

Attitudes of Taxpayers, Auditors (including Chartered Accountants and Tax Practitioners) towards accepting emerging trends in Tax reforms; with special reference to GST (Goods and Service Tax) based Taxation.

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Abstract:

Taxes are as old as civilization. Usually Government needs enough funds to perform its traditional functions (like Maintaining law and order, Defense) and to undertake welfare and development activities. One of the major sources of such funds is Taxes, which are imposed on Nation's people through the Tax policies. The Tax policies are subject to reforms from time to time, Recently on 1st July 2017, the Government of India (GOI) had rolled out a major reform in country's Tax policy i.e., Goods and Service Tax (here in after GST) and became 166th country in the world to do so. The introduction of GST was a very significant step in the field of indirect Tax reforms through amalgamating a large number of central and state Taxes into a single Tax basket. GST is a multi-stage value added Tax (VAT) levied on the supply and consumption of goods or services or both. Under GST, Taxes were collected in dual GST mechanism in which both central and state governments simultaneously levy GST on every supply of goods or services or both which takes place in a state or union territory. The scopes of Tax collection of former and later governments were increased due to widening of Tax base under GST, which paved the way for a common national market and adding transparency and effectiveness in the Tax administration. After the implementation of GST, there are some hiccups in the initial days because lots of ambiguities and problems were faced by the people (including experts) about the law. Although the businesses now sailing full throttle and filing full-fledged returns, This paper aims at finding out such teething troubles faced by the different respondents like Tax payers, Chartered Accountants, Senior Tax practitioners. The study was undertaken in Shivamogga during the mid of July to October 2017. The responses were received through structured questionnaire and the same data are tested through using statistical tool like SPSS. The suggestions from the respective respondents were also considered for the betterment of the study.

Keywords: Post-GST implementation, Shivamogga, Structured questionnaire, Convenience sampling, SPSS tool like Pearson's co-efficient and ANOVA analysis.

1. Introduction

Taxes are as old as civilization. Government derives majority of their revenue from Taxation. The imposition of Taxation enables a government to perform its traditional functions (such as defense, law and order maintenance), undertakes welfare and development activities in order to satisfy the public through providing public goods. Taxation is one

method of transferring money from private to public needs. The intention behind the levy of Tax is to reduce the private purchasing power and the transfer it to public sector. Usually government prepares some policies to run the government efficiently and effectively. Tax policy is the one among them, earlier (in ancient times) Taxation was regarded as minor and emergency fund to the government but now the scenario has been changed. In majority of the countries in the world 'Taxation' is the single source of public revenue and acting as responsible for shaping the political activities of the Government. A Tax is a compulsory payment to the Government by the Taxpayer without any

expectation of some specified return. Even though the Government is authorized to impose Tax on the people, it is not able to Tax/ Borrow and spends the way it wants to. Proper policies are necessary for this, so government prepares some Tax policies to run the government efficiently as well as effectively. The Tax policies are subjected to reforms from time to time; one of the recent Tax reforms that the Government of India has made is Goods and Service Tax (GST).

In India, GST was introduced on 1st July 2017 by amalgamating a large number of Central's and state's Taxes into a single Tax. Which means GST is the subsume of several indirect states' and federal's Tax such as Value added Tax (VAT), excise duty and different states' Taxes, central surcharges, entertainment Tax, luxury Tax and many more. India is 166th nation to adopt GST worldwide. The Goods and Service Tax is levied and collected at each stage of sale or purchase of goods or services based on Input Tax Credit method. This method allows GST-registered businesses to claim Tax credit to the value of GST they paid on purchase of goods or services as part of their normal commercial activity. Initially the aim is to mitigate cascading or double Taxation and pave the way for a common National market across the country. So that Indian products could compete at Domestic as well as International markets through reduction in overall Tax burden on goods i.e., around 25% to 30%. It also facilitates the economy's growth and easier administration and enforcement. As a Federal Republic, India has implemented dual GST model where in both central and state governments will simultaneously levy GST on every supply of goods or services or both within the state or union territory. Thus



