

BUSINESSMEN'S PERCEPTION TOWARDS GOODS AND SERVICE TAX (GST) REFORMS IN HARYANA

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ABSTRACT

Purpose: The present research paper aims to know the businessmen's perception towards goods and services tax (GST) reforms.

Methodology: To achieve the above objective a self-structured questionnaire has been used to collect the primary data to achieve the objective. The data has been analysed by applying the t-test, test of homogeneity, and ANOVA with the help of SPSS.

Findings: The study reveals that GST does not reduce the inequality of income in India and it also increases the tax burden on the common man. Additionally, the study found that after the implementation of GST, tax collection of the government has increased, whereas all businessmen accepted that GST affects the spending pattern of individuals.

Suggestions: Government should organise workshops on GST to increase the awareness level among businessmen. Further, return filing process should be simplified. User-friendly GST app should be developed and lower GST rate should be further decreased to reduce the burden on the common man.

Limitations: The sample size of the study was limited to 792 only. Businessmen were not aware about GST and filing returns. Therefore, most of the businessmen reused to fill the questionnaire. All the changes made by GST Council in GST law could not be considered.

Originality: The paper is original and not a part of any publication.

Keywords: - GST (Goods and Service Tax), Economic development, Indian economy, Revenue of the Government.

1. INTRODUCTION

Tax laws play a major role in boosting/ promoting economic growth. GST (Goods and Service Tax) is a major step taken by the Government to remove unnecessary barriers in the way of tax collection. GST is a new concept in India, all businessmen are now aware of it. It is the tax collection instrument of the government, revenue from the business people and general people. The main aim of GST is to eliminate the cascading effect i.e. tax on tax. GST is a comprehensive model of levying and collection of indirect tax in India and it has replaced taxes levied by both the Central and State Governments. GST is levied and collected at each stage of the sale or purchase of goods or services based on the input tax credit method.

2. REVIEW OF LITERATURE

Lourdunathan F and Xavier P (2017) concluded that GST has a positive impact on various sectors in India. Furthermore, the study shows that the online taxation system of GST will reduce corruption and tax evasion.

Kaur A (2018) examined the impact of GST on Indian Economy and observed that GST is the biggest change in the Indian tax structure and has increased the ease of doing businesses. After the implementation of GST, the prices of some goods have declined, on the other hand, the prices of some goods and services have increased.

Laveena M and Kaur B (2018) studied the tax payers' perception towards goods and service tax in India and found that GST affects the consumption behaviour of the respondents and consumers are not sure whether they will consume more goods or less goods after the implementation of GST. Further, the study pointed out that the GST tax reform is good but it will be beneficial in the long run.

Gowtham R (2018) conducted a study on consumer perception towards Goods and Services Tax implementation and concluded that respondents are aware of GST and satisfied with respect to the four tier GST rates applicable to goods and services. The study found that India's GDP has increased after the implementation of GST and consumers do not have any problems regarding the availability and interest of consumer credit.

Sharma M K and Saini S (2019) assessed the awareness of small business owners of Mandasaur city of M.P. and found that most of the businessmen are aware of the implementation of GST and they are also in favour of it, but in their opinion GST needs more clarity and simplicity in the process of GST compliance so that a businessmen can reduce dependence on GST expert. Further, the study concluded that 62% of the respondents reported that corruption has reduced after the implementation of GST and the respondents also accepted that GST will help in the growth of the economy.

Kumar N (2020) studied the perception of customers towards GST (Goods and Services Tax) in the Jind district of Haryana and found that GST is a fair tax for the society. The study revealed that 24 percent of the respondents believe that GST is a very good tax reform for India and GST is very beneficial for the country's economy in the long run. Furthermore, 78 per cent of the respondents agreed that GST has added to various legal formalities and they still need more clarity on GST.

Dalvadi Y M and Shah K (2021) found that people who have information about Goods and Services Tax are satisfied and their perception about GST is positive compared to those who have low information. The study suggested that government should take the help of newspapers and internet to provide information about GST to the public.

Grace B J and Pearl J F (2022) conducted a study on customer perception towards GST with reference to restaurants and concluded that to improve the restaurant business, the government needs to reduce the tax slab, so that people can come and enjoy the food. Further, the study also focuses on how to develop positive perception of consumers towards GST. Efforts should be made by the government to enhance consumers' understanding about GST.

3. STATEMENT OF THE PROBLEM AND OBJECTIVE OF THE STUDY

3.1. Statement of the Problem

After reviewing the available literature on GST law, its implementation and consumers'/ businessmen perception it has been found that most of the available researcher are of exploratory nature. Very few studies are available of descriptive nature. Few studies are available on consumer's perception towards GST but we could not trace any study in which businessmen perception towards GST reforms has been conducted in India. All the available studies are of small sample size. Therefore an attempt has been made here to study the "Businessmen Perception towards Goods and Services Tax (GST) Reforms in Haryana".

