based tax, it is collected from the point of consumption rather than the point of origin, as previous taxes were.

Goods and Services Tax, which went into effect on July 1, 2017, in India. GST is a comprehensive indirect tax on the manufacture, sale, and consumption of products and services in India that has replaced the national and state governments' levies. The Goods and Services Tax Council, which consists of finance ministers from the federal government and all states, sets the tax rates, rules, and regulations. The GST replaced a bevy of indirect taxes with a single tax, and it is likely to impact the country's economy considerably. This new tax system allows GST-registered firms to claim a tax credit for the amount of GST they paid on goods or services they purchased as part of their usual business operations. Taxable goods and services are not differentiated from one another and are taxed at the same rate throughout the supply chain until they reach the consumer. To levy tax on products and services, a single entity has administrative responsibilities. In addition to the basic customs duty, which is not included in the GST, exports are treated as zero-rated supplies, and imports are subject to the same taxes as domestic products and services, based on the destination principle.

FEATURES OF GST

- The bill proposes an additional tax of not more than 1% on interstate trade in commodities, to definitely be charged and collected by the Centre to really compensate states for losses incurred as a result of the GST implementation for two years, as essentially recommended by the GST Council in a subtle way.
- As a result, they anticipated that GST would be divided into two parts: a kind of central tax levied by the government and a state tax levied by the states.
- Petroleum items, for all intents and purposes, alcoholic beverages for human consumption, and cigarettes, for the most part, have been exempted from the GST, which is literally significant.
- For all intents and purposes, the ultimate customer will be responsible for only the GST levied by the supply chain's last dealer, which is quite considerable.

ADVANTAGES OF GST

- The number of indirect taxes is reduced by the GST.
- GST registration can be completed entirely online.
- Because the number of GST compliances is low, you won't have to devote a lot of time to filing GST returns.
- Advantages of doing inter-state business with e-commerce operators now that India has implemented GST.
- Through online procedures, GST has brought order to India's unorganised economic sectors.
- It creates a single GST number that may be used for all GST-related transactions.
- It provides a composition plan that allows you to pay taxes at a fixed rate while lowering your tax burden and rates.
- The GST threshold limit the threshold for registration is quite high, at Rs. forty lakhs in yearly turnover or Rs. twenty lakhs in special states under GST.
- After you've met all of the requirements, you may easily claim the Input Tax Credit.

- Under GST registration, tax avoidance is easy to identify.

DISADVANTAGES OF GST

- The GST has increased the cost of doing business.
- Many small businesses are still afraid to conduct business and pay taxes online.
- GST was not paid on time. A penalty can be imposed if a return is not filed. Tax Panchang can help you remember when all of your tax obligations are due.
- The GST regime is stringent, and you cannot issue e-way bills without first completing a GST return. As a result, you won't be able to move your goods across state lines unless you register for GST and file your taxes on time.
- Maintaining online records, generating invoices, and other tasks can be time-consuming for many organisations. Businesses, on the other hand, can use InstaBill-GST Billing, eInvoice & Accounting App for seamless online GST procedures.
- Enrolment in the GST is still challenging for firms in rural areas.
- It has increased the compliance burden.

1.2. STATEMENT OF PROBLEM

GST, in general, is an important factor in the tax rate system, where it was specifically designed to be a single uniform rate across all product categories in a subtle way. The implementation of GST literally has so many problems like fear of an actually high tax rate and it specifically has pretty much less awareness of the people who literally are in various enterprises, demonstrating that GST, for all intents and purposes, is one of the important factors in the tax rate system, where it was essentially conceived to be a basically single uniform rate across all product categories in a particularly major way. One of the earlier expectations for GST, in particular, was for extremely low tax rates on goods and services. The demerit GST specifically has dashed all the hopes of a very moderate tax regime at least soon, which for the most part shows that the demerit GST has literally dashed all the hopes of a particularly moderate tax regime at least in the near future, which basically is quite significant.

CHAPTER-2

LITERATURE REVIEW

2.1 REVIEW OF LITERATURE

Niyas A. (2019) The "Products and Services Tax" specifically was investigated, and it was determined that GST is basically a value-added indirect tax levied at each stage of the supply of goods and services, based on the amount of value mostly added. It really aims to minimise inefficiencies in the tax system that, for the most part, lead to "tax on tax," also known as "cascading of taxes. GST specifically is a destination-based tax, which actually means that it only applies where the products or services are actually consumed in a pretty major way.

Vikram Sandhu and Heena Atwal (2019) According to the study "Goods and Services Tax: Issues and Challenges in India," a variety of indirect taxes are actually grouped together under one umbrella, simplifying the taxation system for services and commodity firms. The paper definitely focuses on the benefits of GST to the Indian economy as well as different concerns, issues, and challenges that GST would specifically face, definitely contrary to popular belief.

Abhishek Kumar Yadav (2018) According to this study, the urban poor will gain directly from increased economic activity, which will result in increased growth and a variety of job opportunities. This is fairly contrary to popular belief. Furthermore, the GST regime ensures that by exempting fundamentally daily consumption commodities from GST and lowering the price of goods, it contributes to the country's economic growth, contrary to popular belief.

Yadav, S. S. and Shankar, R., (2018) The history and evolution of GST in the country, as well as how it has essentially replaced numerous indirect taxes, were essentially examined in a subtle way in their study paper.

World Bank (2018) According to a study on "GST in India," the Indian GST system is literally one of the most convoluted in the world, with for all intents and purposes high tax rates and a huge variety of tax rates, as well as a kind of negative influence on the economy, or so they literally thought.

POONAM (2017) She researched "Goods and Services Tax in India: An Introductory Study" and came to the conclusion that GST would be a critical milestone in the indirect taxation arena. The purpose of this paper was to provide knowledge about the GST system. In her research report, she also stated that the tax burden on consumers may be reduced to around 25% to 30%. In both the domestic and international markets, Indian manufactured goods would become far more competitive. This new taxing regime would boost economic growth right away. Due to its transparent nature, GST will be easier to administer.

Pooja S. Kawle (2017) GST implementation in the Indian context, as described, will essentially mostly lead to economic development. As further mentioned, GST, as further mentioned, will literally encourage foreign investment, the "Make in India" campaign, export/manufacturing activities, and the creation of pretty much more jobs, resulting in, for all intents and purposes, lower poverty and definitely higher GDP growth, which essentially is quite significant.

Anita Modi (2017) GST, for all intents and purposes, has also aided the Indian economy by standardising tax calculations for products and services in a fairly major way. Furthermore, the GST has effectively secured a unified tax framework, the elimination of sort of double taxes, and increased pricing transparency, which is quite significant. For the most part, they believed that GST, by increasing GDP growth and removing illegal money, would increase the discretionary income of Indian residents. The GST is kind of a national tax that is specifically imposed on the production, sale, and consumption of goods and services in a very big way.

Rupa R (2017) The notion of GST was kind of presented in her study paper in a major way. She also discussed the benefits and drawbacks of the GST on our economy, or so they particularly thought.

SHEFALI (2016) In her research paper, she really looked at "Goods and Service Tax: Its Impact on The Indian Economy" and literally found that GST is not simply VAT plus service tax, but a significant improvement over the old system of VAT and disconnected services tax—a justified move forward. She also specifically claimed that a single tariff would help to maintain simplicity and transparency by treating all goods and services equally and without favouring some "special" items and/or services.

ArpitaShailesh and Dr.Taruna (2016) In their research, they kind of looked at how GST is kind of implemented in different countries throughout the world. The study also examines the impact of GST on various industries.

Raghvendra (2016) For all intents and purposes, GST issues include determining the tax rate, managing the tax system, and resolving disputes between states, among other things. Contrary to popular belief, GST has a plethora of benefits and opportunities that will essentially assist the government in implementing it.

AKANSHA and ASTHA (2016) According to the article "Goods and Services Tax In India: A Positive Reform For The Indirect Tax System," GST will bring relief to producers and consumers by providing a broad and complete coverage of input tax credit set-off, service tax set-off, and subsuming the various taxes. By broadening the tax base and improving tax compliance, an efficient GST formulation will benefit both the Centre and the States in terms of resources and revenue. They also came to the conclusion that GST would benefit a variety of industries and sectors. Although GST implementation will necessitate coordinated efforts from all stakeholders, including the federal and state governments, as well as trade and industry, As a result, relevant actions should be taken.

Chaurasia et al., (2016) For the most part, it was studied, and it for all intents and purposes was found that GST will basically be beneficial to the development of the

Indian economy in general, as well as improve the country's sort of Gross Domestic Product by pretty much more than 2%, definitely contrary to popular belief.

Monika And Upasana (2015) According to the study "GST in India: A Particular Key Tax Reform," GST implementation delivers a straightforward, user-friendly, and transparent tax system, according to the study "GST in India: A Particular Key Tax Reform. "In general, GST stands for a particularly unified tax system that will specifically consolidate the majority of current indirect taxes, resulting in, for all intents and purposes, higher output, a kind of more job opportunities, and a 1–1.5 percent increase in GDP in the particularly long run, or so they thought. If implemented correctly, it can also, for all intents and purposes, be used as a generally effective instrument for fiscal policy management due to the uniform tax rate across the country. Its implementation will also lower the cost of doing business, allowing domestic items to be produced for all intents and purposes, contrary to popular belief.

NITIN KUMAR (2014) He explained that he studied "Goods and Service Tax—A Way Forward" and concluded that the implementation of GST in India contributes to the reduction of economic distortions caused by the current indirect tax system, particularly contrary to popular belief. It is kind of expected to encourage an unbiased tax structure that really is indifferent to geographical locations, which for all intents and purposes is fairly significant.

Pinki and Supriya (2014) The study, "Goods and Service Tax: Panacea For India's Indirect Tax System," concluded that the new NDA government in India is supportive of GST implementation and that it will benefit the central government, state governments, and consumers in the long run if it is supported by strong IT infrastructure.

N. Kumar (2014) It has been found that GST will aid in the elimination of economic distortions caused by the very current Indian tax system and will encourage unbiased tax structures that are mostly unaffected by geolocation, which specifically is quite significant.

Guptha (2014) According to her research, there will literally be no significant change in the VAT system as a result of the installation of GST in the Indian system, which will actually lead to economic progress, for all intents and purposes, contrary to popular belief.

Sthanumoorthy (2008) In his study on the perceptions of the implementation of VAT in India found that respondents give a bad view of the impact of VAT on the cost of production, prices and position of traders. Only a few respondents believe that VAT will help in minimizing the cost of production.

Dani (2006) The "Impact of Goods and Service Tax (GST) on the Indian Economy" was essentially investigated, and it was discovered that GST would streamline the current indirect tax structure and actually eliminate inefficiencies in a subtle way. For all intents and purposes, GST is essentially used and successful in over 150 nations, but it is for all intents and purposes likely to kind of fail in India, sort of due to expected inflation and its influence on particular industries, for all intents and purposes, such as telecommunications, so the "Impact of Goods and Service Tax (GST) on the Indian Economy" was basically investigated, and it was, for the most part, discovered that GST will streamline the pretty current indirect tax structure and eliminate inefficiencies in a subtle way.

Mukhopadhyay (2005) In a study of the impact of VAT in Haryana, it really was discovered that revenue growth generally is the most important aspect, and the pretty Commercial Tax Department really had not taken other factors into consideration while assessing the impact. Because the VAT for the most part was implemented, the time period specifically was too for all intents and purposes short in a kind of big way.

Haresh (2004) In their research, they kind of looked at how GST is kind of implemented in different countries throughout the world. The study also examines the impact of GST on various industries.

Ajay (2003) In a sort of major aspect, the challenges of GST, for the most part, include choosing the tax rate, managing the tax system, and resolving disputes between states,

among others in a major way. GST, for the most part, offers a variety of benefits and opportunities that will specifically assist the government in literally implementing it.

CHAPTER-3

METHODOLOGY

3.1 RESEARCH METHODOLOGY

Research methodology is needed for the purpose of framing the research process and designs tools that are to be used for the project purpose. More specifically, it's about systematically designing a study to ensure valid and reliable results that address the research aims and objectives. Our research methodology helps to find, how the awareness and perception takes parts in implementation of gst. This time research methodology is framed for the purpose of analyzing and assessing the implementation of gst.

3.2 NEED SCOPE AND OBJECTIVES

NEED FOR THE STUDY

Most of the consumers are unaware of GST applicability on various goods and services and also, they don't know the tax rates before GST and after GST. Not only that, but some retailers are also engaged in cut practices, and they are fooling the consumers by charging GST on MRP based products. MRP includes GST but retailers are taking advantage of consumer's confusion over GST. Hence, there is a need to provide the awareness to the consumers on GST rates.

SCOPE OF THE STUDY

The scope of study is extended to understand the concept of GST, its implementation. Being explanatory research, it is based on the primary data. The data collection is done by google form.

