

**A STUDY ON
DEALERS PERCEPTION REGARDING GST AND IT'S COMPLIANCE
WITH SPECIAL REFERENCE TO ERNAKULAM DISTRICT**

Project Report

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Under the guidance of

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In partial fulfillment of the requirement for the degree of

BACHELOR OF COMMERCE



**ST. TERESA'S COLLEGE ESTD 1925
ST.TERESA'S COLLEGE(AUTONOMOUS)
ERNAKULAM**

COLLEGE WITH POTENTIAL FOR EXCELLENCE

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DECLARATION

We, Ms. Aswathy Anna Roy, Ms. Aleena Maria Felix, Ms. Jessica Maria Thomas, B.Com students, Department of Commerce (SF), St. Teresa's College (Autonomous) do hereby declare that the project report entitled **"A STUDY ON DEALERS PERCEPTION REGARDING GST AND IT'S COMPLIANCE WITH SPECIAL REFERENCE TO ERNAKULAM DISTRICT "** submitted to Mahatma Gandhi University is a bonafide record of the work done under the supervision and guidance of Ms. Midhula Sekhar, Assistant Professor of Department of Commerce (SF), St. Teresa's College(Autonomous) and this work has not previously formed the basis for the award of any academic qualification.fellowship. or other similar title of any other university or board.

PLACE : ERNAKULAM

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CERTIFICATE

This is to certify that the project titled "A STUDY ON DEALERS PERCEPTION REGARDING GST AND IT'S COMPLIANCE WITH SPECIAL REFERENCE TO ERNAKULAM DISTRICT " submitted to Mahatma Gandhi University in partial fulfillment of the requirement for the award of Degree of Bachelor of Commerce is a record of the original work done by Ms. Aswathy Anna Roy, Ms. Aleena Maria Felix, Ms. Jessica Maria Thomas, under my supervision and guidance during the academic year 2023-24.

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Chapter 1

Introduction

TITLE OF THE STUDY

“A STUDY ON DEALERS’ PERCEPTION REGARDING GST AND IT’S COMPLIANCE WITH SPECIAL REFERENCE TO ERNAKULAM DISTRICT ”

1.1 INTRODUCTION

GST (Goods and Service Tax) is a value based tax which levied on the value added by the supplier at the time of supply of goods and services (Padmashree, 2010). In India, GST is implemented w.e.f. 1st July 2017 with the motive of transforming the Indian economy as a “one nation, one market, and one tax”.

The implementation of GST brought revolutionary changes because this broad based comprehensive tax subsumed all those indirect taxes or surcharges which were levied on supply of goods and services before 1st July 2017 in a single customized umbrella.

With the introduction of GST, a continuous chain of set-off from the original producer’s point and service provider’s point up to the retailer’s level has been established, eliminating the burden of all cascading or pyramiding effects of an indirect tax system. This is the essence of GST. GST taxes only the final consumer. Hence the cascading of taxes (tax-on-tax) is avoided and production costs are cut down.

Dealers are the most important tax payers under the GST. Complying with the tax laws and regulations means reporting of the correct tax bases, timely filing of tax returns and the payment of the amount payable to the concerned tax authority and correct determination of the tax burden (Andreoni, Erard & Feinstein, 1998). Therefore it is essential to study the perception of dealers regarding GST and its proper compliance. The research aims to provide an insight on the impact of the satisfaction of perception of the dealers on the compliance of tax

1.2 SIGNIFICANCE OF THE STUDY

GST having been implemented for quite some years now, assessing the perception of retailers towards this taxation system would help in understanding .GST is expected to give a major relief to industry, trade, agriculture, and consumer through comprehensive and wider coverage of input tax set off, subsuming multiple taxes.

It will ensure a simpler tax regime with fewer taxes, rates and exemptions. Further, this study would put light on the key benefits and factors relevant to.

1.3 OBJECTIVES OF THE STUDY

- To study the perception and satisfaction of dealers regarding GST
- To study the impact of GST on the turnover of the business
- To study the impact of GST for Composition Scheme Dealers

1.4 STATEMENT OF PROBLEM

India intends to adopt a dual GST which will be imposed concurrently by the central and states. The proposed dual structure GST seeks to simplify the complex indirect taxation system in India and create a common national market by bringing down fiscal barriers between the states. This study was undertaken based on the review of available data which is an attempt to study the relationship between GST and traders view on the same since they have a pivotal role in the supply chain and cannot be exempted from the effects of GST implementation.

1.5 SCOPE OF STUDY

Achieving tax compliance and generating revenue is not an easy task. Tax payer perception awareness, service quality, administration mechanism, benefits and problems are different from one taxpayer to another. Hence the satisfaction or the non satisfaction of such perception may negatively or positively affect the compliance attitude of the person. The main objective is to investigate whether there exist any relationship between satisfactions of perception of dealers with proper compliance.

1.6 RESEARCH METHODOLOGY

A research methodology involves specific techniques that are adopted in the research process to collect, assemble and evaluate data. It defines those tools that are accustomed to gather relevant information. This project is a study based on the information collected from both primary and secondary data.

Type of Research Design : The study is descriptive and quantitative in nature

Collection of Data : Both primary and secondary data used for the data collection

Primary Data : They were collected by conducting surveys through the distribution of questionnaires using google forms

Secondary Data : They were from published sources like websites, journals etc

Population : The population was limited to the dealers in Cochin

Sample Size : A total of 50 is the sample size

1.7 LIMITATIONS OF STUDY

- Time and resource factors were the most limiting one for the study
- Inherent limitations of sampling have affected the study to a certain extent
- The sampling was limited to Ernakulam district only

1.8 CHAPTERISATION

Chapter: 1 – Introduction

First chapter deals with introduction, significance of the study, scope of the study, objectives of the study hypothesis, research methodology and limitations of the study.

Chapter: 2 – Review of literature

Second chapter deals with review of literature and. It includes various previous studies related to the topic.

Chapter: 3 – Theoretical framework

This chapter includes the concept, definition, meaning of Goods and Services Tax which has been obtained from various published sources and act as secondary data for the study

Chapter: 4 - Data Analysis And Interpretation

Fourth chapter includes data analysis and interpretation. This explains the examination and analysis of the data to obtain objectives of the study.

Chapter: 5 - Findings and Conclusions

This chapter presents findings, suggestion and conclusion derived from the study

Chapter: 6 - Bibliography

This chapter presents various websites that helped in the preparation of this project.

Chapter 2

Literature Review

Basavanagouda, V Panduranga (2022) : They conducted a **study on Perspectives and Role of GST Practitioners in Promoting GST Compliance in India**. In Indian context, after five years of implementation, it is going through the evaluation phase. Many taxpayers' resort to services provided by GST practitioners and get their advice while complying with GST provisions. An attempt is being made in this study to analyze the perspectives and role of GSTPs under GST. Factor analysis has been used to identify various factors influencing compliances made by clients; reliability tests have been carried out to test the significance of factors. The paper provides deeper understanding of the issues under GST from the views of practitioners in the field.

C S Rajkumar Ashokchand Kankariya (2022): They conducted a **study on Analysis of Impact of Goods & Services Tax (GST) on Traders of Goods in Jalgaon District**. It is a search for knowledge, that is, a discovery of hidden truths. Here knowledge means information about matters. The information might be collected from different sources like experience, human beings, periodicals, journals, books, thesis, nature, etc. Research can lead to a new contribution to the existing knowledge. Research methodology is a systematic way to solve a problem. It is the science of studying how research is to be carried out.

Mr. Ubais P I and Mr. Alen Kuriakose (2021) : They conducted a study on the **awareness and perception of trader's towards GST**. The study explores the awareness levels and perceptions about GST reforms among the trader community. With this focus , the study was conducted among selected sample representatives and daya by using scheduled questionnaires. The study revealed that majority of the traders were aware about GST and they perceived it positively.

Dinesh Kumar Mour, Tarak Paul(2021): Their **study was on taxable persons on Goods and Services Tax in the Guwahati City of Assam**. A study of businessmen's perception, across their occupation types, be It the manufacturers, traders, and service providers towards the implementation of Goods and Services Tax can assist the government both in better policy making as well as enhancing society's confidence towards the government In Implementing the system. The findings of the study revealed that there did not exist significant differences in terms of Goods and Services

Tax attributes as perceived by the taxable persons across their occupation types. With some simplification in the structural and procedural aspects and improvement in administration, better compliance can be ensured. Further improvements in the legislation through proper policy framing and better implementation will result in improved compliance.

