

Consumers' Awareness, Knowledge, and Perception towards Goods and Services Tax in India

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Abstract : GST was implemented by government with the expectation to reform the taxation system of India. So this study basically seeks to understand the consumers' awareness, knowledge and perception about the implementation of GST. To conduct this study, 100 respondents of all demographic profile were randomly selected from the Punjab region of India. To investigate the relationship between demographic profile and level of awareness and knowledge about GST, one way ANOVA test was used and it is found that there is a significant relationship between gender, age and qualification and level of awareness and knowledge. Furthermore, due to the lack of information on GST, the respondents had a high negative perception. The study also reveals that the implementation of GST has resulted in higher prices for goods and services and thus this tax may cause burden to people. Also after implementation of GST financial issues such as inflation, rising cost of living, economic instability have impacted many Indian consumers in terms of their spending. But at the same time it is also perceived that GST is designed to remove the burden of many indirect taxes and aims to develop the more efficient tax system which increases the revenue of country.

Keywords : goods and service tax, consumers awareness, knowledge, perception

Conference Title : ICFMMS 2018 : International Conference on Financial, Marketing and Management Studies

Conference Location : Toronto, Canada

Conference Dates : July 19-20, 2018