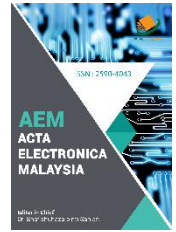


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REVIEW ARTICLE

EFFECTIVENESS OF ELECTRONIC FILING AND COMPUTERIZED PAYMENT SYSTEM OF TAMP TAXPAYERS IN LUCENA CITY: A BASIS TO IMPROVE COLLECTION PERFORMANCE

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ABSTRACT

The Bureau of Internal Revenue (BIR) established the Electronic Filing and Payment System (EFPS) primarily to facilitate faster processing, instant confirmation of filing tax returns and payment of taxes for Philippine taxpayers. This study aimed at identifying the level of effectiveness of the Bureau of Internal Revenue's Electronic filing and its computerized payment under the Taxpayers Account Management Program (TAMP) as a basis in improving the Collection Performance of the bureau. The respondents in this study were 226 out of 520 registered taxpayers under TAMP from Lucena City, Quezon. The study used descriptive-correlational using a survey questionnaire to identify the level of effectiveness of the electronic filing and payment system. Results showed that majority of the respondents are aware of filing and paying taxes electronically. The respondents agree with the benefits and efficiency of utilizing the EFPS. Their desire to utilize the system is generally influenced by their perceived difficulties and concerns in filing tax returns. Aside from the recommendation for continuous taxpayer education and information dissemination, the research also proposes a faster method to issue confirmation receipts as well as the development of a user-friendly application for payment monitoring. The reliability and availability of e services must be emphasized to guarantee that taxpayers have efficient and effective access to services, which can lead to BIR increase revenue collection. This research will serve as a foundation for the improvement of the bureau's EFPS implementation which in turn, may be a basis to help increase the BIR's collection performance under TAMP.

KEYWORDS

Electronic filing, Computerized payment system, Taxpayers under TAMP, Collection Performance, Lucena City, Quezon

1. INTRODUCTION

The advent of technological advantage has always seemed to be very fast paced, including the government systems. Unfortunately, not everyone can keep up in maximizing its potentials, particularly in third world countries where there is high income stratification. However, the quantification of the efficiency, effectiveness, and overall usefulness of technologies available is still somewhat ambiguous and understudied.

Taxation is exercised through the legislature to impose burdens upon subjects and objects within its jurisdiction to raise revenues for carrying out the legitimate objects of the government. This power is exercised to raise revenues to defray the necessary expenses of the government. It is sometimes regarded as the strongest among the three inherent powers of the government, as taxes serve as the state's lifeblood. The Bureau of Internal Revenue or the BIR shall be under the supervision and control of the Department of Finance and its powers and duties shall comprehend the assessment and collection of all national internal revenue taxes, fees, and charges, and the enforcement of all forfeitures, penalties, and fines connected therewith.

For a long period of time, the bureau has been using a traditional way of filing and paying taxes. Returns are filed manually by submitting the documents to their respective revenue district. It is kept in a storage room

while the other copy is submitted in the national office. In terms of collection, taxpayers are personally paying their tax dues in an Authorized Agents Banks or AABs. To lessen the burden of manual filing and possible human error, the bureau issued Revenue Regulation No 9-2001, dated August 3, 2001, recommending the use of Electronic Filing and Payment System (EFPS) for online filing of returns and payment of taxes (Bureau of Internal Revenue, 2001). BIR has seen the initial need to identify taxpayers who will be mandated to use the system. Hence, Revenue Regulation No.1-2013 was released, along with the list of taxpayer classifications that is mandated to use of the EFPS, including the top 20,000 private corporations and top 5,000 individual taxpayers duly notified by the BIR as well as corporations with paid up capital stock of PHP10 million, etc. Later regulations further expanded the list to advance the push for digitalization in the agency (Bureau of Internal Revenue, 2013).

Taxpayers under Taxpayers Account Management Program (TAMP) are individual or juridical entities that have been identified by the BIR's Revenue District Offices based on selection criteria prescribed under existing revenue issuances. The bureau released Revenue Regulation No 10-2014, dated December 10, 2014, issuing the mandated use of EFPS of the taxpayers under TAMP (Bureau of Internal Revenue, 2014).

