

**IMPACT OF GOODS AND SERVICE TAX ON IMPORTS AND EXPORTS  
AMONG VARIOUS STAKEHOLDERS – A STUDY WITH REFERENCE TO  
CHENNAI REGION**

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**ABSTRACT**

GST is a single tax on the supply of goods and services right the manufacturer to the consumer. GST brings huge advantages to the consumers by paying single and transparent tax proportionate to the value of goods and services. This study employed both analytical and descriptive type of methodology. The study is based on sample survey method. For the collection of data, the researcher used interview schedule administered with various stakeholders i.e., Manufactures, Whole sellers, Retailers, Consumers, and Service providers in Chennai region. Simple random sampling techniques were used for the study. For the purpose of the study, Chennai Region has been selected, a total of 450 sample respondents was selected at random from 15 Corporation zone in Chennai region. It is concluded that goods and services tax is considered as the important tax reform for the nation. It seeks to make the country one common economic market. However, the concept of goods and services tax followed in our country is different from the way it is followed abroad. The four tier goods and services tax rates is useful in taxing luxury products at higher rates and frequent revisions of items included in various rates seems to have reduced the aftermath of new tax regime.

**KEY WORDS:** Goods and Services Tax, Tax Reform, Stakeholders and Economic Market

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## **INTRODUCTION**

The stream of any services is noted as an Import and export. The receiver of the service is India and its market and provider of the service is from outside and outside market. This service is not dependent on any person or individual. Export and import service can happen by many different aspects. The payment factor of the export and import will not be dependent on any individual it will be done on the respective comfortable mode opted by the payer. After the implementation of GST in Indian economy there is a drastic improvement in the level of the trade. The export has become comfortable as there is reduction of taxes imposed at all the levels of exports and import has also become easy and been affordable. GST is a single tax on the supply of goods and services right the manufacturer to the consumer. GST brings huge advantages to the consumers by paying single and transparent tax proportionate to the value of goods and services.

## **STATEMENT OF THE PROBLEM**

The introduction of Goods and Services Tax (GST) is one of the biggest tax reforms for India. GST is not just a tax change but it will benefit the economy as a whole and have far-reaching impact on businesses. It is necessary to study this, in which useful evidence pertaining to impact of GST on import and export and some of the challenges under GST associated with the implementation of GST are observed. Besides, this study would be useful inputs for the relevant tax authorities, policy makers and other stakeholders to formulate plans and strategies to address the issues and problems that are likely to be encountered by business operators and to enhance the level of compliance.

## **OBJECTIVES OF THE STUDY**

The study has been conducted with the following objectives

- 1) To examine the impact of GST on imports
- 2) To know the impact of GST on exports
- 3) To know the opinion about GST and its benefits among different demographic profile of stakeholders
- 4) To analyse the challenges in claiming input tax credit under GST

## **METHODOLOGY**

This study employed both analytical and descriptive type of methodology. The study is conducted in two stages, with a preliminary pilot study and pre-testing followed by the main study. The preliminary investigation was undertaken through an questionnaire schedule with 50 different stakeholders viz manufactures, whole sellers, retailers, consumers and implementing authorities to the various Goods and Services Tax sectors, GST on warehouse cost and litigation cost, input tax credit and impact of GST on import and export, foreign trade policy and some of the challenges under GST. The preliminary investigation was conducted in Chennai Region. The purpose of the pilot study is to test the quality of the items in the questionnaire and confirm the feasibility of the study.

## **SAMPLING AND SAMPLE SIZE**

The study is based on sample survey method. For the collection of data, the researcher used interview schedule administered with various stakeholders i.e., Manufactures, Whole sellers, Retailers, Consumers, and Service providers in Chennai region. Simple random sampling techniques were used for the study. For the purpose of the study, Chennai Region has been selected, a total of 450 sample respondents was selected at random from 15 Corporation zone in Chennai region. The study has been conducted for the period of the four years ie 2017-2020. A well structured questionnaire schedule was designed. The questionnaire was also used for pre test with 50 sample respondents. After carryout the pilot study, necessary corrections were made in the questionnaire based on the pre-testing to make it more comprehensive.

## **COLLECTION OF DATA**

The data required for the study was collected from both the primary and secondary sources during the period of 2019-20. Primary data was collected to get first hand information about a topic and for the purpose of analyzing information. The collection of data was done mainly through a survey with the help of a structured questionnaire. In addition to this, discussion with the stakeholders viz manufactures, whole sellers, retailers, consumers and implementing authorities to the various Goods and Services Tax sectors also helped to know the impact of Goods and Service Tax on warehouse cost and litigation cost, impact of Goods and Service Tax on imports/exports/foreign trade policy, challenges in availing input tax credit under GST and prospects and issues to various stakeholders under Goods and Services Tax Act. Secondary data were collected from various sources

such as Journals, articles, magazines, standard textbooks, conference and seminar materials, newspapers, GST Act, Tax Returns filed under GST etc., used for the study.

## ANALYSIS AND INTERPRETATION

### Impact of GST on imports and Type of entity of Stakeholders

An attempt has been made to find out the significant difference in impact of GST on imports among different type of entity of stakeholders in Chennai Region, 't' test is used with the null hypothesis as, "There is no significant difference in impact of GST on imports among different type of entity of stakeholders in Chennai Region". The result of 't' test is presented in Table 1.

**Table 1**  
**Impact of GST on imports among different type of entity of stakeholders**

Impact of GST on imports	Type of Entity				F Statistics
	Sole proprietorship	Partnership	Private Limited Company	Public Limited Company	
With implementation of GST will boost imports	4.0667	4.0606	4.0366	4.1493	1.607
All prices will be standard with implementation of GST in import	4.2074	4.2121	4.2927	4.2463	1.350
After GST Imports will have adverse impact	4.0889	4.1010	4.0610	4.1716	1.360
The implementation of GST will be impacted on GDP in major way	4.1407	4.1919	4.1829	4.2015	1.180
State imports will increase more rapidly than national imports	3.7707	4.0000	4.0593	4.3951	2.827*

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to sole proprietorship as their mean scores are 4.2074 and 4.1407 respectively. It is further understood that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to partnership as their mean scores are 4.2121 and 4.1919 respectively. Table further highlights that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports

among the stakeholders who belong to private limited company as their mean scores are 4.2927 and 4.1829 respectively. Table further reveals that state imports will increase more rapidly than national imports and all prices will be standard with implementation of GST in import are the important impact of GST on imports among the stakeholders who belong to public limited company as their mean scores are 4.3951 and 4.2463 respectively. Regarding the impact of GST on imports among different type of entity of stakeholders, state imports will increase more rapidly than national imports is statistically significant at 5 per cent level.