3.2. Objective of the Study

The research has been undertaken considering the following foremost objectives:

- i. To know the businessmen perception towards goods and service tax (GST) reform.
- ii. To assess the impact of GST among the business owners residing in Haryana State.

4. RESEARCH METHODOLOGY

Research methodology of any study discovers answer to questions through the application of scientific procedures. The research design has been used in this study is descriptive in nature. Primary data has been collected from 792 respondents of District of Haryana through designed questionnaire consist of 14 statements to know the businessmen perception towards goods and service tax (GST) reforms in India. Out of 900 respondents only 792 respondents gave their responses. Data analysis has been done through t-test and ANOVA analysis with the help of SPSS.

5. Hypothesis of the Study

To achieve the objective i.e. to study the businessmen perception towards goods and service tax (GST) reforms following Null hypotheses have been formulated:

H₀₁: There is no significant difference in the perception of businessmen towards goods and service tax (GST) reforms on the basis of gender.

H₀₂: There is no significant difference in the perception of businessmen towards goods and service tax (GST) reforms on the basis of age.

H₀₃: There is no significant difference in the perception of businessmen towards goods and service tax (GST) reforms on the basis of qualification.

H₀₄: There is no significant difference in the perception of Businessmen towards goods and service tax (GST) on the basis of income.

6. DATA ANALYSIS AND INTERPRETATION

6.1. Demographic Information of the Respondents

Table No. – 1: Personal Attributes of the Respondents

Gender	F		Age (Years)	F		Qualification	F		Income (Lakhs)	F	
	F	%		F	%		F	%		F	%
Male	659	83.2	20 – 30	117	14.8	10 th	143	18.1	Upto 5	393	49.6
Female	133	16.8	31 – 40	243	30.7	12 th	269	34.0	5 – 10	248	31.3
Total	792	100	41 – 50	285	36.0	UG	226	28.5	10 – 15	108	13.6
			51 – 60	90	11.4	PG	96	12.1	Abv 15	43	5.4
			Abv 60	57	7.2	Others	58	7.3	Total	792	100
			Total	792	100	Total	792	100			

Table No. 1 explain the sample profile in which 8.2 percent of the respondents are male and only 16.8 percent are female. Further, the maximum 36.0 per cent of the surveyed participants are of 41-50 years age group, followed by the 31-40 (30.7 per cent) year's age group. Furthermore, 34.0 percent respondents are 12th class passed and 28.5 percent of the respondents are graduates (UG). Moreover, 49.6 per cent of respondents have income up to Rs 5 lakh, while 31.3 per cent of respondents have income between Rs 5-10 lakh.

6.2. Businessmen Perception towards GST among Selected People of Haryana State:

Empirical research was conducted among businessmen in the state of Haryana to know the businessmen's perception towards goods and service tax (GST) and its impacts. The methodology used by the researcher was a questionnaire-based survey. Both qualitative and quantitative aspects have been taken into consideration for the study. The collected data is analyzed and interpreted in the form of the table below.

Table No. – 2: Businessmen Perception towards Goods and Service Tax Reforms Based on Gender

Statements	Gender	Mean	Levene's Test t-test						Null Hypothesis
			F	Sig.	T	DF	Sig. (2-tailed)	Mean Diff.	
1. GST was a required tax reforms in India	Male	3.34	.055	.814	-1.162	790	.246	-.116	Accepted
	Female	3.45							
2. GST helps in reducing tax evasion in India	Male	3.34	.027	.871	-.752	790	.452	-.087	Accepted
	Female	3.43							
3. GST helps in declining the inflation in India	Male	2.99	.005	.043**	-1.527	194.871	.127	-.137	Accepted
	Female	3.13							

4. GST helps in reducing the inequality of income in India	Male	2.63	.239	.025**	.772	188.924	.011*	.076	Rejected
	Female	2.46							
5. GST will transform India into developed country	Male	3.27	.035	.852	.808	790	.419	.079	Accepted
	Female	3.19							
6. Indian GST is better than the foreign taxation systems	Male	2.94	1.638	.001**	.474	207.280	.236	.084	Accepted
	Female	2.98							
7. GST will be beneficial in long-term	Male	3.36	.518	.472	.583	790	.560	.056	Accepted
	Female	3.30							
8. GST has increased the tax collection of the government	Male	3.16	.035	.852	.897	790	.370	.104	Accepted
	Female	3.06							
9. The govt. has organised enough awareness programme before the implementation of GST	Male	2.68	.037	.048**	1.219	194.172	.013*	.114	Rejected
	Female	2.46							
10. GST protects the interest of low income earners	Male	2.88	.113	.036**	-1.119	790	.264	-.117	Accepted
	Female	3.00							
11. GST is fair to the society	Male	3.09	.041	.039**	-.118	188.443	.006*	.011	Accepted
	Female	3.10							
12. GST has increase the tax burden on common man	Male	3.34	.081	.776	-.027	790	.978	-.003	Accepted
	Female	3.34							
13. GST affects the spending pattern of individual	Male	3.50	.819	.366	.041	790	.967	.005	Accepted
	Female	3.50							
14. The implementation of GST has benefited the consumer	Male	2.90	.163	.686	-2.434	790	.015	-.252	Accepted
	Female	3.15							

Source: Primary data, Significant level at .05%*, No homogeneity in group variance $p < .05^{**}$

The Table No. 2 reports the result of the Levene's test for equality of variance and t-test. A significant difference has been noticed in the variance of two groups i.e. male and female with regards to the statements No. 3,4,6,9,10 and 11 because their corresponding p-value have been found less than .05. Therefore, the null hypothesis of Levene's test that the population variances of the male and female groups are equal to each other has been rejected.