TAMP taxpayers are mandated by the BIR to use the e-filing system and online payment system provided for them. However, the effectiveness of

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the system must be scrutinized as this affects the adoption and overall compliance of the taxpayers. The theories discussed the relevance of perceived usefulness and perceived ease of use of a technology affecting

the desire and the actual act of using such technology. In conjunction to this, the proponent formulated the research paradigm as follows:

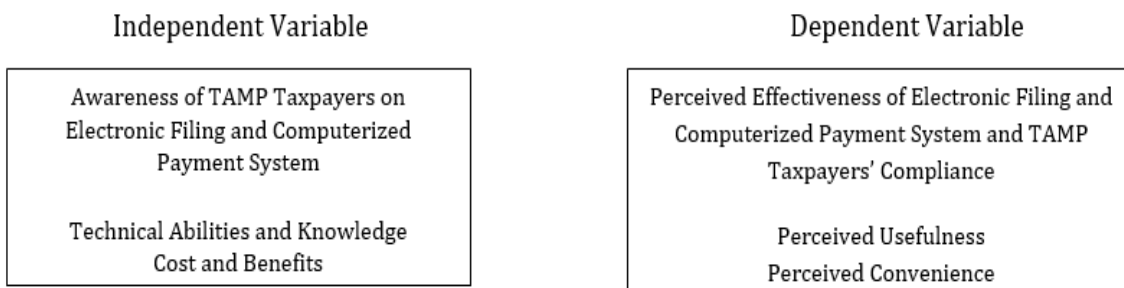


Figure 1: demonstrates the variables in the study. The independent variable is the awareness of TAMP taxpayers on the technical abilities and knowledge needed, facilities and resources needed to accomplish e-filing and payment and the awareness on data privacy and security. This variable directly affects the dependent variable, TAMP taxpayers' perceived effectiveness of BIR's e-filing and payment systems, and their compliance in terms of perceived usefulness and convenience.

This study aimed to identify the effectiveness of the Bureau of Internal Revenue's electronic filing and computerized payment system (EFPS) for taxpayers under TAMP in Lucena City, Quezon to improve the collection performance of the bureau. Level of effectiveness was evaluated using these three parameters. First, to identify the level of awareness of the taxpayers under TAMP on electronic filing and computerized payment in terms of technical abilities and knowledge, cost and benefits, and data privacy and security. The study also aims to identify the level of effectiveness of electronic filing and computerized payment for taxpayers under TAMP to boost collection performance in terms of usefulness and convenience. Lastly, the study aims to identify the difficulties encountered by the taxpayers under TAMP using electronic filing and computerized payment system.

2. LITERATURE REVIEW

In 1985, Fred Davis proposed the Technology Acceptance Model where he consolidated previous studies and formulated his own to focus on developing measurement scales for recognizable usefulness and perceived ease of use (Mohammad, 2013). He suggested that the use of a system is a stimulus that can be delineated or anticipated by user motivation. User motivation, in turn, is directly influenced by an external response that includes the system's abilities and features (Mohammad, 2013). The theory defined recognizes usefulness as the extent to which an individual perceives that using a particular system will improve performance in a certain task, while the perceived ease of use is the extent to which an individual perceives that using a particular system will require less, or to an extent, free of effort (Charles and Boot, 2016). Consistent with these definitions, TAM suggests that the only reason an individual will use and will continue to use technology is if it will yield in higher efficiency and effectivity, with the addition of a user-friendly interface. TAM is correlated with the perceived effectiveness of electronic filing and online payment system as utilized by the TAMP taxpayers.