### **Impact of GST on imports and Type of business of Stakeholders**

An attempt has been made to find out the significant difference in impact of GST on imports among different type of business of stakeholders in Chennai Region, 't' test is used with the null hypothesis as, **“There is no significant difference in impact of GST on imports among different type of business of stakeholders in Chennai Region”**. The result of 't' test is presented in Table 2.

**Table 2**  
**Impact of GST on imports among different type of business of stakeholders**

Impact of GST on imports	Type of Business			T Statistics
	Manufacturing	Services	Trade	
With implementation of GST will boost imports	4.1196	3.9774	4.1481	2.401*
All prices will be standard with implementation of GST in import	4.2356	3.9030	4.4488	2.537*
After GST Imports will have adverse impact	4.0000	3.9323	4.2823	5.476*
The implementation of GST will be impacted on GDP in major way	4.1955	3.9579	4.3778	2.648*
State imports will increase more rapidly than national imports	4.0648	3.9474	4.0957	0.811

**Source: Primary data**

\*-Significant at five per cent level

It is understood from the above Table that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to manufacturing business as their mean scores are 4.2356 and 4.1955 respectively. It is further understood that with implementation of GST will boost imports and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to services as their mean scores are 3.9774 and 3.9579 respectively. Table further highlights that all prices will be

standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to trade as their mean scores are 4.4488 and 4.3778 respectively. Regarding the impact of GST on imports among different type of business of stakeholders, with implementation of GST will boost imports, all prices will be standard with implementation of GST in import, after GST Imports will have adverse impact and the implementation of GST will be impacted on GDP in major way are statistically significant at 5 per cent level.

### **Impact of GST on imports and Size of business of Stakeholders**

An attempt has been made to find out the significant difference in impact of GST on imports among different size of business of stakeholders in Chennai Region, 't' test is used with the null hypothesis as, **“There is no significant difference in impact of GST on imports among different size of business of stakeholders in Chennai Region”**. The result of 't' test is presented in Table 3.

**Table 3**  
**Impact of GST on imports among different size of business of stakeholders**

Impact of GST on imports	Size of Business				F Statistics
	Cottage	Small Scale	Medium Scale	Large Scale	
With implementation of GST will boost imports	3.8000	4.0495	4.1786	4.1103	2.630*
All prices will be standard with implementation of GST in import	3.9089	4.2413	4.2900	4.5000	2.809*
After GST Imports will have adverse impact	3.9333	4.1065	4.1485	4.1907	0.574
The implementation of GST will be impacted on GDP in major way	4.1333	4.1683	4.1949	4.2321	0.150
State imports will increase more rapidly than national imports	3.6323	4.0418	4.0536	4.1683	1.953

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that the implementation of GST will be impacted on GDP in major way and after GST Imports will have adverse impact are the important impact of GST on imports among the stakeholders who belong to cottage as their mean scores are 4.1333 and 3.9333 respectively. It is further understood that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to small scale as their mean scores are 4.2413 and

4.1683 respectively. Table further highlights that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to medium scale as their mean scores are 4.2900 and 4.1949 respectively. Table further reveals that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the stakeholders who belong to large scale as their mean scores are 4.5000 and 4.2321 respectively. Regarding the impact of GST on imports among different size of business of stakeholders, with implementation of GST will boost imports and all prices will be standard with implementation of GST in import are statistically significant at 5 per cent level.

#### **Impact of GST on exports and Type of entity of Stakeholders**

An attempt has been made to find out the significant difference in impact of GST on exports among different type of entity of stakeholders in Chennai Region, 't' test is used with the null hypothesis as, **“There is no significant difference in impact of GST on exports among different type of entity of stakeholders in Chennai Region”**. The result of 't' test is presented in Table 4.

**Table 4**  
**Impact of GST on exports among different type of entity of stakeholders**

Impact of GST on exports	Type of Entity				F Statistics
	Sole proprietorship	Partnership	Private Limited Company	Public Limited Company	
With implementation of GST will boost exports	4.0000	4.0488	4.0575	4.1045	1.255
Implementation of GST has simplified export procedures	4.0333	4.1313	4.1463	4.2015	1.161
GST has created new exporters in the market	3.9244	4.0899	4.1919	4.3519	2.804*
GST leads to establishments of more SEZs	4.2073	4.2296	4.2424	4.2537	1.075
GST enables for a reasonable growth of GDP	4.0854	4.0998	4.2828	4.1269	1.077
Automatic tax refund by filing shipping bill at the time of export	3.7073	4.0101	4.1222	3.9403	2.417*

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are the important impact of GST on exports among the stakeholders who belong to sole proprietorship as their mean scores are 4.2073 and 4.0854 respectively. It is further understood that GST leads to establishments of more SEZs and implementation of GST has simplified export procedures are the important impact of GST on exports among the stakeholders who belong to partnership as their mean scores are 4.2296 and 4.1313 respectively. Table further highlights that GST enables for a reasonable growth of GDP and GST leads to establishments of more SEZs are the important impact of GST on exports among the stakeholders who belong to private limited company as their mean scores are 4.2828 and 4.2424 respectively. Table further reveals that GST has created new exporters in the market and GST leads to establishments of more SEZs are the important impact of GST on exports among the stakeholders who belong to public limited company as their mean scores are 4.3519 and 4.2537 respectively. Regarding the impact of GST on exports among different type of entity of stakeholders, GST has created new exporters in the market and automatic tax refund by filing shipping bill at the time of export are statistically significant at 5 per cent level.