A significant difference has been noticed in the Mean value of two group i.e. male and female in the independent t-test i.e. ($t_{188.924} = .772, p\text{-value} = .011$), ($t_{194.172} = 1.219, p\text{-value} = .013$) and ($t_{188.443} = -.118, p\text{-value} = .006$) with regards to statement No. 4, 9 and 11 respectively. Hence, the null hypotheses have been rejected in case of these statements because there is a significant difference in the Mean value of the male and female groups i.e. .076, .114 and .011 respectively. Hence, the male and female are disagree to the statements as average Mean value is below 3. Therefore, it can be concluded that both male and female presume that GST does not reduce the inequality of income in India and government has not organised enough awareness programme

before implementation of GST. However, the male and female are agree to the statement that GST is fair to the society because corresponding mean value are greater than 3. In case of remaining statements (1, 2, 3, 5, 6, 7, 8, 10, 12, 13 and 14) t-test values have been found statistically insignificant. It means that male and female respondents have same level of perception with regards to statement that GST was a required tax reforms in India. GST reduced tax evasion and it will be beneficial in long term in India. Both male and female expect that GST will increase tax collection and transform India into developed country and GST affects the spending pattern and increase the tax burden of individual as their corresponding average Mean value has been found above 3. Both male and female respondents presume that Indian GST is not better than the foreign taxation system. Further, male respondents exhibit that GST does not helps in declining the inflation in India and implementation of GST has not benefited to the consumers and low income earners. Therefore, Null hypothesis (H_{01}) has been accepted that there is no significant difference in the businessmen perception towards goods and service tax reform on the basis of gender.

Table No. – 3: Businessmen Perception towards Goods and Service Tax (GST) Reforms Based on Age

Statements	Mean Score (Age Group)							Levene's Test	ANOVA		Welch		Null Hypotheses
	20-30 (117)	31-40 (243)	41-50 (285)	51-60 (90)	Ab. 60 (57)	Total (792)	Sig.	F	Sig.	Statistics	Sig.		
1. GST was a required tax reforms in India	3.46	3.33	3.29	3.61	3.16	3.35	.000**	-	-	2.238	.066	Accepted	
2. GST helps in reducing tax evasion in India	3.12	3.36	3.31	3.59	3.70	3.36	.001**	-	-	2.696	.032*	Rejected	
3. GST helps in decline the inflation in India	3.03	3.07	2.96	2.99	3.05	3.01	.079	.456	.768	-	-	Accepted	
4. GST helps in reducing	2.98	2.99	2.90	2.86	2.68	2.92	.000**	-	-	1.117	.349	Accepted	

the inequality of income in India												
5. GST will transform India into developed country	3.07	3.33	3.28	3.28	3.14	3.25	.000**	-	-	1.455	.217	Accepted
6. Indian GST is better than the foreign taxation systems	2.85	2.99	2.93	3.00	3.02	2.95	.846	.922	.451	-	-	Accepted
7. GST will be beneficial in long-term	3.38	3.40	3.34	3.36	3.11	3.35	.408	.989	.412	-	-	Accepted
8. GST has increased the tax collection of the government	3.02	3.13	3.18	3.28	3.11	3.15	.000**	-	-	.578	.679	Accepted
9. The govt. has organised enough awareness programme before the implementation of GST	3.00	2.82	2.95	3.13	2.25	2.96	.115	3.234	.012	-	-	Accepted
10. GST protects the interest of low	2.94	2.68	2.96	3.01	3.28	2.90	.003**	-	-	5.776	.000*	Rejected

income earners												
11. GST is fair to the society	3.18	3.15	3.04	3.06	2.93	3.09	.200	1.046	.382	-	-	Accepted
12. GST has increase the tax burden on common man	3.09	3.21	3.34	3.78	3.63	3.34	.002**	-	-	6.831	.000*	Rejected
13. GST affects the spending pattern of individual	3.47	3.49	3.42	3.69	3.68	3.50	.017**	-	-	1.472	.212	Accepted
14. The implementation of GST has benefited the consumer	3.09	3.01	2.99	2.54	2.72	2.94	.000**	-	-	3.637	.007*	Rejected

Source: Primary data, Significant level at .05%*, No homogeneity in group variance $p < .05^{**}$

The table No. 3 explains the results of the One-Way ANOVA analysis on the basis of five age groups. There are nine statements that violate the assumptions of homogeneity of variance i.e. 1, 2,4,5,8,10,12,13 and 14. Therefore, Welch test values have been taken for analysis corresponding to these statements. A significant difference has been found in Mean value of five age groups with regards to statements No. 2, 10, 12 and 14.