Technology acceptance was given some deserved attention from the research community for a period of time and by the 2000s, substantial research from numerous models/theories on user behavior related to technology adoption was in place. These models and theories yielded almost identical insights on an individual's attitude, making this research reliable for a wide range of disciplines, not limited to information technology. According to different perspectives from different theories and models are bound to be unified to form a generic approach to increase the application of the generic principles to different disciplines, and to address the limitations identified from individual theories and models (Venkatesh et al., 2016). The Unified Theory of Acceptance and Use of Technology predicts the behavioral desire to use and the actual use of a technology using four key elements namely performance expectancy, effort expectancy, social influence and facilitating conditions, with the four moderators namely age, gender, experience, and willingness (Liu et al., 2022). The unified theory proposes that performance and effort expectancy as well as social influence impacts behavioral desire to use a technology, then the behavioral desire combined with facilitating conditions determines the actual use of a technology. The expected performance of BIR's e-filing system and the computerized filing system, the expected effort to use them, and the social response of its implementation will ultimately affect the level of compliance of taxpayers, specifically TAMP taxpayers, and the continuous development of the technology for universal use.

That defined electronic filing as the process of tax filing electronically,

using an online software on a website mandated by a respective country's tax authority (De Quito, 2020). Depending on tax regulations in a country, certain groups are allowed or mandated to file electronically. With that in mind, the increasing popularity of e-filing is because of the benefits that it provides. E-filing has been lauded for the increased flexibility due to the convenience of filing taxes at the taxpayer's own time, from the comfort of their home (Ebeling, 2010). It saves a lot of time and money for the agency and the taxpayers as the pertinent documents are being submitted online, avoiding transmission errors, and more importantly, the red tape that is always attributed to most of government offices in the Philippines. Ebeling (2010) added that documents are also easier to process, increasing the accuracy of overall data recorded when e-filed compared to paper returns, as the availability and interconnectivity during tracking of files is much easier, also leaving less room for tampering and manipulation. Proof of filing is also being sent to the taxpayers, confirming that your files are received or rejected, and the process is completed or incomplete, increasing accountability for both parties.

Despite the general benefits of e-filing, the general usage rate of the system still varies when subject to different parameters such as annual income, age, location, sex, and educational background. In "Electronic Tax Filing in the United States: An Analysis of Possible Success Factors", data gathered indicated that e-filing varies across and within states, specifically that the usage rate is lower in rural counties, low population counties, counties with lower female population ratio, counties with higher Hispanic and Asian population and counties with higher elderly population (Pippin and Tosun's, 2014). A strong negative correlation with educational attainment and e-filing usage and growth rates was also established (Kumar 2008). Low level of literacy, particularly in computer and internet, lack of investments in telecommunication infrastructures, lack of laws regarding e-commerce and e-payment, high cost of internet access, lack of reliable power supply, and poor cybersecurity assurances are the pressing challenges for the implementation, operation and development of e-filing and payment systems (Patnaik et al., 2019).

In addition to the existing payment platforms that can be used by the taxpayers, the Bureau added additional payment platforms to bolster convenience in paying tax dues. Revenue Memorandum Circular No 43-2020 stated non EFPS users can pay their tax dues offline through partner Authorized Agent Banks or to the concerned Revenue Collection Office through their respective RDOs (Bureau of Internal Revenue, 2020). Online payments systems are also in place through conventional online banking through Landbank of the Philippines' Link.BizPortal, Development Bank of the Philippines' Pay Tax Online, Union Bank of the Philippines online application, Gcash mobile application, Maya application, MoneyGram, and the Central Business Portal (Mandac, 2021).

TAMP taxpayers are identified by their respective RDOs with criteria pursuant to the existing revenue issuances. However, the identification process focuses on the top business taxpayers, whether individual or non-individual, and usually accounts for at least 80% of the respective district's collection, as stated in Revenue Memorandum Order No. 26-2018 (Bureau of Internal Revenue, 2019). TAMP taxpayers are classified as Top Withholding Agents, which also includes those identified as Medium Taxpayers, Top Taxpayers classified by the Commissioner, and other top private corporations and individual taxpayers that are already withholding the mandated one percent (1%) on purchase of goods and two percent (2%) on purchase of services. The memorandum order also stated that the respective RDOs shall submit the annual list of TWAs recommended for inclusion and removal not later than the 30th of April

and the 31st of October of each calendar year, subject for approval of higher authorities. The publication of the list in the Bureau's website will be the official notification for the TWAs, however, their respective RDOs may contact or personally serve the notice of inclusion or deletion to the concerned taxpayers. It is deemed important to notify them for their inclusion, especially those who are not included in the previous tax period.