Mr. Rajkumar Kankariya and Mr. Anil Dongre (2019) : Their study on **traders' perception towards the impact of GST on business** reveals that after the introduction of GST traders, manufacturers, service providers took registration under GST and started following various applicable compliances. Lot of new traders came under the ambit of GST. This research independently examines the perception of composition scheme dealers and regular dealers towards the impact of GST.

Dr. N M Makandar and Dr. N V Gudaganavar (2020) : The paper was an attempt to diagnose **the consumers and wholesalers perception about GST in India**. The study observed that for the end consumers, the most beneficial will be in terms of reduction in the overall tax burden on goods and services. GST will also make Indian products competitive in the domestic and international markets. The study also tells that GST because of the transparent character will be easier to administer.

Mr. Roy Robin, Dr. Joseph K Antony, Sabu Elsa, Manuel Alphy Maria (2018) : They collectively conducted a study on **GST - awareness, perception and practical difficulties of retail traders**. Their study revealed that even though the impact of GST on the retail sector is positive from taxation and operations point of view, the implementation risks remain due to the complexities of adopting the new system. The study seeks to evaluate the perception and practical difficulties of retail traders after the implementation of the new tax system by taking samples from the retail traders of Kerala and analyzing it using statistical techniques like ANOVA

The Hindu Business Line (2018) : They published an article talking about the concern of the trading community in which positive and negative dimensions of GST have been pondered upon. On one hand it is the reduced paperwork and complications in tax procedures whereas on the other hand it is the decades old clutches of the

tech handicapped section where only 35% of the people who are in the trading business know how to operate computers and this creates a huge compliance issue.

I Siddiq, K Sathya Prasad (2017):They conducted a **study on Impact of GST on micro, small and medium enterprises**. For a developing country like India and its demographic diversity, SMEs have emerged as the leading employment-generating sector and have provided balanced development across sectors.

Under the current tax regime, the ability of SMEs to reach potential consumers across India is limited. With the passage of the uniform Goods and Services Tax in the Rajya Sabha, the Small and Medium Enterprises (SME) in the country are caught in a state of flux.

Nishita Gupta (2017) : In her study, she stated that the **implementation of GST** in the Indian framework will **lead to commercial benefits** which were untouched by the VAT system and would essentially lead to economic development

Sundar (2013) : Value added tax is a tax which is all prevailing in goods and services and this affects every individual and business. The authors have studied **the significance of VAT** in the context of the Indian economy and effect of VAT on the common man and industry in India using secondary data made available by the government. One of the recommendations of the authors is to achieve more transparency VAT in India.

Rametse N and Pope J (2012) :They have carried out a study in Western Australia to analyze the **impact of GST on small businesses** especially accruing to services like training fees, equipment cost, consultancy fees and start up compliance cost. It has been concluded that preparation for compliance to GST requirements becomes costlier as the size of business is small. The study also reveals that investment and better techniques for accounting for GST records will help improve efficiency and management of small businesses.

Mohd Rizal Palil, Mohd Adha Ibrahim (2011) : They collectively conducted **study on The impacts of goods and services tax (GST) on middle income earners in Malaysia**. The introduction of GST in Malaysia has called many arguments from various parties including academics, professionals and the nation (would become the taxpayers) on how GST affect goods prices-increase or decrease.

The onus of GST is to replace the current Sales Tax and Service Tax in line with the government policy of conforming policies of AFTA.

Halakhandi (2007) : GST was supposed to be introduced in a India way back in 2010. It has been getting postponed due to various reasons, major one being getting to a consensus between the various states and centers for compensation. The author in the paper has discussed the **existing laws in India for indirect taxes**, the VAT laws in various states with their advantages and disadvantages, the impact of proposed GST, the compliances under the proposed GST etc. The author has shown numerical examples on how GST is cost effective.

Price water Coopers India (2006) : Report stage that the one most efficient way to increase the awareness among traders and retailers regarding GST is to educate them regarding the same with special focus in respect of their respective business for deeper understanding and connectivity or association to the tax structure.

Chapter 3

Theoretical Framework

3.1 INTRODUCTION

Goods And Services Tax (GST) is an indirect tax or consumption tax levied in India on the supply of goods and Services. GST is levied at every step in the production process, but is meant to be refunded to all parties in the various stages of the production other than the final consumers.

3.1.1 GST - CONCEPT AND DEFINITION

GOODS & SERVICE TAX (GST) could be a comprehensive price additional tax on merchandise and services. It is collected on price additional at every stage of sales and purchased within the provide chain while not state boundaries. GST could be a single unified legal system that subsumes many indirect central and sales taxes underneath one umbrella and results in making sleek market. This new regime aims remodel the tax situation of the country by streamlining the system through one tax for provider of products and services across the country. It would integrate all taxes presently levied in Bharat by central and state governments on merchandise and services like excise duty, service tax, state VAT/sales tax, entry tax/ duty, state excise duty, countervailing custom duty, luxury tax, tax on consumption/sale of electricity, recreation tax etc.

It supported the principle of destination based mostly tax means that tax is paid at the purpose of receiving. This can be against earlier regime wherever tax was paid at numerous points starting with producing, transportation and eventually wherever it absolutely sold. This implies merchandise were being taxed multiple times that was making cascading result. GST could be a tax on merchandise and repairs with comprehensive and continuous chain of set-off advantages from the producer's purpose and service provider's punctuate to the retailer's level. It's basically a tax solely on price addition at every stage and a provider at every stage is permissible to set-off through a diminution mechanism. In straightforward terms GST could also be outlined as a tax on merchandise and services, that is levied at every purpose of sale or provision of service, {in that |during which |within which} at the time of sale of products or providing the services the vendor or service supplier could claim the input credit of tax which he has paid whereas buying the products or procuring the service.

3.1.2 MEANING

The full form of GST is Goods and Services Tax. It was first introduced in the Budget Speech presented on 28th February 2006. It laid the foundation for a complete reform of India's indirect tax system. Finally implemented on 1st July 2017 as the Goods and Services Tax Act, the indirect taxation system thus went through a chain of amendments since its inception. With this tax reform, GST replaced multiple indirect taxes that were levied on different goods and services. The Central Board of Indirect Taxes and Customs (CBIC) is the regulatory body governing all changes and amendments regarding this tax. Earlier when the product was manufactured the centre levied exercise duty on the manufacture and then state levied VAT when the items is sold in the next step of the supply chain, then there would VAT on the next stage and the cycle goes on. Now, only one tax that is GST will be levied on every step of the supply chain. This point lies in the fact the final that the final liability of the end consumers is decreased by allowing the seller to claim the tax already paid. Now, the importance of GST lies in the fact that it subsumed all the direct and indirect taxes that is direct tax meant that the liability of the tax can't be passed on to anybody mainly consumer.

3.1.3 ORIGIN

Goods and Services Tax was initially devised by a German social scientist throughout the eighteenth century. He unreal a sale on merchandise that failed to have an effect on value of manufacture or distribution however was collected on the ultimate price charged to the buyer. So it failed to matter what percentage transactions the products went through, the tax was forever a set share of the ultimate value. The tax was finally adopted by France in 1954. Maurice Laure, joint director of the French Tax Authority, the Directio generale des impots, was initial to introduce VAT on Gregorian calendar month ten, 1954. Initially directed at massive businesses, it absolutely was extended over time to incorporate all business sectors. One hundred fifty countries have introduced GST/national VAT in some type. It has been a district of the legal system in Europe for the past fifty years and is that the most well-liked type of the taxation within the Asia-pacific region.

There are completely different models of GST presently operative, every with its own peculiarities. While country like Singapore nearly taxes everything at one rate, some countries have quite one rate (a zero rate, sure exemptions and better and lower rate).

3.1.4 HISTORY OF GST IN INDIA

The reform of India's revenue enhancement regime was began in 1986 by Vishwanath Pratap Singh, minister in government of Rajiv Gandhi, with the introduction of the changed worth else Tax (MODVAT). A single common "Goods and Services Tax" was projected and given a go ahead in 1999 throughout a gathering between the prime minister Atal Sanskrit Vajpayee and his economic consolatory panel, including 3 former tally governors antibody Patel, Bimal Jalan and C Rangarajan. On July 17,2000 Indian Government beneath Vajpayee leadership got wind of the authorized Committee (EC) of State Finance Ministers to style nationwide GST model. This committee was lead by Asim Dasgupta, Finance Minister of West Bengal and members are Finance Ministers of Karnataka, Madhya Pradesh, Maharastra, Punjab provinces, Gujarat, Delhi and Meghalaya. This committee that had developed the look of state VAT was requested to return up with a roadmap and structure for the GST with subsequent objectives.