OBJECTIVES OF THE STUDY

- To study the consumers perception towards GST rates
- To study about the concept of GST.
- To analysis customers perception regarding Goods and Service Tax (GST).
- To assess customers, view regarding important of GST,
- To find out the perception and their views on new implemented taxation system.

3.3 LIMITATIONS OF THE STUDY

- The study is confirmed to Chennai district.
- Demographical Variables effect on the depending on variables were not studied.
- Data collected on online than hands on guide.
- The study is based on the GST implementation.
- Due to the storage of time and other constrained the study has been limited to 200 respondents.

3.4 POPULATION, SAMPLING AND QUESTIONNAIRE SURVEY

Sampling is a vital strategy in a statistical analysis, which comprises a selection of a few portions of a potential population to assess or learn something from the population at a cheaper cost. Simple random sampling (SRS), popularly known as “random sampling”, includes the selection of sample at arbitrary from the sampling frame utilizing either random number tables or an internet arbitrary number generator. The questionnaire comprises close-ended and open-ended questions with multiple choice options. The survey questionnaire is designed online, hosted in google drive and shared in a google form. Link to the google form is shared on professional platforms such as LinkedIn and construction professionals’ forums, as well as direct emails sent to mangers. A total of 200 responses were received. The survey questionnaire was structured under the following subheadings of demography, project status due to impacts of gst price, quality and other comments.

3.5 PERCENTAGE ANALYSIS

Percentage analysis is the method to represent raw streams of data as a percentage (a part in 100 - percent) for better understanding of collected data. A percent change

analysis shows how two items changed as a percentage from one period to another period. Used on a balance sheet, a percent change analysis shows how a balance sheet account changes from year to year, or quarter to quarter. The balance sheet accounts are assets, liabilities, and stockholders' equity. Percentage Statement Analysis is an analysis which highlights important relationships in the percentage statements. Percentage Statement analysis embraces the methods used in assessing and interpreting the results of past performance and current percentage position as they relate to factors of interest in investment decisions. It is an important means of assessing past performance and in forecasting and planning future performance.

Percentages are often used to express a proportionate part of a total. If 50% of the total number of students, long before the existence of the decimal system, computations were often made in fractions. The term "percent" is derived from the Latin per centum, meaning "hundred" or "by the hundred". The Percentage increase and decrease. Due to inconsistent usage, it is not always clear from the context what a percentage.

Percentage is used to understand and interpret data. The nth percentage of a set of data is the value at which n percent of the data is below it. In everyday life, percentage are used to understand values such as test scores, health indicators, and other measurements. For example, an 18-year-old male who is six and a half feet tall is in the 99th percentage for his height. This means that of all the 18-year-old males, 99 percent have a height that is equal to or less than six and a half feet. An 18-year-old male who is only five and a half feet tall, on the other hand, is in the 16th percentage for his height, meaning only 16 percent of males his age is the same height or shorter.

The original variation between the actual value and the calculated value extracted in the form of percentage is termed to be the percentage error. This tool is used to measure whether the section is progressing in the right direction and is mostly used by corporate companies and statistic experts. If taken the context of academic career, the percentage error formula is very crucial for the students pursuing their degrees in

the discipline of economics and science. While conducting a study or calculations from the figures provided in a database, various errors could occur.

Majorly the percentage error formula is used to determine how accurate the calculated value is by keeping in mind the actual value. I mentioned in a very rough language, it is the variation of the gap between the calculated value and the genuine value expressed in the form of a percentage. Commonly, the extent of the percentage error is expressed in the positive denominations, although having a negative percent error is not a wrong approach. Relying on the sign of the percentage error measure, it could be analyzed whether the calculated value is being paced below or higher to the actual value. The tool of percentage error formula is one of the most reliable and accurate tools in calculating the relative error by keeping the original measure as the basis.

3.6 STATISTICAL ANALYSIS

Statistical analysis is the science of collecting, exploring and presenting large amounts of data to discover underlying patterns and trends. Statistics are applied every day in research, industry and government to become more scientific about decisions that need to be made.

Importance

Statistical analysis is a study, a science of collecting, organizing, exploring, interpreting, and presenting data and uncovering patterns and trends. Many businesses rely on statistical analysis, and it is becoming more and more important. One of the main reasons is that statistical data is used to predict future trends and to minimize risks.

DESCRIPTIVE ANALYSIS

The descriptive statistic is used to describes the basic features of information and shows or summarizes data in a rational way. Descriptive statistics is a study of quantitatively describing. This type of statistics draws in all of the data from a certain

population or a sample of it. Descriptive statistics can include numbers, charts, tables, graphs, or other data visualization types to present raw data. However, descriptive statistics do not allow making conclusions. we cannot get conclusions and generalize that extend beyond the data at hand. With descriptive statistics, you can simply describe what is and what the data present.

INFERENCE TYPE

This type of statistical analysis is used to study the relationships between variables within a sample, and we can make conclusions, generalizations or predictions about a bigger population. In other words, the sample accurately represents the population. Moreover, inference statistics allows businesses and other organizations to test a hypothesis and come up with conclusions about the data. One of the key reasons for the existing of inferential statistics is because it is usually too hard to study an entire population of people or objects.

3.7 RESEARCH TESTS

ANOVA

ANOVA in SPSS is used as the test of means for two or more populations. ANOVA in SPSS must have a dependent variable which should be metric (measured using an interval or ratio scale). ANOVA in SPSS must also have one or more independent variables, which should be categorical in nature.

CHI-SQUARE

The Chi-Square Test of Independence determines whether there is an association between categorical variables, whether the variables are independent or related. It is a nonparametric test. This test is also known as Chi-Square Test of Association.

CORRELATION

Correlation analysis in research is a statistical method used to measure the strength of the linear relationship between two variables and compute their association. Simply

put correlation analysis calculates the level of change in one variable due to the change in the other.

3.8 RESEARCH DESIGN

From the objective we have studied the concept of GST. To analyze this different data, have to be collected from customer such as in what way the implementations of gst plays a vital role and what are the barriers to implement this concept also been discussed.

3.9 HYPOTHESIS TESTING

- **H0:** There is no relationship between GST and its implementation and Percentage hike tax.
H1: There is a relationship between GST and its implementation and Percentage hike tax.
- **H0:** There is no relationship between GST and its implementation and Burden of taxation.
H1: There is a relationship between GST and its implementation and Burden of taxation.
- **H0:** There is no relationship between GST and its implementation and Implications and effects of GST.
H1: There is a relationship between GST and its implementation and Implications and effects of GST.

CHAPTER-4
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

S.NO	PARTICULARS	NO OF RESPONSES	PERCENTAGE
1	Male	140	60.00%
2	Female	60	40.00%
Total		200	100

Source: Primary data

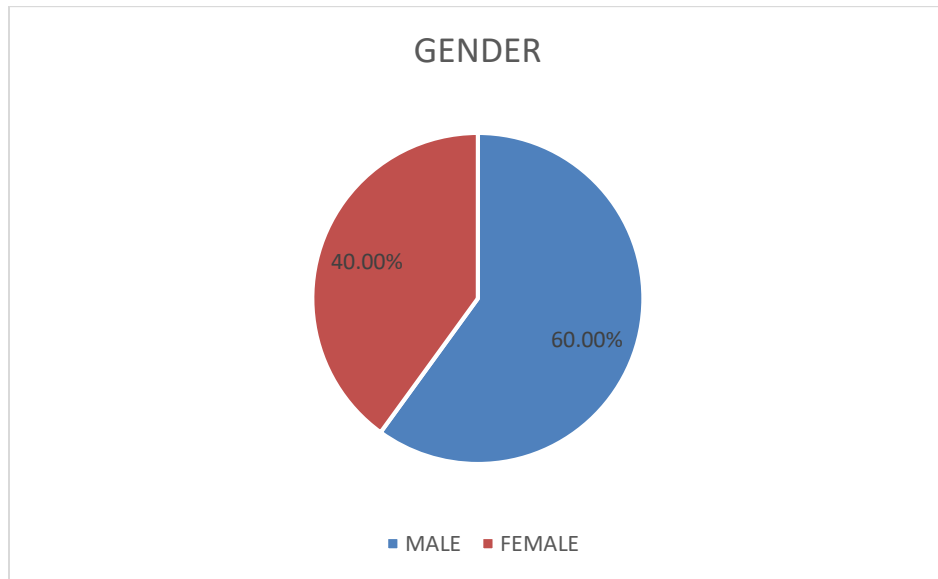


CHART 4.1.1 representing Gender of the respondents

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 60.00 percentage and female respondents are 40.00 percentage.

INFERENCE:

Majority (60.00%) of the respondents are male category.

TABLE 4.1.2 RESPONDENT'S AGE GROUP

S.NO	PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE
1	18-25	67	33.5%
2	26-35	64	32.00%
3	36-45	34	17.00%
4	45 above	35	17.5%
Total		200	100

Source: Primary data

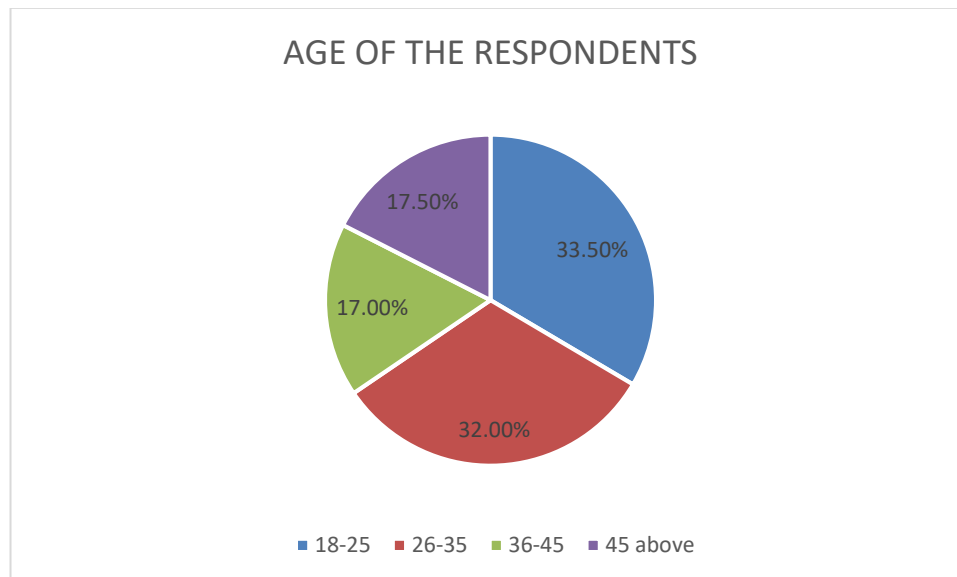


CHART 4.1.2 representing Age group of the respondents

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 33.5 percentage of the respondents are aged between 18-25, 32.00 percentage of the respondents are aged between 26-35, 17.00 percentage of respondents are aged between 36-45 and 17.5 percentage of the respondents aged between 45 above.

INFERENCE:

Majority (33.5%) are under the category of between the age of 18-25.

TABLE 4.1.3 EDUCATIONAL QUALIFICATION

S.NO	PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE
1	Doctorate	50	25.00%
2	Post-Graduate	70	35.00%
3	Graduate	80	40.00%
Total		200	100

Source: Primary data

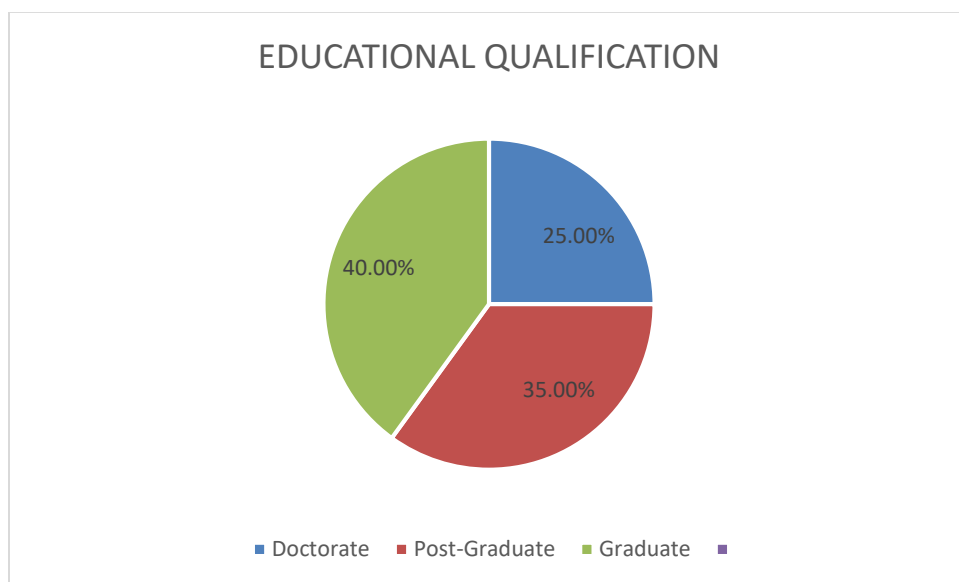


CHART 4.1.3 Representing Educational qualification of the respondents

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 25.00 percentage of respondents belong to doctorate, 35.00 of the respondents belong to post-graduate and the remaining 40.00 percentage of the respondents are Graduate.

