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Goods and Service Tax (GST) in India- Customer perception towards GST

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ABSTRACT

The present research article is to assess the consumer perception towards GST in India. Various identifiable variables were used to concerning tax compliances, tax knowledge. In this paper the types, rates and tax system also discussed, according to gender, occupation, knowledge. GST is very essential in category charged at lower rate. The present paper gives the perception of the people.

Keywords: GST, Perception, Consumer

1. INTRODUCTION OF GST

The reference of GST was first made in the Indian Budget in 2006-07 by the Finance Minister Mr. P. Chidambaram as a single centralized Indirect tax. The GST constitution (122nd) Amendment Bill 2014 was introduced on December 19, 2014 and passed on May 06, 2015 in the Lok Sabha and yet to be passed in the Rajya Sabha. The bill seeks to amend the constitution to introduce Goods and Services tax vide proposed new article 246 A. This article gives power to Legislature of every state and parliament to make laws with respect to goods and services tax where the supplies of goods or of service take place. Recently, Union Minister Mr. Arun Jaitley said that GST could be implemented as early as January 1, 2016.

Meaning of Goods and Service Tax (GST)

Clauses 366 (12A) of the constitution Bill defines GST as —goods and service tax means any tax on supply of goods, or services or both except taxes on the supply of the liquor for human consumption. Further the clause 366 (26A) of the Bill defines Services means anything other than Goods. Thus it can be said that GST is a comprehensive tax levy on manufacture, sale and consumption of goods and services at a national level. The proposed tax will be levied on all transactions involving supply of goods and services, except those which are kept out of its preview.

Purpose of GST

There are two important purpose of GST

- **Umbrella Tax Rate:** GST shall replace a number of Indirect taxes collected by state and central level.
- **Removing Cascading Effect:** GST is intended to remove Tax on Tax Effect and provides to common national market for Goods and Services.

Types of Categories under GST rate

The GST tax is levied based on Revenue Neutral Rate. For the purpose of imposing GST tax in India, the goods and services are categorized in to four. These are four categories of goods and services are follows: Exempted Categories under GST in India: The GST and council and other GST authorities notifies list of exempted goods. Such goods are not fallen under payment of GST tax. The authorities may modify or amend the list time to time by adding deleting any item if required by notification to public.

GST rates in India at a glance

Exempted categories: 0

Commonly used Goods and Services: 5%

Standard Goods and Services fall under 1st Slab: 12%

Standard Goods and Services fall under 2nd Slab: 18%

Special category of Goods and Services including Luxury Goods: 28%

Types of Goods and Service Tax in India:

1) CGST (Central Goods and Service Tax): GST to be levied by the center.

2) SGST (State Goods and Service Tax): The GST is to be levied by the states is State GST (SGST)

3) IGST (Integrated Goods and Service Tax): Integrated GST will be levied by the center and the states concurrently.

2. REVIEW OF LITERATURE

Ahamd et al. (2016), found that the level of awareness of the GST is still not reached a satisfactory level. This is because the study involved only general questions that should be known by the respondents as end users. This cause the respondents gave high negative perception of the impact of implementation of GST. The respondents received less information and promotion of the authorities. Most of the respondents were unclear whether the goods and services are not subject to GST. Furthermore, due to the lack of information on GST, the respondents had a high negative perception. Therefore, the government must convince that GST will not have a lasting impact on the public as particularly convincing end users that no increase in prices of goods and services

Nishitha Guptha, (2017) in her study stated that 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.

Kawle ,S, P. and Aher, L.,Y.,(2017) in their research paper highlighted the working of GST in India along with its impact on the Indian economy.

Nayyar, A. and Singh, (2017) in their study cited that introduction of GST is a major breakthrough in the Indian economy. It will help in redefining the Indian Tax Structure by being more transparent and corruption free.

Abda, S, (2017) in his research paper concentrated on the objectives, purpose and benefits of GST to our economy and how it will help in strengthening it.

B, MitraPriya, (2017) stated GST as a Game changer in Indian Economy. The paper showed that GST reduced complexity of various taxes and also removed cascading effect. Tax structure shown in paper in which various tax rates included. Impact on Tax incidence included various sectors such as Telecom, E- Commerce, Automobile, real estate, banking and consumer goods. Impact on input tax credit showed that there would be availability of cross credit utilization in CGST and SGST.

Bar hate (2018) , found that people have no doubt whatsoever regarding the proposed benefits of GST irrespective of their business type, legal status of business for the reason being they feel irritated by the present system which appears to be cumbersome. Most respondents believe that GST will bring monetary gains to their business and do not anticipate any significant boost in tax compliance costs. Interestingly, respondents expect the spending on tax compliance to go down after GST is implemented. The lack of information coupled with the apathy towards reforms may paralyze the speedy implementation of this system especially in small towns where still not a single orientation programs have been planned and executed till date by competent authorities.

Poona m (2018), the biggest problems in Indian tax system like Cascading effect & tax evasion, distortion can be minimized by implementing GST. After amalgamation of local state and central taxes competitiveness of industry, exporter and company will increase. The extra revenue which can be generated from broaden tax base structure can be utilized for the growth of nation.

3. RESEARCH METHODOLOGY

Research is a systematic and organized source of the material to discover the new things and give new conclusions. Research is an art of scientific investigation. It is the systematic way to solve the problem. Basically, it the procedure to conduct the research work explaining and predicting phenomenon.

Research Problem

Very few research has been done with regard to GST. It is an attempt to find the significance of popular perception regarding the study.

Need of the study

There is a need to fill the gap which is identified by the researchers in the previous studies. To know he level of understanding the GST and perception towards GST and traders, Taxpayers.

Scope of the study

The attempt is made to know the perception of the consumers and to know the expenditure pattern. The scope of the study is limited to the concerned area of the study which cannot be justified equally with other places.

Objectives of the study

- To analyze the consumer perception towards GST.
- To find out the views of consumers on implementation under new tax system of GST.

Research plan

The collection of the data is through self-administration. Personal interview study method was used to collect the data. A structured questionnaire was framed to collect the data.

Sample size

The sample size of the present research study was 100. Based on Likert scale the data has been collected from the respondents.

Data Collection

Data was collected with two major sources.

- Primary source
- Secondary source

Primary source: The present study was largely based on primary sources which was collected through the structured questionnaire method.

Questionnaire

The data collected by administrating the structured questions which are framed on 5 point Likert Scale (Agree, Disagree, Neutral, Strongly Agree, and Strongly Disagree).

Questionnaire is formed into two groups Group A and Group B

Group A consists of personal questions like Name, Age, Gender, Qualifications, Marital status, Occupation.

Group B consists of 20 questions based on the objectives of the study.

Secondary Source: The data which is already collected by someone else. The data from the secondary source is used in the present study. The sources can be Internet, books, journals, news papers etc.

Tools for analysis

- Mathematical tools

Percentage Method

- Statistical Tools

Arithmetic Method

Mathematical tools

In the present research study, mathematical tools were used. In this method percentage and simple average has been used to analysis and interpret the data.