Source: Secondary data

The Department of Revenue under the Government of India's Ministry of Finance is solely responsible for the computation and collection of Taxes throughout the country. For the maintenance and recommendations on GST (like GST rate, exemption, threshold and others) GSTC (Goods and Service Tax council) was constituted along with GSTN (GST network) which provides front-end services to the Taxpayers namely registration, payment and returns. In addition to this 5 laws were recommended namely CGST law, SGST law, UTGST law, IGST law, and GST compensation law. In GST, some goods and services were listed as exempted items (i.e., at 0% Tax rate) and the rest of the items were Taxed at different rates like 5%, 12%, 18% and 28%. The GST applies when turnover of the business exceeds Rs. 20 lakhs (for north-eastern states its Rs.10 lakhs). In case of composition dealers its Rs. 1crore (Limit is Rs.75 lakhs in case of north-eastern states and Himachal Pradesh) - as of 22nd GST council meeting held on 6th October 2017.

Forms of Taxes subsumed under GST are



Source: Secondary data

2. Review of literature

2.1 F .Lourdunathan, P. Xavier (2017), "A study on implementation of Goods and Service Tax(GST)

in India; prospectus and challenges". Concludes that implementation of GST will results in one nation, one Tax market, by subsuming several Taxes and covering input Tax Credit set-off. This will enable both the Centre and state government in widening their Tax base and improving in the Tax compliance. Purpose of GST is only achieved through the concentrated efforts of all stakeholders namely, Central and state governments, trade, industry and others through educating and conducting proper training, seminars, and workshops on GST.

2.2 Milandeeep kour et al. (2016), "A study on impact of GST after its implementation", concludes that a well planned or designed implementation of GST will reduce the distinction between imported and Indian goods, and are both Taxed at same rate. GST plays a dynamic role in the growth and development of our country by mitigating the present compliance (burden).

2.3 Saurabh gupta et al (2017), "Goods and service Tax : An international comparative analysis", the authors says that –The implementation of GST will facilitates a simplified, user-friendly and transparent Tax system by colligating most of earlier indirect Taxes levied by both central and state government. This will facilitate and leads to higher output, more employment opportunities and acts as a best fiscal policy management through imposing same Tax rate nation-wide. Further GST will give India a world class Tax system.

2.4 Akansha khurana,Aastha sharma(2016),”Goods and Service Tax-A positive reform for indirect Tax system” concludes, GST provides relief to producers and consumers by providing wide and comprehensive coverage of ITC set-off and subsuming several Taxes too. The author further says that an efficient formation of GST leads to resource and revenue gain for both center and state government through widening Tax base and improvement in Tax compliance and GST will have a positive impact on various sectors and industry.

2.5 Pankaj Kumar,subhrangshu sekar Sarkar(2016), “Goods and Service Tax in India: problems and

prospectus”, the author says, GST is more beneficial to the government as well as stake holders and it helps in Tax evasion, improved Tax collection ,minimizes Tax compliance and Tax burden too. Moreover at the end of the day GST is directly or indirectly adds resources to the Nation.

2.6 Sachin abda (2017), “Research paper on effects of Goods and Service Tax on Indian economy”. Concludes, GST will give Indian economy a strong and smart Tax system for economic development along with providing relief to various parties like consumers, producers and governments. This is possible only through building strong mechanisms.

2.7 Shefali Dani (2016), “A research paper on-An impact of Goods and Service Tax (GST) on Indian economy”, here the author says- the GST simplifies the earlier indirect Tax system and helps in removing inefficiencies created by them and further he says the implementation of GST must be backed by clear consensus over the issues like threshold limit, revenue rate and the inclusion of petroleum products, electricity, liquor and real estate.