The statement No. 2 i.e. “GST helps in reducing tax evasion in India” has been found statistically significantly different (*Welch F = 2.696, p-value = 0.032*). The Games Howell Post Hoc analysis shows that there is a statistically significant difference in the Mean value of the 21-30 years age group and the 51-60 years age group (Mean difference = -.469, p-value = .046), 21-30 years age group and above 60 years age group (Mean difference = .582, p-value = .025). Based on the mean score, it can be concluded that respondents of all the age groups assumes that GST helps in reducing tax evasion in India but older people have been found agreed more in comparison to younger age groups.

According to statement No. 10 i.e. “GST protects the interest of low income earners” has been found statistically significantly different based on One-way ANOVA test statistics ($Welch F = 5.776, p\text{-value} = .000$). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the 31-40 years age group and the 41-50 years age group (Mean difference = .282, $p\text{-value} = .095$), 31-40 years age group and the above 60 years age group (Mean difference = .598, $p\text{-value} = .160$). The Mean value against the 51-60 and above 60 years age groups revealed that GST protects the interest of low income earners. Whereas, lower age groups respondents do not agree with the statement. Hence, a Null hypothesis has been rejected in case of 30th statement.

The statement No. 12 i.e. “GST has increase the tax burden on common man” has been found statistically significantly different based on One-way ANOVA test statistics ($Welch F = 6.831, p\text{-value} = .000$). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the 20-30 years age group and the 51-60 years age group (Mean difference = .684, $p\text{-value} = .161$), 31-40 years age group and the 51-60 years age group (Mean difference = .568, $p\text{-value} = .127$), 41-50 years age group and the 51-60 years age group (Mean difference = .434, $p\text{-value} = .124$). Therefore, the Null hypothesis has been rejected with regards to this statement because $p\text{-value}$ has been found less than .05. However, respondents of all the age groups assume that GST tax burden has increased on common man after implementation of GST.

The statement No. 14 i.e. “The implementation of GST has benefited the consumer” has been found statistically significantly different based on One-way ANOVA test statistics ($Welch F = 3.637, p\text{-value} = .007$). The Games Howell Post Hoc analysis authenticate that there is a statistically significant difference in the Mean value of the 20-30 years age group and the 51-60 years age group (Mean difference = .541, $p\text{-value} = .152$), 31-40 years age group and the 51-60 years age group (Mean difference = .468, $p\text{-value} = .134$), 41-50 years age group and the 51-60 years age group (Mean difference = .445, $p\text{-value} = .131$). Therefore, the Null hypothesis has been rejected with regards to this statement because $p\text{-value}$ has been found less than .05. Further, the Mean values corresponding to the 41-60 years age group exhibits that GST has not benefited to the consumer, whereas respondents of 20-40 years age groups accept that GST has benefited to the consumer.

In the case of remaining statements (1, 3, 4, 5, 6, 7, 8, 9, 11 and 13) the Null hypothesis (H_0) has been accepted that there is no significant difference in the businessmen perception towards goods and service tax (GST) reforms on the basis of age because their corresponding $p\text{-value}$ has been come out greater than .05. It means that the respondents of different age group accept that GST was a required tax reforms because it has increased the tax collection of the government. Further, respondents also assume that GST is beneficial in long term and transform India into developed country. Moreover, respondents of 20 to 40 and above 60 years age group assume that GST help in declining inflation in India and above 60 years age group also assume that Indian GST is better than the foreign taxation system. Further, respondents of 20-30 and 51-60 years age group assume that government has organised enough awareness programmes. The Mean value reflects that

spending pattern of individual has affected after implementation of GST. Further, respondents of 20-60 years age group accept that GST is fair enough to the society as average Mean value has been found above 3. Further, respondents of different age groups presume that GST has not reduced the inequality of income in the society. Respondents of 20 to 50 years age group disagree that GST is better than the foreign taxation system. Further, respondents of 31 to 50 and above 60 years age group are of the view that that government did not organise enough awareness programme before the implementation of GST.

Table No. – 4: Businessmen Perception towards Goods and Service Tax (GST) Reforms Based on Qualification

Statements	Mean Score (Qualification)						Levene's Test	ANOVA		Welch		Null Hypotheses
	10 ^T H (14 3)	12 ^T H (26 9)	UG (22 6)	P G (96)	Ot h. (58)	Tot al (79 2)	Sig.	F	Sig.	Statistics ^a	Sig.	
1. GST was a required tax reforms in India	3.29	3.32	3.37	3.43	3.48	3.35	.000**	-	-	.469	.759	Accepted
2. GST helps in reducing tax evasion in India	3.44	3.30	3.39	3.39	3.19	3.36	.183	.629	.642	-	-	Accepted
3. GST helps in declining the inflation in India	2.95	2.92	3.06	3.18	3.16	3.01	.002**	-	-	2.050	.088	Accepted
4. GST helps in reducing the inequality of income in India	2.75	2.96	2.86	2.99	3.29	2.92	.187	3.255	.012*	-	-	Rejected
5. GST will transform India into developed country	3.24	3.29	3.25	3.24	3.16	3.25	.413	.207	.935	-	-	Accepted