- To monitor the implementation of uniform floor rates of nuisance tax by states and union territories.
- To monitor the phasing out of the nuisance tax primarily based incentive schemes.
- To decide milestones and strategies of states to change over to VAT
- To monitor reforms within the central nuisance tax system existing within the country

And then, the idea of national GST in India was mooted by Kelkar Committee in the year 2004. The Committee recommended national GST. The first announcement for the introduction of GST was made in Budget Speech on 28th April,2006 by the then Finance Minister, P. Chidambaram. The proposed target date to introduce nationwide GST was 1st April, 2010. The Empowered Committee of State Finance Ministers (EC) which had formulated the design of State VAT was requested to come up with a roadmap and structure for the GST. Joint Working Groups of officials having representatives of the States as well as the Centre were set up to examine various aspects of the GST and

draw up reports specifically on exemptions and thresholds, taxation of services and taxation of inter-State supplies. Based on discussions within and between it and the Central Government, the EC released its First Discussion Paper (FDP) on GST in November, 2009. This spells out the features of the proposed GST and has formed the basis for discussion between the Centre and the States so far.

The GST was launched on one Gregorian calendar month 2017 by president of Asian nation, and also the Government of Asian nation. The launch was arked by a historic time of day session of each the homes of parliament convened at the central hall of the parliament. It is one in all the few time of day sessions that are command by the parliament. once its launch the GST rates are changed multiple times the most recent on twenty two Dec 2018 wherever a panel of federal and state finance ministers revised GST rates on 53 services and 28 products.

3.2 COMPONENTS OF GST

3.2.1 CGST:

It is the centralized part of GST that subsumes the present central taxations and levies Central Sales Tax, Central Excise Duty etc. It is applicable on the supply of goods and services of standard services which can be done periodically by a specialized body under the central government. The revenue collected under CGST belongs to the central government. The input tax is given to the state governments which they can utilize only against the payment of CGST.

3.2.2 SGST

Various taxations and levies under the state authority are subsumed by the SGST is one uniform taxation. It includes State Sales Tax, Luxury Tax, Entertainment Tax, Octroi etc. Revenue collected under SGST belongs to the State Government and the mainstream framework of the state governing body will be supervised by the central government. Each state will have their own State Authority to collect SGST

3.2.3 IGST

It is charged on the supply of commodities and services from one state to another state. For instance, if the supply of goods and services occurs between Gujarat and Maharashtra, IGST will be applicable. The movement of commodities and services are levied with an integrated tax (IGST) under the GST regime.

The government of India collect the revenue under IGST. Further changes can be made by the Goods and Services Tax Council of India.

3.2.4 UGST

It will subsume the various taxation, levies and duties with uniform taxation in Union Territories as well. Delhi, Chandigarh, Dadra and Nagar Haveli, Andaman and Nicobar Island, Daman and Diu, Lakshadweep and Puducherry are the prominent union territories which are account for all the taxation under this regime. The bill will be presented in respective union territories for further changes.

3.3 SALIENT FEATURES OF GST

1. It is applicable to the whole country including Jammu and Kashmir
2. Import of products or services is treated as interstate, provide and subject to IGST
3. An integrated GST is levied on interstate supply of products or services by Centre
4. Export are unit zero rated
5. The number are PAN primarily based and can serve the aim for each Centre and state
6. There is unified application to each tax authorities
7. Each dealer are given a novel ID GSTIN
8. Deemed approval within 3 days
9. Post registration verification in risk primarily based cases solely
10. New dealers have to be compelled to file solely single application for registration underneath GST

3.4 ADMINISTRATION MECHANISM OF GST

The theme of GST ought to be supported by a robust tax administration infrastructure for its optimum success.

3.4.1 PAN based registration of taxpayers

Little businesses having all India aggregate turnovers below Rs. 20 lakhs needs to get registered. If business having 10lakh and is in province, like Arunachal Pradesh, Himachal

Pradesh, Uttarakhand, Manipur, needn't register. The registration in GST is PAN based mostly and State specific. Supplier needs to register in each of such State or Union territory from wherever he affects offer. In GST registration, the provider is assigned a 15-digit GST identification number known as "GSTIN" and a certificate of registration incorporating in this GSTIN is made on the market to the mortal on the GSTN common portal.

The primary two digits of the GSTIN is that the State code, PAN of the legal entity represents the next 10 digit, the next two digits are for entity code, and also the last digit is check sum number. Registration underneath GST isn't tax specific which means that there's single registration for all the taxes i.e. CGST, SGST/UTGST, IGST and Cess.

3.4.2 GST Invoice

VAT invoices are a crucial main document of VAT since it forms the first supply of data. Recommendations regarding VAT invoices are under:

- The law ought to need a provider creating a taxable supply to a different taxable person a VAT invoice therewith supply or the payment for it.
- The necessity ought to be enforceable by some penalty.
- The VAT invoice ought to be standardized across all states thus on contain a minimum of data.

3.4.3 CBEC for CGST and State Machinery for SGST

All procedures below SGST and CGST ought to be uniform. Each payer ought to be assigned a PAN based mostly taxpayer number. The unit of taxation for the needs of GST ought to be persons as outlined as below taxation act. Consequently for the aim of CGST, all production units/branches of an individual set anyplace during a country are going to be treated as one nonexempt entity eligible for CGST input credit across units/branches therein state.

3.5 ADVANTAGES OF GST SYSTEM:

1. Input tax credit is allowed to every intermediary: Input tax credit is allowed to every

intermediary in the supply chain. The tax burden is transferred to the final consumer. At every stage of supply, value addition alone is subject to tax.

2. Elimination of multiple taxes, tax cascading and tax pyramiding: Elimination will reduce the price of large number of products and services. Moreover the chance of tax evasion and violation of laws are more when there are multiple tax laws, rates and procedures.

3. Exports from India are zero rated: Indian products will become more competitive in the international market. This will boost export and manufacturing activity, generate more employment and ultimately will increase GDP of the country.

4. Single nation market: Earlier different rates were prevailing in states and union territories. As a result the prices were extremely different in parts of the country. Certain business was concentrated in some states only. After unification of tax rates, laws and procedures under GST, price of goods and services are same across the country. Thus the whole country becomes a single national market.

5. Elimination of check posts: has enabled hassle free movement of raw materials and finished products. This has avoided unwanted delay in transportation. Under GST law goods can be transported with an electronic way-bill which is sufficient to monitor the movement of goods from anywhere without much physical verification

6. Online submission of transactions details and documents: helps to avoid delay in tax collection and related procedures. Since the details of movement of goods and supply of services up to the consumption stage can be observed from the digital data chances of tax evasion, errors and fraud are very low. Electronic matching of input tax and output tax across the country makes the process more transparent and accurate.

7. Elevated the Indian taxation system to international level: With wide application of information and communication technology, GST system has elevated the Indian taxation system to international levels and norms. This has improved the overall investment climate in the country because the uncertainty in the tax laws is a major concern of investors.

8. No personal interference by officers: The different processes like registration, returns, refunds, tax payments etc are simplified and digitized. All interactions are through the common GSTN portal. As a result, the interference of tax officials will be minimum which would reduce bureaucratic corruption to a great extent

9. Tax exemption for essential basic items: A large number of products, especially agriculture have been either exempted from tax or included in the lower tax bracket.

3.6 BENEFITS OF GST SYSTEM

1. Single tax: After the coming of GST, all central and state government taxes have been subsumed under one tax that is goods and service tax. GST has resulted in removing the cascading effects of other 16 central and state taxes. Trade barriers will come to cease with the implementation of GST.

2. Made invoice simpler: Now, the invoices are complex since the goods and services are taxed separately. GST will make invoices simpler as the tax is charged at a single rate.

3. Greater transparency: Unlike the present sales tax, consumers would benefit under GST as they will know exactly whether the goods they consume are subject to tax and the amount they pay for.

4. Reduce red tape: Under the present taxation system, businessmen must apply for approval of tax free materials and capital goods. On application of GST this system is abolished as businesses can offset automatically the GST on inputs in their returns.

5. Eliminating the difference between goods and services: In some cases, goods and services are treated separately. With the coming of GST controversies related to difference have been eliminated.

6. Composition levy increased: In the current regime of taxation, the limit under composition schemes is 40 lakhs whereas under GST it has increased up to 50 lakhs.

3.7 Goods & Services Tax Network (GSTN)

The GSTN software is developed by Infosys Technologies and the Information Technology the network that provides the computing resources is maintained by the NIC. "Goods and Services Tax" Network (GSTN) is a non-profit organization formed for creating a sophisticated network, accessible to stakeholders, government and taxpayers to access information from a single source(portal).The portal is accessible to the Tax authorities for tracking down every transaction, while taxpayers have the ability to connect for their tax.