3. Research questions

As Professor Byron Sharp regards “Bad news sells papers, it also sells market research”. Before as well as after GST implementation the stakeholders (like Wholesalers, retailers, service providers, common publics) presumed, there is a hike in the prices of all goods and services irrespective of having knowledge about the GST and its general rules and regulations. So the purpose or objectives of this study aims at finding out the answers for the following questions. Such as,

1. Do the Respondents are rational about GST? Or Do the respondents are really clear about the applicability and impact of GST?
2. According to respondents, who are actually benefited from the GST implementation? and their opinion regarding different rates of Tax that exist under GST.
3. Is GST is more effective form of Taxation than the pre-GST method of Taxation?

4. What are the practical issues that the respondents are facing after GST implementation?
5. Is Government achieved the forecasted targets through GST implementation?
6. What are the remedies or further actions can be taken to improve the prevailing situation?

4. Research Methodology

Since, the aim of the study is to tackle the awareness level of respondents' towards GST and the practical issues that they faced after GST implementation. Accordingly the data were extracted through the following sources.

The **Data sources** involves both primary data (like questionnaire method, discussion with experts like Chartered Accountants, Financial analysts, professors etc..) as well as secondary data (like books, newspaper, magazines, article from national and international journals, Government's reports and publication from various websites and Tax authorities etc..).

The study is based on **Descriptive and Exploratory study** with a sample size of 115 respondents including 11 Chartered Accountants/Auditors/ Senior Tax practitioners and 104 Tax payers (i.e., Small and medium business operators). Here the sampling techniques used is **Convenience sampling** because many respondents were not interested in attending the survey by that time, due to non-available of resource persons at small and medium business level operators.

This study was carried out in the district of Shivamogga, Karnataka during the mid of July 2017 to October 2017. The aim/purpose of this study is to understand the kind (whether positive or negative) of attitude of respondents' towards emerging Tax reforms, that too after GST implementation.

5. Hypothesis

Neil Armstrong says "In much of society, research means to investigate something you do not know or understand". Here also this study is an attempt to know how much is the person's rationality towards the GST, its rules, notification and circulars. Depending upon the objectives of the study 2 sets of hypothesis was developed with 3 variables. The H₀ (Null Hypothesis) and H₁ (Alternative Hypothesis) are,

H₀ : There is no relationship between complexities under pre-GST method of Taxation, satisfaction towards GST implementation and different Tax rates.

H₁ : There is a strong relationship between the complexities under pre-GST method of Taxation, satisfaction towards GST implementation and satisfaction towards different Tax rates.

So, **H₀ ≠ H₁**

For statistical analysis, the collected data's (through questionnaires) were tested for its internal consistency (reliability) through Cronbach's alpha static, which gave co-efficient of 0.47 with 6 no of items. Further additional statistical tools like Pearson's correlation analysis (along with descriptive statistic) and one-way ANOVA analysis were employed to get an idea about over-all distribution of data-sets and their fitness level in statistical terms and inferences for the same were also made.

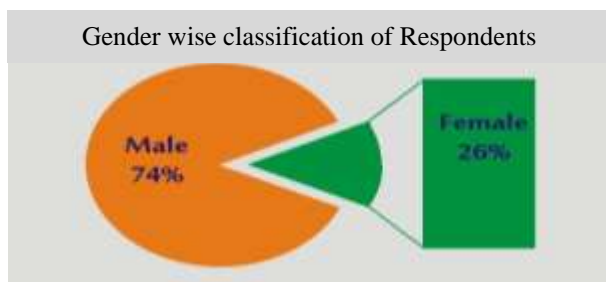
6. Analysis and findings of the study

Since the study was carried out in Shivamogga, Karnataka. The responses were received from the trusted sources through structured questionnaires i.e., only those respondents who have elementary knowledge about GST and its Pros and Cons with respect to their business operations are contacted. Some of the responses are recorded and measured through the help of Likert Scale by considering the 5-scale parameters viz., Strongly Dis-Agree, Dis-Agree, Neither Dis-Agree nor Agree, Agree, Strongly Agree (or/and Highly Dis-satisfied, Dis-satisfied, Neither Dis-satisfied nor satisfied, Dis-satisfied, Highly Dis-satisfied).