#### **Impact of GST on exports and Type of business of Stakeholders**

An attempt has been made to find out the significant difference in impact of GST on exports among different type of business of stakeholders in Chennai Region, 't' test is used with the null hypothesis as, **"There is no significant difference in impact of GST on exports among different type of business of stakeholders in Chennai Region"**. The result of 't' test is presented in Table 5.

**Table 5**  
**Impact of GST on exports among different type of business of stakeholders**

Impact of GST on exports	Type of Business			T Statistics
	Manufacturing	Services	Trade	
With implementation of GST will boost exports	4.2407	3.9713	4.0226	2.803*
Implementation of GST has simplified export procedures	4.3148	4.0514	4.1805	2.856*
GST has created new exporters in the market	4.2955	4.0670	4.1759	0.943
GST leads to establishments of more SEZs	4.2963	4.1654	4.2488	1.032
GST enables for a reasonable growth of GDP	4.1005	4.1296	4.2180	0.700
Automatic tax refund by filing	4.0301	3.8611	3.9187	0.669



shipping bill at the time of export				
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**Source: Primary data**

\*-Significant at five per cent level

Table 5 highlights that implementation of GST has simplified export procedures and GST leads to establishments of more SEZs are the important impact of GST on exports among the stakeholders who belong to manufacturing business as their mean scores are 4.3148 and 4.2963 respectively. Table further exhibits that GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are the important impact of GST on exports among the stakeholders who belong to services as their mean scores are 4.1654 and 4.1296 respectively. Table further highlights that GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are the important impact of GST on exports among the stakeholders who belong to trade as their mean scores are 4.2488 and 4.2180 respectively. Regarding the impact of GST on exports among different type of business of stakeholders, with implementation of GST will boost exports and implementation of GST has simplified export procedures are statistically significant at 5 per cent level.

**Impact of GST on exports and Size of business of Stakeholders**

An attempt has been made to find out the significant difference in impact of GST on exports among different size of business of stakeholders in Chennai Region, ‘t’ test is used with the null hypothesis as, **“There is no significant difference in impact of GST on exports among different size of business of stakeholders in Chennai Region”**. The result of ‘t’ test is presented in Table 6.

**Table 6**  
**Impact of GST on exports among different size of business of stakeholders**

Impact of GST on exports	Size of Business				F Statistics
	Cottage	Small Scale	Medium Scale	Large Scale	
With implementation of GST will boost exports	3.7333	4.0179	4.0792	4.1521	5.396*
Implementation of GST has simplified export procedures	4.0667	4.1386	4.1429	4.1949	0.145
GST has created new exporters in the market	3.5333	4.1287	4.1311	4.2433	7.935*
GST leads to establishments of more SEZs	3.9000	4.1782	4.2321	4.2966	3.001*
GST enables for a reasonable growth of GDP	3.8333	4.0990	4.1071	4.2015	1.657
Automatic tax refund by filing shipping bill at the time of export	3.6000	3.8571	3.9582	4.1188	3.956*

**Source: Primary data**

\*-Significant at five per cent level

It is understood from the Table 6 that implementation of GST has simplified export procedures and GST leads to establishments of more SEZs are the important impact of GST on exports among the stakeholders who belong to cottage as their mean scores are 4.0667 and 3.9000 respectively. It is further understood that GST leads to establishments of more SEZs and implementation of GST has simplified export procedures are the important impact of GST on exports among the stakeholders who belong to small scale as their mean scores are 4.1782 and 4.1386 respectively. Table further highlights that GST leads to establishments of more SEZs and implementation of GST has simplified export procedures are the important impact of GST on exports among the stakeholders who belong to medium scale as their mean scores are 4.2321 and 4.1429 respectively. Table further reveals that GST leads to establishments of more SEZs and GST has created new exporters in the market are the important impact of GST on exports among the stakeholders who belong to large scale as their mean scores are 4.2966 and 4.2433 respectively. Regarding the impact of GST on exports among different size of business of stakeholders, with implementation of GST will boost exports, GST has created new exporters in the market, GST leads to establishments of more SEZs and automatic tax refund by filing shipping bill at the time of export are statistically significant at 5 per cent level.

### **Challenges in claiming input tax credit under GST among stakeholders**

In order to find out the significant difference in challenges in claiming input tax credit under GST among different stakeholders, 'ANOVA' test is used with the null hypothesis as, "**There is no significant difference in challenges in claiming input tax credit under GST among different stakeholders in Chennai Region**". The result of 'ANOVA' test for challenges in claiming input tax credit under GST among different stakeholders is presented in Table 7.

**Table 7**  
**Challenges in claiming input tax credit under GST among stakeholders**

Challenges in claiming input tax credit under GST	Type of Stakeholders					F Statistics
	Consumers	General Public	Business owners	Professionals	e-commerce operators	
Technical difficulties while filing returns	3.9063	3.9412	4.0169	4.0619	4.1301	1.033
While the vendor has not paid tax and the assessee is not able to take credit	3.9092	3.9688	4.0696	4.0980	4.1382	1.025
Absence of mechanism of	4.0804	4.0081	4.0309	4.2213	4.2344	1.255

verification of ineligible credits						
Frequent matching	3.9837	4.0897	4.0957	4.1975	4.3929	2.588*
Vendor communication	3.9244	4.0013	4.2062	4.1951	4.3745	2.530*
Non availing of Input tax credit on GST paid for employees cabs	3.7783	4.1382	4.1573	4.1953	4.4344	2.732*

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that absence of mechanism of verification of ineligible credits and frequent matching are the important challenges in claiming input tax credit under GST among the consumers as their mean scores are 4.0804 and 3.9837 respectively. It is further understood that non availing of Input tax credit on GST paid for employees cabs and frequent matching are the important challenges in claiming input tax credit under GST among the general public as their mean scores are 4.1382 and 4.0897 respectively. Table further shows that vendor communication and non availing of Input tax credit on GST paid for employees cabs are the important challenges in claiming input tax credit under GST among the business owners as their mean scores are 4.2062 and 4.1573 respectively. Table further reveals that absence of mechanism of verification of ineligible credits and frequent matching are the important challenges in claiming input tax credit under GST among the professionals as their mean scores are 4.2213 and 4.1975 respectively. Table further highlights that non availing of Input tax credit on GST paid for employees cabs and frequent matching are the important challenges in claiming input tax credit under GST among the e-commerce operators as their mean scores are 4.4344 and 4.3929 respectively. Regarding the challenges in claiming input tax credit under GST, frequent matching, vendor communication and non availing of Input tax credit on GST paid for employees cabs are statistically significant at 5 per cent level.