3.8 Goods & Services Tax Identification Number (GSTIN)

Before GST was implemented, all dealers registered under the state VAT law were assigned a unique TIN number by the respective state tax authorities. Similarly, service providers were assigned a service tax registration number by the Central Board of Excise and Custom (CBEC). Under the GST regime, all registered taxpayers are consolidated into one single platform for compliance and administration purposes and are assigned registration under a single authority. It is expected that 8 million taxpayers will be migrated from various platforms into GST. All of these businesses will be assigned a unique Goods and Services Tax Identification Number (GSTIN).

3.9 Structure of GSTIN

Each taxpayer is assigned a state-wise PAN- based 15- digit Goods and Services. Taxpayer Identification Number (GSTIN).

1. Here the first two digits represent the state code as per Indian Census 2011.
2. The next ten digits will be the PAN number of the taxpayer.
3. The thirteenth digit will be assigned based on the number of registration within a state.
4. The fourteenth digit will be Z by default.
5. The last digit will be for check code. It may be an alphabet or a number.

3.10 GST And Composition Dealers

Composition Scheme is a simple and easy scheme under GST for taxpayers. Small taxpayers can get rid of tedious GST formalities and pay GST at a fixed rate of turnover. This scheme can be opted by any taxpayer whose turnover is less than Rs. 1.5 crore.

A taxpayer whose turnover is below Rs 1.5 crore can opt for Composition Scheme. In case of North-Eastern states and Himachal Pradesh, the limit is now Rs 75 lakh. As per the CGST (Amendment) Act, 2018, a composition dealer can also supply services to an extent of ten percent of turnover, or Rs.5 lakhs, whichever is higher. A person opting for composition scheme cannot avail Input tax credit under the GST system. On the other hand the dealer opting for composition scheme has lesser tax compliance and limited tax liability.

Chapter 4

Data Analysis and Interpretation

DATA ANALYSIS AND INTERPRETATION

This chapter deals with the analysis of the data collected through questionnaires circulated within the district of Ernakulam.

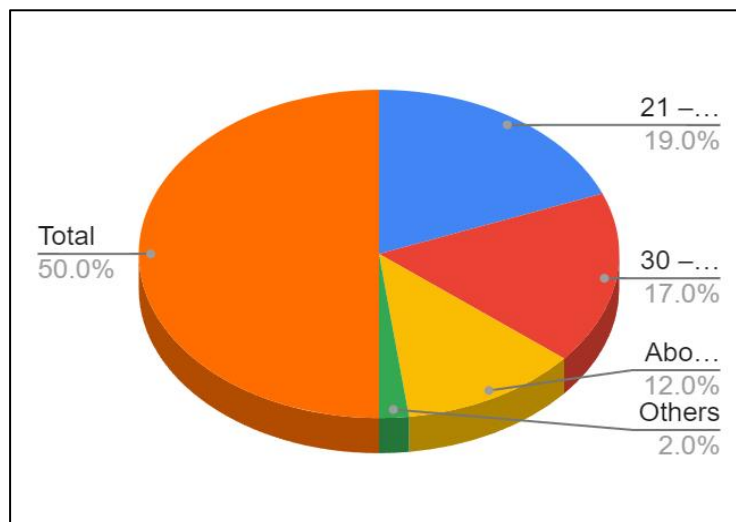
4.1 DEMOGRAPHIC PROFILE OF THE RESPONDENTS

4.1.1 AGE:

Table 4.1.1 Age

Age Group	Frequency	Percentage
21 – 30	19	0.38
30 – 40	17	0.34
Above 40	12	0.24
Others	2	0.04
Total	50	100

Figure 4.1.1 Age

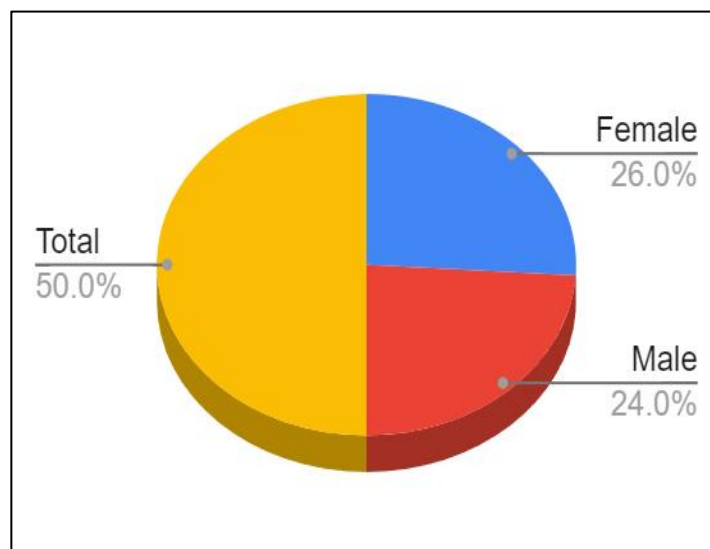


4.1.2 GENDER :

Table 4.1.2 Gender

Gender	Frequency	Percentage
Female	26	0.52
Male	24	0.48
Total	50	100

Figure 4.1.2 Gender

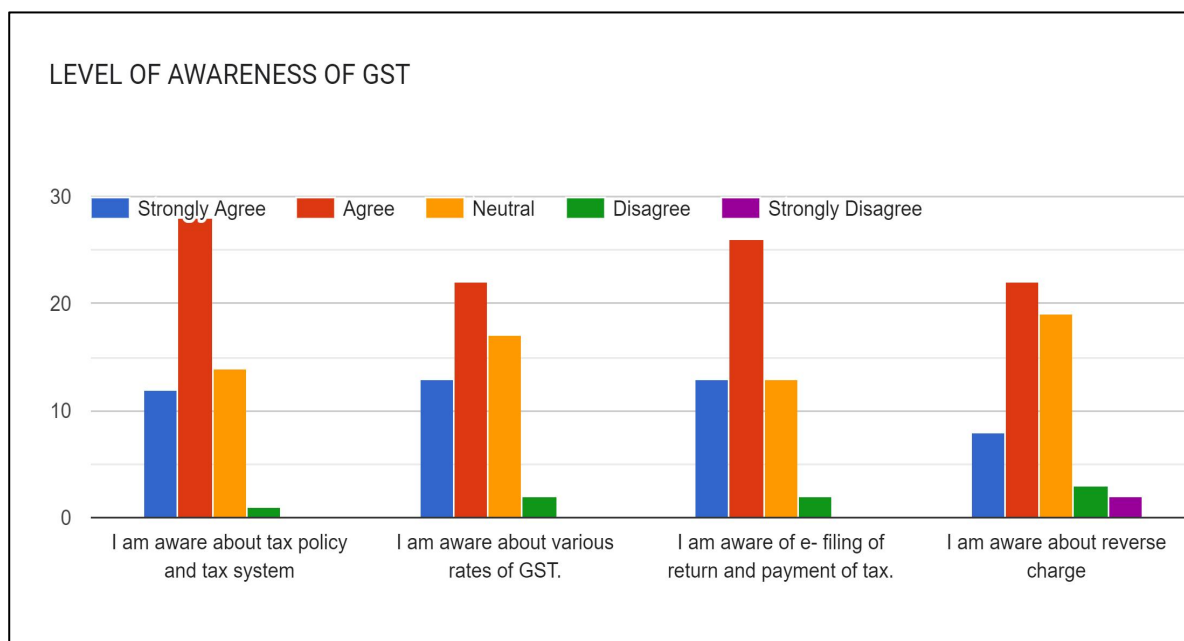


4.2 DESCRIPTIVE ANALYSIS

4.2.1 AWARENESS

Most of the respondents agree that they are aware with the tax policy and tax system as it has as 46% of the respondents from the survey have confirmed the same. Not only with the tax policy 21 out of 50 respondents have responded that they are aware about the GST rates. 23 of them agree that they are aware of e-filing of return and payment of tax. From the below bar diagram, we can conclude that respondents are much aware about the tax system.