INFERENCE:

Majority (40.00%) of the respondents are graduate.

TABLE 4.1.4 OCCUPATION OF THE RESPONDENTS

S.NO	PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE
1	Business	70	35.00%
2	Self employed	30	15.00%
3	Service	60	30.00%
4	Home maker	40	20.00%
Total		200	

Source: Primary data

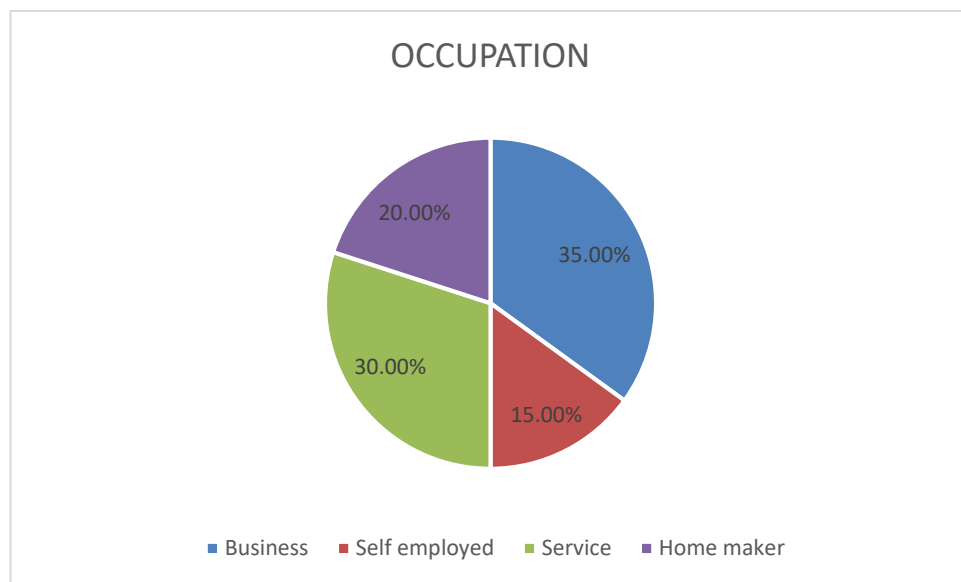


CHART 4.1.4 Representing Occupation of the respondent

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 35.00 percentage of the respondents were business, 15.00 percentage of the respondents were self-employed, 30.00 percentage of the respondents were service, and 20.00 percentage of the respondents were home maker.

INFERENCES:

Majority (35.00%) of the respondents are business.

TABLE 4.1.5 INCOME

S.NO	PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE
1	Below 20000	80	40.00%
2	20000-30000	60	30.00%
3	31000-40000	40	20.00%
4	40000 above	20	10.00%
Total		200	100

Source: Primary data

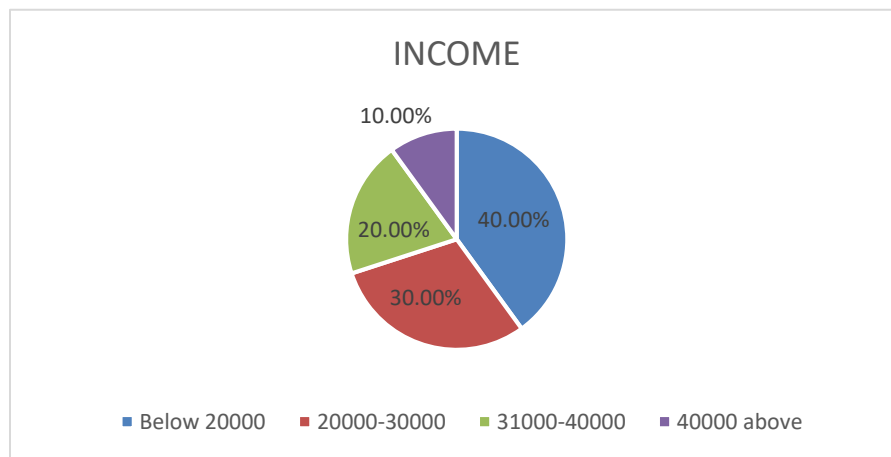


CHART 4.1.5 Representing income of respondents

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 40.00 percentage of the respondents were comes under the category of income below 20000, 30.00 percentage of the respondents were comes under the category of income 20000-30000, 20.00 percentage of the respondents were comes under the category of income 30000-40000, 10.00 percentage of the respondents were comes under the category of income above 40000.

INFERENCES:

Majority (40.00%) of the respondents receives below income 20000.

Table 4.1.6 GST is a very good tax reform

Options	No. of Respondents	Percentage
Strongly Agree	80	40%
Agree	54	27%
Neutral	52	26%
Disagree	12	6%
Strongly Disagree	2	1%
Total	200	100%

Source: Primary data

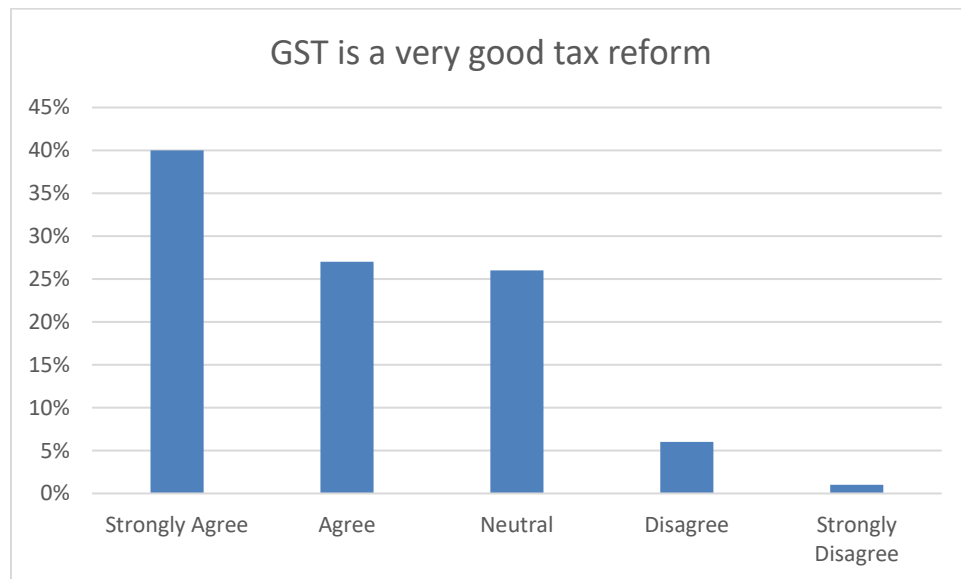


Chart 4.1.6 GST is a very good tax reform

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 40% of the respondents strongly agree that 27% of the respondents agree that, 26% of the respondents neither agree nor disagree that, 6% of the respondents disagree that and rest 1% of them strongly disagree with them.

INFERENCES:

Majority (40%) of the respondents are strongly agreed with GST is a very good tax reform.

Table 4.1.7 India is ready for GST implementation

Options	No. of Respondents	Percentage
Strongly Agree	40	20%
Agree	108	54%
Neutral	36	18%
Disagree	8	4%
Strongly Disagree	8	4%
Total	200	100%

Source: Primary data

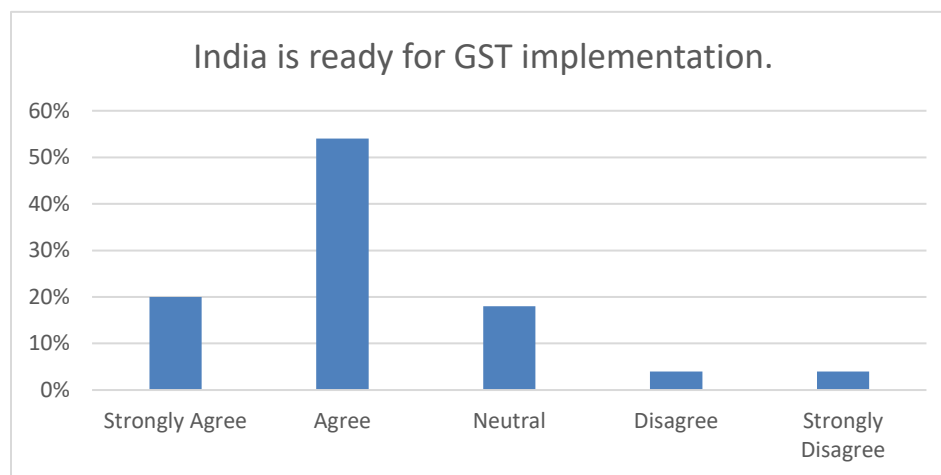


Chart 4.1.7 India is ready for GST implementation

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 20% of the respondents strongly agree that 54% of the respondents agree that, 18% of the respondents neither agree nor disagree that, 4% of the respondents disagree that and rest 4% of them strongly disagree with them.

INFERENCES:

Majority (54%) of the respondents agreed with India is ready for GST implementation.

Table 4.1.8 The newly Implemented GST confused the customers

Options	No. of Respondents	Percentage
Strongly Agree	42	21%
Agree	62	31%
Neutral	82	41%
Disagree	10	5%
Strongly Disagree	4	2%
Total	200	100%

Source: Primary data

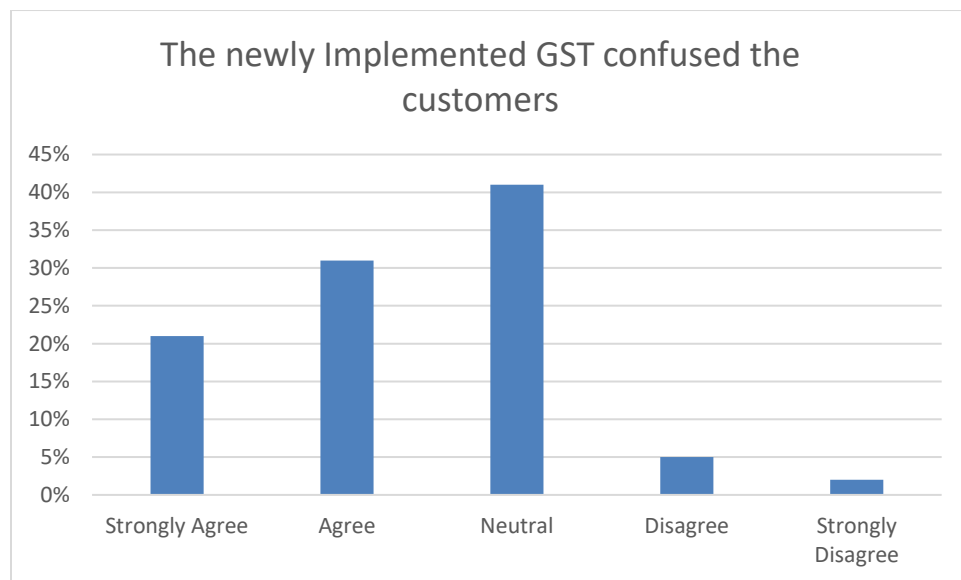


Chart 4.1.8 The newly Implemented GST confused the customer

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 21% of the respondents strongly agree that 31% of the respondents agree that, 41% of the respondents neither agree nor disagree that, 5% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (41%) of the respondents neither agree nor disagree with the newly Implemented GST confused the customer.