6. Indian GST is better than the foreign taxation systems	2.96	3.00	2.90	2.89	3.00	2.95	.000**	-	-	.907	.460	Accepted
7. GST will be beneficial in long-term	3.29	3.31	3.37	3.50	3.31	3.35	.002**	-	-	.835	.504	Accepted
8. GST has increased the tax collection of the government	3.13	3.18	3.18	3.27	2.69	3.15	.156	2.410	.048*	-	-	Rejected
9. The govt. has organised enough awareness programme before the implementation of GST	3.25	2.97	2.79	2.77	3.17	2.96	.067	6.525	.000*	-	-	Rejected
10. GST protects the interest of low income earners	3.21	3.00	2.63	2.81	2.90	2.90	.173	7.101	.000*	-	-	Rejected
11. GST is fair to the society	3.20	2.91	3.16	3.19	3.17	3.09	.053	3.127	.004*	-	-	Rejected
12. GST has increase the tax burden on common man	3.34	3.36	3.23	3.50	3.36	3.34	.001**	-	-	1.036	.389	Accepted
13. GST affects the spending	3.49	3.47	3.39	3.57	3.97	3.50	.005**	-	-	2.348	.055	Accepted

pattern of individual												
14. The implementation of GST has benefited the consumer	2.76	3.02	2.89	3.02	3.07	2.94	.000**	-	-	1.620	.170	Accepted

Source: Primary data, Significant level at .05%*, No homogeneity in group variance $p < .05^{**}$

The table No. 4 explains the results of the One-Way ANOVA analysis on the basis of five educational groups. There are seven statements that violate the assumptions of homogeneity of variance i.e. 1, 3, 6, 7, 12, 13 and 14. Therefore, Welch test values have been taken for analysis corresponding to these statements. A significant difference has been found in Mean value of five educational groups with regards to statements No. 4, 8, 9, 10 and 11.

With regards to statement No. 4 i.e. “GST helps in reducing the inequality of income in India” has been found statistically significantly different based on One-way ANOVA test statistics ($F = 3.255, p\text{-value} = .012$). The Tukey Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the 10th passed group and group of other qualification (Mean difference = .545, $p\text{-value} = .160$), graduate and the other qualification (Mean difference = .430, $p\text{-value} = .152$). Therefore, the Null hypothesis has been rejected with regards to this statement because $p\text{-value}$ has been found less than .05. On the basis of Mean value of different groups it can be concluded that GST does not helps in reducing the inequality of income in India except the group of other qualification.

The statement No. 8 i.e. “GST has increased the tax collection of the government” has been found statistically significantly different based on One-way ANOVA test statistics ($F = 2.410, p\text{-value} = .048$). The Tukey Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the 12th passed group and group of others qualification (Mean difference = .493, $p\text{-value} = .176$), group of post graduate and others qualification group (Mean difference = .581, $p\text{-value} = .202$). Therefore, the Null hypothesis has been rejected with regards to this statement because $p\text{-value}$ has been found less than .05. On the basis of Mean it can be said that other qualification respondents are disagree with the statement that GST has increased the tax collection of the government. Whereas, all other educational groups accept that GST has increased the tax collection of the government.

The statement No. 9 i.e. “The govt. has organised enough awareness programme before the implementation of GST” has been found statistically significantly different based on One-way ANOVA test statistics ($F = 6.525, p\text{-value} = .000$). The Tukey Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the 10th passed group and the 12th passed group (Mean difference = .285, $p\text{-value} = .100$), 10th passed group and the under graduates group (Mean difference = .460, $p\text{-value} = .104$), 10th passed group and the post graduates group (Mean difference = .481, $p\text{-value} = .128$). Therefore, the Null hypothesis has been rejected with

regards to this statement because p-value has been found less than .05. The respondents of 12th passed, under graduate and post graduates disagree that the government has organised enough awareness programme whereas, 10th passed respondents accept that government has organised enough awareness programme.

The statement No. 10 i.e. "GST protects the interest of low income earners" has been found statistically significantly different based on One-way ANOVA test statistics ($F = 7.101$, $p\text{-value} = .000$). The Tukey Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of 10th passed and under graduates respondents (Mean difference = .577, $p\text{-value} = .116$), group of 10th passed and post graduates respondents (Mean difference = .397, $p\text{-value} = .143$), group of 12th passed and under graduates respondents (Mean difference = .367, $p\text{-value} = .098$). Therefore, the Null hypothesis has been rejected with regards to this statement because p-value has been found less than .05. The 10th and 12th passed respondents presume that GST protect the interest of low income earners, whereas graduate and post graduates exhibit that GST do not protect the interest of low income earners.