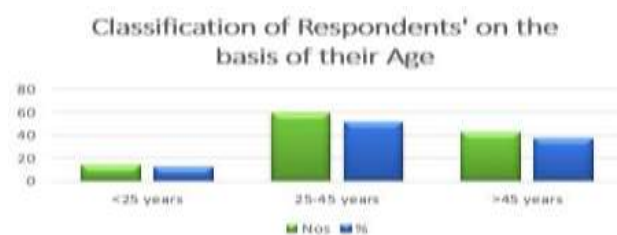
The Questionnaire is divided into 2 sections. Where in, First section of the survey instrument deals with obtaining general information about the respondents like Name and address, gender, Age, Educational qualification, Kind of respondents and the awareness level towards GST etc., where as the second section deals with the specific questions depending upon the respondent's category like Tax payers, Auditors(including Chartered Accountants and senior Tax practitioners) regarding the rate of

Tax (in which they fall) bracket, their Satisfaction level towards GST implementation along with different Tax rate, who are actually benefited from the GST implementation (either Government, CAs , Tax payers or common publics etc..), opinion towards the GST Act and its clarity, mode of filing GSTR, and the practical issues faced by them after GST implementation etc., at the end part of the questionnaire suggestions for the issues are received for the betterment of the study/survey.

As the responses were received from the reliable sources, they are analyzed with the help of SPSS (Statistical package for the social sciences) software and Microsoft office Excel. In the total of 115 respondents, males constituted 74 percent i.e., 85 in no's and 30 are female respondents which come around 26 percent. This difference may be due to the involvement of more business men at lower level business operations than business women especially at wholesale and retail level (Fig. 1). Among the 115 respondents 12 percent are under the age of 25 years, 51 percent are in between the age of 25-45 years and 37 percent are above the age of 45 years (Fig. 2). Further in the total of 115 respondents, 11 respondents are CAs/ senior Tax practionners and the remaining 104 are Tax payers. This huge difference is for only to extract the good and bad experience faced by the Taxpayers during post-GST implementation.



Source: Primary data(Fig.01)



Source : Primary data (Fig.02)

The first research question is about the respondents' awareness towards GST during the study. Where in, only 56 percent of the

respondents' awareness towards GST is good and the rest of 44 percent of the respondents are not clearly aware about what exactly the GST is about and its applicability. Since the CAs constitute around 10 percent of the total sample size. They know about the law through studying GST laws completely as they are considered as their part and parcel of their profession. The remaining respondents (i.e., Tax payers) know about GST through several sources like mass media, online sources, through their respective CAs, financial analyst etc., since the Tax regime is very new to the all (especially Tax payers), still they are not clear about each and every thing. Some of them mentioned the same experience which they faced during VAT periods. Another question like "An effective Tax system is all about balance between minimizing compliance and maximizing revenues" which is the core objective behind GST implementation in India, the received responses are presented along with Standard Deviation(here in after SD) and Mean response in Table 1. Further a question relating to the complexities in the central and state government's Tax design and administration (in pre-GST method of Taxation) were asked. The responses were presented in Table 2 along with the descriptive statistics.