Percentage Method

A percentage frequency distribution gives the observations in the percentage which exist for each data points. It was used to draw specific inferences from the collected data.

The formula used

$$A=B/C*100$$

A= Percentage Readings

B= No. of respondents

C= Total no. of respondents

Statistical Tools

It is the method involved in carrying out the research study in a systematic manner which includes planning, designing, collection of data, analyzing, and drawing conclusions. The following tools are used in this method.

Arithmetic Mean

This tool is used to find out the average of the consumer perceptions. It is one of the most widely used tool.

Formulae

$$X = \sum Xw/w$$

Xw= Weighted Arithmetic Mean

X= Variable values

W= Weighted attached to Variable Values.

Limitations of the study

1. The sample size is very small and cannot be applied to the entire population.
2. GST is newly launched tax system, there are so many complications which are facing by the people.

3. DATA ANALYSIS

The data collected from different sources to analyze the perception of the consumers towards GST. The analysis of the perception was done based on the collected information according to gender, occupation, etc. the following analysis have done and presented in the tables and charts.

Classification based on Age group

The classification was made in 3 age groups first is below 25, second is 25-40 age group, last above 40 age group. The following table no 1.1 represents the number of respondents and their percentages.

Table 1.1: Classification based on Age group:

S.No	Age Group	No. of Respondents	Percentage (%)
1	Below 25	10	10
2	25-40	32	32
3	Above 40	58	58
	Total	100	100

Source: Primary

Figure: 1.1 Classification based on Age group and percentages.

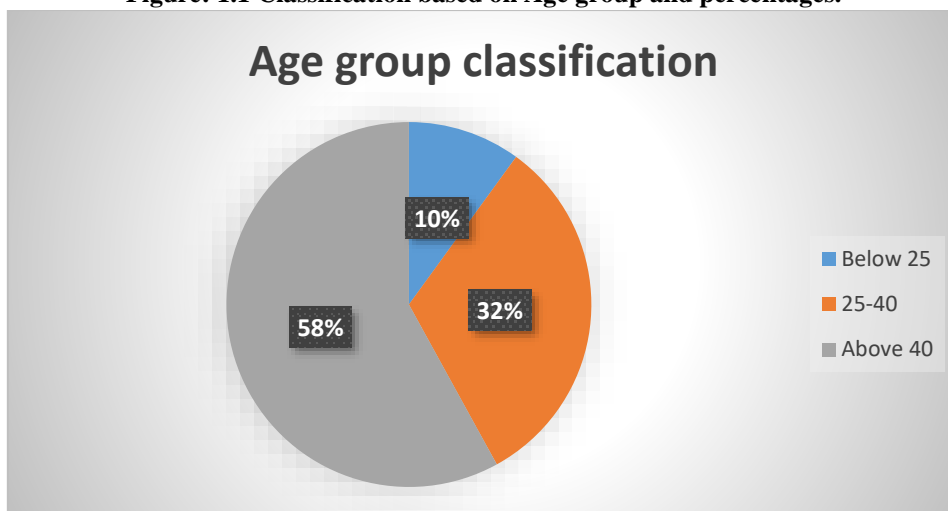


Figure: 1.1

Interpretation:

From the table 1.1, it states that the majority of respondents are from age group of above 40, which represents the 58%, were 32 respondents belongs to 25-40 age group which comprise of 32%, and the balance is from below 25 age group with respondents of 10, comprising the same percentage.

Classification based on Marital Status

The classification was made on marital status. The following table no 1.2 represents the number of respondents and their percentages.

Table 1.2: Classification based on Marital Status:

S.No	Marital Status	No. of Respondents	Percentage (%)
1	Married	82	82
2	Unmarried	18	18
	Total	100	100

Source: Primary

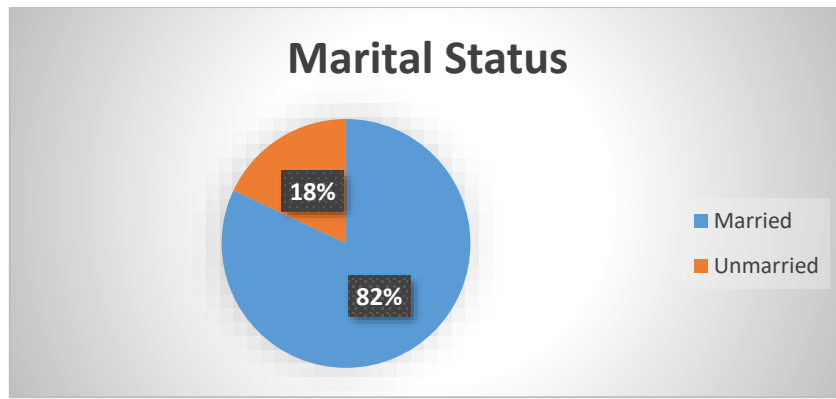


Figure: 1.2 Classification based on marital status and percentages.

Interpretation:

From the table 1.2, it states that the majority of respondents are married with a high percentage of 82 and only 1 % were unmarried respondents.

Classification based on Gender

The classification was made on gender. The following table no 1.3 represents the number of respondents and their percentages.

Table 1.3: Classification based on Gender

S.No	Gender	No. of Respondents	Percentage (%)
1	Male	85	85
2	Female	15	15
	Total	100	100

Source: Primary

Figure: 1.3 Classification based on gender and percentages.

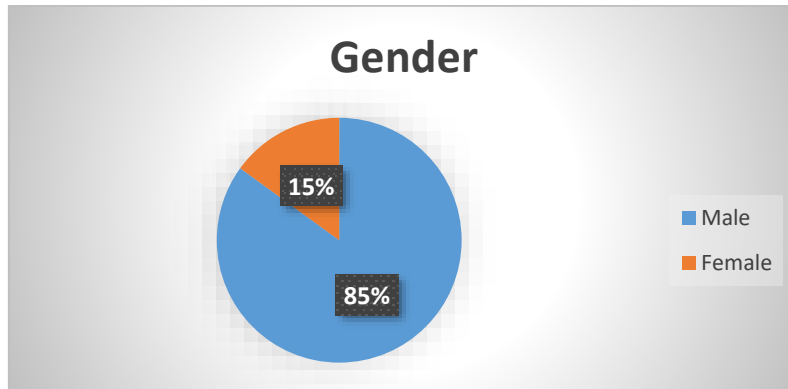


Figure: 1.3

Interpretation:

From the table 1.3, it states that the majority of respondents are male with a high percentage of 85 and only 15 % were female respondents.

Classification based on Occupation

The classification was made on occupation. The following table no 1.3 represents the number of respondents and their percentages.

Table 1.4: Classification based on occupation:

Table: 1.4 Classification based on occupation and percentages.

S.No	Occupation	No. of Respondents	Percentage (%)
1	Businessman	60	60
2	Service Providers	16	16
3	Professionals	10	10
4	Any Customers	14	14
	Total	100	100

Source: Primary

Figure: 1.4 Classification based on Occupation and percentages.