Figure 4.2.1 Awareness



I am aware about tax policy and tax system

Table 4.2.1.1

Measures	Frequency	Percentage
Strongly Agree	12	0.24
Agree	23	0.46
Neutral	14	0.28
Disagree	1	0.02
Total	50	100

I am aware about various rates of GST

Table 4.2.1.2

Measures	Frequency	Percentage
Strongly Agree	11	0.22
Agree	21	0.42
Neutral	16	0.32
Disagree	2	0.04
Strongly Disagree	-	-

Total	50	100
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I am aware of e-filing of return and payment of tax

Table 4.2.1.3

Measures	Frequency	Percentage
Strongly Agree	11	0.22
Agree	25	0.50
Neutral	12	0.24
Disagree	2	0.04
Strongly Disagree	-	-
Total	50	100

I am aware about reverse charge

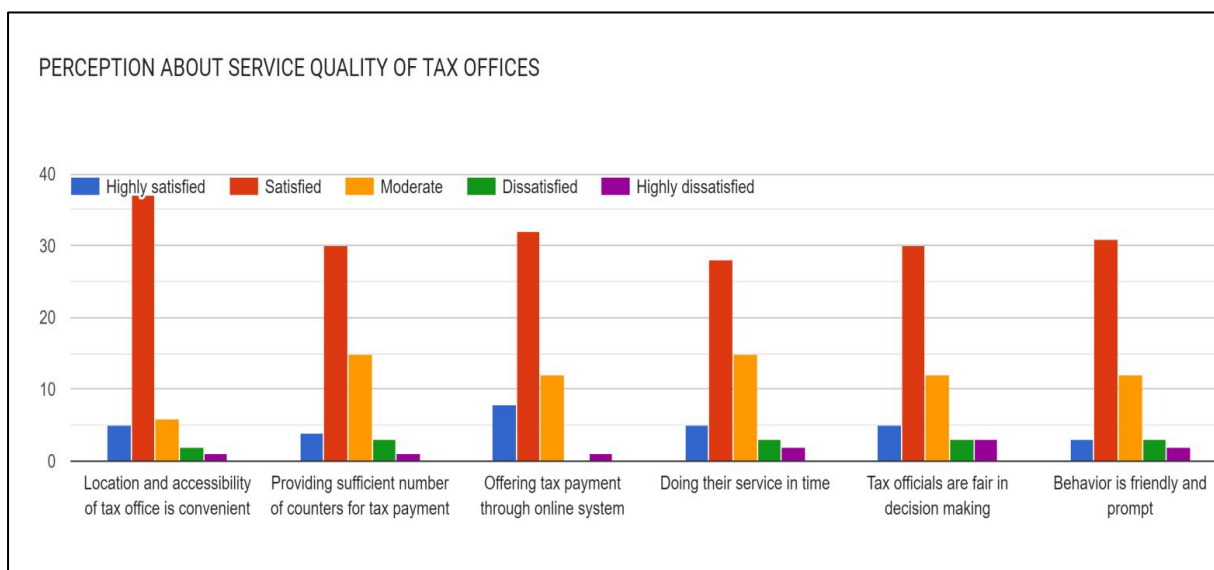
Table 4.2.1.4

Measures	Frequency	Percentage
Strongly Agree	8	0.16
Agree	22	0.44
Neutral	18	0.36
Disagree	2	0.04
Strongly Disagree	-	-
Total	50	100

4.2.2 SERVICE QUALITY

Service Quality is an important outcome of comparison between customer expectations before and after their experience of the service. Majority of the respondents are satisfied with their online system of tax payment. The respondents are also satisfied with the quality of service provided by the officials since around 60% of the respondents have responded positively.

Figure 4.2.2 Service Quality



Location and accessibility of tax office is convenient

Table 4.2.2.1

Measures	Frequency	Percentage
Highly satisfied	5	0.10
Satisfied	36	0.72
Moderate	6	0.12
Dissatisfied	2	0.04
Highly Dissatisfied	1	0.02
Total	50	100

Providing sufficient number of counters for tax payment

Table 4.2.2.2

Measures	Frequency	Percentage
Highly satisfied	4	0.08
Satisfied	27	0.54
Moderate	15	0.30
Dissatisfied	3	0.06

Highly Dissatisfied	1	0.02
Total	50	100

Offering tax payment through online system

Table 4.2.2.3

Measures	Frequency	Percentage
Highly satisfied	8	0.16
Satisfied	30	0.60
Moderate	12	0.24
Dissatisfied	-	-
Highly Dissatisfied	-	-
Total	50	100

Doing their service in time

Table 4.2.2.4

Measures	Frequency	Percentage
Highly satisfied	5	0.10
Satisfied	25	0.50
Moderate	15	0.30
Dissatisfied	3	0.06
Highly Dissatisfied	2	0.04
Total	50	100

Tax officials are fair in decision making

Table 4.2.2.5

Measures	Frequency	Percentage
Highly satisfied	6	0.12
Satisfied	24	0.48
Moderate	15	0.30

Dissatisfied	3	0.06
Highly Dissatisfied	2	0.04
Total	50	100

Behaviour is friendly and prompt

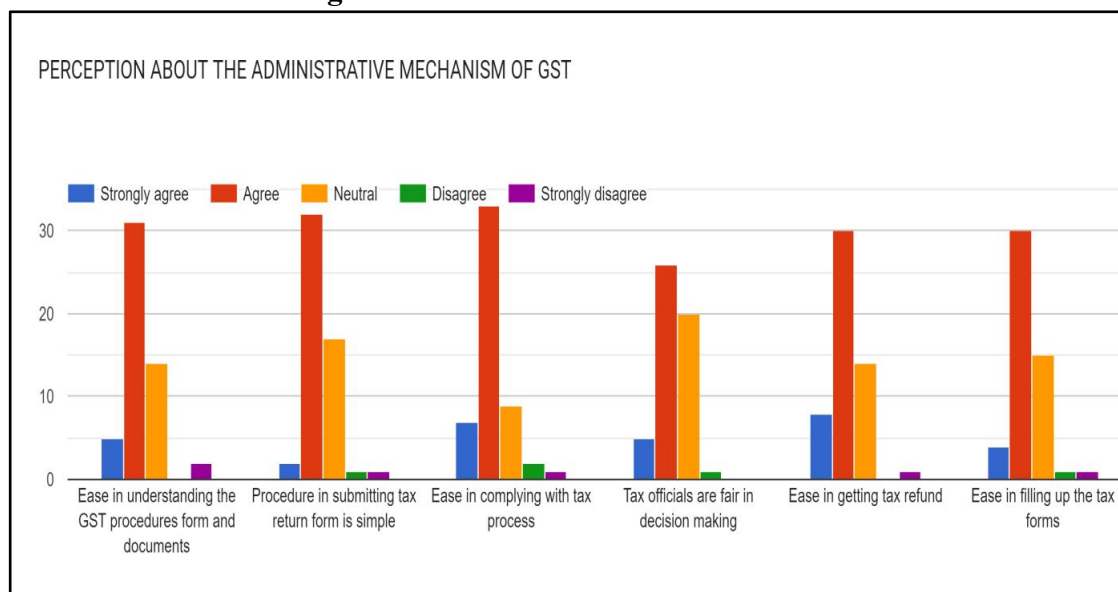
Table 4.2.2.6

Measures	Frequency	Percentage
Highly satisfied	3	0.06
Satisfied	30	0.60
Moderate	12	0.24
Dissatisfied	3	0.06
Highly Dissatisfied	2	0.04
Total	50	100

4.2.3 ADMINISTRATIVE MECHANISM

Administration Mechanism of Tax system includes lots of procedures that have to be done by the taxpayers which is framed by the higher authorities of which includes the procedure for submission of tax forms and compliance with tax process .Around 30% of the respondents have agreed that they comply with the tax process with ease.