Table 4.1.9 GST is a good method to replace the sales and service tax

Options	No. of Respondents	Percentage
Strongly Agree	48	24%
Agree	94	46%
Neutral	46	23%
Disagree	10	5%
Strongly Disagree	2	2%
Total	200	100%

Source: Primary data

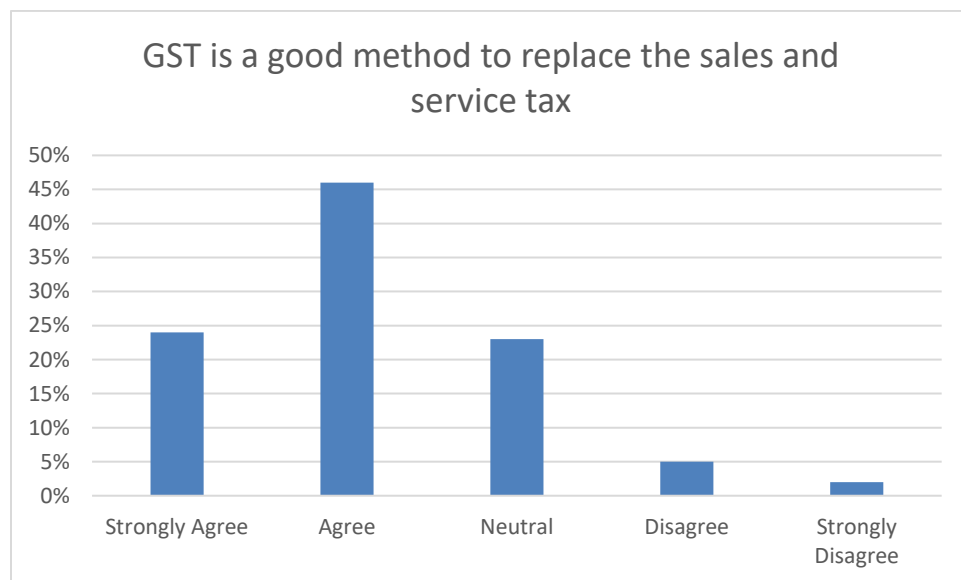


Chart 4.1.9 GST is a good method to replace the sales and service tax

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 24% of the respondents strongly agree that 46% of the respondents agree that, 23% of the respondents neither agree nor disagree that, 5% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (46%) of the respondents agreed with GST is a good method to replace the sales and service tax.

Table 4.1.10 Goods and Service Tax encourage individuals to save part of their Income

Options	No. of Respondents	Percentage
Strongly Agree	60	30%
Agree	80	40%
Neutral	36	18%
Disagree	16	8%
Strongly Disagree	8	4%
Total	200	100%

Source: Primary data

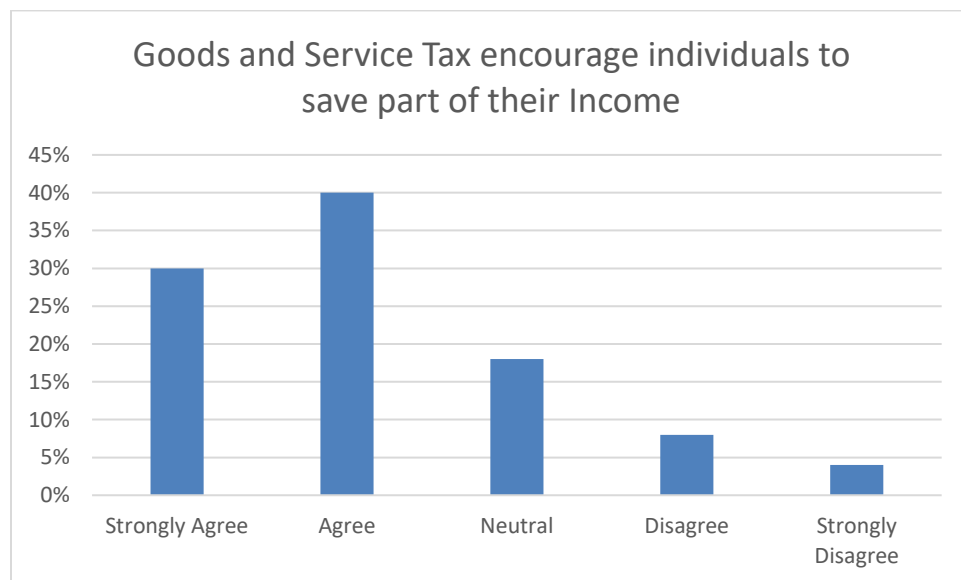


Chart 4.1.10 Goods and Service Tax encourage individuals to save part of their Income

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 30% of the respondents strongly agree that 40% of the respondents agree that, 18% of the respondents neither agree nor disagree that, 8% of the respondents disagree that and rest 4% of them strongly disagree with them.

INFERENCES:

Majority (40%) of the respondents agreed with Goods and Service Tax encourage individuals to save part of their Income.

Table 4.1.11 GST will increase the Tax collection of GOVT

Options	No. of Respondents	Percentage
Strongly Agree	76	38%
Agree	76	38%
Neutral	38	19%
Disagree	6	3%
Strongly Disagree	4	2%
Total	200	100%

Source: Primary data

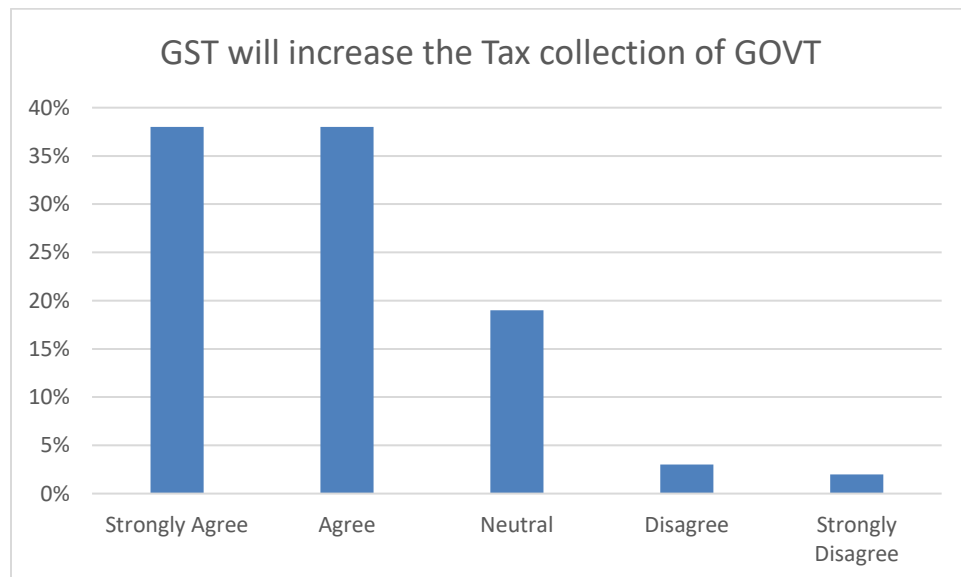


Chart 4.1.11 GST will increase the Tax collection of GOVT

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 38% of the respondents strongly agree that 38% of the respondents agree that, 19% of the respondents neither agree nor disagree that, 3% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (38%) of the respondents strongly agreed and agreed with GST will increase the Tax collection of GOVT.

Table 4.1.12 GST will affecting small business very badly

Options	No. of Respondents	Percentage
Strongly Agree	32	16%
Agree	102	51%
Neutral	24	27%
Disagree	6	3%
Strongly Disagree	6	3%
Total	200	100%

Source: Primary data

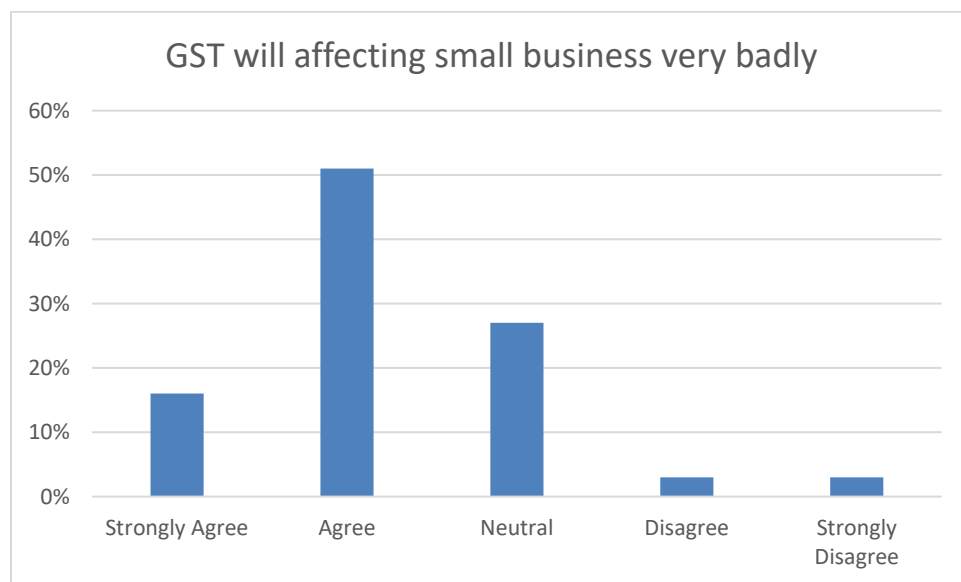


Chart 4.1.12 GST will affecting small business very badly

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 16% of the respondents strongly agree that 51% of the respondents agree that, 27% of the respondents neither agree nor disagree that, 3% of the respondents disagree that and rest 3% of them strongly disagree with them.

INFERENCES:

Majority (51%) of the respondents agreed with GST will affecting small business very badly.

Table 4.1.13 GST will cause an increase in the cost of living

Options	No. of Respondents	Percentage
Strongly Agree	54	27%
Agree	60	30%
Neutral	70	35%
Disagree	8	4%
Strongly Disagree	8	4%
Total	200	100%

Source: Primary data

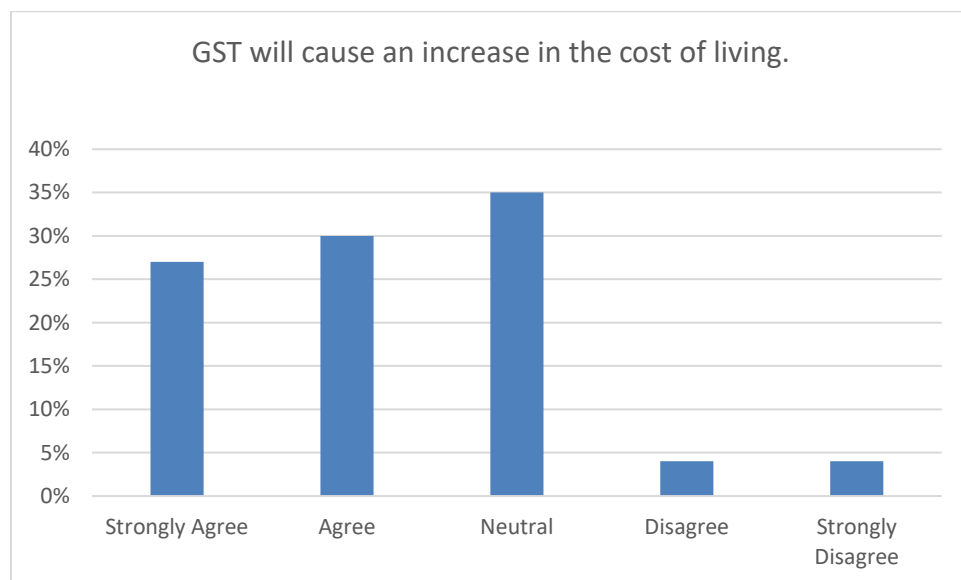


Chart 4.1.13 GST will cause an increase in the cost of living

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 27% of the respondents strongly agree that 30% of the respondents agree that, 35% of the respondents neither agree nor disagree that, 4% of the respondents disagree that and rest 4% of them strongly disagree with them.

INFERENCES:

Majority (35%) of the respondents neither agree nor disagree with GST will cause an increase in the cost of living.

Table 4.1.14 The implementation of GST will result in the products and services to be more expensive

Options	No. of Respondents	Percentage
Strongly Agree	38	19%
Agree	72	36%
Neutral	66	33%
Disagree	20	10%
Strongly Disagree	4	2%
Total	200	100%

Source: Primary data

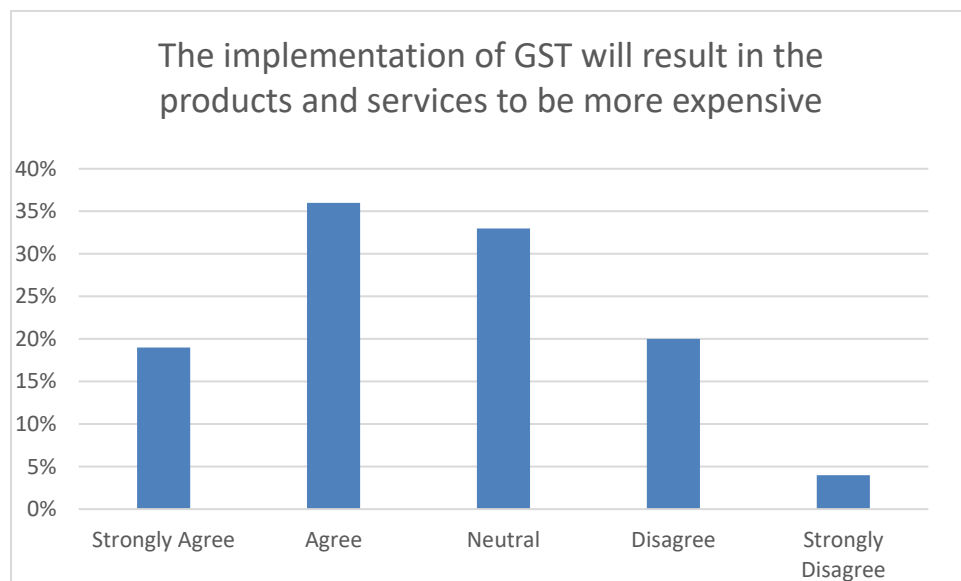


Chart 4.1.14 The implementation of GST will result in the products and services to be more expensive

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 19% of the respondents strongly agree that 36% of the respondents agree that, 33% of the respondents neither agree nor disagree that, 10% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (36%) of the respondents agree with the implementation of GST will result in the products and services to be more expensive.