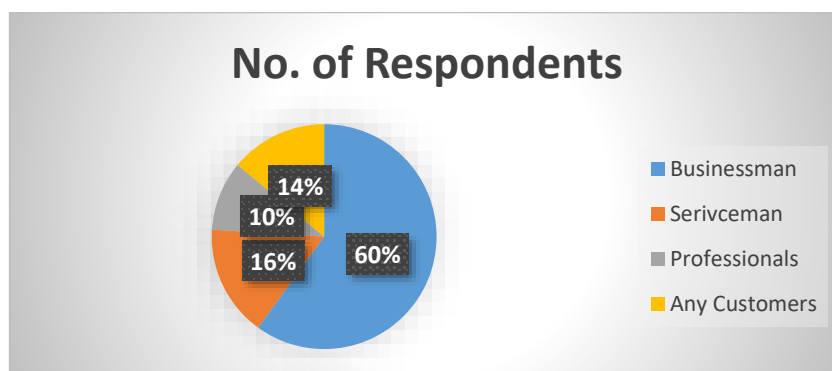


Figure: 1.4

Interpretation:

From the table 1.4, it states that the majority of respondents are businessman who percentage comprises of 60% and secondly comes with service providers with a percentage of 16 and then the professionals comprises of 10 % and lastly, the customers with 14%.

Classification based on perception of the respondents towards GST

The classification was made on perception of the respondents towards GST. The following table no 1.5 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.5 Classification based on perception of the respondents towards GST and percentages.

GST is a very good reforms in India.			
S.No	Response	No. of Respondents	Percentage (%)
1	SA = Strongly Agree	37	37
2	A = Agree	53	53
3	N = Neutral	10	10
4	D = Disagree	0	0
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.5 Classification based on perception of the respondents towards GST and percentages.

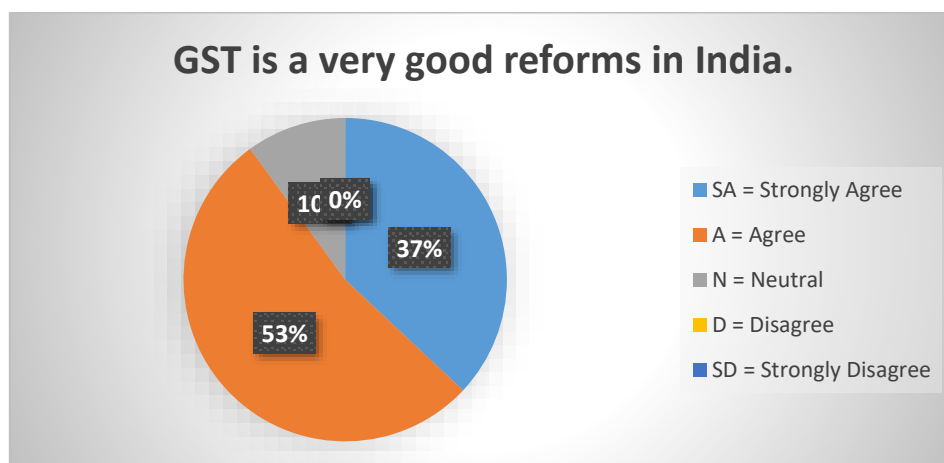


Figure: 1.5

Interpretation:

From the table 1.5, it states that the majority of the respondents are in favor the statement. Were 53% agrees the statement, 37% strongly agrees, 10% are neutral and the balance Disagree and strongly disagree are at zero levels.

Classification based on perception of the respondents towards various legal formalities in India.

The classification was made on perception of the respondents towards various legal formalities in India. The following table no 1.6 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.6 Classification based on perception of the respondents towards various legal formalities in India and percentages.

GST has increased the various legal formalities in India.			
S.No	Response	No. of Respondents	Percentage (%)
1	SA = Strongly Agree	20	20
2	A = Agree	68	68
3	N = Neutral	11	11
4	D = Disagree	1	1
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.6 Classification based on perception of the respondents towards GST and percentages.

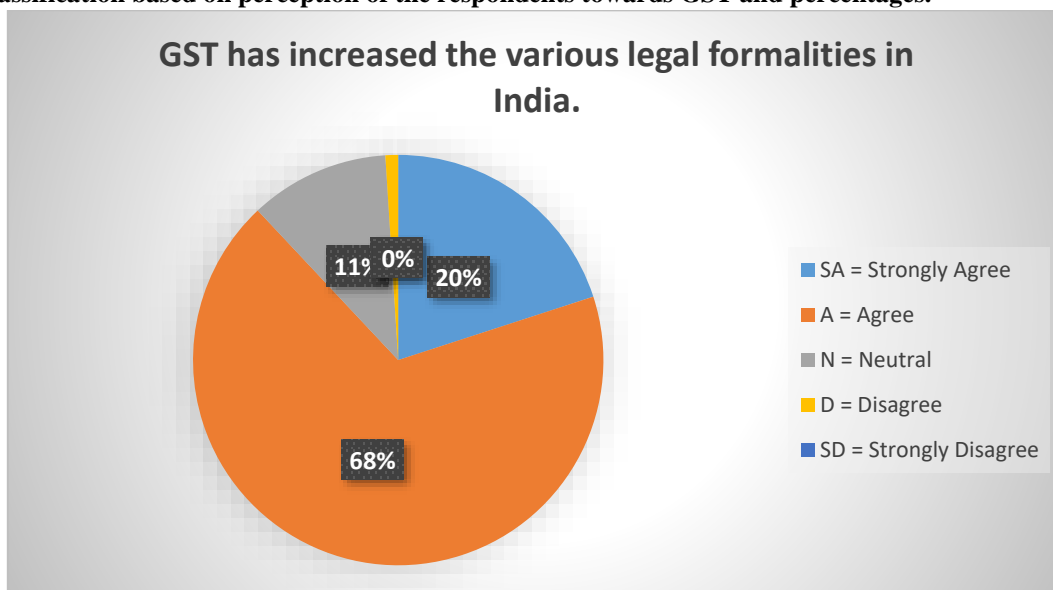


Figure: 1.6

Interpretation:

From the table 1.6, it states that the majority of the respondents are in favor the statement. Were 68% agrees the statement, 20% strongly agrees, 11% are neutral and the balance Disagree is with 1% and strongly disagree are at zero levels.

Classification based on perception of the respondents towards Tax burden on common man.

The classification was made on perception of the respondents towards Tax burden on common man. The following table no 1.7 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.7 Classification based on perception of the respondents towards Tax burden on common man and percentages.

GST has increased the tax burden on common man			
S.No	Response	No. of Respondents	Percentage (%)
1	SA = Strongly Agree	23	23
2	A = Agree	66	66
3	N = Neutral	7	7
4	D = Disagree	4	4
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.7 Classification based on perception of the respondents towards Tax burden on common man and percentages.