The statement No. 11 i.e. "GST is fair to the society" has been found statistically significantly different based on One-way ANOVA test statistics ($F = 3.127$, $p\text{-value} = .004$). The Tukey Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of 12th passed and under graduates respondents (Mean difference = .249, $p\text{-value} = .090$). Therefore, the Null hypothesis has been rejected with regards to this statement because p-value has been found less than .05. On the basis of Mean it can be concluded that GST is not fair enough to the society according to the group of 12th passed respondents, whereas all other groups of respondents presume that GST is fair enough to the society.

In the case of remaining statements (1, 2, 3, 5,6,7,12,13 and 14) the Null hypothesis (H_0) has been accepted that there is no significant difference in the perception of business class in Haryana regarding tax reforms in India on the basis of qualification because their p-value has been observed greater than .05. It means perception of different group is more or less similar to each other. All respondents presume that GST was a required tax reforms because GST has reduce the tax evasion in India. Further, respondents assume that GST will transform India into developed country and it will be beneficial in long-terms. Respondents of graduate, post graduate and other qualification presume that GST helps in declining inflation and respondents of 12th passed group and group of other qualification also presume that Indian GST is better than foreign taxation system. On the basis of Mean value it can be concluded that GST affects the spending patterns and increase the tax burden on the common man. Further, respondents of 12th passed, post graduate and other qualification presume that GST has benefited the consumer as average Mean value has been found above 3. Further respondents of 12th passed disagree that GST has declined the inflation and respondents of 10th, graduate and post graduate also disagree that Indian GST is better than the foreign taxation system. Whereas, respondents of 10th and under graduates disagree that implementation of GST has benefited to the consumers.

Table No. – 5: Businessmen Perception towards Goods and Service Tax (GST) Reforms Based on Income

Statements	Mean Score (Age Group)					Levene's Test	ANOVA		Welch		Null Hypotheses
	Upto 5 Lak h Rs. (393)	5-10 Lak h Rs. (248)	10-15 Lak h Rs. (108)	Ab. 15 Lak h Rs. (43)	Total (792)	Sig.	F	Sig.	Statistics ^a	Sig.	
1. GST was a required tax reforms in India	3.31	3.44	3.57	2.72	3.35	.001*	-	-	7.500	.000*	Reject ed
2. GST helps in reducing tax evasion in India	3.44	3.26	3.14	3.72	3.36	.000*	-	-	3.808	.011*	Reject ed
3. GST helps in declining the inflation in India	3.06	3.05	2.98	2.42	3.01	.020*	-	-	6.691	.000*	Reject ed
4. GST helps in reducing the inequality of income in India	2.94	2.88	3.03	2.77	2.92	.000*	-	-	.725	.538	Accept ed
5. GST will transform India into developed country	3.30	3.25	3.14	3.21	3.25	.146	.691	.558	-	-	Accept ed
6. Indian GST is better than the foreign taxation systems	2.96	2.93	2.97	2.91	2.95	.004*	-	-	.181	.909	Accept ed

7. GST will be beneficial in long-term	3.39	3.36	3.20	3.21	3.35	.000*	-	-	1.026	.383	Accepted
8. GST has increased the tax collection of the government	3.02	3.32	3.19	3.19	3.15	.596	3.158	.024*	-	-	Rejected
9. The govt. has organised enough awareness programme before the implementation of GST	3.00	2.88	3.01	2.95	2.96	.002*	-	-	.755	.521	Accepted
10. GST protects the interest of low income earners	2.90	2.83	3.00	3.12	2.90	.013*	-	-	1.475	.223	Accepted
11. GST is fair to the society	3.07	3.09	3.21	2.98	3.09	.000	.799	.495	-	-	Accepted
12. GST has increase the tax burden on common man	3.32	3.35	3.52	2.98	3.34	.227*	-	-	2.996	.032*	Rejected
13. GST affects the spending pattern of individual	3.36	3.56	3.77	3.81	3.50	.000*	-	-	6.000	.001*	Rejected
14. The implementation of GST has benefited the consumer	3.09	2.90	2.74	2.28	2.94	.000*	-	-	7.380	.000*	Rejected

Source: Primary data, Significant level at .05%*, No homogeneity in group variance $p < .05^{**}$

The table No. 5 explains the results of the One-Way ANOVA analysis on the basis of four income groups. There are eleven statements that violate the assumptions of homogeneity of variance i.e. 1, 2, 3, 4, 6, 7, 9, 10, 12, 13 and 14. Therefore, Welch test values have been taken for analysis corresponding to these statements. A significant difference has been found in the Mean value of four income groups with regards to statements No. 1, 2, 3, 8, 12, 13 and 14.