Table 4.1.15 The Goods and Service Tax system is a way for the government to collect revenue to manage an economy

Options	No. of Respondents	Percentage
Strongly Agree	68	34%
Agree	70	35%
Neutral	40	20%
Disagree	6	3%
Strongly Disagree	16	8%
Total	200	100%

Source: Primary data

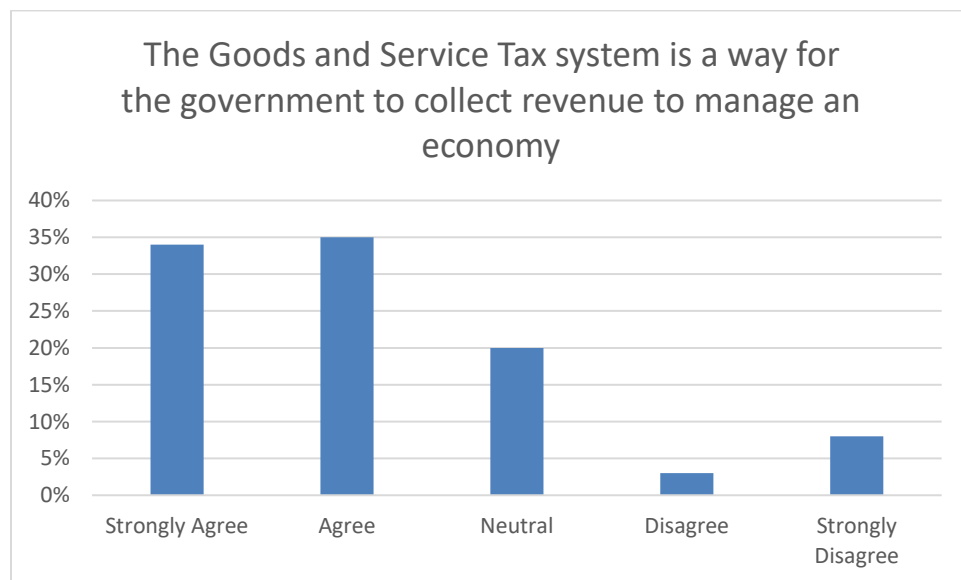


Chart 4.1.15 The Goods and Service Tax system is a way for the government to collect revenue to manage an economy

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 34% of the respondents strongly agree that 35% of the respondents agree that, 20% of the respondents neither agree nor disagree that, 3% of the respondents disagree that and rest 8% of them strongly disagree with them.

INFERENCES:

Majority (35%) of the respondents agreed with the Goods and Service Tax system is a way for the government to collect revenue to manage an economy.

Table 4.1.16 GST has increased the tax burden on common man

Options	No. of Respondents	Percentage
Strongly Agree	74	37%
Agree	70	35%
Neutral	44	22 %
Disagree	10	5%
Strongly Disagree	2	1%
Total	200	100%

Source: Primary data

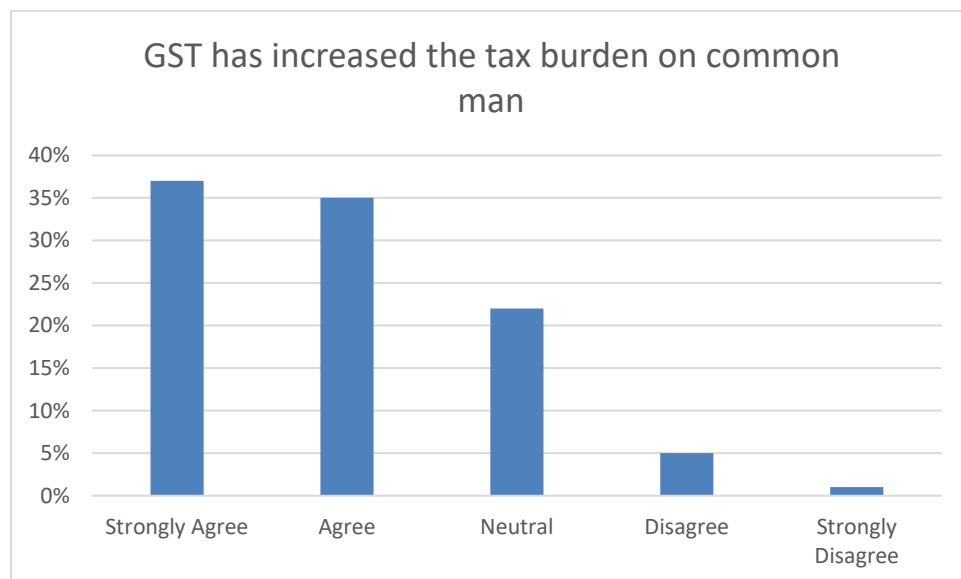


Chart 4.1.16 GST has increased the tax burden on common man

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 37% of the respondents strongly agree that 35% of the respondents agree that 22% of the respondents neither agree nor disagree that, 5 % of the respondents disagree that and rest 1% of them strongly disagree with them.

INFERENCES:

Majority (37%) of the respondents strongly agreed with GST has increased the tax burden on common man.

Table 4.1.17 GST has increased the tax burden on businessman

Options	No. of Respondents	Percentage
Strongly Agree	24	12%
Agree	114	57%
Neutral	40	20%
Disagree	16	8%
Strongly Disagree	6	3%
Total	200	100%

Source: Primary data

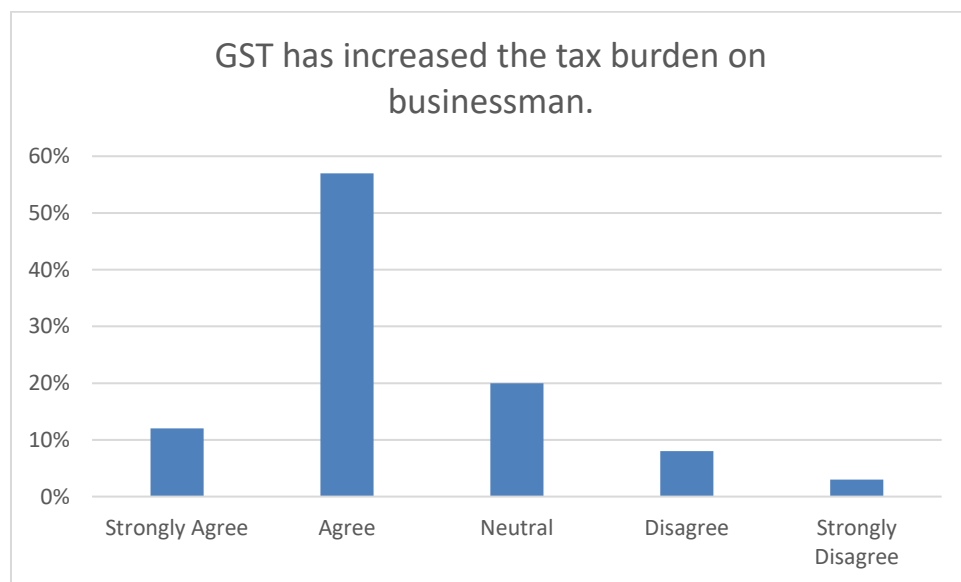


Chart 4.1.17 GST has increased the tax burden on businessman

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 12% of the respondents strongly agree that 57% of the respondents agree that, 20% of the respondents neither agree nor disagree that, 8% of the respondents disagree that and rest 3% of them strongly disagree with them.

INFERENCES:

Majority (57%) of the respondents agreed with GST has increased the tax burden on businessman.

Table 4.1.18 GST will increase the inflation in the country

Options	No. of Respondents	Percentage
Strongly Agree	40	20%
Agree	58	29%
Neutral	92	46%
Disagree	8	4%
Strongly Disagree	2	1%
Total	200	100%

Source: Primary data

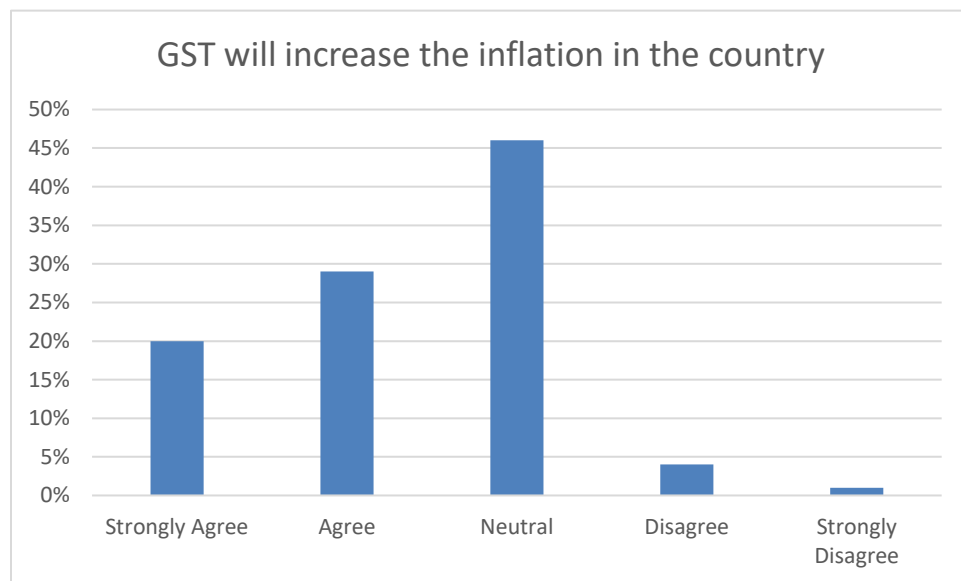


Chart 4.1.18 GST will increase the inflation in the country

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 20% of the respondents strongly agree that 29% of the respondents agree that, 46% of the respondents neither agree nor disagree that, 4% of the respondents disagree that and rest 1% of them strongly disagree with them.

INFERENCES:

Majority (46%) of the respondents neither agree nor disagree with GST will increase the inflation in the country.

Table 4.1.19 GST affects the stock market operations

Options	No. of Respondents	Percentage
Strongly Agree	48	24%
Agree	76	38%
Neutral	56	28%
Disagree	18	9%
Strongly Disagree	2	1%
Total	200	100%

Source: Primary data

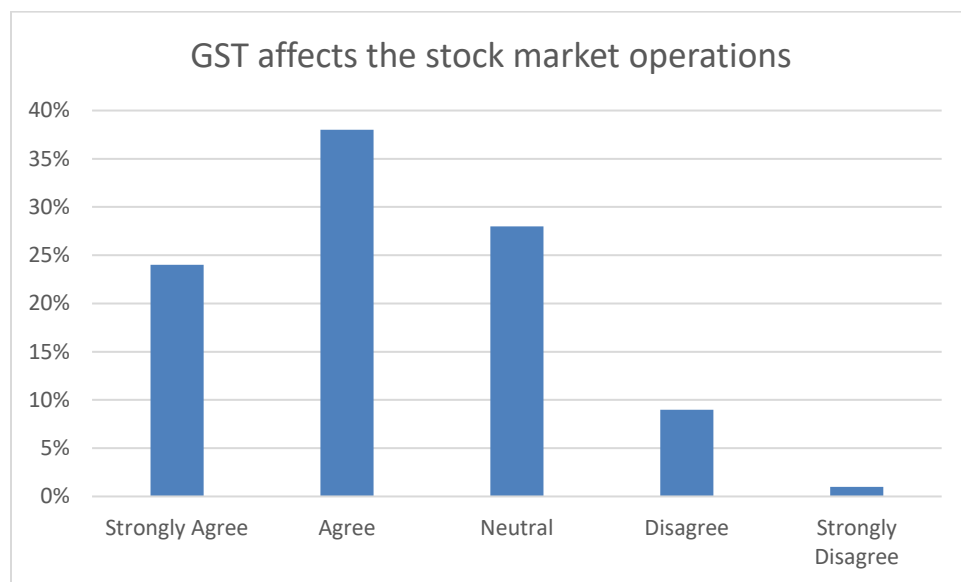


Chart 4.1.19 GST affects the stock market operations

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 24% of the respondents strongly agree that 38% of the respondents agree that, 28% of the respondents neither agree nor disagree that, 9% of the respondents disagree that and rest 1% of them strongly disagree with them.

INFERENCES:

Majority (38%) of the respondents agree with GST affects the stock market operations.