**Age Group of Stakeholders and Opinion about GST and its benefits**

The following null hypothesis was framed for finding out the significant difference among age group of stakeholders with respect to the opinion about GST and its benefits.

**Null Hypothesis:** There is no significant difference among Age Group of stakeholders with respect to opinion about GST and its benefits

The following table shows the result of 'ANOVA' test for significant difference among age group of stakeholders with respect to the opinion about GST and its benefits.

Table 8

ANOVA for significant difference among Age group with respect to opinion about  
GST and its benefits

Opinion about GST and its benefits	Age group in years						F value	P value
	Below 20	20-30	31-40	41-50	51-60	Above 60		
Opinion on GST rates slabs	20.15 (2.18)	20.03 (2.63)	20.37 (2.22)	20.69 (2.51)	20.26 (2.49)	19.40 (2.07)	0.875	0.498
Opinion on GST returns filing	20.45 <sup>b</sup> (2.17)	20.31 <sup>b</sup> (2.25)	19.90 <sup>a</sup> (2.57)	20.50 <sup>b</sup> (2.37)	19.91 <sup>a</sup> (2.06)	19.54 <sup>a</sup> (2.34)	2.680	< 0.038*
Opinion on GST Audit	20.30 <sup>c</sup> (2.15)	20.09 <sup>b</sup> (2.12)	19.73 <sup>a</sup> (2.25)	20.56 <sup>b</sup> (2.57)	20.08 <sup>b</sup> (1.70)	19.31 <sup>a</sup> (2.45)	2.731	< 0.032*
Opinion on Benefits of GST among business operators	27.23 (2.79)	26.43 (3.15)	26.59 (2.78)	27.29 (3.00)	26.74 (3.11)	27.02 (2.33)	1.367	0.235
Opinion on Benefits in implementation of GST to Government	19.58 <sup>b</sup> (2.39)	18.78 <sup>a</sup> (2.71)	19.31 <sup>b</sup> (2.57)	18.87 <sup>a</sup> (2.59)	19.09 <sup>b</sup> (2.41)	19.71 <sup>b</sup> (1.60)	2.639	< 0.041*
Overall Opinion about GST and its benefits	107.72 (8.27)	105.65 (8.56)	106.03 (8.87)	107.92 (9.35)	106.08 (8.47)	105.49 (7.50)	1.185	0.316

Note : 1. The value within bracket refers to SD

2. \* denotes significant at 5% level.

3. Different alphabet among Age group of stakeholders denotes significant at 5% level using Duncan Multiple Range Test (DMRT)

Since P value is less than 0.05, null hypothesis is rejected at 5% level with regard to opinion about GST and its benefits namely opinion on GST returns filing, opinion on GST Audit and opinion on benefits in implementation of GST to Government. Hence there is significance difference among Age group of stakeholders with regard to opinion

about GST and its benefits namely opinion on GST returns filing, opinion on GST Audit and opinion on benefits in implementation of GST to Government. Based on Duncan Multiple Range Test (DMRT), age group of Above 60 years is significantly differed with age groups of below 20 years, 20-30 years, 31-40 years, 41-50 years and 51-60 years on opinion on GST returns filing and opinion on GST Audit at 5% level.

Based on Duncan Multiple Range Test (DMRT), age group of 20-30 years is significantly differed with age groups of below 20 years, 31-40 years, 41-50 years, 51-60 years and above 60 years on opinion on opinion on benefits in implementation of GST to Government at 5% level.

There is no significance difference among Age groups of stakeholders with regard to opinion on GST rates slabs, opinion on Benefits of GST among business operators and overall opinion about GST and its benefits, since P value is greater than 0.05. Hence the null hypothesis accepted with regard to opinion on GST rates slabs, opinion on Benefits of GST among business operators and overall opinion about GST and its benefits.

**Gender Group of Stakeholders and Opinion about GST and its benefits**

An attempt has been made to find out whether there is a significant difference among male and female stakeholders with reference to the opinion about GST and its benefits.

The following null hypothesis was framed for finding out the significant difference among male and female stakeholders with respect to the opinion about GST and its benefits.

**Null Hypothesis:** There is no significant difference between the male and the female Stakeholders with respect to opinion about GST and its benefits

The following table shows the result of ‘t’ test for significant difference among male and female stakeholders with respect to the opinion about GST and its benefits.

**Table 9**

**t test for significant difference between the male and the female stakeholders with respect to opinion about GST and its benefits**

Opinion about GST and its benefits	Gender				t value	P value
	Male		Female			
	Mean	SD	Mean	SD		
Opinion on GST rates slabs	19.99	2.36	20.43	2.34	2.058	0.039
Opinion on GST returns filing	19.82	2.38	20.54	2.21	3.285	0.001

Opinion on GST Audit	19.86	2.21	20.29	2.26	2.026	0.043
Opinion on Benefits of GST among business operators	26.63	3.02	27.02	2.83	1.389	0.165
Opinion on Benefits in implementation of GST to Government	19.15	2.36	19.27	2.61	0.508	0.612
Overall Opinion about GST and its benefits	105.46	8.67	107.55	8.33	2.595	0.010

Note: 1. \* denotes significant at 5% level

Since P value is less than 0.05, null hypothesis is rejected at 5% level with regard to opinion about GST and its benefits namely opinion on GST rates slabs, opinion on GST returns filing, opinion on GST Audit and overall opinion about GST and its benefits. Hence there is a significance difference between the male and the female stakeholders with regard to opinion about GST and its benefits namely opinion on GST rates slabs, opinion on GST returns filing, opinion on GST Audit and overall opinion about GST and its benefits. Based on mean score, the female stakeholders have good opinion on GST rates slabs, opinion on GST returns filing, opinion on GST Audit and overall opinion about GST and its benefits than male stakeholders.