Figure 4.2.3 Administration Mechanism



Ease in understanding the GST procedures form and documents

Table 4.2.3.1

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	30	0.60
Neutral	13	0.30
Disagree	-	-
Strongly Disagree	2	0.04
Total	50	100

Procedure in submitting tax return form is simple

Table 4.2.3.2

Measures	Frequency	Percentage
Strongly Agree	2	0.04
Agree	30	0.60
Neutral	16	0.32
Disagree	1	0.02
Strongly Disagree	1	0.02
Total	50	100

Ease in complying with tax process

Table 4.2.3.3

Measures	Frequency	Percentage
Strongly Agree	7	0.14
Agree	32	0.64
Neutral	8	0.16
Disagree	2	0.04
Strongly Disagree	1	0.02
Total	50	100

Tax officials are fair in decision making

Table 4.2.3.4

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	26	0.52
Neutral	18	0.16
Disagree	1	0.02
Strongly Disagree	-	-
Total	50	100

Ease in getting tax refund

Table 4.2.3.5

Measures	Frequency	Percentage
Strongly Agree	8	0.16
Agree	28	0.56
Neutral	12	0.24
Disagree	1	0.02
Strongly Disagree	1	0.02
Total	50	100

Ease in filling up the tax forms

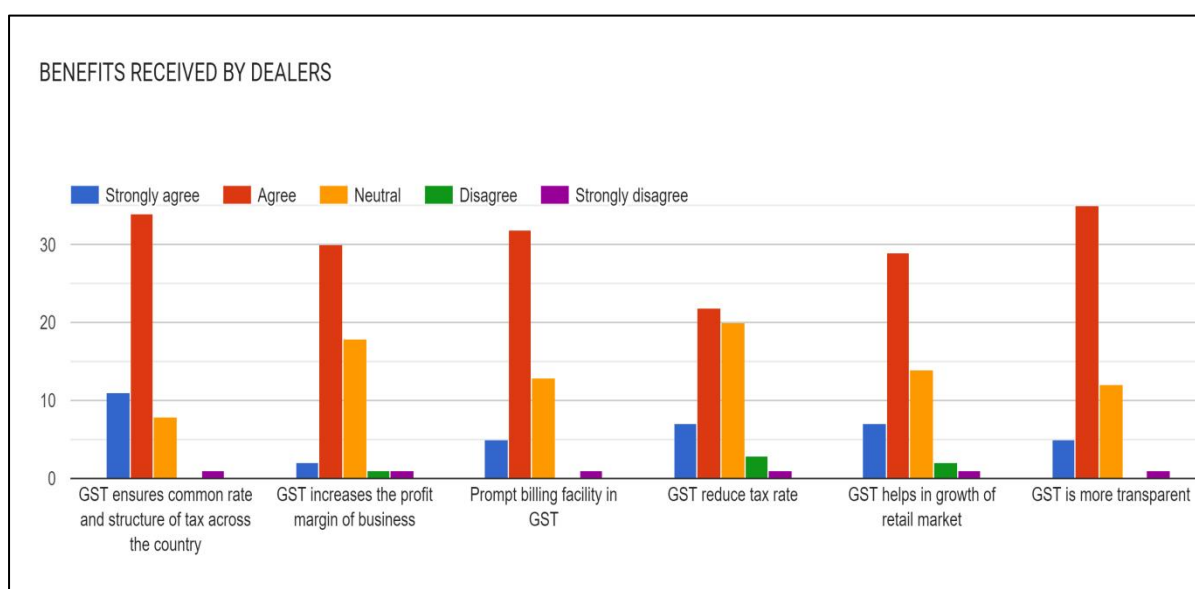
Table 4.2.3.6

Measures	Frequency	Percentage
Strongly Agree	4	0.08
Agree	30	0.60
Neutral	14	0.28
Disagree	1	0.02
Strongly Disagree	1	0.02
Total	50	100

4.2.4 BENEFITS

Benefits which is incurred from a particular system can enhance it's use and may result in the proper compliance of a system. Through this survey we try to find out the major benefit that happened to the dealers and their satisfaction regarding their perception about benefit. Around 30 (60%) people agree that GST ensures common rate and structure of tax across the country and have also contributed to the increase in profitability and many more benefits which can be understood from the bar diagram below.

Figure 4.2.4 Benefits



GST ensures common rate and structure of tax across the country

Table 4.2.4.1

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	30	0.60
Neutral	13	0.26
Disagree	-	-
Strongly Disagree	2	0.04
Total	50	100

GST increases the profit margin of business

Table 4.2.4.2

Measures	Frequency	Percentage
Strongly Agree	2	0.04
Agree	31	0.62
Neutral	16	0.32
Disagree	1	0.02
Strongly Disagree	1	0.02
Total	50	100

Prompt billing facility in GST

Table 4.2.4.3

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	31	0.62
Neutral	12	0.24
Disagree	-	-
Strongly Disagree	1	0.02
Total	50	100

GST reduce tax rate

Table 4.2.4.4

Measures	Frequency	Percentage
Strongly Agree	7	0.14
Agree	21	0.42
Neutral	19	0.38
Disagree	3	0.06
Strongly Disagree	1	0.02
Total	50	100

GST helps in the growth of retail market

Table 4.2.4.5

Measures	Frequency	Percentage
Strongly Agree	6	0.12
Agree	22	0.44
Neutral	19	0.38
Disagree	3	0.06
Strongly Disagree	1	0.02
Total	50	100

GST is more transparent

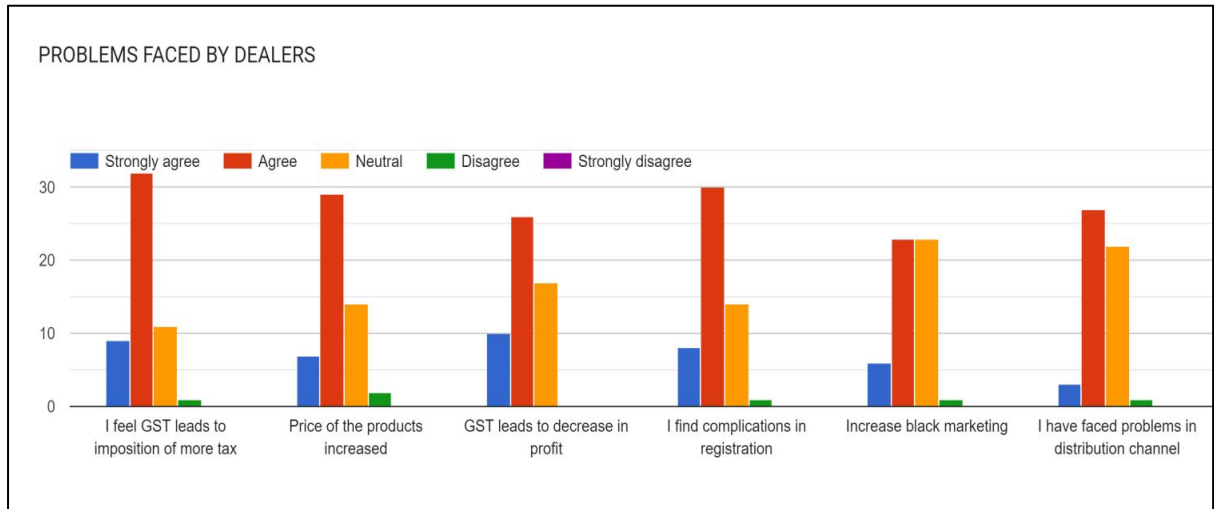
Table 4.2.4.6

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	33	0.66
Neutral	12	0.24
Disagree	-	-
Strongly Disagree	1	0.02
Total	50	100

4.2.5 PROBLEMS

Problem is a main factor which can negatively affect the satisfaction of every individual regarding something . Around 60 % (30 out of 50 respondents) of the respondents find complications in registration and also feels that it leads to an increase in the price of the products and many more problems like 24 of them agree that the price of products have increased. This survey tries to find out the major problem that occurs to the respondents which negatively affect their satisfaction.

Figure 4.2.5 Problems



GST leads to imposition of more tax

Table 4.2.5.1

Measures	Frequency	Percentage
Strongly Agree	8	0.16
Agree	30	0.60
Neutral	11	0.22
Disagree	1	0.02
Strongly Disagree	-	-
Total	50	100

Price of the products increased

Table 4.2.5.2

Measures	Frequency	Percentage
Strongly Agree	7	0.14
Agree	28	0.56
Neutral	13	0.26
Disagree	1	0.02
Strongly Disagree	-	-
Total	50	100

GST leads to decrease in profit

Table 4.2.5.3

Measures	Frequency	Percentage
Strongly Agree	10	0.20
Agree	24	0.48
Neutral	16	0.32
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

I find complications in registration

Table 4.2.5.4

Measures	Frequency	Percentage
Strongly Agree	8	0.16
Agree	30	0.60
Neutral	12	0.24
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

Increase black marketing

Table 4.2.5.5

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	22	0.44
Neutral	21	0.42
Disagree	1	0.02
Strongly Disagree	-	-
Total	50	100