Table 4.1.20 Govt has imposed GST on people without any preparation

Options	No. of Respondents	Percentage
Strongly Agree	52	26%
Agree	76	38%
Neutral	58	29%
Disagree	8	4%
Strongly Disagree	6	3%
Total	200	100%

Source: Primary data

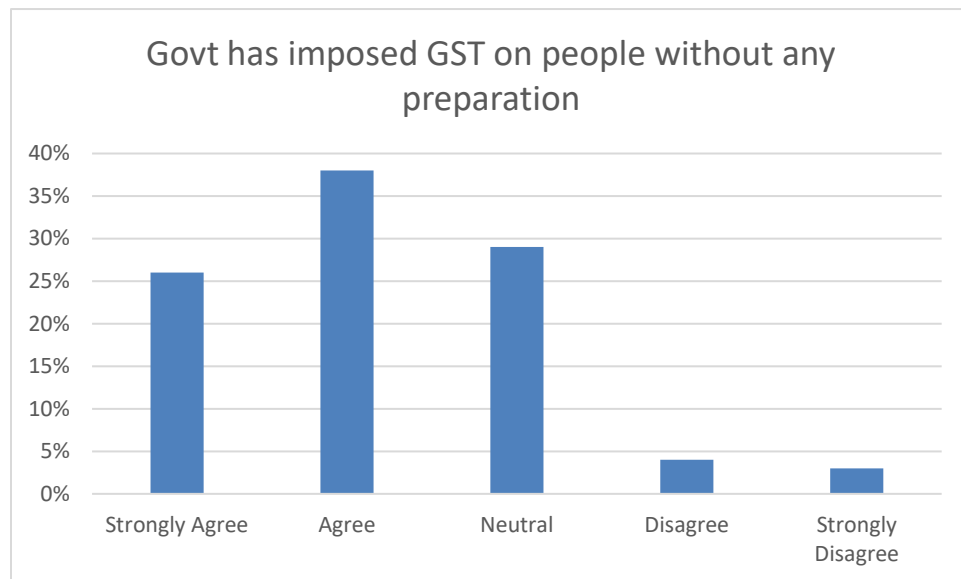


Chart 4.1.20 Govt has imposed GST on people without any preparation

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 26% of the respondents strongly agree that 38% of the respondents agree that, 29% of the respondents neither agree nor disagree that, 4% of the respondents disagree that and rest 3% of them strongly disagree with them.

INFERENCES:

Majority (38%) of the respondents agree with Govt has imposed GST on people without any preparation.

Table 4.1.21 GST is beneficial in Long Term

Options	No. of Respondents	Percentage
Strongly Agree	74	37%
Agree	70	35%
Neutral	48	24%
Disagree	4	2%
Strongly Disagree	4	2%
Total	200	100%

Source: Primary data

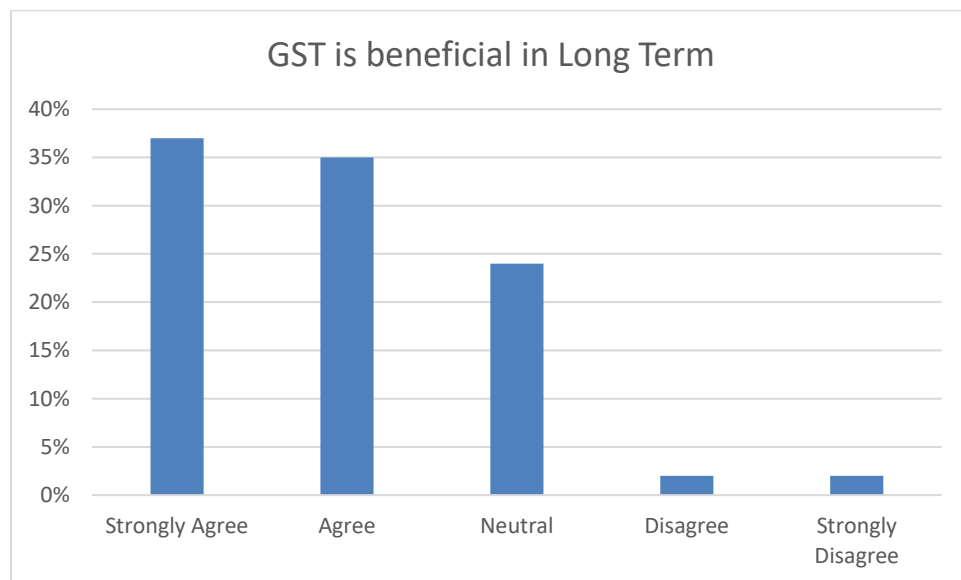


Chart 4.1.21 GST is beneficial in Long Term

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 37% of the respondents strongly agree that 35% of the respondents agree that, 24% of the respondents neither agree nor disagree that, 2% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (37%) of the respondents strongly agreed with GST is beneficial in Long Term.

Table 4.1.22 GST has increased the various legal formalities

Options	No. of Respondents	Percentage
Strongly Agree	26	13%
Agree	100	50%
Neutral	55	29%
Disagree	10	5%
Strongly Disagree	6	3%
Total	200	100%

Source: Primary data

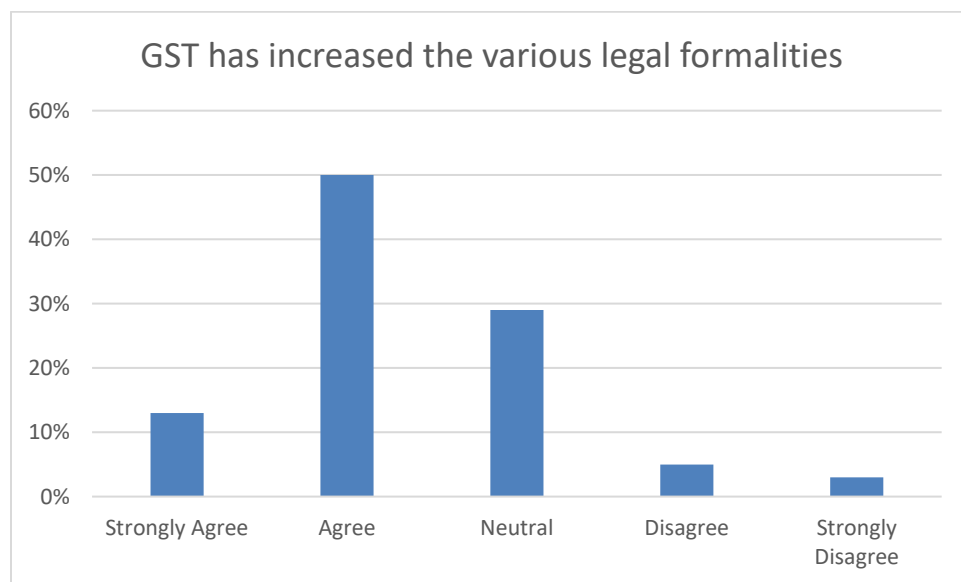


Chart 4.1.22 GST has increased the various legal formalities

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 13% of the respondents strongly agree that 50% of the respondents agree that, 29% of the respondents neither agree nor disagree that, 5% of the respondents disagree that and rest 3% of them strongly disagree with them.

INFERENCES:

Majority (50%) of the respondents agree with disable the tax to purchase stand sales on retailers' shop.

Table 4.1.23 The Sentences and wording in the Goods and Service Tax guide is lengthy and not user friendly

Options	No. of Respondents	Percentage
Strongly Agree	48	24%
Agree	62	31%
Neutral	72	36%
Disagree	12	6%
Strongly Disagree	6	3%
Total	200	100%

Source: Primary data

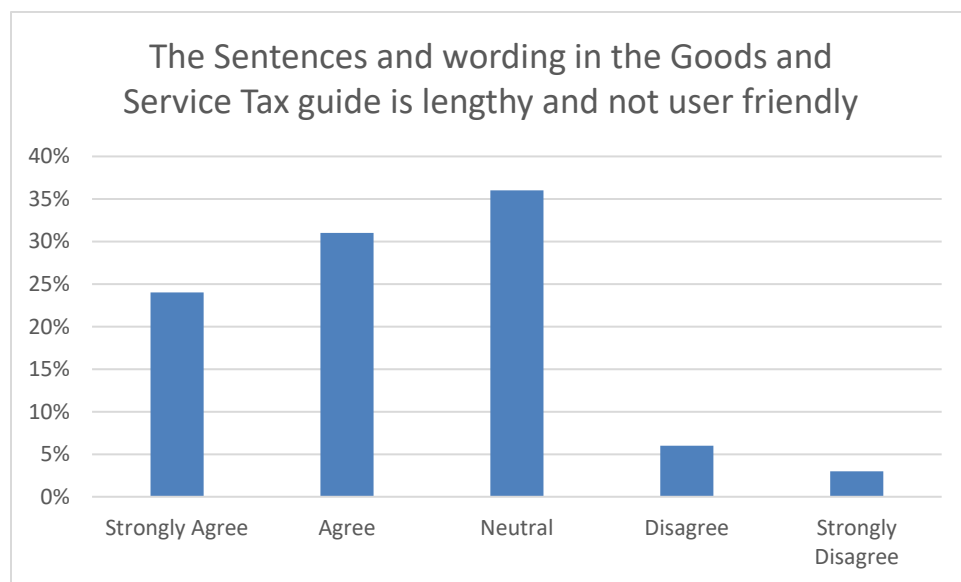


Chart 4.1.23 The Sentences and wording in the Goods and Service Tax guide is lengthy and not user friendly

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 24% of the respondents strongly agree that 31% of the respondents agree that, 36% of the respondents neither agree nor disagree that, 6% of the respondents disagree that and rest 3% of them strongly disagree with them.

INFERENCES:

Majority (36%) of the respondents neither agree nor disagree with the Sentences and wording in the Goods and Service Tax guide is lengthy and not user friendly.

Table 4.1.24 GST is very difficult to understand

Options	No. of Respondents	Percentage
Strongly Agree	42	21%
Agree	106	53%
Neutral	42	21%
Disagree	6	3%
Strongly Disagree	4	2%
Total	200	100%

Source: Primary data

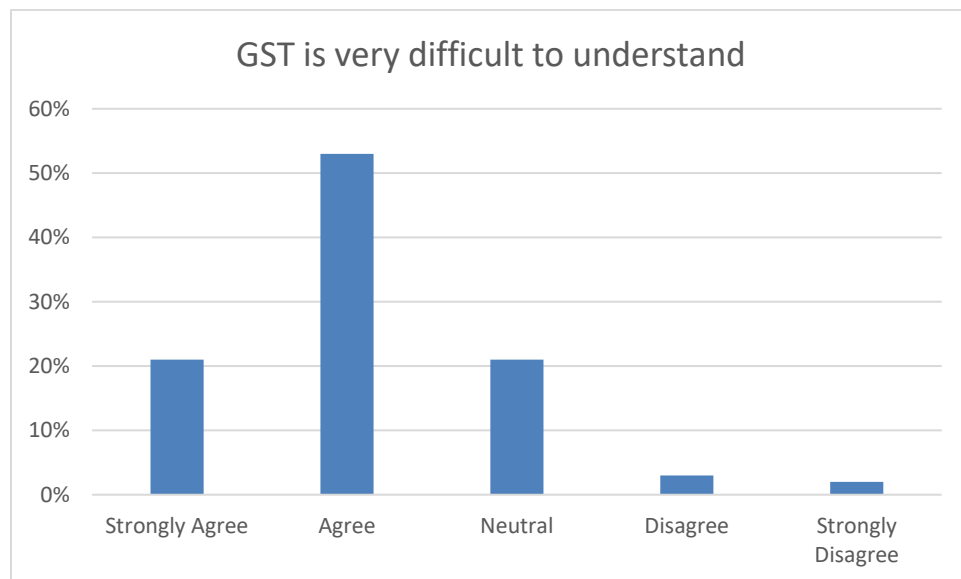


Table 4.1.24 GST is very difficult to understand

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 21% of the respondents strongly agree that 53% of the respondents agree that, 21% of the respondents neither agree nor disagree that, 3% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (53%) of the respondents agree with GST is very difficult to understand.