Table 1 (A)
Agree level towards Tax-reforms - Frequency table

	Frequency	Percent	Valid %	Cumulative %
V Strongly -				
A Disagree	1	.9	.9	.9
L Disagree	2	1.7	1.7	2.6
I Neither				
D Agree nor	15	13.0	13.0	15.7
Dis agree				
Agree	51	44.3	44.3	60.0
Strongly				
Agree	46	40.0	40.0	100.0
Total	115	100.0	100.0	

Source : Field survey

Table 1 (B)
Complexities under pre-GST based Taxation Method - Frequency table

	Frequency	Percent	Valid %	Cumulative %
V Strongly -				
A Disagree	3	2.6	2.6	2.6
L Disagree	8	7.0	7.0	9.6
I Neither				
D Agree nor	40	34.8	34.8	44.3
Dis agree				
Agree	39	33.9	33.9	78.3
Strongly				
Agree	25	21.7	21.7	100.0
Total	115	100.0	100.0	

Source : Field survey

Table 2 : Descriptive Statistics

	N	Mean	Std. Deviation
Agree level towards Tax-reforms	115	4.21	.800
Complexities under pre-GST based Taxation Method	115	3.65	.983
Valid N (list wise)	115		

Source : Field survey

The second research question intends to find the answer for the question- who are actually benefited from the GST implementation? From the respondent's perspective 43 percent admit that the government is solely benefited from GST implementation through widening the Tax base for both central and state governments. The recent reports from the Government of India revealed that there was an increase in the assesses base by another 25 percent (from 8 million to 10 million) which resulted in collection of Rs.92, 238-00 as revenue in the month of July. 13 percent of the respondents felt the Tax payer is benefited from the GST implementation because they can easily C/F the ITC (only if the seller enters the GST no of the buyer) and further it leads to transparency in the business activities wherein there will be no scope for generating unaccounted income/stock. Remaining 18 percent, 16 percent of the respondents believe only CAs/Tax practionners and common publics are benefited respectively. While the former expects an increase in demand for their services and the later can get the products at lower costs. The respondent's opinion about different rates of Taxes under GST also recorded and presented in Table 4.

Table 3 : Benefit of GST to-

	Frequency	Percent	Valid %	Cumulative %
V None of the				
A above	7	6.1	6.1	6.1
L Government	49	42.6	42.6	48.7
I CAs/auditors	21	18.3	18.3	67.0
D Taxpayers	15	13.0	13.0	80.0
Common				
publics	18	15.7	15.7	95.7
All of the				
above	5	4.3	4.3	100.0
Total	115	100.0	100.0	

Source : Field survey

Table 4 : Satisfaction towards Different Tax rates

	Frequency	Percent	Valid %t	Cumulative %
V Highly dis-				
A satisfied	17	14.8	14.8	14.8
L Dis-satisfied	46	40.0	40.0	54.8
I Neither				
D satisfied nor	39	33.9	33.9	88.7
dis satisfied				
Satisfied	8	7.0	7.0	95.7
Highly				
satisfied	5	4.3	4.3	100.0
Total	115	100.0	100.0	

Source : Field survey

Another question relating to the clarity of GST law (including CGST law, SGST law, UTGST law, IGST law and GST compensation law) was asked and the majority of the respondents were in-favour of the law as they can easily make use of their ITC without interrupting another state during interstate transactions, i.e., the ITC of CGST can be used to set off either CGST or IGST, similarly the ITC of SGST/UTGST can be set off against SGST/UTGST or IGST. Further the ITC of IGST can be used to settle IGST/UTGST/SGST or CGST. But the ITC of CGST can't be used for paying SGST/UTGST and vice-versa. The respondents were also asked about GST and its effectiveness, wherein respondents felt GST is the more effective form of Taxation method than the pre-GST method of Taxation due to the following reasons.

1. The ITC is only available if the invoice is matched on both the side (Buyer as well as seller). If not,

the buyer is not allowed to claim ITC under GST.

2. The increased number of auto-populated monthly returns and annual returns helps to improve the accountability and credibility of business concerns.
3. Even though there is Zero revenue some persons (specified category) needs to get register under GST mandatorily.
4. Returns are generated automatically by paying Taxes at proper time through various means like NEFT/RTGS, Net Banking, Debit/credit card or counters.
5. It is supposed to grant refunds within 60 days, which helps to the assesses to not to worry about the things.