I have faced problems in distribution channel

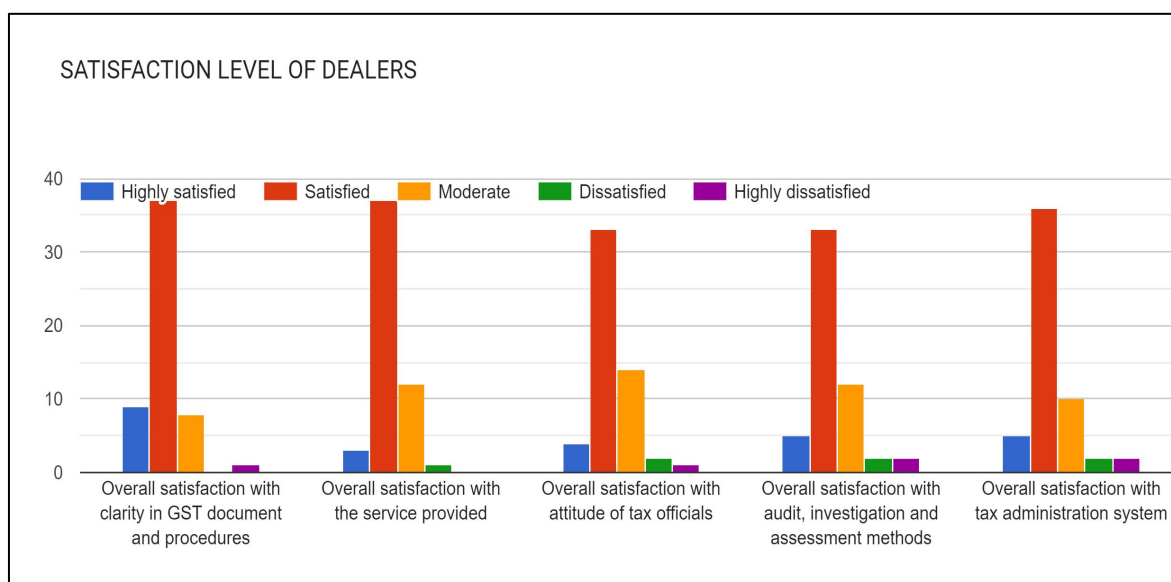
Table 4.2.5.6

Measures	Frequency	Percentage
Strongly Agree	3	0.06
Agree	25	0.50
Neutral	21	0.42
Disagree	1	0.02
Strongly Disagree	-	-
Total	50	100

4.2.6 SATISFACTION LEVEL

Customer's satisfaction is a perception of the customer that his or her expectations have been met or exceeded .35 of them agree with the overall satisfaction with the clarity in GST document and procedures. This survey has revealed that the respondents are satisfied with the procedures, methods etc introduced by the GST administration system.

Figure 4.2.6 Satisfaction Level



Overall satisfaction with clarity in GST document and procedures

Table 4.2.6.1

Measures	Frequency	Percentage
Highly Satisfied	8	0.16
Satisfied	35	0.70
Moderate	7	0.14
Dissatisfied	1	0.02
Highly Dissatisfied	-	-
Total	50	100

Overall satisfaction with the service provided

Table 4.2.6.2

Measures	Frequency	Percentage
Highly Satisfied	3	0.06
Satisfied	36	0.72
Moderate	10	0.20
Dissatisfied	1	0.02
Highly Dissatisfied	-	-
Total	50	100

Overall satisfaction with attitude of tax officials

Table 4.2.6.3

Measures	Frequency	Percentage
Highly Satisfied	3	0.06
Satisfied	25	0.50
Moderate	19	0.38
Dissatisfied	3	0.06
Highly Dissatisfied	-	-
Total	50	100

Overall satisfaction with audit, investigation and assessment methods

Table 4.2.6.4

Measures	Frequency	Percentage
Highly Satisfied	3	0.06
Satisfied	32	0.64
Moderate	12	0.24
Dissatisfied	2	0.04
Highly Dissatisfied	1	0.02
Total	50	100

Overall satisfaction with tax administration systems

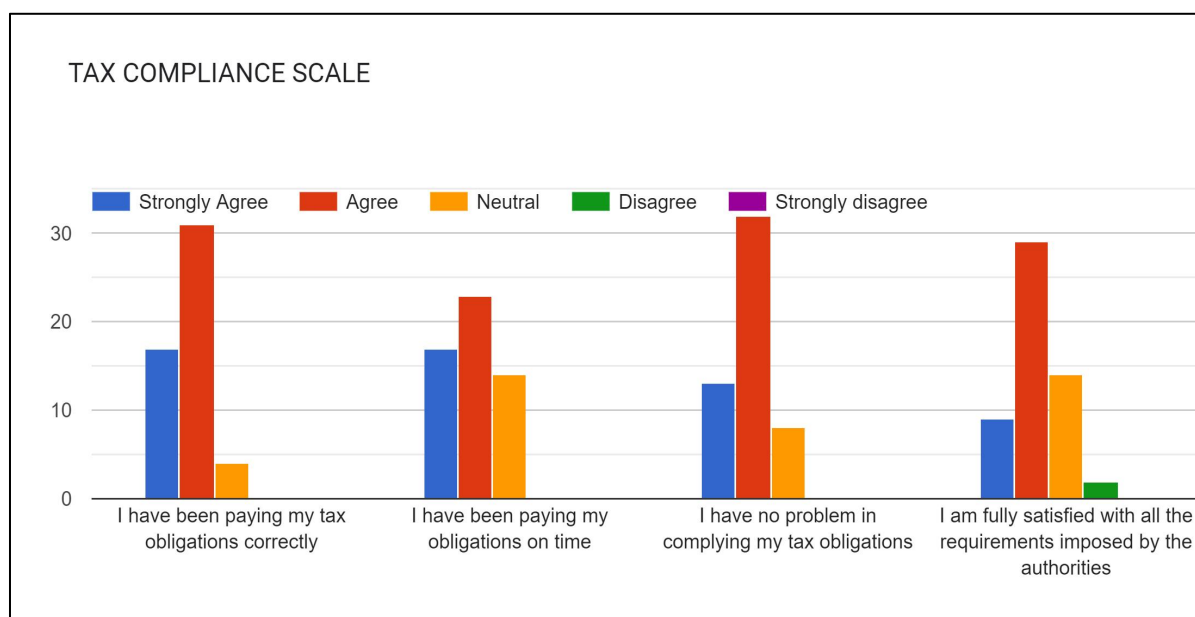
Table 4.2.6.5

Measures	Frequency	Percentage
Highly Satisfied	3	0.06
Satisfied	35	0.70
Moderate	10	0.20
Dissatisfied	2	0.04
Highly Dissatisfied	-	-
Total	50	100

4.2.7 TAX COMPLIANCE SCALE

Tax compliance is regarded as willingness of a person to act in accordance with tax law and a. administration without the need of any enforcement and the survey has revealed that majority of the respondents have complied with system correctly and on time. Around 30 (60%) people agree that they have no problem in complying to their tax obligations and 13 of them have a neutral opinion about being fully satisfied with all requirements imposed by tax authorities.

Figure 4.2.7 Tax Compliance Scale



I have been paying my tax obligations correctly

Table 4.2.7.1

Measures	Frequency	Percentage
Strongly Agree	16	0.32
Agree	20	0.40
Neutral	14	0.28
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

I have been paying my obligations on time

Table 4.2.7.2

Measures	Frequency	Percentage
Strongly Agree	12	0.24
Agree	30	0.60
Neutral	8	0.16
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

I have no problem in complying my tax obligations

Table 4.2.7.3

Measures	Frequency	Percentage
Strongly Agree	12	0.24
Agree	30	0.60
Neutral	8	0.16
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

I am fully satisfied with all the requirements imposed by the authorities

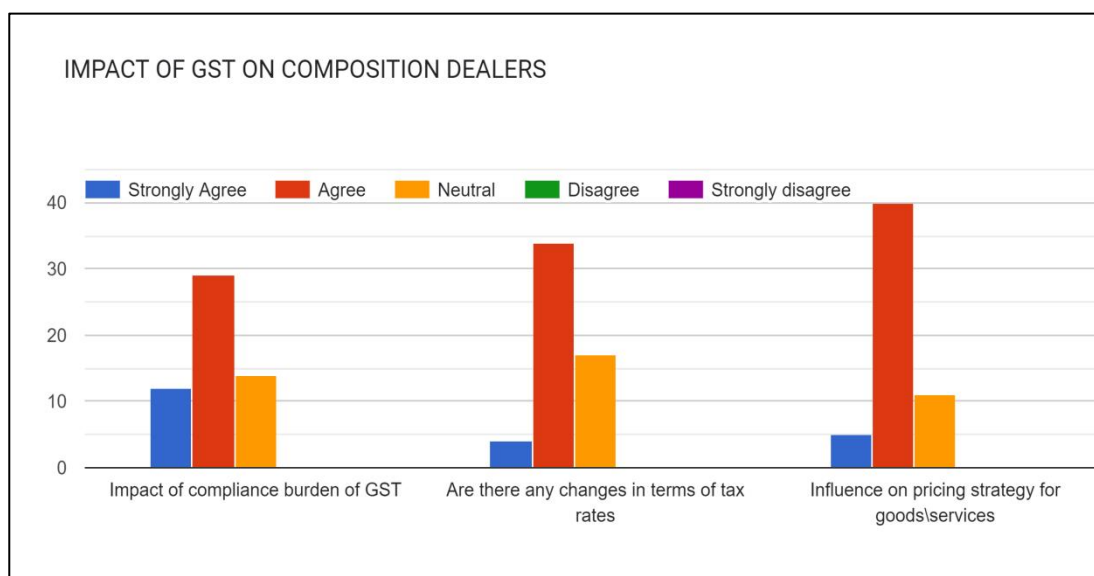
Table 4.2.7.4

Measures	Frequency	Percentage
Strongly Agree	8	0.16
Agree	27	0.54
Neutral	13	0.26
Disagree	2	0.04
Strongly Disagree	-	-
Total	50	100

4.2.8 IMPACT OF GST ON COMPOSITION DEALERS

A lot of the respondents agree that GST has influenced the pricing strategy for goods/services offered by composition dealers. They also agree that GST bring in changes in terms of tax rates for composition dealer but around 28 of the respondents have also agreed that composition scheme is much more simplified than the previous taxation system.