There is no significance difference between the male and the female stakeholders with regard to opinion on benefits of GST among business operators and opinion on benefits in implementation of GST to Government, since P value is greater than 0.05. Hence the null hypothesis is accepted with regard to opinion on benefits of GST among business operators and opinion on benefits in implementation of GST to Government.

Thus, it proves that the two different gender groups of male and female stakeholders are having same opinion on benefits of GST among business operators and opinion on benefits in implementation of GST to Government.

#### **Marital Status of Stakeholders and Opinion about GST and its benefits**

An attempt has been made to find out whether there is a significant difference among married and unmarried stakeholders with reference to the opinion about GST and its benefits.

The following null hypothesis was framed for finding out the significant difference among married and unmarried stakeholders with respect to the opinion about GST and its benefits.

**Null Hypothesis:** There is no significant difference between the married and the unmarried Stakeholders with respect to opinion about GST and its benefits

The following table shows the result of 't' test for significant difference among married and unmarried stakeholders with respect to the opinion about GST and its benefits.

**Table 10**  
**t test for significant difference between the married and the unmarried stakeholders with respect to opinion about GST and its benefits**

Opinion about GST and its benefits	Marital Status				t value	P value
	Married		Unmarried			
	Mean	SD	Mean	SD		
Opinion on GST rates slabs	19.58	2.15	20.68	2.42	2.531	0.029
Opinion on GST returns filing	19.74	2.39	20.51	2.29	2.366	0.033
Opinion on GST Audit	19.95	2.42	20.11	2.19	0.644	0.520
Opinion on Benefits of GST among business operators	25.52	2.92	27.91	2.98	3.217	0.001
Opinion on Benefits in implementation of GST to Government	18.50	2.64	19.86	2.44	2.825	0.015
Overall opinion about GST and its benefits	103.65	8.91	108.76	8.44	4.168	0.000

Note: 1. \* denotes significant at 5% level

Since P value is less than 0.05, null hypothesis is rejected at 5% level with regard to opinion about GST and its benefits namely opinion on GST rates slabs, opinion on GST returns filing, opinion on benefits of GST among business operators, opinion on benefits in implementation of GST to Government and overall opinion about GST and its benefits. Hence there is a significance difference between the married and the unmarried stakeholders with regard to opinion about GST and its benefits namely opinion on GST rates slabs, opinion on GST returns filing, opinion on benefits of GST among business operators, opinion on benefits in implementation of GST to Government and overall opinion about GST and its benefits. Based on mean score, the unmarried stakeholders have good opinion on GST rates slabs, opinion on GST returns filing, opinion on benefits

of GST among business operators, opinion on benefits in implementation of GST to Government and overall opinion about GST and its benefits than married stakeholders.

There is no significance difference between the married and the unmarried stakeholders with regard to opinion on GST Audit, since P value is greater than 0.05. Hence the null hypothesis is accepted with regard to opinion on GST Audit.

Thus, it proves that married and unmarried stakeholders are having same opinion on GST Audit.

### **Educational Qualification of Stakeholders and Opinion about GST and its benefits**

The following null hypothesis was framed for finding out the significant difference among educational qualification of stakeholders with respect to the opinion about GST and its benefits.

**Null Hypothesis:** There is no significant difference among Educational Qualification of stakeholders with respect to opinion about GST and its benefits

The following table shows the result of ‘ANOVA’ test for significant difference among educational qualification of stakeholders with respect to the opinion about GST and its benefits.

**Table 11**

#### **ANOVA for significant difference among Educational Qualification with respect to opinion about GST and its benefits**

Opinion about GST and its benefits	Educational Qualification						F value	P value
	Upto SSLC	HSC	UG	PG	Profess ional	Others		
Opinion on GST rates slabs	19.90 (2.47)	20.00 (2.30)	20.05 (2.45)	20.21 (2.27)	20.49 (2.48)	20.53 (1.50)	0.612	0.691
Opinion on GST returns filing	19.61 (2.48)	19.64 (2.15)	20.20 (2.36)	20.29 (2.39)	20.32 (2.20)	20.13 (2.97)	0.924	0.465
Opinion on GST Audit	19.69 (1.99)	19.76 (2.43)	19.80 (2.54)	20.15 (2.46)	20.00 (2.42)	20.25 (1.99)	0.719	0.610
Opinion on Benefits of GST among business operators	26.13 (3.85)	26.19 (3.04)	26.69 (2.80)	26.80 (3.11)	27.04 (2.73)	27.11 (2.80)	0.984	0.427



Opinion on Benefits in implementation of GST to Government	18.30 <sup>a</sup> (2.74)	18.52 <sup>a</sup> (2.69)	19.10 <sup>b</sup> (2.61)	19.26 <sup>b</sup> (2.34)	19.29 <sup>b</sup> (2.51)	19.73 <sup>c</sup> (2.05)	2.464	< 0.032*
Overall Opinion about GST and its benefits	103.64 (8.11)	104.96 (9.11)	105.86 (9.25)	106.69 (8.77)	106.82 (8.67)	107.19 (8.26)	1.377	0.232

Note : 1. The value within bracket refers to SD

2. \* denotes significant at 5% level.
3. Different alphabet among Educational Qualification of stakeholders denotes significant at 5% level using Duncan Multiple Range Test (DMRT)

Since P value is less than 0.05, null hypothesis is rejected at 5% level with regard to opinion about GST and its benefits namely opinion on benefits in implementation of GST to Government. Hence there is significance difference among Educational qualification of stakeholders with regard to opinion about GST and its benefits namely opinion on benefits in implementation of GST to Government. Based on Duncan Multiple Range Test (DMRT), upto SSLC qualification of stakeholders is significantly differed with other educational qualification of stakeholders namely HSC, UG, PG, professional and others on opinion on benefits in implementation of GST to Government at 5% level.