Being classified as a TAMP taxpayer does not necessarily mean that there will be an increase in tax obligations. Revenue Memorandum Order No. 26-2018 stated that TWAs are mandated to withhold 1% of goods purchased and 2% of services purchased on all transactions that is PHP10,000.00 or more (Bureau of Internal Revenue, 2019). They are mandated to withhold on behalf of the Philippine government and are given much consideration in complying with this mandate. As a purchasing participant of the transaction and the withheld tax is now held by the business, the remittance to the BIR is now the responsibility of the business. Failure to remit will subject the company to audit and investigation, and will entail penalties, therefore it is important to record all transactions relating to business to account for all purchases. In 2016, at least 42.1% of the tax collected by the BIR came from all forms of withholding taxes (Domondon, 2014). Tax withheld on wages accounts to more than 17.9% of all collection of the Bureau, while corporations that withhold accounts are credited for the 19.2% (Tan, 2018). These figures mean liquidity to the government spendings; therefore, it is important to give TWAs the convenience of using effective e-filing and payment systems.

In the study "E-Filing of Income Tax Return: A Study on Awareness and Satisfaction Level of Taxpayers in Trichy City" by they quantified the level of awareness about electronic filing of the taxpayers in their research locale and gathered data to arrive at a generalization about the satisfaction level of their respondents toward electronic filing (Saravanan and MuthuLakshmi, 2017). They came up with the generalization that e-filing and online payment systems are effective and more desired among the respondents, as it saves time, money, and energy, and more importantly, the hassle attributed to manual filing and payment. They also asserted that the main goal of the implementation of e-filing is to put to rest the inconvenient and bureaucratic system of manual filing and replace it with efficient, effective, and secure online processes. For all concerned taxation authorities around the world, the absolute importance of the application of information technology and modern communication media to taxation process was highlighted by (Patnaik et al., 2019). They argued that the application is a metric to assess local and global competitiveness on authorities as they provide abundant benefits to all involved as e-filing provides convenience to the taxpayers and to tax officials as compared to the manual process.

As the end users and the most important stakeholder in the taxation process, it is important to fully understand the level of acceptance and usage of e filing and payment system the taxpayers are exhibiting in order to employ timely measures that will prevent and or predict future taxpayer behavior to avoid rejection and to promote acceptance to non-users, as mentioned in "A Study on Tax Payer's Perception Towards E-filing of Income Tax Returns with Reference to Teachers in Bengaluru East, Karnataka", by (Gayathri and Jayakumar, 2016). Maximizing the benefits of e-filing and payments systems is a must to ensure full commitment of the taxpayers to the adoption process and retention over time. For non-TAMPs, the Bureau has provided the taxpayers with an eased process through the Offline eBIRForms, an offline software that can be utilized to fill out necessary tax forms. Automatic computations and information validations are being done in the software as the necessary data are being filled out in the forms, compared to the manual filling out of the old forms where the taxpayers are tasked to fill out and compute, making it highly susceptible to human error.

Lack of awareness has set the BIR's early campaign for e-filing and payment systems to a very slow start. The Bureau recorded that in 2014, only 3% of the taxpayers processed their taxes online (De Quito, 2020). Low usage rate can also be attributed to some technical problems the taxpayers experienced while using the system and some past newsworthy errors which piqued public interest. An error in the system caused Maersk Filipinas to file its withholding tax three times in 2002, which led into a lawsuit that was resolved in the company's favor, albeit the lengthy five years of litigation (Pultra, 2019). In 2013, starting from Revenue Regulation No.1-2013, to boost usage rate and increase the popularity of the system, the Bureau enacted regulations to mandate the use of e-filing and payment system to selected taxpayers, while noncompliance entails penalties (Bureau of Internal Revenue, 2013). The list of selected taxpayers that are required to use the system expanded through later regulations as passed by the BIR. Continuous development of the system since its conception is also in place to ensure that the system does not commit the same errors and to properly serve the taxpayers.