Figure 4.2.8 Impact of GST on Composition Dealers



Impact of compliance burden of GST

Table 4.2.8.1

Measures	Frequency	Percentage
Strongly Agree	12	0.24
Agree	28	0.56
Neutral	10	0.20
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

Are there any changes in terms of tax rates

Table 4.2.8.2

Measures	Frequency	Percentage
Strongly Agree	4	0.08
Agree	30	0.60
Neutral	16	.32
Disagree	-	-
Strongly Disagree	-	-

Total	50	100
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Influence on pricing strategy for goods\services

Table 4.2.8.3

Measures	Frequency	Percentage
Strongly Agree	5	0.10
Agree	35	0.70
Neutral	13	0.26
Disagree	-	-
Strongly Disagree	-	-
Total	50	100

Chapter 5

Findings, Suggestions and Conclusion

5.1 FINDINGS

- There are various factors that are tested towards the impact of satisfaction of GST. The factors include Awareness, Service Quality, Benefit, Problem and Administration Mechanism, Satisfaction, Compliance and Impact on Composition Dealers.
- Most of these factors have great influence in the satisfaction of GST.
- Majority of the respondents were females belonging to the to the age group of 21 to 30 and males above 40 years
- Most of the respondents irrespective of their age agree that they are aware with the tax policy and tax system .They also opinion-ed that they are aware about the rates of GST.
- Majority of the respondents are satisfied with their online system of tax payment as it occupies the highest position in the bar graph. They are also happy about the location and accessibility of tax office .The respondents are also very much concerned about the quality of service provided by the officials.
- Most of the respondents stated that the information of tax is accessible .They agree that the officials are fair in decision making. Most of the respondents agrees that GST ensures common rates and structure of tax across the country.
- Most of the respondents agrees that GST ensures common rates and structure of tax across the country. And also helps in the growth of the retail market irrespective of choice of place.
- Most of respondents agrees that there exist certain complexities regarding the filing of return during relevant periods. They also have an opinion that it is very difficult to learn and remember the rates applicable to each Goods. When a majority find the web portals inefficient an equivalent number has provided a moderate opinion.

- Majority of the respondents are satisfied with clarity with GST documents and procedures. The respondents are also satisfied with the attitude of tax official.
- GST has however affected the compliance mechanism for composition dealers. It has brought changes to the tax rates for them which has influenced their pricing strategy.
- Most of the respondents agrees that they are paying their tax obligations correctly and are trying to meet their obligations on time too.

5.2 SUGGESTIONS

- Departments should give special and individual attention towards the need of dealers.
- Findings of the study show that the people are facing certain complexities while filing of returns during the relevant periods. It should be addressed
- Sufficient measures should be taken by the department and authorities to increase awareness among dealers about composition scheme
- Difficulty regarding availing the benefits of ITC must be addressed
- Findings have also shown that many people face difficulties with regard to registration which needs to be addressed.

5.3 CONCLUSION

Tax is one of the major revenue of our government and also a compulsory payment. So it is the duty of dealers to pay tax for the transactions taken place. There are a lot of factors that affect the satisfaction level of each person regarding system prevails.” A study on “Dealers perception regarding GST and its compliance” had its objective to study the measures of perception, its relationship with satisfaction and how the satisfaction affects the compliance of the system. The study focuses on understanding the perception of dealers regarding GST and their satisfaction finally to check whether these satisfaction of perception leads to the proper compliance. The project is mainly conducted as 5 chapters namely Introduction, Literature Review, Theoretical Framework and Analysis and finally Findings, Suggestion and Conclusion.

First chapter is the introduction part which mainly dealt with overall view of the topic of study and it includes objectives of the study, statement of the problem, scope, methodology, limitations of the study and chapterisation. The second chapter contains various review of past studies connected with the area of our topic. Theoretical Framework mainly includes the concerned theory of the subject under the project. Fourth chapter is mainly deals with the analysis of demographic profile and descriptive analysis of the data collected through questionnaires. And finally the fifth chapter denotes the findings, suggestions and summary of the whole project.

It was found that satisfaction is dependent on various measures of perception such as Awareness, Service Quality, Benefits, Problems and Administration Mechanism. Satisfying the perception of dealers may lead to the proper compliance of the system some measures are to be taken for making them satisfied which will automatically resulted in the voluntary and proper compliance of the system. It can bring a positive change in the attitude of the dealers towards compliance of GST especially when their perception regarding the system is satisfied. Hence, the study is quite relevant and timely from the view of both academics and authorities.

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APPENDIX

QUESTIONNAIRE

Dear Sir/Madam

We are currently working on our final year project on “ A study on Dealers’ perception regarding GST and its compliance”. Your feedback is crucial to the success of our project. We kindly request you to take a few moments to complete the following survey. The survey is designed to gather valuable insights and opinions, and your input will be treated with utmost confidentiality.

DEMOGRAPHIC PROFILE

Age

- 21 - 30
- 31- 40
- Above 40

Gender

- Male
- Female
- Others

LEVEL OF AWARENESS OF GST

SL NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	I am aware about tax policy and tax system.					
2.	I am aware about various rates of GST.					
3.	I am aware of e- filing of return and payment of tax.					
4.	I am aware about reverse charge					

PERCEPTION ABOUT SERVICE QUALITY OF TAX OFFICES

SL NO	PARTICULARS	Highly satisfied	Satisfied	Moderate	Dissatis-fied	Highly Dissatis-fied
1.	Location and accessibility of tax office is convenient.					
2.	Providing sufficient number of counters for tax payment					
3.	Offering tax payment through online system					

4.	Doing their service in time					
5.	Tax officials are fair in decision making					
6.	Behaviour is friendly and prompt					

PERCEPTION ABOUT THE ADMINISTRATIVE MECHANISM OF GST

SL NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Ease in understanding the GST procedures form and documents					
2.	Procedure in submitting tax return form is simple					
3.	Ease in complying with tax process					
4.	Tax officials are fair in decision making					
5.	Ease in getting tax refund					
6.	Ease in filling up the tax forms					

BENEFITS RECEIVED BY DEALERS

SL NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	GST ensures common rate and structure of tax across the country					
2.	GST increases the profit margin of business					
3.	Prompt billing facility in GST					
4.	GST reduce tax rate					
5.	GST helps in growth of retail market					
6.	GST is more transparent					

PROBLEMS FACED BY DEALERS

SL NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	I feel GST leads to imposition of more tax					
2.	Price of the products increased					
3.	GST leads to decrease in profit					

4.	I find complications in registration					
5.	Increase black marketing					
6.	I have faced problems in distribution channel					

SATISFACTION LEVEL OF DEALERS

SL NO	PARTICULARS	Highly satisfied	Satisfied	Moderate	Dissatisfied	Highly dissatisfied
1.	Overall satisfaction with clarity in GST document and procedures					
2.	Overall satisfaction with the service provided					
3.	Overall satisfaction with attitude of tax officials					
4.	Overall satisfaction with audit, investigation and assessment methods					
5.	Overall satisfaction with tax administration systems					

TAX COMPLIANCE SCALE

SL NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	I have been paying my tax obligations correctly					
2.	I have been paying my obligations on time					
3.	I have no problem in complying my tax obligations					
4.	I am fully satisfied with all the requirements imposed by the authorities					

IMPACT OF GST ON COMPOSITION DEALERS

SL NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Impact on compliance burden composition dealers					
2.	Changes in terms of tax rates for composition dealers					
3.	Influence on the pricing strategy for goods/services offered by composition dealers?					