

**UNIVERSITITEKNOLOGIMARA**

**FACTORS INFLUENCING TAXPAYERS'  
INTENTION TO ACCEPT TO USE E-FILING IN  
THE (IRBM) JOHOR BAHRU BRANCH**

**SITI NORHAFIZAH BINTI ITMIN  
2012318287**

Final Year Project Paper submitted in fulfillment  
of the requirements for the degree of  
**Bachelor of Business Administration  
(Finance)**

**Faculty of Business and Management**

**July 2020**

## ABSTRACT

The statutory body is a government-run organization that constantly competes in a position to survive under any circumstances in order to capitalize on national income. The Inland Revenue Board of Malaysia (IRBM) is one of the statutory bodies under the Ministry of Finance. Once the tax system in Malaysia has been established, the best and the most attractive financial incentives remain important roles for stakeholders such as the T20, M40 and B40. The communities and netizens make information technology networks as the leading hub for sources information for the government and private sectors, the E-Filing system has been successfully introduced in year 2006. As such, governments in every country including Malaysia have spent large sums of money on e-government reputation and especially on e-filing systems to facilitate government services. The study examines factors that might influence taxpayers' level of intention to accept E-filing based upon the theoretical framework of technology acceptance model (TAM). The survey was elicited information using a structured questionnaire and quantitative approach from 96 respondents, and the duration begins from first of June 2020 until 30th June 2020. The city of Johor Bahru has been selected as the main location due to higher tax collection achievements in 2018 and 2019. This indicates that respondents have a high level on intention to accept and receive E-Filing as a source of tax information in the (IRBM) Johor Bahru Branch. The findings show that perceived behavioral control, perceived usefulness, tax general knowledge are positively associated, but perceived subjective norm and perceived ease of use are not significantly associated with taxpayers' intention to accept E-filing in the (IRBM) Johor Bahru Branch. In addition, there was a positive relationship between the dependent variable and independent variables derived from the Pearson correlation analysis result. This due to intention to accept of technology enable them using the E-Filing in future as the system improved continuously and offer more convenience, secure and safely. The (IRBM) is currently promoting the use of E-Filing online system, enabling it to adopt more effective strategy and planning that will receive of 80% submission assessment in year 2025.

## ACKNOWLEDGEMENT

Alhamdulillah, by the will of Allah, I am able to complete this thesis within the required time. I would foremost extend my sincere gratitude to all those efforts, which facilitated the completion of this research.

Firstly, I express my sincerest gratitude to my lecturer Madam Nurul Aien Binti Abd Aziz who have supported me throughout my research with their time, patience, experience and knowledge. Madam Nor Fazlin Binti Uteh as our Co-ordinator and Sir Husnizam Bin Hosin as our panel who have approval and encouragement during the completion of this research. I attribute the level of my degree to their effort. One simply could not wish for a better or friendlier supervisor.

My family deserves special mention for their inseparable support and prayers. My parent, Hajah Hapsah Binti Hj. Jaafar, they sincerely raised me with their caring and gentle love. Special thanks to all my lovely siblings especially to my sisters, Siti Zarith Sofia Binti Itmin and Siti Noor Haziqah Binti Itmin for being very supportive.

Collective and individual acknowledgments are also owed to my friends at UiTM (Siti Aishah Binti Haron and also Muhamad Hadri Bin Noordin and my Bfin colleagues) whose presence somehow perpetually refreshed, helpful, and memorable. To my respondents, my sincere appreciation for taking time and effort to participate in this research and without your participation, this research will never complete.

Finally, I would like to thank everybody who was important to the successful realization of this research, as well as expressing my apology that I could not mention personally one by one. Last but not least to my husband, Masnizar Bin Mislán for his patience, encouragement and continuous support which have made it possible for me to complete this research. I am blessed and thankful of what I conquered. To all those people, thank you so much.

# TABLE OF CONTENTS

	<b>Page</b>
<b>AUTHOR'S DECLARATION</b>	<b>ii</b>
<b>ABSTRACT</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
<b>TABLE OF CONTENTS</b>	<b>v</b>
<b>LIST OF TABLES</b>	<b>viii</b>
<b>LIST OF FIGURES</b>	<b>ix</b>
<b>LIST OF ABBREVIATIONS</b>	<b>x</b>
<b>CHAPTER ONE INTRODUCTION</b>	<b>1</b>
1.1 Background of Study	1
1.2 Overview Intention to Accept E-Filing	3
1.3 Problem Statement	4
1.4 Research Questions	6
1.5 Research Objectives	6
1.6 Significance of the Study	7
1.7 Scope and Limitations of Study	8
1.8 Definition of Key Terms	8
1.9 Summary	13
<b>CHAPTER TWO LITERATURE REVIEW</b>	<b>14</b>
2.1 Introduction	14
2.2 Literature Review	16
2.3 Perceived Behavioral Control (BC)	19
2.4 Perceived Usefulness (U)	19
2.5 Perceived Ease of Use (E)	20
2.6 Perceived Subjective Norm (S)	20
2.7 Tax General Knowledge (TGK)	21
2.8 Variables and Measurements	22
2.9 Conceptual Framework	23

2.10	Hypothesis Development	24
2.11	Summary	27
<b>CHAPTER THREE RESEARCH METHODOLOGY</b>		<b>28</b>
3.1	Introduction	28
3.2	Data Analysis	33
3.3	Summary	35
<b>CHAPTER FOUR DATA ANALYSIS</b>		<b>36</b>
4.1	Introduction	36
4.2	Frequency Of Response Rate	36
4.3	Reliability	38
4.4	Descriptive Analysis	43
4.5	Correlation Analysis	49
4.6	Regression Analysis	51
4.7	Summary	57
<b>CHAPTER FIVE CONCLUSION AND RECOMMENDATION</b>		<b>58</b>
5.1	Conclusion	58
5.2	Recommendation	59