



**“A STUDY OF EFFECTIVENESS USING INCOME TAX E-FILLING
SYSTEM: PERCEPTION OF ACADEMICIAN IN AREA OF KOTA
BHARU”**

MOHD ERMIZUL BIN KAMARUZAMAN

2010492492

**BACHELOR OF ISLAMIC BANKING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA**

DECEMBER 2013

**“A STUDY OF EFFECTIVENESS USING INCOME TAX E- FILLING
SYSTEM: PERCEPTION OF ACADEMICIAN IN AREA OF KOTA
BHARU”**

TABLE OF CONTENTS

CONTENTS	PAGE
ACKNOWLEDMENT	vii
LIST OF TABLE	v - vi
LIST OF FIGURE	vi
ABSTRACT	viii
 CHAPTER 1 INTRODUCTION	
1.1 INTRODUCTION	1
1.2 BACKGROUND OF STUDY	2
1.3 PROBLEM STATEMENT	3 - 4
1.4 RESEARCH OBJECTIVES	5
1.5 SCOPE OF STUDY	5
1.6 SIGNIFICANCE OF STUDY	6
1.7 LIMITATION OF STUDY	6
1.8 OPERATIONAL DEFINATON	7
1.9 THEORICAL FRAMEWORK	8
1.10 HYPOTHESIS	9
 CHAPTER 2 LITERATURE REVIEW	
2.1 GOVERNMENT ROLE	10 - 11
2.2 PROMOTION	11 - 13
2.3 SERVICE QUALITY	13 - 14

**“A STUDY OF EFFECTIVENESS USING INCOME TAX E- FILLING
SYSTEM: PERCEPTION OF ACADEMICIAN IN AREA OF KOTA
BHARU”**

CHAPTER 3 RESEARCH METHODOLOGY

3.1 INTRODUCTION	15
3.2 DATA COLLECTION METHOD	15
3.2.1 PRIMARY DATA	16
3.2.2 SECONDRY DATA	16
3.2.2.1 INTERNAL SOURCES DATA	16
3.2.2.2 MAGAZINES AND NEWSPAPER	17
3.2.2.3 REFERENCE BOOKS	17
3.2.2.4 INTERNET	17
3.3 SAMPLING DESIGN	18
3.3.1 TARGET POPULATION	18
3.3.2 SAMPLING FRAME	18
3.3.3 SAMPLING TECHNIQUES	19
3.4 RESEARCH INSTRUMENT	19
3.5 DATA PROCESSING	21
3.6 PROCEDURE FOR DATA ANALYSIS	21
3.6.1 FREQUENCY DATA ANALYSIS	21
3.6.2 RELIABILITY TEST	21 - 22
3.6.3 REGRESSION ANALYSIS	22
3.6.4 PEARSON CORRELATION	22
3.6.5 DESCRIPTIVE ANALYSIS	23

“A STUDY OF EFFECTIVENESS USING INCOME TAX E- FILLING SYSTEM: PERCEPTION OF ACADEMICIAN IN AREA OF KOTA BHARU”

ACKNOWLEDGEMENT



In the name of God, the almighty and the merciful

Alhamdulillah, I would like to express my praise and gratitude to the Almighty Allah in giving me the inspiration and patience to complete this project paper successfully.

My gratitude and appreciation goes to my beloved advisor Ustaz Engku Ahmad Mustafa Bin Engku Wok Zain for his advice, co-operation, suggestion, and guidance throughout the course of this study. I am also asking for your apologize if there are any mistakes that I has done during this task. All of your good deep and tolerances, I will not forget.

My profound gratitude to my second examiner Madam Zuriyati. May both of us can operate well in making this paper project paper perfect.

My special thanks also go to those people who help contribute something directly and indirectly toward the completion of this project paper especially all academicians in Kota Bharu.

A special note of thanks of my beloved parents and family for their support and advice and also not forgotten to all my friends, thanks a lot regarding their special helped that had been given to me. Without their helped, I will be hardly in completing my project paper.

May Allah bless them all, AMIM.

“A STUDY OF EFFECTIVENESS USING INCOME TAX E- FILLING SYSTEM: PERCEPTION OF ACADEMICIAN IN AREA OF KOTA BHARU”

ABSTRACT

The government is seeking the benefits of information technology by introducing e-government in which involves a variety of government services to benefit citizens. E-filing was introduced in Malaysia in 2006. The E-Filling system was introduced by Inland Revenue Board to help citizen to reduce their time to made deduction on income tax.

This research was conducted in Kota Bharu area which only focused to academician, based on the population on academician in Kota Bharu, the total respondent of this research is about 176, and the questionnaire was distribute at UiTM Kota Bharu, Kolej Poly-Tech Mara Kota Bharu, Kolej PTPTL Kota Bharu and Universiti Malaysia Kelantan Campus Kota Bharu.

This research is try to explain, identify , and examine the effectiveness level, relationship and the most influence factors between these three independent variable which is government role, promotion and quality service toward the dependent variable which is Effectiveness Level Using Income Tax E-Filling System towards Academician in Area Kota Bharu.

The result from these research explain that the effectiveness level using income tax e-filling system toward academician in area Kota bharu is positive it is based on the Descriptive analysis that been made the mean result of every answer from 176 respondent is above 4.0.

Secondly, the result also identify the relationships between those there independent toward the dependent variable is moderate correlation and substantial relationship between others its proven by the the value in the paerson correlation for each of iv is above 0.6

Lastly, The most factors that influence the effectiveness level is service quality, followed by government role and promotion it is proven by the T value in Coefficients table.