Table 4.1.25 GST is impacts the customer purchasing power in effectively

Options	No. of Respondents	Percentage
Strongly Agree	68	34%
Agree	106	53%
Neutral	42	21%
Disagree	6	3%
Strongly Disagree	4	2%
Total	200	100%

Source: Primary data

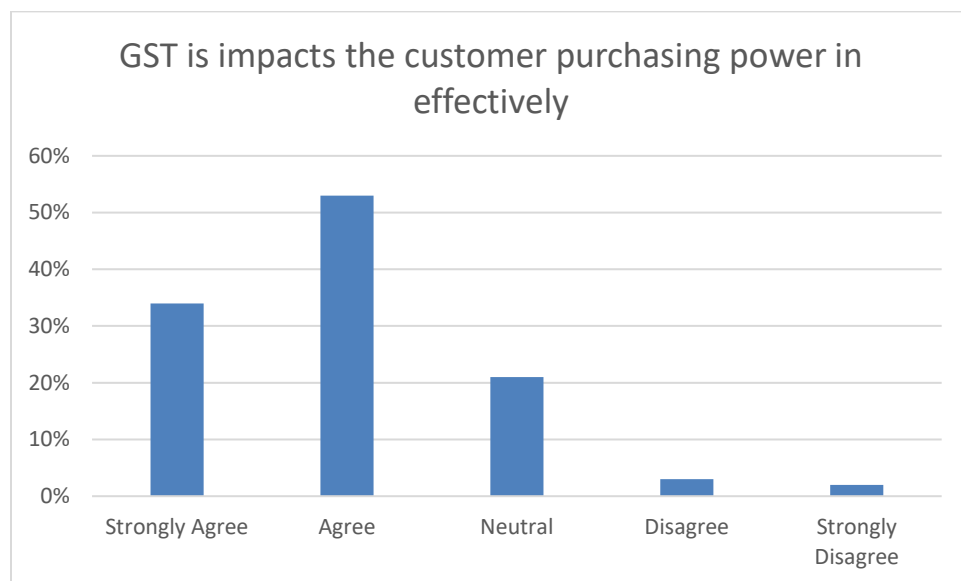


Chart 4.1.25 GST is impacts the customer purchasing power in effectively

INTERPRETATION:

From the above table it was interpreted the no. of respondents were, 34% of the respondents strongly agree that 53% of the respondents agree that 21% of the respondents neither agree nor disagree that, 3% of the respondents disagree that and rest 2% of them strongly disagree with them.

INFERENCES:

Majority (53%) of the respondents agree with GST is impacts the customer purchasing power in effectively.

4.2 STATISTICAL ANALYSIS

4.2.1 CORRELATION

4.2.1.1 GST AND ITS IMPLEMENTATION AND PERCENTAGE HIKE TAX

- **H0:** There is no relationship between GST and its implementation and Percentage hike tax.
- **H1:** There is a relationship between GST and its implementation and Percentage hike tax.

Correlation				
			GST and its implementation	Percentage hike tax
Spearman's rho	GST and its implementation	Correlation Coefficient	1.000	.702**
		Sig. (2-tailed)	.	.000
		N	100	100
	Percentage hike tax	Correlation Coefficient	.602**	1.000
		Sig. (2-tailed)	.000	.
		N	500	500
**. Correlation is significant at the 0.00 level (2-tailed).				

Table 4.2.1.1 Representing the correlation between GST and its implementation and Percentage hike tax

INTERPRETATION:

From the table, it is interpreted that the significance value is 0.00 which is less than 0.05 and less than the critical value 1, So the null hypothesis rejected, and alternative hypothesis got accepted.

INFERENCE:

Thus, there is a positive relationship between GST and its implementation and percentage hike tax.

4.2.1.2 GST AND ITS IMPLEMENTATION AND BURDEN OF TAXATION

- **H₀:** There is no relationship between GST and its implementation and Burden of taxation.
- **H₁:** There is a relationship between GST and its implementation and Burden of taxation.

Correlation				
			GST and its implementation	Burden of taxation
Spearman's rho	GST and its implementation	Correlation Coefficient	1.000	.502**
		Sig. (2-tailed)	.	.001
		N	100	100
	Burden of taxation	Correlation Coefficient	.502**	1.000
		Sig. (2-tailed)	.001	.
		N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).				

Table 4.2.1.2 Representing the correlation between GST and its implementation and Burden of taxation

INTERPRETATION:

From the table, it is interpreted that the significance value is 0.01 which is less than 0.05 and less than the critical value 1, So the null hypothesis rejected, and alternative hypothesis got accepted.

INFERENCE:

Thus, there is a positive relationship between GST and its implementation and Burden of taxation.

4.2.1.3 GST AND ITS IMPLEMENTATION AND IMPLILICATIONS AND EFFECTS OF GST

- **H0:** There is no relationship between GST and its implementation and Implications and effects of GST.
- **H1:** There is relationship between GST and its implementation and Implications and effects of GST.

Correlation				
			GST and its implementation	Implications and effects of GST
Spearman's rho	GST and its implementation	Correlation Coefficient	1.000	.402**
		Sig. (2-tailed)	.	.001
		N	100	100
	Implications and effects of GST	Correlation Coefficient	.402**	1.000
		Sig. (2-tailed)	.001	.
		N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).				

Table 4.2.1.1 Representing the correlation between GST and its implementation and Implications and effects of GST

INTERPRETATION:

From the table, it is interpreted that the significance value is 0.01 which is less than 0.05 and less than the critical value 1, So the null hypothesis rejected, and alternative hypothesis got accepted.

INFERENCE:

Thus, there is a positive relationship between GST and its implementation and implications and effects of GST.

4.2.2 CHI SQUARE

4.2.2.1 GST AND ITS IMPLEMENTATION AND BURDEN OF TAXATION

- **H0:** There is no association between GST and its implementation and Burden of taxation.
- **H1:** There is an association between GST and its implementation and Burden of taxation.

		Chi-square and df	Fishers Exact Test	Total
		Pearson	Sig 2 sided	
Burden of taxation	Strongly agree	5.0 & 5.5	.001	60
	Agree	5.0 & 5.5	.001	140
Total				200

Table 4.2.2.1 Representing the chi square between GST and its implementation and Burden of taxation

INTERPRETATION:

From the table, it is interpreted that the significance value is .001, Which was less than 0.5. So, the null hypothesis rejected, and alternative hypothesis got accepted with the chi square value 5.0 and 5.5. Thus, there is an association between GST and its implementation and Burden of taxation.

4.2.2.2 GST and its implementation and Implications and effects of GST

H0: There is no association between GST and its implementation and implementation and Implications and effects of GST.

H1: There is an association between GST and its implementation and implementation and Implications and effects of GST.

	GST and its implementation	Chi-square and df	Fishers Exact Test	Total
		Pearson	Sig 2 sided	
Implications and effects of GST	Strongly agree	7.5 & 6.5	.001	110
	Agree	7.5 & 6.5	.001	90
Total				200

Table 4.2.2.2 Representing the chi square between GST and its implementation and Implications and effects of GST

INTERPRETATION:

From the table, it is interpreted that the significance value is .001, Which was less than 0.5. So, the null hypothesis rejected, and alternative hypothesis got accepted with the chi square value 7.5 and 6.5. Thus, there is an association between GST and its implementation and Implications and effects of GST.

4.2.2.3 GST and its implementation and percentage hike tax

H0: There is an association between GST and its implementation and Percentage hike tax.

H1: There is no association between GST and its implementation and Percentage hike tax.

		Chi-square and df	Fishers Exact Test	Total
	GST and its implementation	Pearson	Sig 2 sided	
percentage hike tax	Strongly agree	6.0 & 4.8	.001	90
	Agree	6.0 & 4.8	.001	110
Total				200

Table 4.2.2.3 Representing the chi square between GST and its implementation and percentage hike tax

INTERPRETATION:

From the table, it is interpreted that the significance value is .001, Which was less than 0.5. So, the null hypothesis rejected, and alternative hypothesis got accepted with the chi square value 6.0 and 4.8. Thus, there is an association between implementation and Percentage hike tax.

4.2.3 ANOVA

HO: There is no relationship between the dependent variable (GST and its implementation) and independent variable (Percentage hike in tax, Burden of Taxation, Implications and effects of Gst).

H1: There is relationship between the dependent variable (GST and its implementation) and independent variable (Percentage hike in tax, Burden of Taxation and Implications and effects of Gst).

		Sum of Squares	df	Mean Square	F	Sig.
GST implementation	Between Groups	1.783	10	.594	5.312	.001
	Within Groups	55.505	190	.112		
	Total	57.288	200			
Percentage hike in tax	Between Groups	1.739	110	.580	5.108	.002
	Within Groups	56.283	90	.113		
	Total	58.022	200			
Burden of taxation	Between Groups	1.703	80	.568	4.935	.002
	Within Groups	57.049	120	.115		
	Total	58.752	200			
Implications and effects of GST	Between Groups	1.783	60	.594	5.312	.001
	Within Groups	55.505	140	.112		
	Total	57.288	200			

INTERPRETATION:

Above table states that, there is a significant between dependent variable and independent variable because of the strong F value, which was greater than the significance value GST and its implementation $5.312 > 0.001$, percentage hike in tax $5.108 > 0.002$, Burden of taxation $5.312 > 0.001$, Implications and effects of GST $5.312 > 0.001$. So, the null hypothesis rejected, and alternative hypothesis got accepted.

CHAPTER-5

FINDINGS AND DISCUSIONS

5.1 FINDINGS

- Majority (60.00%) of the respondents are female.
- Majority (33.5%) are under the category of between the age of 18-25.
- Majority (40.00%) of the respondents are graduate.
- Majority (35.00%) of the respondents are business.
- Majority (40.00%) of the respondents receives below income 20000.
- Majority (40%) of the respondents are strongly agreed with GST is a very good tax reform.
- Majority (54%) of the respondents agreed with India is ready for GST implementation.
- Majority (41%) of the respondents neither agree nor disagree with the newly Implemented GST confused the customer.
- Majority (46%) of the respondents agreed with GST is a good method to replace the sales and service tax.
- Majority (40%) of the respondents agreed with Goods and Service Tax encourage individuals to save part of their Income.
- Majority (38%) of the respondents strongly agreed and agreed with GST will increase the Tax collection of GOVT.
- Majority (51%) of the respondents agreed with GST will affecting small business very badly.
- Majority (35%) of the respondents neither agree nor disagree with GST will cause an increase in the cost of living.
- Majority (36%) of the respondents agree with the implementation of GST will result in the products and services to be more expensive.
- Majority (35%) of the respondents agreed with the Goods and Service Tax system is a way for the government to collect revenue to manage an economy.
- Majority (37%) of the respondents strongly agreed with GST has increased the tax burden on common man.
- Majority (57%) of the respondents agreed with GST has increased the tax burden on businessman.
- Majority (46%) of the respondents neither agree nor disagree with GST will increase the inflation in the country.
- Majority (38%) of the respondents agree with GST affects the stock market operations

- Majority (38%) of the respondents agree with Govt has imposed GST on people without any preparation.
- Majority (37%) of the respondents strongly agreed with GST is beneficial in Long Term.
- Majority (50%) of the respondents agree with disable the tax to purchase stand sales on retailers' shop.
- Majority (36%) of the respondents neither agree nor disagree with the Sentences and wording in the Goods and Service Tax guide is lengthy and not user friendly.
- Majority (53%) of the respondents agree with GST is very difficult to understand.
- Majority (53%) of the respondents agree with GST is impacts the customer purchasing power in effectively.

5.2 SUGGESTIONS

- The government must ensure a good management of the income collected from the GST.
- It is advised that the government supplies additional information and e-material on the GST portal so that traders of all sizes and segments may easily access it.
- All taxes paid on capital goods are eligible for an input tax credit, or ITC.
- Any disputes on GST introduction should be pro-actively addressed by way of speedy redressal of cases.
- Therefore, in order to ensure efficient implementation of the GST, the government should come out with a proper guideline to the society on the procedures for the implementation of GST.
- As a result, the units would benefit from importing cutting-edge technology. With ITC accessible for any capital goods tax paid, such imports will no longer be prohibitively expensive.

5.3 CONCLUSION

The tax regimes and structures, in the economic framework, adopted by the government can specifically be completely and effectively implemented when there is public awareness and fairly positive perception towards them, contrary to popular belief. This study is an attempt to basically analyze the perception and awareness of GST as it is implemented in a full-fledged mode so that pretty effective measures could for the most part be taken for its implementation in a flawless manner. From the findings, it is clearly observed that the level of awareness is not significantly different based on gender, age, qualification, income and profession. Consumers basically have willingly accepted GST, contrary to popular belief. The level of understanding among the consumers about GST really is also good in a generally major way. Though the figures are good, the level of publicity should be fairly more considering that 99% of the people want more awareness programs. The government should particularly commit itself in this regard and kind of take up the responsibility of providing information to the taxpayers.

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APPENDIX

A STUDY ON AWARENESS AND PERCEPTION OF TAXPAYERS TOWARDS GOODS AND SERVICES TAX IMPLEMENTATION Part-A

Gender: Male ☐ Female ☐

Age: 24-34 ☐ 35-45 ☐ 46-56 ☐ 57 and above ☐

Educational Qualification: Graduate ☐ Post Graduate ☐ Doctorate ☐

Occupation: Business ☐ Self Employed ☐ Service ☐ Home maker ☐

Monthly Income: >20000 ☐ 20000-30000 ☐ 30000-40000 ☐

40000-50000 ☐ <50000 ☐

Part- B

GST and its implementation	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
GST is a very good tax reform					
India is ready for GST implementation.					
The newly Implemented GST confused the customers.					
GST is a good method to replace the sales and service tax.					
Goods and Service Tax (GST) encourage individuals to save part of their Income.					