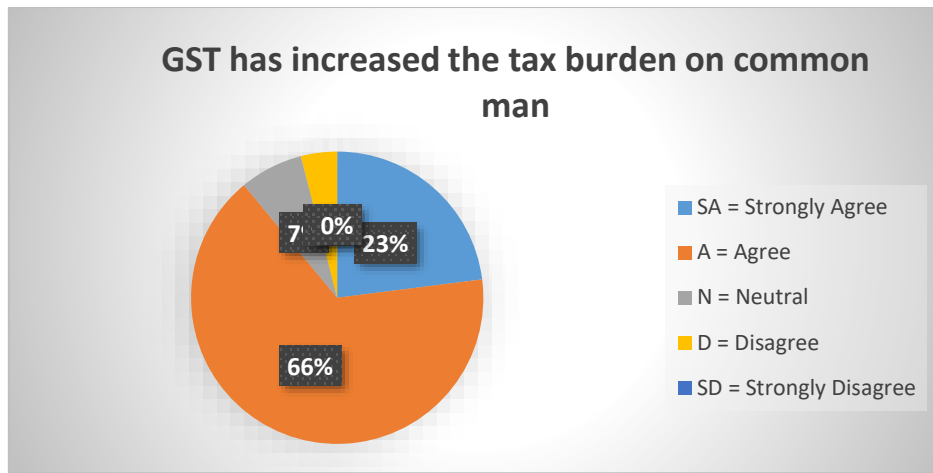


Figure: 1.7

Interpretation:

From the table 1.7, it states that the majority of the respondents are in favor the statement. Were 66% agrees the statement, 23% strongly agrees, 7% are neutral and the balance Disagree is with 4% and strongly disagree are at zero levels.

Classification based on perception of the respondents towards Government imposition of GST on public without any preparation.

The classification was made on perception of the respondents towards Government imposition of GST on public without any preparation. The following table no 1.8 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.8 Classification based on perception of the respondents towards Government imposition of GST on public without any preparation and percentages.

Government imposition of GST on public without any preparation			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	50	50
2	A = Agree	32	32
3	N = Neutral	18	18
4	D = Disagree	0	0
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.8 Classification based on perception of the respondents towards Tax burden on common man and percentages.

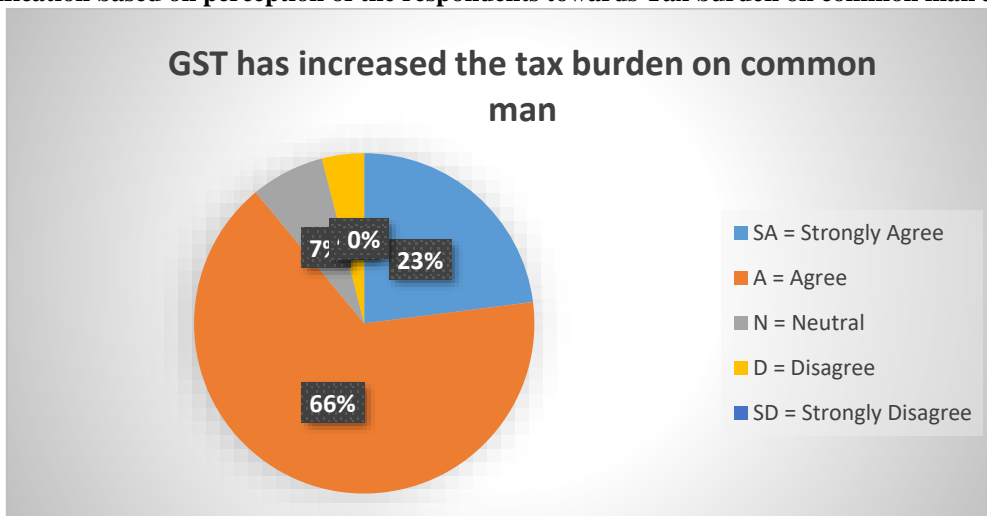


Figure: 1.8

Interpretation:

From the table 1.8, it states that the majority of the respondents are in favor the statement. Were 50% strongly agrees, 32% agrees the statement, 18% are neutral and the balance Disagree and strongly disagree are at zero levels.

Classification based on perception of the respondents towards difficulty in understanding GST.

The classification was made on perception of the respondents towards difficulty in understanding GST. The following table no 1.9 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.9 Classification based on perception of the respondents towards difficulty in understanding GST and percentages.

GST towards difficulty in understanding.			
S.No	Response	No. of Respondents	Percentage (%)
1	SA = Strongly Agree	36	36
2	A = Agree	49	49
3	N = Neutral	13	13
4	D = Disagree	2	2
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.9 Classification based on perception of the respondents towards difficulty in understanding GST and percentages.

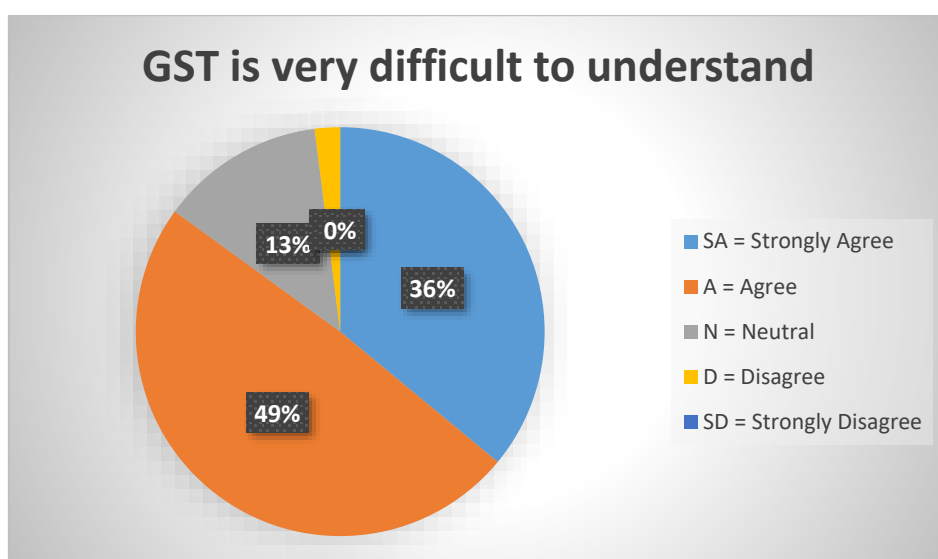


Figure: 1.9

Interpretation:

From the table 1.9, it states that the majority of the respondents are in favor the statement. Were 49% agrees the statement, 36% strongly agrees, 13% are neutral and the balance Disagree 2% and strongly disagree are at zero levels.

Classification based on perception of the respondents towards GST increase in Inflation.

The classification was made on perception of the respondents towards GST increase in Inflation. The following table no 1.10 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.10 Classification based on perception of the respondents towards GST increase in Inflation.

GST will increase the inflation in the country			
S.No	Response	No. of Respondents	Percentage (%)
1	SA = Strongly Agree	28	28
2	A = Agree	55	55
3	N = Neutral	16	16
4	D = Disagree	1	1
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.10 Classification based on perception of the respondents towards GST increase in Inflation and percentages.