Cybersecurity has always been a topic that is being discussed in relation to technological advancements, specifically, the use of internet. It has been an important factor to consider for the affirmation of a strong and resilient e-government, and there is a necessity to enforce awareness on cybersecurity among government constituents (United Nations, 2018). Attacks on government websites are rampant, while massive databases owned and controlled by the government are at risk of being stolen and tampered with. With sufficient literacy, training, and accessibility of materials on data privacy and security, civil servants can help avoid attempts to infiltrate government domains. A strong e-government campaign requires the collaboration with suppliers and manufacturers to ensure security by design while timely updates are available to keep up with the changes in cybercrime technologies. Taxpayers are given the opportunity to access their information, file and pay their taxes, inquire on their tax accounts in a personalized manner through online portals and automated support provided by the government. With this in mind, the State acknowledges the role of information and communications technology for a modern government to function, and its intrinsic duty to protect personal information data in government and private systems. Republic Act No. 10173, or the Data Privacy Act of 2012 was promulgated to protect our basic human right to privacy, while safeguarding the free flow of information. The law applies to all public and private systems that process all types and forms of personal information, as it deputizes the National Privacy Commission to monitor and to ensure compliance of government requirements according to international standards. Their mandate is to maintain the availability, integrity and confidentiality of personal data while protecting the information against any types of unlawful access, alteration, destruction, disclosure, and processing.

The Philippine government has been firm on its stance that furthering the digitalization efforts taxation will improve revenue collection and further boost the economy, especially after the pandemic. The COVID-19 pandemic presented the moment for the country to accelerate developments in online tax filing and payment systems, which maintained tax collections in the middle of the pandemic (Simeon, 2022). The world has been finding ways to do things the easiest and the safest way possible these past few years due to obvious hindrances. Therefore, the internet is the go-to medium to avoid taking the risk of being infected. Naturally, filing taxes was way too inconvenient to the point that people are willing to risk getting penalties than to file manually due to the inconvenience attributed to it. Rather than getting stuck in line in respective RDOs to file and in banks to pay, everything can be done online, as step by step instructions are readily available in the web.

3. METHODS

The study followed the quantitative approach in research. It employed a descriptive-correlational using a survey questionnaire to identify level of awareness of the taxpayers under TAMP on electronic filing and computerized payment system and its relationship with its perceived effectiveness as a basis for collection performance. The descriptive method was the guideline of the researcher for planning the study's point of view and gathering the important details in the study.

The information was acquired from registered taxpayers under the Taxpayers Account Management Program (TAMP) who are required to use the electronic filing and payment system in Lucena City, Quezon, the province's capital and under the authority of RDO 060 North Quezon Province. Lucena City is the first-class highly urbanized community in Quezon, accounting for the majority of RDO 060 North Quezon tax collection. The Slovin's formula was applied to obtain a particular level of confidence in the sample size required. Given the size of the population, the Slovin's formula was used to calculate a sample size of 226.

The researcher adopted a questionnaire from a study entitled BIR Electronic Filing/ Payment System and the Rural Solopreneurs' Compliance by De Quito, 2020 with the author's approval. The questionnaire is divided into three sections: the first covers taxpayer awareness, the second covers efficiency, and the third covers the degree of obstacles faced. The questionnaire used a four-point scale. The following statistical analysis were used:

1. Weighted mean to determine the taxpayers' understanding, the system's efficiency, level of difficulties and taxpayers' perception.
2. A 4-point Likert scale; 4 (Fully Aware) (Very Effective); 3 (Aware) (Effective); 2 (Unaware) (Ineffective); 1 (Fully Unaware) (Very Ineffective) to determine the level of awareness and perceived effectiveness.

4. RESULTS AND DISCUSSION

Table 1.1: The level of awareness of the taxpayers under TAMP on the electronic filing and computerized payment system in terms of Technical Abilities and Knowledge.