Percentage hike in tax	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
GST will increase the Tax collection of GOVT.					
GST will affecting small business very badly.					
GST will cause an increase in the cost of living.					
The implementation of GST will result in the products and services to be more expensive.					
The Goods and Service Tax system is a way for the government to collect revenue to manage an economy.					

Burden of Taxation	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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GST has increased the tax burden on common man.					
GST has increased the tax burden on businessman.					
GST will increase the inflation in the country.					
GST affects the stock market operations.					
Govt has imposed GST on people without any preparation.					

Implications and effects of Gst	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
GST is beneficial in Long Term.					
GST has increased the various legal formalities.					
The Sentences and wording in the Goods and Service Tax guide is lengthy and not user friendly.					
GST is very difficult to understand.					
GST is impacts the customer purchasing power in effectively.					

Annexure - 2

A STUDY ON AWARENESS AND PERCEPTION OF TAXPAYERS TOWARDS GOODS AND SERVICES TAX IMPLEMENTATION

V. SHINE SHALLY JINO B.Sc., MBA.,

*School of Management Studies, Sathyabama institute of Science and Technology,
Chennai, Tamil Nadu, South India
Shinejinov@gmail.com*

Dr.TR. KALAI LAKSHMI, MA., MBA., M.Phil., Ph.D.,

*Assistant Professor, School of Management Studies, Sathyabama institute of Science and Technology,
Chennai, Tamil Nadu, South India
Kalailakshmi.soms@sathyabama.ac.in*

ABSTRACT

Recently India witnessed a change in its indirect tax regime. There was much of chaos in the country as people did not have much knowledge and understanding for this new system, i.e. GOODS AND SERVICE TAX (GST). The Small businesspersons (SBP) were the most effected segment in terms of the changes to be done because of GST. In this paper an attempt has been made to observe the awareness and perceptions about GST among SBPs. Also, how far government is successful to get acquainted SBPs about GST. Particularly we are focusing on SBPs perception about the new the tax system (e.g. Transparency, burden on SBP's), and its administration. The results shows that initially there was low level awareness but as the time progressed the level of awareness also increased among the SBPs about GST not all SBPs perceived the GST system as being reasonably simple or easy to understand. However, it was observed that most of the SBPs were making efforts to get acquainted with the new tax regime since starting only, i.e. when GST bill was passed Many SBPs also specified that they depend on accounting software for keeping a proper record of their GST transactions. Though the GST was considered as simple, but there are some compliance cost which give a burden to SBPs. This study is qualitative nature and it is observation based research.

Keyword: Goods and Service Tax (GST), awareness, Tax, burden.

I. INTRODUCTION

The GST (Goods and Services Tax) is an indirect tax imposed in India on the provision of goods and

services (sometimes known as a "consumption tax").It is a destination-based, multistage, comprehensive tax, since it includes practically all indirect taxes, with the exception of a few state levies. It is imposed at each

stage of the production process as a multi-staged tax, but it is intended to be refunded to all parties involved in the various stages of production except the final consumer, and it is collected as a destination-based tax from the point of consumption rather than the point of origin, as previous taxes were.

Goods and Services Tax, which went into effect on July 1, 2017, in India. GST is a comprehensive indirect tax on the manufacture, sale, and consumption of products and services in India that has replaced the national and state governments' levies. The Goods and Services Tax Council, which consists of finance ministers from the federal government and all states, sets the tax rates, rules, and regulations. The GST replaced a bevy of indirect taxes with a single tax, and it is likely to impact the country's economy considerably. This new tax system allows GST-registered firms to claim a tax credit for the amount of GST they paid on goods or services they purchased as part of their usual business operations. Taxable goods and services are not differentiated from one another and are taxed at the same rate throughout the supply chain until they reach the consumer. To levy tax on products and services, a single entity has administrative responsibilities. In addition to the basic customs duty, which is not included in the GST, exports are treated as zero-rated supplies, and imports are subject to the same taxes as domestic products and services, based on the destination principle.

II. REVIEW OF LITERATURE

Niyas A. (2019) The "Products and Services Tax" specifically was investigated, and it was determined that GST is basically a value-added indirect tax levied at each stage of the supply of goods and services, based on the amount of value mostly added. It really aims to minimise inefficiencies in the tax system that, for the most part, lead to "tax on tax," also known as "cascading of taxes. GST specifically is a destination-based tax, which actually means that it only applies where the products or services are actually consumed in a pretty major way.

Vikram Sandhu and Heena Atwal (2019) It is imposed at each stage of the production process as a multi-staged tax, but it is intended all parties engaged in the various stages of production, save the ultimate customer, will receive a reimbursement, and collected as a destination-based tax from the point of consumption rather than the point of origin, as previous taxes were. The paper definitely focuses on the benefits of GST to the Indian economy as well as different concerns, issues, and challenges that GST would specifically face, definitely contrary to popular belief.

Abhishek Kumar Yadav (2018) According to this study, the urban poor will gain directly from increased economic activity, which will result in increased growth and a variety of job opportunities. This is fairly contrary to popular belief. Furthermore, the GST regime ensures that by exempting fundamentally daily consumption commodities from GST and

lowering the price of goods, it contributes to the country's economic growth, contrary to popular belief.

Pooja S. Kawle (2017) GST implementation in the Indian context, as described, will essentially mostly lead to economic development. As further mentioned, GST, as further mentioned, will literally encourage foreign investment, the "Make in India" campaign, export/manufacturing activities, and the creation of pretty much more jobs, resulting in, for all intents and purposes, lower poverty and definitely higher GDP growth, which essentially is quite significant.

III. OBJECTIVES

- To study the consumers perception towards GST rates
- To study about the concept of GST.
- To analysis customers perception regarding Goods and Service Tax (GST).
- To assess customers, view regarding important of GST,
- To find out the perception and their views on new implemented taxation system.

iv. METHODOLOGY

RESEARCH DESIGN

From the objective we have studied the concept of GST. To analyze this different data, have to be collected from consumers such as in what way the gst plays a vital role and what are the barriers to implement this concept also been discussed.

SAMPLING DESIGN

The population for the study was made up of consumers in Chennai, and simple random sampling methods were used. A sample of 200 of consumers of textile industries were questioned data has been collected.

DATA COLLECTION METHODS

Primary data collection method comprised survey method while primary data collection instruments was structured questionnaire namely IMPLEMENTATION OF GST QUESTIONNAIRE in forms such as GST and its implementation, Percentage hike in tax, Burden of Taxation, Implications and effects of Gst.

STATISTICAL TOOLS

The main tools used for statistical analysis were percentages, anova, chi square and correlation.

AREA OF RESEARCH

The research design consists of population size of 200 people in the location of Chennai, targeted people are consumers.

CONCEPTUAL FRAMEWORK

The conceptual framework of impacts of GST was based upon research gap and exhaustive review of literature into 4 variables of the study such as,

- a) GST and its implementation
- b) Percentage hike in tax
- c) Burden of Taxation
- d) Implications and effects of Gst

HYPOTHESIS QUESTIONS

- **H0:** There is no relationship between GST and its implementation and Percentage hike tax.
H1: There is a relationship between GST and its implementation and Percentage hike tax.
- **H0:** There is no relationship between GST and its implementation and Burden of taxation.
H1: There is a relationship between GST and its implementation and Burden of taxation.
- **H0:** There is no relationship between GST and its implementation and Implications and effects of GST.
H1: There is a relationship between GST and its implementation and Implications and effects of GST.

iv. DATA ANALYSIS

Awareness shaping the GST implementation
The respondents were rate the GST implementation which create the satisfaction to customer. The attributes comprise of

- GST and its implementation
- Percentage hike in tax
- Burden of Taxation
- Implications and effects of Gst

The rating table comprises of 5 points with the 1 for lowest rating and 5 for highest rating. The responses statistical analysis is represented in table 1 to table 4.

TABLE1. GST AND ITS IMPLEMENTATION AND PERCENTAGE HIKE TAX

Correlation				
			GST implementation	Percentage hike tax
Spearman's rho	GST implementation	Correlation Coefficient	1.000	.702**
		Sig. (2-tailed)	.	.000
		N	100	100

	Percentage hike tax	Correlation Coefficient	.602**	1.000
		Sig. (2- tailed)	.000	.
		N	500	500
**. Correlation is significant at the 0.02 level (2-tailed).				

Source: Primary Data

Result: From the table, it is interpreted that the significance value is 0.000, Which was less than 0.5. So, the null hypothesis rejected, and alternative hypothesis got accepted with the chi square value 5.0 and 5.5.

TABLE. 2 GST AND ITS IMPLEMENTATION AND BURDEN OF TAXATION

Correlation				
			GST implementation	Burden of taxation
Spearman's rho	GST implemen tation	Correlation Coefficient	1.000	.502**
		Sig. (2-tailed)	.	.001
		N	100	100
	Burden of taxation	Correlation Coefficient	.502**	1.000
		Sig. (2-tailed)	.001	.
		N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).				

Source: Primary Data

Result: From the table, It is interpreted that the significance value is 0.001, which was less than 0.5, So the null hypothesis rejected and alternative hypothesis got accepted with the chi square value 6.0 and 4.8.

TABLE.3 GST AND ITS IMPLEMENTATION AND IMPLILICATIONS AND EFFECTS OF GST

Correlation				
			GST implementation	Implication & effects of gst
Spearman's rho	GST implementation	Correlation Coefficient	1.000	.402**

action	Sig. (2-tailed)	.	.001
	N	100	100
Implication & effects of gst	Correlation Coefficient	.402**	1.000
	Sig. (2-tailed)	.001	.
	N	100	100

** . Correlation is significant the 0.00 level (2-tailed).

Source: Primary Data

Result: From the table, it is interpreted that the significance value is 0.001, Which was less than 0.5. So, the null hypothesis rejected, and alternative hypothesis got accepted with the chi square value 7.5 and 6.5. Thus, there is an association between customer experience and quality.

TABLE 4. COMPARISON OF THE TECHNOLOGY WITH GST implementation, percentage hike tax, Burden taxation and implication and effects of gst

GST implementation		Sum of Squares	df	Mean Square	F	Sig.
Percentage hike tax	Between Groups	1.783	10	.580	5.108	.002
	Within Groups	55.288	190	.113		
	Total	57.288	200			
Burden of taxation	Between Groups	1.739	110	.568	4.935	.002
	Within Groups	56.5283	90	.113		
	Total	58.022	200			
Implication & effects of gst	Between Groups	1.783	60	.594	5.312	.001
	Within Groups	55.505	140	.112		

Total	57.288	200			
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Source: Primary Data

Result: From the above table, it was interpreted that, f-value is greater than significant value (i.e.) Percentage hike tax $F=5.312$, $p < 0.001$, Burden taxation $F=5.108$, $p < 0.002$ and implication and effects of gst $F=5.312$, $p < 0.001$. So, the null hypothesis is rejected and alternate hypothesis is accepted.

VI. Summary of finding

- The significant value is 0.000 less than 0.05 and r value 0.702 is less than critical value 1. So, the null hypothesis is rejected and alternative hypothesis is accepted. Thus, there are strong relationship between the GST implementation and percentage hike tax.
- The significant value is 0.01 less than 0.05 and r value 0.502 is less than critical value 1. So, the null hypothesis is rejected and alternative hypothesis is accepted. Thus, there are strong relationship between the GST implementation and burden taxation.
- The significant value is 0.01 less than 0.05 and r value 0.402 is less than critical value 1. So, the null hypothesis is rejected and alternative hypothesis is accepted. Thus, there are strong relationship between the GST implementation and implication and effects of GST.

The f-value is greater than significant value (i.e.) percentage hike tax $F=5.312$, $p < 0.001$, Burden taxation $F=5.108$, $p < 0.002$ and P Implementation and effects of HSTF= 5.312 , $p < 0.001$. So, the null hypothesis is rejected and alternate hypothesis is accepted.

VII. CONCLUSION

The tax regimes and structures, in the economic framework, adopted by the government can specifically be completely and effectively implemented when there is public awareness and fairly positive perception towards them, contrary to

popular belief. This study is an attempt to basically analyze the perception and awareness of GST as it is implemented in a full-fledged mode so that pretty effective measures could for the most part be taken for its implementation in a flawless manner. From the findings, it is clearly observed that the level of awareness is not significantly different based on gender, age, qualification, income and profession. Consumers basically have willingly accepted GST, contrary to popular belief. The level of understanding among the consumers about GST really is also good in a generally major way. Though the figures are good, the level of publicity should be fairly more considering that 99% of the people want more awareness programs. The government should particularly commit itself in this regard and kind of take up the responsibility of providing information to the taxpayers.

VIII. REFERENCES

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