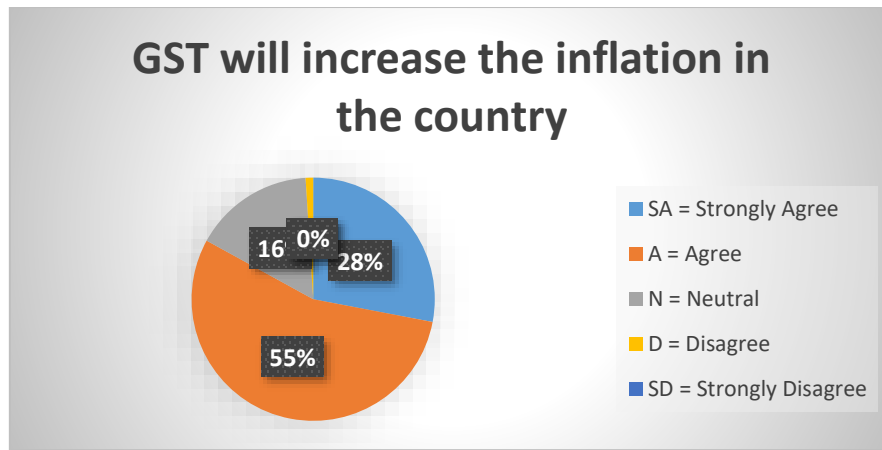


Figure: 1.10

Interpretation:

From the table 1.10, it states that the majority of the respondents are in favor the statement. Were 55% agrees the statement, 28% strongly agrees, 16% are neutral and the balance Disagree 1% and strongly disagree are at zero levels.

Classification based on perception of the respondents towards GST beneficial in long-run.

The classification was made on perception of the respondents towards GST beneficial in long-run. The following table no 1.11 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.11 Classification based on perception of the respondents GST beneficial in long-run and percentage.

GST is beneficial in long term			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	24	24
2	A = Agree	57	57
3	N = Neutral	11	11
4	D = Disagree	3	3
5	SD = Strongly Disagree	5	5
		100	100

Source: Primary

Figure: 1.11 Classification based on perception of the respondents towards GST beneficial in long-run and percentages.

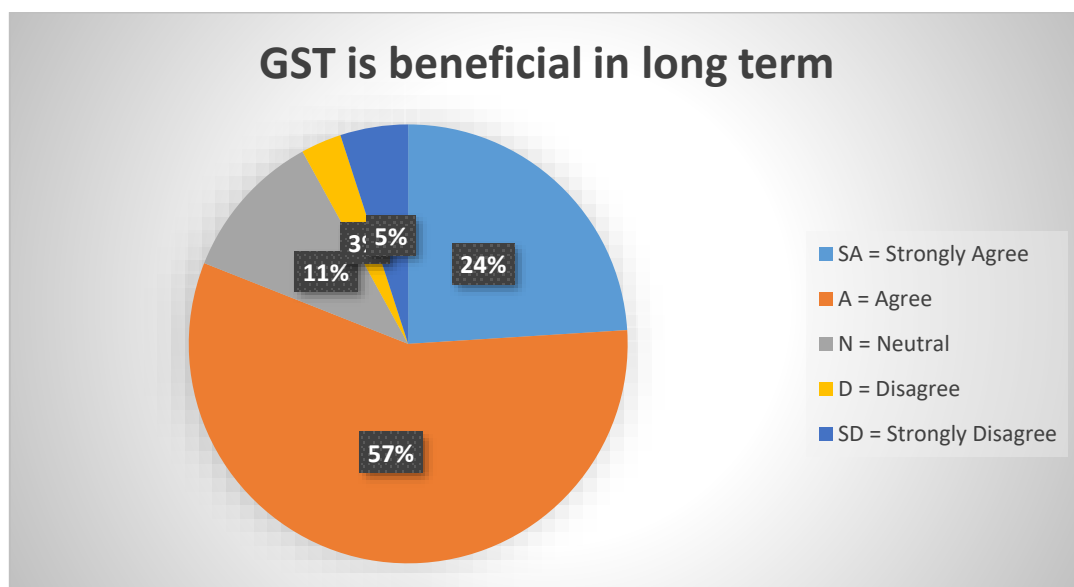


Figure: 1.11

Interpretation:

From the table 1.11, it states that the majority of the respondents are in favor the statement. Were 57% agrees the statement, 24% strongly agrees, 11% are neutral and the balance Disagree 3% and strongly disagree are at 5%.

Classification based on perception of the respondents towards GST will increase the tax collection to the Government

The classification was made on perception of the respondents towards GST will increase the tax collection to the Government. The following table no 1.12 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.12 Classification based on perception of the respondents towards GST will increase the tax collection to the Government.

GST will increase the tax collection to the Government			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	23	23
2	A = Agree	48	48
3	N = Neutral	18	18
4	D = Disagree	7	7
5	SD = Strongly Disagree	4	4
		100	100

Source: Primary

Figure: 1.12 Classification based on perception of the respondents towards GST will increase the tax collection to the Government and percentages.

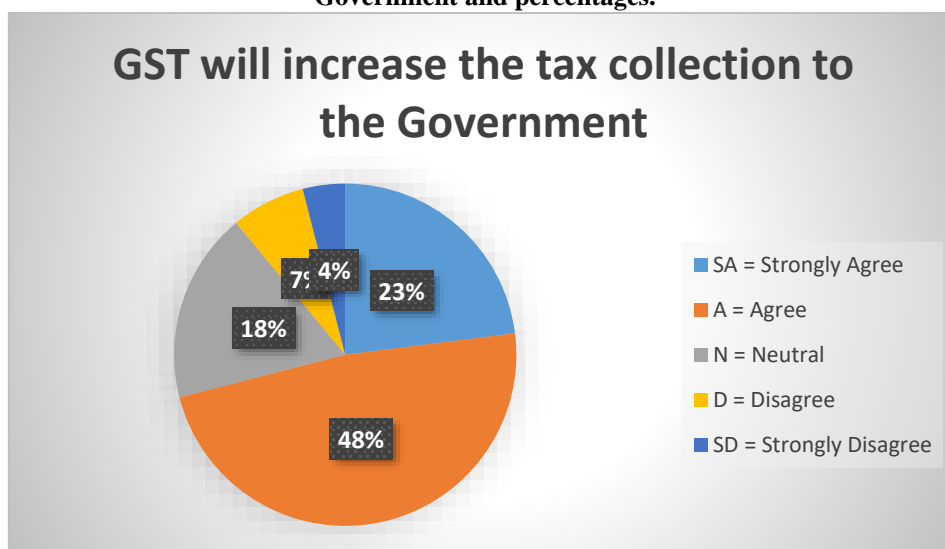


Figure: 1.12

Interpretation:

From the table 1.12, it states that the majority of the respondents are in favor the statement. Were 48% agrees the statement, 23% strongly agrees, 18% are neutral and the balance Disagree 7% and strongly disagree are at 4%.