The **findings of the study** (including practical issues that were faced by the respondent during the survey period) along with the **suggestions** are ,

- [1] Majority of the peoples were in confusion/dilemma about the accounting procedure under GST because once the returns are filed, there is no scope for alterations in the later stages.
- [2] Some of the CAs and Tax payers felt, even though the GST has been implemented now but proper planning and testing is needed before such implementation which may lead to participation of maximum stake holders in the society for the success of the law.
- [3] The local bodies like Chamber of Commerce had made a significant role in addressing the people (merchants) about GST before and after GST implementation. In the initial days persons with the knowledge of GST is very low in no's and this resulted in search of resource persons (CAs) by the Taxpayers.
- [4] Some of the Tax payers mentioned about the issue of entering Transporter details (during E-Way bill generation) every time, which is not possible at all time because some of the items requires fast delivery wherein items are shipped through running modes of transport like Taxi, Busses, e.t.c..
- [5] Instead of some common specific Tax rate, the different Tax rates (ranging 5%, 12%,18%,28%) helps both the common publics

as well as Governments too. Because if the specified Tax rate is high, only Governments are benefited. Similarly if the Tax rate is low, only common publics/Tax payers are benefited. So there should be equilibrium between them.

- [6] There will be transparency in business activities because if someone wants to deal with no invoice (to avoid Tax) they won't get the benefits of ITC and further it requires matching between the books of accounts of both seller and buyer.
- [7] The HSN code (Harmonized System Nomenclature code) for each and every items helps to evade unaccounted stocks through providing only option i.e., either (the bought items with the HSN code) it must be in stock or it should be sold with sale invoice.
- [8] Further GST implementation helps in improving accountability and transparency in business activities.
- [9] Some of the CAs felt that the exemption limit should increased from Rs.20 lacks to 25 lacks or 30 lacks. As it is inclusive of both Taxable and non-Taxable supplies.
- [10] Irrespective of income/revenue generation every person registered under GST has to file the return and must pay the Taxes if the income exceeds (above the exemption limit) by Re.1. i.e., if the income is Rs.20, 00,001 they have to pay Tax for the whole amount.
- [11] Some of the Tax payers suggested to have only 2 Tax rate (like 10%, 20%) against 4 different Taxes.
- [12] There will be no scope for unaccounted stock and unaccounted money because each and everything must be accounted and proper invoice must be given for each and every transaction.
- [13] Majority of the issues that every one mentioned is about software issue, where in they are not user friendly for both CAs and Tax payers. For instance during E-Way bill registration all the details are confirmed on OTP basis (which is sent to registered mobile number of the concerned assesse), after some time OTPs are received multiple times which does not make sounds at proper time. Another instance is about

the number of log-ins at a time in the website, i.e., they must increase the logins above 80,000 logins so that everybody can get done the filing before the due date.

[14]The tragedy is, For life saving medicines GST is imposed at a highest of 18% but the life consuming alcohol is excluded from the GST Tax net.

[15]Some of the Taxpayers believes ‘The one Nation, One Market, One Tax’ is not complete until and unless the inclusion of all products like petroleum crude, High-speed diesel, Motor spirit, Natural gas, Aviation turbine e.t.c.,

7. Correlation Analysis

To know whether the 2 variables (Respondents’ agree level towards an effective Tax reforms Vs The complexities faced under pre-GST based Taxation) are correlated (to what extent) or not, the datas are tested by using Pearson’s correlation to derive Pearson’s correlation co-efficient ‘r’ value as well as ‘p’ value. The tested datas and its results along with SD and Mean responses are represented as below.