Technical Abilities and Knowledge	WM	AR
E-filing and online payment requires basic computer skills and usage.	3.60	Fully Aware
E-filing and online payment requires internet surfing skills.	3.45	Fully Aware
To be able to file electronically, you must know how to accomplish tax returns.	3.40	Fully Aware
To be able to file electronically, you must have knowledge of the necessary tax return and forms (VAT, percentage, income tax, etc).	3.36	Fully Aware
Composite mean	3.45	Fully Aware

Note: 3.26-4.00- Fully Aware; 2.51-3.25 – Aware; 1.76-2.50 Unaware; 1.00-1.75 Fully Unaware

The composite mean is 3.45 and interpreted as fully aware. This implies that TAMP taxpayers in Lucena City, Quezon are fully aware with the electronic filing and payment system in terms of technical knowledge and abilities. The indicator, e-filing and online payment requires basic computer knowledge, has the highest mean of 3.60 and interpreted as Fully Aware. It means that the taxpayers are fully aware that in terms of e-filing and online payment, one must possess the basic computer skills. On the other hand, the knowledge in terms of tax returns and forms obtained the lowest mean of 3.36. Nevertheless, it is still interpreted as Fully Aware.

It shows that TAMP taxpayers are aware of the technical knowledge and skills required to use the BIR computerized filing and payment systems, ranging from the fundamentals of technology usage to the mechanics of filing and paying returns, due to experience and their level of education in bookkeeping and using other internet related systems. As a suggests that expertise with various internet-related services, as well as experience with manual tax filing, should be considered while increasing e-filing knowledge among potential users (Masud, 2019).

Table 1.2: The level of awareness of the taxpayers under TAMP on electronic filing and computerized payment system in terms of Cost and Benefits

Cost and Benefit	WM	AR
Online filing of tax and payment is free of charge.	3.55	Fully Aware
Tax payments can be made any time and from any location by using a computer with an internet connection.	3.24	Aware
When filing or making online payments, users receive rapid response from the system.	3.07	Aware
Taxpayer's information is validated before final submission to avoid errors.	3.35	Fully Aware
Composite mean	3.30	Fully Aware

Note: 3.26-4.00- Fully Aware; 2.51-3.25 – Aware; 1.76-2.50 Unaware; 1.00-1.75 Fully Unaware

The composite mean is 3.30 and interpreted as Fully Aware which means that the TAMP taxpayers are fully aware of the cost and benefit of filing electronically and computerized payment. The indicator, online filing and payments of tax is free of charge has the highest mean of 3.55 and interpreted as Fully Aware, while Users receive rapid response from the system, has the least mean of 3.07 interpreted as Aware. It means that the benefit of BIR computerized filing payments, including its associated costs are well recognized by the TAMP taxpayers.

In addition, Electronic filing and payment systems of the Bureau of Internal Revenue (BIR) can provide many benefits to the TAMP taxpayers such as faster and more efficient processing of tax filings and payments, improved accuracy and compliance with tax regulations, and reduced opportunities for errors and fraud. These benefits can ultimately lead to cost savings for solopreneurs, time saving and a more streamlined and effective tax collection system for the government.

Table 1.3: The level of awareness of the taxpayers under TAMP on electronic filing and computerized payment system in terms of Data Privacy and Security

Data Privacy and Security	WM	AR
BIR's e-filing and payment systems is covered by the Data Privacy Act of 2012.	3.69	Fully Aware
Electronic Filing and Payment System requires two level of password to gain access your account	3.52	Fully Aware
Multiple erroneous/malicious attempts to access your account will result in the account being locked.	3.23	Fully Aware
Composite mean	3.48	Fully Aware

Note: 3.26-4.00- Fully Aware; 2.51-3.25 – Aware; 1.76-2.50 Unaware; 1.00-1.75 Fully Unaware

The composite mean is 3.48 and interpreted as Fully Aware. The TAMP Taxpayers in Lucena City are Fully Aware of the Data Privacy and Security measures of Electronic Filing and Payment System of BIR. The indicator, BIR's e-filing and payment system is covered by Data Privacy Act of 2012, has the highest mean of 3.69 and is interpreted as Fully Aware. On the other hand, Multiple errors in accessing the account has the lowest mean of 3.23, still interpreted as Aware.