Classification based on perception of the respondents towards GST will affecting small business badly.

The classification was made on perception of the respondents towards GST will affecting small business badly. The following table no 1.13 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.13 Classification based on perception of the respondents towards GST will affecting small business badly and their percentages.

GST will affecting small business badly			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	36	36
2	A = Agree	47	47
3	N = Neutral	15	15
4	D = Disagree	2	2
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.13 Classification based on perception of the respondents towards GST will affecting small business badly and percentages.

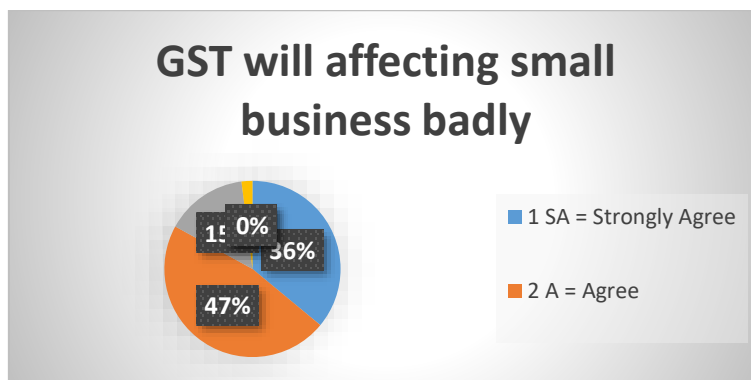


Figure: 1.13

Interpretation:

From the table 1.13, it states that the majority of the respondents are in favor the statement. Were 47% agrees the statement, 36% strongly agrees, 15% are neutral and the balance Disagree 2% and strongly disagree are at zero level.

Classification based on perception of the respondents towards impact of GST on customer purchasing power.

The classification was made on perception towards impact of GST on customer purchasing power effectively. The following table no 1.14 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.14 Classification based on perception of the respondents towards impact of GST on customer purchasing power and percentages.

GST is impacts the customer purchasing power in effectively			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	31	31
2	A = Agree	49	49
3	N = Neutral	20	20
4	D = Disagree	0	0
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.14 Classification based on perception of the respondents towards impact of GST on customer purchasing power and percentages.

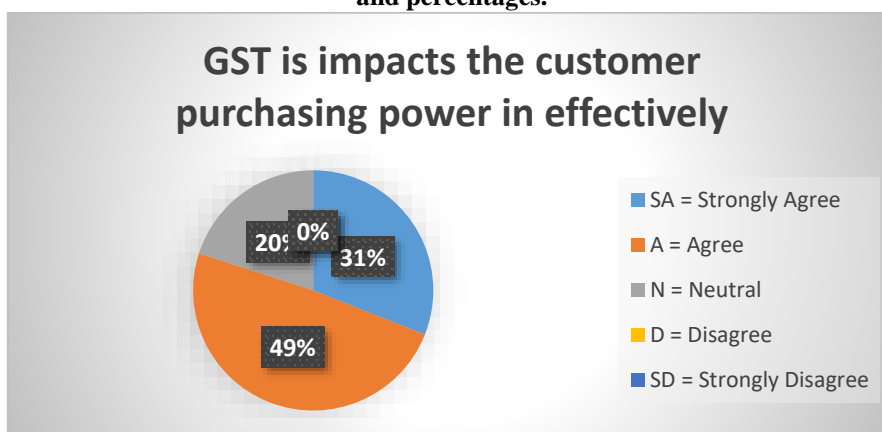


Figure: 1.14

Interpretation:

From the table 1.14, it states that the majority of the respondents are in favor the statement. Were 49% agrees the statement, 31% strongly agrees, 20% are neutral and the balance Disagree and strongly disagree are at zero level.

Classification based on perception of the respondents towards GST affects the Indian capital stock market operations.

The classification was made on perception of the respondents GST affects the Indian capital stock market operations. The following table no 1.15 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.15 Classification based on perception of the respondents towards GST affects the Indian capital stock market operations and percentages.

GST affects the Indian capital stock market operations			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	43	43
2	A = Agree	47	47
3	N = Neutral	6	6
4	D = Disagree	0	0
5	SD = Strongly Disagree	4	4
		100	100

Source: Primary

Figure: 1.15 Classification based on perception of the respondents towards GST affects the Indian capital stock market operations and percentages.

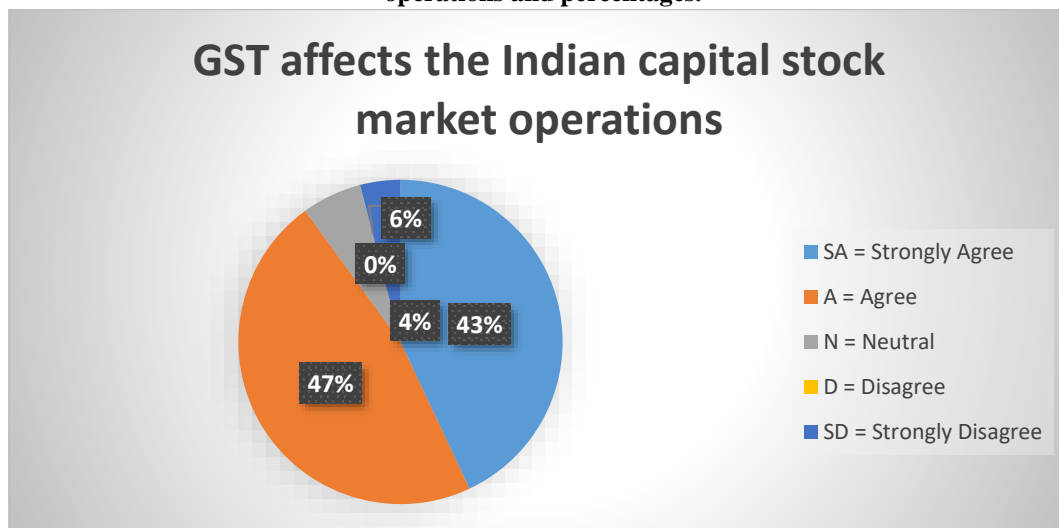


Figure: 1.15

Interpretation:

From the table 1.15, it states that the majority of the respondents are in favor the statement. Were 47% agrees the statement, 43% strongly agrees, 6% are neutral and the balance Disagree zero level and strongly disagree are at 4%.

Classification based on perception of the respondents towards GST beneficial in long-run.

The classification was made on perception of the respondents towards GST based on cost of living. The following table no 1.16 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.16 Classification based on perception of the respondents towards GST based on cost of living and percentages.

GST will cause an increase in the cost of living			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	31	31
2	A = Agree	49	49
3	N = Neutral	17	17
4	D = Disagree	3	3
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.16 Classification based on perception of the respondents towards GST based on cost of living and percentages.