There is no significance difference among Educational qualification of stakeholders with regard to opinion on GST rates slabs, opinion on GST returns filing, opinion on GST Audit, opinion on benefits of GST among business operators and overall opinion about GST and its benefits, since P value is greater than 0.05. Hence the null hypothesis accepted with regard to opinion on GST rates slabs, opinion on GST returns filing, opinion on GST Audit, opinion on benefits of GST among business operators and overall opinion about GST and its benefits.

#### **Type of Entity of Stakeholders and Opinion about GST and its benefits**

The following null hypothesis was framed for finding out the significant difference among type of entity of stakeholders with respect to the opinion about GST and its benefits.

**Null Hypothesis:** There is no significant difference among type of entity of stakeholders with respect to opinion about GST and its benefits

The following table shows the result of ‘ANOVA’ test for significant difference among type of entity of stakeholders with respect to the opinion about GST and its benefits.

**Table 12**  
**ANOVA for significant difference among Type of Entity with respect to opinion about GST and its benefits**

Opinion about GST and its benefits	Type of Entity				F value	P value
	Sole proprietors hip	Partners hip	Private Limited Company	Public Limited Company		
Opinion on GST rates slabs	20.11 <sup>b</sup> (2.41)	20.05 <sup>b</sup> (2.08)	19.89 <sup>a</sup> (2.55)	20.62 <sup>c</sup> (2.36)	2.631	< 0.042**
Opinion on GST returns filing	20.24 (2.09)	20.30 (1.94)	19.74 (2.74)	20.28 (2.54)	1.172	0.320
Opinion on GST Audit	19.99 (2.24)	20.05 (1.87)	19.79 (2.61)	20.37 (2.26)	1.404	0.241
Opinion on Benefits of GST among business operators	26.62 (2.65)	27.17 (2.98)	26.66 (2.85)	26.88 (3.20)	0.796	0.497
Opinion on Benefits in implementation of GST to Government	19.21 (2.36)	19.23 (2.69)	19.54 (2.14)	18.99 (2.65)	0.838	0.473
Overall Opinion about GST and its benefits	106.17 (8.66)	106.81 (7.92)	105.59 (8.73)	107.15 (8.82)	0.674	0.568

Note : 1. The value within bracket refers to SD

2. \* denotes significant at 5% level.
3. Different alphabet among Type of Entity of stakeholders denotes significant at 5% level using Duncan Multiple Range Test (DMRT)

Since P value is less than 0.05, null hypothesis is rejected at 5% level with regard to opinion about GST and its benefits namely opinion on GST rates slabs. Hence there is

significance difference among type of entity of stakeholders with regard to opinion about GST and its benefits namely opinion on GST rates slabs. Based on Duncan Multiple Range Test (DMRT), private limited company is significantly differed with sole proprietorship, partnership and public limited company on opinion on GST rates slabs at 5% level.

There is no significance difference among type of entity of stakeholders with regard to opinion on GST returns filing, opinion on GST Audit, opinion on benefits of GST among business operators, opinion on benefits in implementation of GST to Government and overall opinion about GST and its benefits, since P value is greater than 0.05. Hence the null hypothesis is accepted with regard to opinion on GST returns filing, opinion on GST Audit, opinion on benefits of GST among business operators, opinion on benefits in implementation of GST to Government and overall opinion about GST and its benefits.

**CORRELATION ANALYSIS ON OPINION ABOUT GST AND ITS BENEFITS**

**Table 13**

**Pearson Correlation Coefficient between Opinion about GST and its benefits**

Opinion about GST and its benefits	Opinion on GST rates slabs	Opinion on GST returns filing	Opinion on GST Audit	Opinion on Benefits of GST among business operators	Opinion on Benefits in implementation of GST to Government
Opinion on GST rates slabs	1.000	0.529**	0.490**	0.221**	0.210**
Opinion on GST returns filing	-	1.000	0.489**	0.241**	0.210**
Opinion on GST Audit	-	-	1.000	0.322**	0.255**
Opinion on Benefits of GST among business operators	-	-	-	1.000	0.540**
Opinion on Benefits in implementation of	-	-	-	-	1.000

GST to Government					
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Note: \*\* Denotes significance at 1% level

The correlation coefficient between opinion on GST rates slabs and opinion on GST returns filing is 0.529, which indicates 52.9 percentage positive relationships between opinion on GST rates slabs and opinion on GST returns filing and it is significant at 1% level. The correlation coefficient between opinion on GST rates slabs and opinion on GST Audit is 0.490, which indicates 49.0 percentage positive relationships between opinion on GST rates slabs and opinion on GST Audit and it is significant at 1% level. The correlation coefficient between opinion on GST rates slabs and opinion on benefits of GST among business operators is 0.221, which indicates 22.1 percentage positive relationships between opinion on GST rates slabs and opinion on benefits of GST among business operators and it is significant at 1% level. The correlation coefficient between opinion on GST rates slabs and opinion on Benefits in implementation of GST to Government is 0.210, which indicates 21.0 percentage positive relationships between opinion on GST rates slabs and opinion on Benefits in implementation of GST to Government and it is significant at 1% level and similarly the other factors are positively correlated with each other.

**BENEFITS IN IMPLEMENTATION OF GST AMONG DIFFERENT DEMOGRAPHIC PROFILE OF CONSUMERS**

**Benefits in implementation of GST and Age Group of Consumers**

In order to find out the significant difference in benefits in implementation of GST among different age group of consumers in Chennai Region, ‘ANOVA’ test is used with the null hypothesis as, “**There is no significant difference in benefits in implementation of GST among different age group of consumers in Chennai Region**”. The result of ‘ANOVA’ test is presented in Table 14.