The statement No. 1 i.e. "GST was a required tax reforms in India" has been found statistically significantly different based on One-way ANOVA test statistics (*Welch F* = 7.500, *p-value* = .000). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of upto Rs 5 lakh and above Rs 15 lakh group (Mean difference = .590, *p-value* = .166), group of Rs 5-10 lakh and above Rs 15 lakh respondent (Mean difference = .719, *p-value* = .171), group of Rs 10-15 lakh and above Rs 15 lakh respondent (Mean difference = .853, *p-value* = .187). Therefore, the Null hypothesis has been rejected with regards to this statement because *p-value* has been found less than .05. On the basis of Mean value it can be concluded that respondents of above Rs 15 lakh income disagree that GST was a required tax reforms in India whereas, respondents of below Rs 15 lakh income exhibit that GST was a required tax reforms in India.

According to statement No. 2 i.e. "GST helps in reducing tax evasion in India" has been found statistically significantly different based on One-way ANOVA test statistics (*Welch F* = 3.808, *p-value* = .011). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of Rs 10-15 lakh and above Rs 15 lakh group (Mean difference = .582, *p-value* = .204). Therefore, the Null hypothesis has been rejected with regards to this statement because *p-value* has been found less than .05. Pursuant to the Mean value of respondents of above Rs 15 lakh income strongly agree that GST helps in reducing tax evasion in India in comparison to Rs 10-15 lakh income.

With regards to statement No. 3 i.e. "GST helps in declining the inflation in India" has been found statistically significantly different based on One-way ANOVA test statistics (*Welch F* = 6.691, *p-value* = .000). The Games Howell Post Hoc analysis explains that there is a statistically significant difference in the Mean value of the group of upto Rs 5 lakh and above Rs 15 lakh respondents (Mean difference = .645, *p-value* = .146), group of Rs 5-10 lakh and above Rs 15 lakh group (Mean difference = .634, *p-value* = .149), group of Rs 10-15 lakh and above Rs 15 lakh respondent (Mean difference = .560, *p-value* = .170). Therefore, the Null hypothesis has been rejected with regards to this statement because *p-value* has been found less than .05. As per the Mean values of groups of Rs 10-15 lakh and above Rs 15 lakh income assume that GST do not helps in declining the inflation. Whereas, respondents of upto Rs 5 lakh and Rs 5-10 lakh income exhibit that GST helps in declining the inflation in India.

The statement No. 8 i.e. "GST has increased the tax collection of the government" has been found statistically significantly different based on One-way ANOVA test statistics (*F* = 3.158, *p-value* = .024). The Tukey Post Hoc analysis exhibits that there is a statistically significant difference in the

Mean value of the group of upto Rs 5 lakh and group of Rs 5-10 lakh (Mean difference = .298, p-value = .098). Therefore, the Null hypothesis has been rejected with regards to this statement because p-value has been found less than .05. As per the Mean value of respondents who have annual income of above Rs 5 lakh are agree with the statement that GST has increased the tax collection of the government.

According to statement No. 12 i.e. "GST has increase the tax burden on common man" has been found statistically significantly different based on One-way ANOVA test statistics (*Welch F* = 2.996, *p-value* = .032). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of Rs 10-15 lakh and group of above Rs 15 lakh (Mean difference = .542, p-value = .182). Therefore, the Null hypothesis has been rejected with regards to this statement because p-value has been found less than .05. Here, all respondents of different income groups assume that GST has increased the burden on common men except the respondent of above Rs 15 lakh income.

The statement No. 13 i.e. "GST affects the spending pattern of individual" has been found statistically significantly different based on One-way ANOVA test statistics (*Welch F* = 6.000, p-value = .001). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of upto Rs 5 lakh and group of Rs 10-15 lakh (Mean difference = .412, p-value = .120), group of upto Rs 5 lakh and group of above Rs 15 lakh (Mean difference = .485, p-value = .141). Therefore, the Null hypothesis has been rejected with regards to this statement because p-value has been found less than .05. In this case respondents of all the groups agree that GST affect the spending pattern of individuals.

With regards to statement No. 14 i.e. "The implementation of GST has benefited the consumer" has been found statistically significantly different based on One-way ANOVA test statistics (*Welch F* = 7.380, *p-value* = .000). The Games Howell Post Hoc analysis exhibits that there is a statistically significant difference in the Mean value of the group of upto Rs 5 lakh and group of Rs 10-15 lakh (Mean difference = .353, p-value = .123), group of upto Rs 5 lakh and group of above Rs 15 lakh (Mean difference = .815, p-value = .215). Therefore, the Null hypothesis has been rejected with regards to this statement because p-value has been found less than .05. On the basis of Mean value it can be stated that GST has not benefited the consumer, whereas respondent of lower income group (upto Rs 5 lakh) accept that GST has benefited the consumers.