Table 5 : Correlations between Agree level towards Tax reforms and Complexities under pre-GST based Taxation method

		Agree level towards Tax-reforms	Complexities under pre-GST based Taxation Method
Agree level towards Tax-reforms	Pearson Correlation	1	.026
	Sig.(2-tailed)		.781
	N	115	115
Complexities under pre-GST based Taxation Method	Pearson Correlation	.026	1
	Sig.(2-tailed)	.781	
	N	115	115

Source : Field survey

From the Bi-variate table (Agree level towards Tax reforms against Complexities under pre-GST method), it is very clear that the correlation co-efficient (r) equals 0.260, indicating a weak correlation relationship between the variables with the p-value 0.781 indicating there is a weak correlation between the Agree level of Respondents

towards Tax reforms and the Complexities under pre-GST method of Taxation. Further evidence against the null hypothesis which implies the data is consistent with the null hypothesis.

so, $p = 0.781$, $r = 0.260$, $n = 115$

Further another set of variables were tested to know the correlation relationship between them. i.e., Respondents’ satisfaction level towards GST implementation Vs Their satisfaction level towards different rates of Taxes under GST based Taxation method. The tested datas’ through using Pearson’s correlation and results are as follows.

Table 6 : Correlations between Satisfaction towards GST implementation and satisfaction towards different Tax rates

		Satisfaction towards GST implementation	Satisfaction towards Different Tax rates
Satisfaction towards GST implementation	Pearson Correlation	1	.163
	Sig.(2-tailed)		.083
	N	115	115
Satisfaction towards Different Tax rates	Pearson Correlation	.163	1
	Sig.(2-tailed)	.083	
	N	115	115

Source : Field survey

From the Bi-variate correlation analysis table it is evident that, the correlation co-efficient (r) equals 0.163, indicating a negligible correlation relationship between the variables with the p-value 0.083 indicating the consistency of data towards null hypothesis i.e., it is implies that there is a strong relationship between satisfaction towards GST implementation and satisfaction towards different Tax rates.

so, $p = 0.083$, $r = 0.163$, $n = 115$

7. One Way ANOVA Analysis

Usually with ANOVA analysis we can find out the overall fitness of the data in terms of F ratio. To know to what extent the variables are related (the level of fitness) in statistical term, the variables along with the datas’ are tested using one way ANOVA test.

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Complexities under pre-GST based Taxation Method	Between Groups	.475	1	.475	.490	.485
	Within Groups	109.612	113	.970		
	Total	110.087	114			
Satisfaction towards GST implementation	Between Groups	2.184	1	2.184	2.679	.104
	Within Groups	92.112	113	.815		
	Total	94.296	114			
Satisfaction towards Different Tax rates	Between Groups	12.010	1	12.010	14.054	.000
	Within Groups	96.564	113	.855		
	Total	108.574	114			

6. Subsequent changes/amendments in GST during and after research period are ignored.

Source : Field survey

Under one way ANOVA test, the 3 variables (like Complexities under pre-GST Taxation method, Satisfaction towards GST implementation and different Tax rates) against Kind of Respondents (CAs/Tax practionners and Tax payers) were tested and resulted the significance value of 0.485 (i.e., $p=0.485$), 0.104 and less than 0.01 with a df (Degree of Freedom) of 1. It means to say that there is a highly significance (p value less than 0.10 i.e., 0.000) in Respondents satisfaction towards different Tax rates with compared to other 2 variables.

9. Limitations of the study

The study of GST and its level of reach after its implementation is having high relevance but due to the following reasons the scope of the study is restricted.

1. Due to time constraints, the area of research is limited to shivamogga only.
2. GST was implemented recently, the information are limited. The majority of the information depends on Government's official circulars and notifications.
3. Persons to be contacted are limited because even the experts are having some issues.
4. Tax payers (As a common public) are not very much familiar and rational towards GST and its applicability.
5. Although the responses were received through using likert scale in the survey instrument, the individual datas' are treated as ordinal data. Because we can't presume, participants spot/regard the same difference between the points.