**Table 14**

**Benefits in implementation of GST among different age group of consumers**

Benefits in implementation of GST	Age Group (in years) (Mean Score)						F Statistics
	Below 20	20-30	31-40	41-50	51-60	Above 60	

Reduced price on essential goods	3.7451	3.6522	3.9143	3.9669	4.0105	3.8182	1.360
Same price across the country	4.0286	3.8017	3.9899	3.6545	3.8696	3.8431	2.671*
Transparency	4.0571	3.9752	3.9368	3.7818	4.1304	3.9608	2.615*
Eradicates tax cascading effect	3.9333	3.9174	3.9789	3.9273	3.6522	3.8235	1.143
Tax awareness	3.8571	3.9256	3.7474	3.8543	4.0435	3.8824	1.093

**Source: Primary data**

\*-Significant at five per cent level

Table 14 highlights that transparency and same price across the country are the important benefits in implementation of GST among the consumers who are in the age group of below 20 years as their mean scores are 4.0571 and 4.0286 respectively. It is further understood that transparency and tax awareness are the important benefits in implementation of GST among the consumers who are in the age group of 20 to 30 years as their mean scores are 3.9752 and 3.9256 respectively. Table further shows that same price across the country and eradicates tax cascading effect are the important benefits in implementation of GST among the consumers who are in the age group of 31 to 40 years as their mean scores are 3.9899 and 3.9789 respectively. Table further reveals that reduced price on essential goods and eradicates tax cascading effect are the important benefits in implementation of GST among the consumers who are in the age group of 41 to 50 years as their mean scores are 3.9669 and 3.9273 respectively. Table further highlights that transparency and reduced price on essential goods are the important benefits in implementation of GST among the consumers who are in the age group between 51 and 60 years as their mean scores are 4.1304 and 4.0105 respectively. Table further indicates that transparency and tax awareness are the important benefits in implementation of GST among the consumers who are in the age group of above 60 years as their mean scores are 3.9608 and 3.8824 respectively. Regarding the benefits in implementation of GST among different age group of consumers, same price across the country and transparency are statistically significant at 5 per cent level.

### **Benefits in implementation of GST and Gender group of Consumers**

In order to find out the significant difference in benefits in implementation of GST among different gender group of consumers in Chennai Region, 't' test is used with the

null hypothesis as, **“There is no significant difference in benefits in implementation of GST among different gender group of consumers in Chennai Region”**. The result of ‘t’ test is presented in Table 15.

**Table 15**

**Benefits in implementation of GST among different gender group of consumers**

Benefits in implementation of GST	Gender group		T
	Male	Female	Statistics
Reduced price on essential goods	3.9462	3.8634	1.052
Same price across the country	3.9855	3.7789	2.285*
Transparency	4.1471	3.7910	2.617*
Eradicates tax cascading effect	4.0722	3.8507	1.156
Tax awareness	3.9458	3.7834	1.500

**Source: Primary data**

\*-Significant at five per cent level

Table 15 reveals that transparency and eradicates tax cascading effect are the important benefits in implementation of GST among the male consumers as their mean scores are 4.1471 and 4.0722 respectively. Table further indicates that reduced price on essential goods and eradicates tax cascading effect are the important benefits in implementation of GST among the female consumers as their mean scores are 3.8634 and 3.8507 respectively. Regarding the benefits in implementation of GST among different gender group of consumers, same price across the country and transparency are statistically significant at 5 per cent level.

**Benefits in implementation of GST and Marital Status of Consumers**

An attempt has been made to find out the significant difference in benefits in implementation of GST among different marital status of consumers in Chennai Region, ‘t’ test is used with the null hypothesis as, **“There is no significant difference in benefits in implementation of GST among different marital status of consumers in Chennai Region”**. The result of ‘t’ test is presented in Table 16.

Table 16

**Benefits in implementation of GST among different marital status of consumers**

Benefits in implementation of GST	Marital Status		T Statistics
	Married	Unmarried	
Reduced price on essential goods	3.9592	3.7290	2.505*
Same price across the country	3.7944	3.9096	1.272
Transparency	3.8346	4.0796	2.538*
Eradicates tax cascading effect	3.8505	3.9300	0.909
Tax awareness	3.7477	3.9009	1.741

**Source: Primary data**

\*-Significant at five per cent level

Table 16 shows that reduced price on essential goods and eradicates tax cascading effect are the important benefits in implementation of GST among the married consumers as their mean scores are 3.9592 and 3.8505 respectively. It is further understood that transparency and eradicates tax cascading effect are the important benefits in implementation of GST among the unmarried consumers as their mean scores are 4.0796 and 3.9300 respectively. Regarding the benefits in implementation of GST among different marital status of consumers, reduced price on essential goods and transparency are statistically significant at 5 per cent level.

**Benefits in implementation of GST and Educational Qualification of Consumers**

An attempt has been made to find out the significant difference in benefits in implementation of GST among different educational qualification of consumers in Chennai Region, 'ANOVA' test is used with the null hypothesis as, **"There is no significant difference in benefits in implementation of GST among different educational qualification of consumers in Chennai Region"**. The result of 'ANOVA' test is presented in Table 17.

Table 17

**Benefits in implementation of GST among different educational qualification of consumers**

Benefits in implementation of GST	Educational Qualification (Mean Score)						F Statistics
	Upto SSLC	HSC	UG	PG	Professional	Others	
Reduced price on essential goods	3.7600	3.8800	3.9048	3.9412	3.9036	4.0787	1.317
Same price across the country	3.8000	3.8431	3.8571	3.8855	3.9280	3.9600	1.171
Transparency	3.6000	3.9818	3.9724	3.9902	4.0500	4.1333	2.617*
Eradicates tax cascading effect	3.8333	3.8600	3.9277	3.9118	4.0400	4.0667	2.515*
Tax awareness	3.7200	3.7600	3.8627	3.8810	3.9337	4.0000	1.049

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that eradicates tax cascading effect and same price across the country are the important benefits in implementation of GST among the consumers who are up to SSLC qualification as their mean scores are 3.8333 and 3.8000 respectively. It is further understood that transparency and reduced price on essential goods are the important benefits in implementation of GST among the consumers who are HSC qualification as their mean scores are 3.9818 and 3.8800 respectively. Table further shows that transparency and eradicates tax cascading effect are the important benefits in implementation of GST among the consumers who are UG qualification as their mean scores are 3.9724 and 3.9277 respectively. Table further reveals that transparency and reduced price on essential goods are the important benefits in implementation of GST among the consumers who are PG qualification as their mean scores are 3.9902 and 3.9412 respectively. Table further highlights that transparency and eradicates tax cascading effect are the important benefits in implementation of GST among the consumers who are professional qualification as their mean scores are 4.0500 and 4.0400 respectively. Table further indicates that transparency and reduced price on essential goods are the important benefits in implementation of GST among the consumers who are other educational qualification as their mean scores are 4.1333 and 4.0787 respectively.