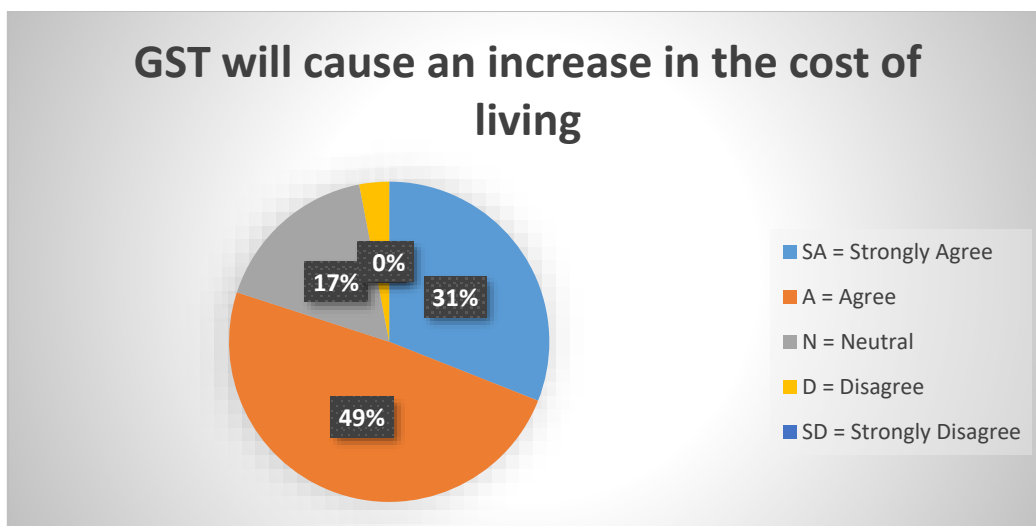


Figure: 1.16

Interpretation:

From the table 1.16, it states that the majority of the respondents are in favor the statement. Were 49% agrees the statement, 31% strongly agrees, 17% are neutral and the balance Disagree 3% and strongly disagree are at zero level.

Classification based on perception of the respondents towards GST on replacing sales and service tax.

The classification was made on perception of the respondents towards GST on replacing sales and service tax. The following table no 1.17 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.17 Classification based on perception of the respondents towards GST on replacing sales and service tax.

GST is a good method to replace sales and service tax			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	28	28
2	A = Agree	56	56
3	N = Neutral	13	13
4	D = Disagree	3	3
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.17 Classification based on perception of the respondents towards GST beneficial in long-run and percentages.

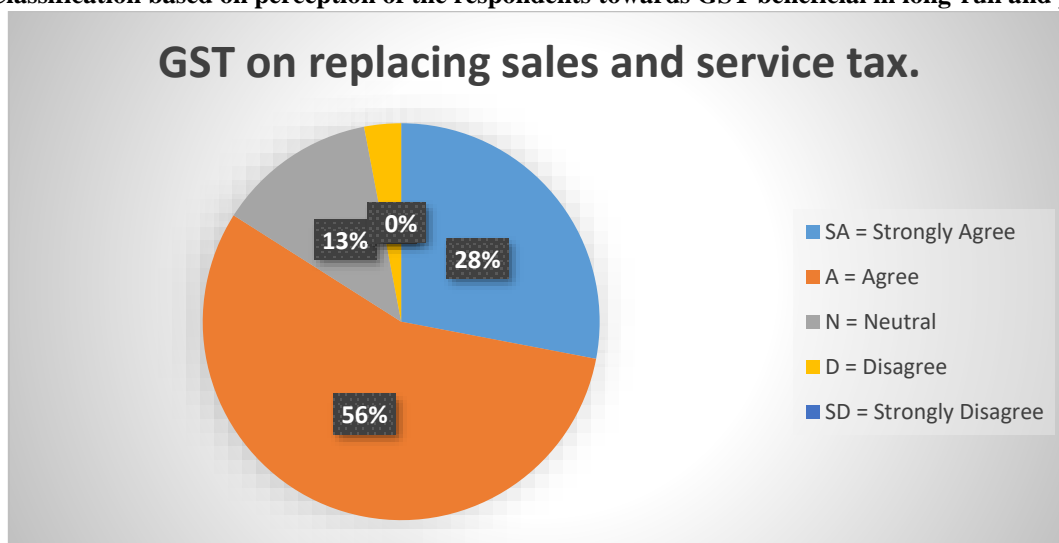


Figure: 1.17

Interpretation:

From the table 1.17, it states that the majority of the respondents are in favor the statement. Were 56% agrees the statement, 28% strongly agrees, 13% are neutral and the balance Disagree 3% and strongly disagree are at zero level.

Classification based on perception of the respondents towards the implementation of GST will result in the products and services to be more expensive.

The classification was made on perception of the respondents towards the implementation of GST will result in the products and services to be more expensive. The following table no 1.18 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.18 Classification based on perception of the respondents the implementation of GST will result in the products and services to be more expensive and percentages.

The implementation of GST will result in the products and services to be more expensive.			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	33	33
2	A = Agree	44	44
3	N = Neutral	16	16
4	D = Disagree	7	7
5	SD = Strongly Disagree	0	0
		100	100

Source: Primary

Figure: 1.18 Classification based on perception of the respondents towards the implementation of GST will result in the products and services to be more expensive and percentages.

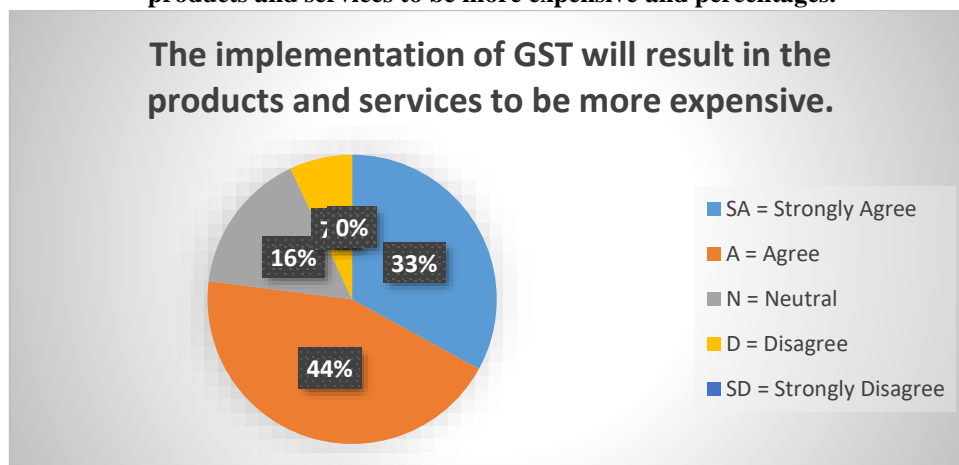


Figure: 1.18

Interpretation:

From the table 1.18, it states that the majority of the respondents are in favor the statement. Were 44% agrees the statement, 33% strongly agrees, 16% are neutral and the balance Disagree 7% and strongly disagree are at zero level.

Classification based on perception of the respondents towards The GST that government to collect revenues to manage economy.