Data gathered shows that TAMP Taxpayers are aware of the general security and privacy characteristics connected with computerized filing platforms imposed by the effort of the government to ensure the security of all digitally offered services. This is reinforced by the introduction of the Data Privacy Act of 2012, which aims to preserve the fundamental human right of communication privacy in order to foster innovation and progress.

Table 2.1: The level of effectiveness of electronic filing and computerized payment for the taxpayers under TAMP in terms of its perceived usefulness.

Perceived usefulness Taxpayers was able to:	WM	AR
Avoid actual interaction with officers and bank tellers by filing tax returns or making payments online.	3.63	Very Effective
Preserve filed file returns in a computer or other storage device to save office space or print immediately after filing.	3.46	Very Effective
Submit or pay taxes online from anywhere and at any time using the internet, to meet the due dates	3.17	Effective
Use the electronic filing and payment system to compute penalties automatically.	3.27	Very Effective
Receive filing reference as soon as the filing was accomplished as proof of successful tax filing.	3.05	Effective
Receive payment confirmation as soon as the payment was done as proof of successful transaction from a registered email.	3.15	Effective
Composite mean	3.28	Very Effective

Note: 3.26-4.00- Very Effective; 2.51-3.25 – Effective; 1.76-2.50 Ineffective; 1.00-1.75 Very Ineffective

The composite mean is 3.28 and interpreted as Very effective. TAMP Taxpayers in Lucena City perceived that using electronic filing and payment system is very effective in terms of its usefulness. Avoiding actual interaction with the officer and bank tellers have the highest mean of 3.63 which was interpreted as Very effective while Receiving filing reference as soon as the payment was done as a proof of successful tax filing has the least mean of 3.05 and interpreted as Agree.

As the result shows, the perceived usefulness of the system affects the system's effectiveness. It also implies that using the electronic filing and computerized payment will provide more effective and efficient way of paying taxes. People are frequently inspired to employ technology if it allows them to accomplish their objectives more efficiently and effectively. Citizens are more inclined to adopt digital platforms for government e-services if they save time and effort over manual operations (Ayesha, 2018).

Table 2.2: The level of effectiveness of electronic filing and computerized payment for the taxpayers under TAMP in terms of its convenience.

Convenience Taxpayers was able to:	WM	AR
Use the online filing and payment system without the assistance of others.	3.43	Very Effective
Use the procedural manual as a guide in the tax filing.	3.22	Effective
Read and comprehend the information required on electronic tax forms	3.39	Very Effective
File and pay online to avoid long queues at BIR offices and banks.	3.66	Very Effective
Adopt the electronic filing and payment online to avoid time consuming trips in and out BIR offices and banks.	3.63	Very Effective
Computerized monitor their tax filings and payments.	3.59	Very Effective
Access and navigate BIR's website can be with ease.	3.37	Very Effective
Accomplish BIR forms with own knowledge in taxation	3.16	Effective
Accomplish all required forms with only one attempt.	3.15	Effective
Use and navigate Online payment system with ease.	3.23	Effective
Composite mean	3.38	Very Effective

Note: 3.26-4.00- Very Effective; 2.51-3.25 – Effective; 1.76-2.50 Ineffective; 1.00-1.75 Very Ineffective

Table 2.2 shows a composite mean of 3.38. This means that TAMP Taxpayers in Lucena City considered filing and paying electronically as very effective because of its convenience. The indicator Taxpayers was able to file and pay online to avoid long queues at BIR offices and banks, has the highest mean of 3.66 and interpreted as Very Effective while the taxpayer was able to accomplish all required forms with only one attempt has the least mean of 3.15 and interpreted as Agree.

The result shows that convenience of the electronic filing and payment system has a beneficial influence on the level of effectiveness of the system

in terms of collection performance among TAMP taxpayers. The systems' usability and user-friendly features are the deciding factors whether using the system will continue or going back to the conventional approach will be considered. User-friendliness is particularly important when it comes to government systems because they often deal with complex processes and sensitive information. Taxpayers need to be able to understand how to use the system, and they need to feel confident that their personal information is kept secured. If a system is too difficult to use or if citizens feel uncomfortable sharing their information, they may be less likely to engage with the system and use the manual way of filing and paying taxes.