In the case of remaining statements (4, 5, 6, 7, 9, 10 and 11) the Null hypothesis (H_4) has been accepted that there is no significant difference in the perception of business class in Haryana regarding tax reforms in India on the basis of income because their p-value has been come out greater than .05. It means perception of all groups is very similar to each other. All groups assume that GST will transform India into developed country and will be beneficial in the long-term. Further, respondents of Rs 10-15 lakh income presume that GST has reduce the inequality of income and respondents of upto Rs 5 lakh and group of Rs 10-15 lakh income presume that government has organised enough awareness programme as average Mean value has been found above 3. Moreover, respondents of different income groups except group of Rs 10-15 lakh disagree that GST has reduce the inequality of income and respondents of group of Rs 5-10 lakh and above

Rs 15 lakh income also assume that government has not organised enough awareness programme. Whereas, respondents of different income groups disagree with the statement that Indian GST is better than the foreign taxation system. However, some difference has been found on the basis of Mean score i.e. respondents of lower income group presume that GST do not protect the low income earner, whereas respondents of high income group agree with the statement that GST protect the low income earners. Further, respondents of all the income groups presume that GST is fair to the society except respondents of higher income group.

7. FINDINGS AND CONCLUSION

7.1. Businessmen Perception towards Goods and Service Tax Reforms on the basis of Gender

- Both male and female presume that GST does not reduce the inequality of income in India and government has not organised enough awareness programme before implementation of GST, but GST is fair to the society.

7.2. Businessmen Perception towards Goods and Service Tax (GST) Reforms on the basis of Age

- The respondents of above 60 years age group are more agree to the statement that GST helps in reducing tax evasion in India in comparison to other age groups.
- Further, Mean value against the 51-60 and above 60 years age groups revealed that GST protects the interest of low income earners.
- However, respondents of all the age groups assume that GST tax burden has increased on common man after implementation of GST.
- Furthermore, the Mean values corresponding to the 41-60 years age group exhibits that GST has not benefited to the consumer, whereas respondents of 20-40 years age groups accept that GST has benefited to the consumer.

7.3. Businessmen Perception towards Goods and Service Tax (GST) Reforms on the basis of Qualification

- On the basis of Mean value of different groups it can be concluded that GST does not helps in reducing the inequality of income in India except the group of other qualification.
- Further, it can be said that other qualification respondents are disagree with the statement that GST has increased the tax collection of the government. Whereas, all other educational groups accept that GST has increased the tax collection of the government.
- However, respondents of 12th passed, under graduate and post graduates disagree that the government has organised enough awareness programme whereas, 10th passed respondents accept that government has organised enough awareness programme.
- Inter-alia, respondents of 10th and 12th passed respondents presume that GST protect the interest of low income earners, whereas graduate and post graduates exhibit that GST do not protect the interest of low income earners.

- Furthermore, on the basis of Mean it can be concluded that GST is not fair enough to the society according to the group of 12th passed respondents, whereas all other groups of respondent presume that GST is fair enough to the society.

7.4. Businessmen Perception towards goods and service Tax (GST) Reforms on the basis of Income

- On the basis of Mean value it can be concluded that respondents of above Rs 15 lakh income disagree that GST was a required tax reforms in India whereas, respondents of below Rs 15 lakh income exhibit that GST was a required tax reforms in India.
- Further, respondents of above Rs 15 lakh income strongly agree that GST helps in reducing tax evasion in India in comparison to respondents of Rs 10-15 lakh income.
- However, as per the Mean values of groups of Rs 10-15 lakh and above Rs 15 lakh income GST do not helps in declining the inflation. Whereas, respondents of upto Rs 5 lakh and Rs 5-10 lakh income exhibit that GST helps in declining the inflation in India.
- Inter-alia, it can be said that respondents who have annual income of above Rs 5 lakh are agree with the statement that GST has increased the tax collection of the government.
- Here, all respondents of different income groups assume that GST has increased the burden on common men except the respondents of above Rs 15 lakh income.
- Furthermore, respondents of all the groups agree that GST affect the spending pattern of individuals.
- However, it can be stated that GST has not benefited the consumer, whereas respondent of lower income group (upto Rs 5 lakh) accept that GST has benefited the consumers.

8. SUGGESTIONS TO MAKE GST MORE EFFECTIVE FOR ECONOMIC DEVELOPMENT OF THE COUNTRY

- The government should organize more awareness programs for businessmen about GST, GST software and return filing benefits.
- The process of GST compliance should be simplified so that businessmen can work efficiently and also contribute to economic development.
- Relief should be given to small scale operators, so that the interests of low income earners can be protected.
- GST Council needs to make changes in tax rates, so that income inequality in the country can be controlled.
- Most important suggestion is to start the measures to curb tax evasion practices.

9. LIMITATIONS AND FUTURE SCOPE OF THE STUDY

9.1. Limitation

- Only businessmen have been targeted for collection of the data because other segment of the society could be taken for the study relatively with a big data set.
- The sample size of the study was limited to 900 only.

- Most of the businessmen were not interested to fill the questionnaire. That's why, only 792 completely questionnaires have been filled after all efforts. Another major limitation of the study was the covid-19 because which large sample could not be taken.
- Due to lack of knowledge of GST, the information received by businessmen may be biased.

9.2. Future Scope of the Study

A study can be conducted to know the general perception of CAs, financial advisors and banking employees etc. towards GST. Further, a study can also be conducted to know the impact of GST on inflation level in India and spending pattern of different income levels. A special study can also be conduct to identify the tax evasion practices in India.

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