The classification was made on perception of the respondents towards the GST that government to collect revenues to manage economy. The following table no 1.19 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table: 1.19 Classification based on perception of the respondents towards the GST that government to collect revenues to manage economy.

The GST is way for the government to collect revenues to manage economy			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	23	23
2	A = Agree	48	48
3	N = Neutral	18	18
4	D = Disagree	8	8

5	SD = Strongly Disagree	3	3
		100	100

Source: Primary

Figure: 1.19 Classification based on perception of the respondents towards The GST that government to collect revenues to manage economy and percentages.

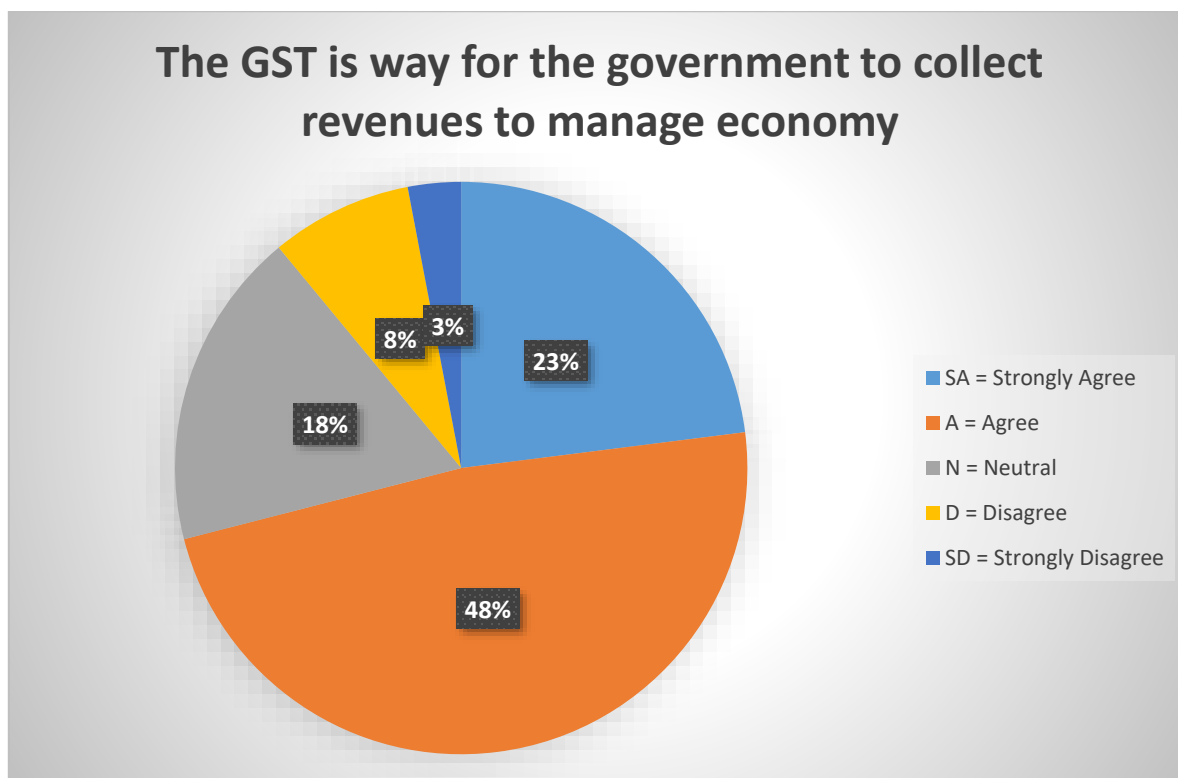


Figure: 1.19

Interpretation:

From the table 1.19, it states that the majority of the respondents are in favor the statement. Were 48% agrees the statement, 23% strongly agrees, 18% are neutral and the balance Disagree 8% and strongly disagree are at 3%.

Classification based on perception of the respondents towards GST which encourages individuals to save part of their income.

The classification was made on perception of the respondents towards GST which encourages individuals to save part of their income. The following table no 1.20 represents the number of respondents and their percentages. The perception levels are classified into 5 levels (SA= Strongly Agree, A=Agree, N=Neutral, D= Disagree, SD= Strongly Disagree).

Table 1.20: Classification based on perception of the respondents towards GST which encourages individuals to save part of their income.

Table: 1.20 Classification based on perception of the respondents towards GST which encourages individuals to save part of their income and percentages.

GST encourages individuals to save part of their income.			
S.No	Response	No. of Respondents	Percentage(%)
1	SA = Strongly Agree	26	26
2	A = Agree	46	46
3	N = Neutral	18	18
4	D = Disagree	5	5
5	SD = Strongly Disagree	5	5
		100	100

Source: Primary

Figure: 1.20 Classification based on perception of the respondents towards GST which encourages individuals to save part of their income and percentages.

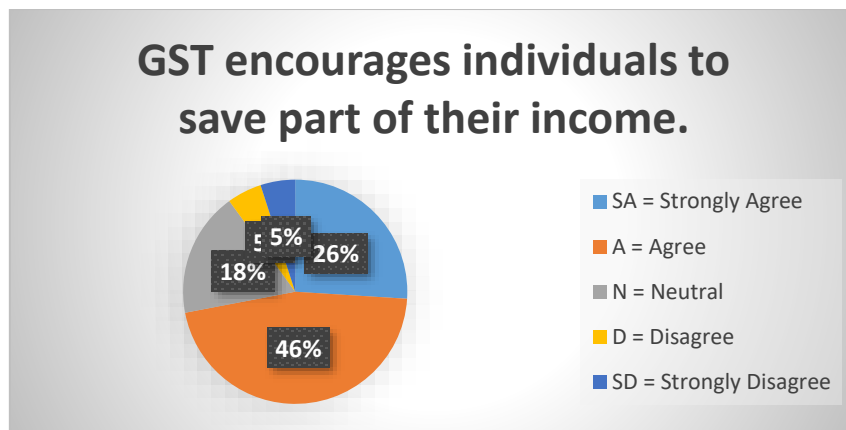


Figure: 1.20

Interpretation:

From the table 1.20, it states that the majority of the respondents are in favor the statement. Were 57% agrees the statement, 24% strongly agrees, 11% are neutral and the balance Disagree 3% and strongly disagree are at 5%.

4. FINDINGS

- Most of the respondents are following under the age group of above 40 years.
- Majority of the respondents are male.
- 60% from the selected sample was comprised to businessmen.
- Most of the respondents perception is at agree and acceptable level, some consumer perception is GST will be beneficial in long run.
- And it is also considered that more than 50% accepts that the GST is a good reform.
- Due to lack of knowledge still everyone wants GST to be simplified to understand.
- Around 68% respondents accepted that GST has increased various legal formalities.

5. CONCLUSION

It is concluded that, initially, government has introduced GST and made some amendments and made GST in a simplify mode. The people should get more knowledge and clarity about GST. Government should make GST more simplified manner so that everyone can understand and apply it. There is positive perception about GST. GST includes all goods and services it should be very clear to everyone who implements it. Government should organize different workshops on GST to get more clarity on it.

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