Table 3: The difficulties encountered by taxpayers under TAMP using the electronic filing and computerized payment system.

Difficulties encountered	WM	AR
Government information drives of tax updates and new rulings did not reach me.	3.55	Strongly Agree
It is difficult to access and process data due to lack of training.	3.57	Strongly Agree
During processing, there was data loss due to software, electrical, and human error.	3.59	Strongly Agree
BIR website is frequently down/unavailable.	3.65	Strongly Agree
Incorrect inputs resulted in incorrect outputs.	3.55	Strongly Agree
Computer setups and software/ computer rental used is expensive.	3.34	Strongly Agree
Taxation terminologies are difficult to grasp.	3.55	Strongly Agree
Composite mean	3.54	Strongly Agree

Note: 3.26-4.00- Strongly Agree; 2.51-3.25 – Agree; 1.76-2.50 Disagree; 1.00-1.75 Strongly Disagree

Table 3 displays the composite mean of 3.54 which is interpreted as strongly agree. It means that the TAMP Taxpayers in Lucena City encountered the given difficulties. The indicator which says that the BIR website is frequently down/ unavailable has the highest mean of 3.65 and interpreted as strongly agree. On the other hand, computer setups and software/ computer rental used is expensive, has the least mean of 3.34 and interpreted also as strongly agree.

One of the noticeable concerns has been the bad internet connection caused by the country's weak cyber infrastructure, which chokes the BIR e-filing systems, especially during due dates, and frequently locks the accounts owing to log-in delays and glitches. Frequent downtime can create a perception of unreliability and distrust in the government's ability to provide effective and efficient services, which can further reduce citizen engagement and usage of e-services.

5. CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

The researcher has made the following conclusions based on the study's findings.

- TAMP Taxpayers in Lucena City are fully aware of the technical expertise required to utilize the electronic and payment systems, ranging from fundamental technology to knowledge in filing and paying returns owing to the usage of other government-related systems. The cost and benefit advantages of employing the system are effectively shown to and recognized by TAMP taxpayers. And lastly, TAMP taxpayers are aware of the data security and privacy issues linked with the electronic filing and payment system which might increase their trust in using the system.

- The perceived usefulness can influence the effectiveness of electronic filing and computerized payment among TAMP Taxpayers for they believe that adopting the system will make the process more efficient. Adopting electronic filing and computerized payment has an advantageous effect among the TAMP Taxpayers.
- The frequent system downtime error reduces the system's effectiveness in increasing the collection. Another noticeable issue is human errors in the income tax return preparation. The amount of expertise required in drafting returns requires at least basic tax principles and terminology to avoid delays and glitches resulting to unreliability and distrust.

RECOMMENDATIONS

Based on results and conclusions drawn, the following are hereby recommended:

- Increase level of TAMP taxpayers' awareness on the electronic filing and computerized payment system, therefore, a continuous effort of the government is necessary.
- A more extensive and more appealing mode of information dissemination from the tax authorities must be conducted. Local seminars must be held regularly covering different topics about taxation. A more comprehensible and detailed procedural manual on tax preparation, filing and payment using BIR's system likewise must be distributed with a step by step process on how to use the system and to process the filing and payment.
- Creation of receipt and confirmation through emails must be enforced as soon as possible as well as the creation of a more user-friendly tax payment webpage, an easy-to-use app for IOS and Android that allows taxpayers to conveniently monitor their personal account when paying and filing taxes. Lastly, provision for prompt customer assistance in response to questions and inquiries is a must.
- Provision for the taxpayers to access government services, such as phone-based services or in-person help, to guarantee that citizens can still get the services they require even if e-services are unavailable. The Bureau should emphasize the stability and availability of e-services to ensure that citizens have efficient and effective access to the services they require which can lead to higher revenue collection and taxpayer involvement.

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