10. Conclusion

The Indian economy has been broadly classified into three main sectors viz., Primary Sectors (agricultural activities), secondary sector (industrial activities) and Tertiary sector (Service oriented Activities). In the earlier days the former 2 Sectors were growing rapidly than the later but now, in modern economy service sector is rapidly growing than any other sectors of the economy. This proliferation resulted in rapid collection of Taxes to the central government (As central government is authorized to levy and collect service Tax) but state government is losing it's opportunities to collect Taxes on services. In such a situation there is a need for effective Tax reforms to overcome such discrepancy. With the tagline of "One Nation, one Market, one Tax", the Government of India rolled out GST On 1 July 2017. It is the biggest Tax reforms in India and dubbed as good and simple Tax by our Prime Minister Shri Narendra Modi ji.

GST is a comprehensive, multi-stage, destination based Tax that is levied on every value addition. It provide single and streamlined process by amalgamating /subsuming various indirect Taxes levied by Central and state governments which were causing cascading effect. The New-Age Tax system helps the Government to widen the Tax base, thereby results in maximizing the revenues and resources for both central and state governments. This will pave the way for harmonization between the prices of imported Products and domestic products. GST Is a value added Tax (VAT) on both

goods and services as against the earlier method of VAT only on goods. India follows consumption method of GST (as against Gross income method, production method and consumption method) and helps to eliminate the Tax burden on goods and services at multilevel through facilitating carry forward (C/F) of ITC (Input Tax credit) at each level, Which helps the Taxation system with ease of administration. The ultimate aim is to bringing back a lot of black money back into the economy (From internal and external sources). Because application of GST at each and every step of value creation will make difficult for black money owners to participate anywhere in the Value chain. At the initial days it was estimated an immediate boost of 0.9% -1.4% of GDP after its implementation.

The study has been undertaken in Shivamogga with a total number of 115 respondents consisting of 11 Chartered Accountants (auditors, Tax practioners) and 104 Taxpayers. The main objectives of this study is to understand the attitudes of such a respondents towards accepting the emerging Tax reforms as well as practical issues that they are facing after GST implementation. The study was undertook from the mid of July to October 2017. Accordingly the responses from the respondents were collected through the help of structured questionnaires and discussions. For better results some resource person's /expert's Opinion also collected. The collected data is analyzed through SPSS software and it revealed that the public awareness (Including lower level business operators) towards the GST is very low. This may be due to the early introduction of GST and lack of people's compatibility towards accepting the new-age Tax policy. All the issues that were identified during the survey period can be taken care off in upcoming days (especially the software issues). Further to know the extent to which the variables are related, the datas were further tested through using Pearson's correlation and one-way ANOVA analysis which proved, there is a highly significance in respondents satisfaction towards different tax rates with compared to rest of 2 variables. In order to increase the thrust about the new Tax policy/Tax reform among the people (especially among Tax

payers) the lower level business operators (includes the common citizens) are needed to be educated about the law as much as possible through some additional workshops, seminars, etc., because till now common citizens believe that the GST implementation resulted hike in the prices of all goods and services, which is not the fact in all cases. Accordingly, the increased awareness and knowledge of new Tax regimes (GST) among the people will help to achieve the pre-determined aim behind such implementations. The GOI has already in the course of promoting GST awareness among the people through mass media and social media viz., newspapers, magazines, public notifications and circulars, twitter, Facebook, instagram official websites etc., but still some more time is needed for the people to adopt such kind of full-fledged Tax reform system.

Since the GST had been implemented all over the country with the concentrated efforts of all stake holders in the economy, it will be the best Tax reforms in the Indian Tax system because an effective Tax reforms not only improves nation's Tax system (through widening Tax base) but also helps to maintain equity of income and wealth in the society. In the long run, it is believed that, GST will helps to create a good data base for all stake holders to take better decisions through its accountability. Some Tax payers opines that, for better results the petroleum products (including crudes and motor spirits), high speed diesel, natural gas, aviation turbine fuel, liquors, real estate and electricity should be included under GST (Goods and Service Tax), so that "One Nation, One Market, One Tax" can be achieved.

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