Regarding the benefits in implementation of GST among different educational qualification of consumers, transparency and eradicates tax cascading effect are statistically significant at 5 per cent level.

### Impact of GST on Imports among stakeholders

An attempt has been made to find out the significant difference in impact of GST on imports among different stakeholders, 'ANOVA' test is used with the null hypothesis as, "There is no significant difference in impact of GST on imports among different stakeholders in Chennai Region". The result of 'ANOVA' test for impact of GST on imports among different stakeholders is presented in Table 18.

**Table 18**

### Impact of GST on Imports among stakeholders

Impact of GST on Imports	Type of Stakeholders					F Statistics
	Consumers	General Public	Business owners	Professionals	e-commerce operators	
With implementation of GST will boost imports	3.9919	4.0619	4.0938	4.1373	4.1739	1.169
All prices will be standard with implementation of GST in import	4.0463	4.1875	4.2261	4.3217	4.4505	2.631*
After GST Imports will have adverse impact	4.0196	4.0435	4.0976	4.0781	4.2784	1.320
The implementation of GST will be impacted on GDP in major way	4.0894	4.1565	4.1961	4.2268	4.2969	1.042
State imports will increase more rapidly than national imports	3.7438	3.9412	4.0087	4.1382	4.4546	3.516*

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that the implementation of GST will be impacted on GDP in major way and all prices will be standard with implementation of GST in import are the important impact of GST on imports among the consumers as their

mean scores are 4.0894 and 4.0463 respectively. It is further understood that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the general public as their mean scores are 4.1875 and 4.1565 respectively. Table further shows that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the business owners as their mean scores are 4.2261 and 4.1961 respectively. Table further reveals that all prices will be standard with implementation of GST in import and the implementation of GST will be impacted on GDP in major way are the important impact of GST on imports among the professionals as their mean scores are 4.3217 and 4.2268 respectively. Table further highlights that state imports will increase more rapidly than national imports and all prices will be standard with implementation of GST in import are the important impact of GST on imports among the e-commerce operators as their mean scores are 4.4546 and 4.4505 respectively. Regarding the impact of GST on imports, all prices will be standard with implementation of GST in import and state imports will increase more rapidly than national imports are statistically significant at 5 per cent level.

#### **Impact of GST on exports among stakeholders**

An attempt has been made to find out the significant difference in impact of GST on exports among different stakeholders, 'ANOVA' test is used with the null hypothesis as, **"There is no significant difference in impact of GST on exports among different stakeholders in Chennai Region"**. The result of 'ANOVA' test for impact of GST on exports among different stakeholders is presented in Table 19.

**Table 19**  
**Impact of GST on Exports among stakeholders**

Impact of GST on Exports	Type of Stakeholders					F Statistics
	Consumers	General Public	Business owners	Professionals	e-commerce operators	
With implementation of GST will boost exports	3.7500	4.0783	4.1031	4.1057	4.1373	2.814*
Implementation of GST has simplified export procedures	3.9020	4.0825	4.1719	4.2348	4.2958	1.569
GST has created new exporters in the market	3.9219	4.0285	4.1569	4.1626	4.2435	1.349
GST leads to establishments of more SEZs	4.0000	4.2353	4.2602	4.2870	4.3990	2.565*
GST enables for a reasonable growth of GDP	3.9375	4.0619	4.0870	4.2549	4.3171	2.501*
Automatic tax refund by filing shipping bill at the time of export	3.7629	3.8594	3.9512	3.9806	4.1043	1.200

**Source: Primary data**

\*-Significant at five per cent level

From the above table, it is understood that GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are the important impact of GST on exports among the consumers as their mean scores are 4.0000 and 3.9375 respectively. It is further understood that GST leads to establishments of more SEZs and implementation of GST has simplified export procedures are the important impact of GST on exports among the general public as their mean scores are 4.2353 and 4.0825 respectively. Table further shows that GST leads to establishments of more SEZs and implementation of GST has simplified export procedures are the important impact of GST

on exports among the business owners as their mean scores are 4.2602 and 4.1719 respectively. Table further reveals that GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are the important impact of GST on exports among the professionals as their mean scores are 4.2870 and 4.2549 respectively. Table further highlights that GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are the important impact of GST on exports among the e-commerce operators as their mean scores are 4.3990 and 4.3171 respectively. Regarding the impact of GST on exports, with implementation of GST will boost exports, GST leads to establishments of more SEZs and GST enables for a reasonable growth of GDP are statistically significant at 5 per cent level.

### **SUGGESTIONS**

- ✓ GST must concentrate more on the export factor as India is a developing nation.
- ✓ As Trade is also one of the major components of finance, it should work better toward this to reduce inflation and corruption.
- ✓ Excise duties levied on the individuals should not be a burden to them it should be affordable.
- ✓ The government should make transparent; the provisions of goods and service tax (GST)
- ✓ The tax rates must be clarified at their collection point.
- ✓ Agricultural products must be free of GST and must be subsidized.

### **CONCLUSION**

It is concluded that goods and services tax is considered as the important tax reform for the nation. It seeks to make the country one common economic market. However, the concept of goods and services tax followed in our country is different from the way it is followed abroad. From the above information it is clear that there are several reasons to tell that implementation of GST have many positive impacts on the import and export of goods and services. The GST tax system has reduce the burden of the individuals and made single tax system which helps in better international imports and best domestic exports. Greater transparencies in the tax system have risen due to GST. Solitary rate of goods and service tax have helped the traders in domestic trade because the goods can be sold at any part of the country at a same rate.

Exports under GST is treated as ZERO-RATED supply which will encourage more exports and in future we can expect more of exports. Increase in exports will directly lead to decrease in trade deficit and will have positive impact over nation's GDP.

Implementation of GST have a positive impact on import and exports and the positive impact is going to increase in future which is great for our country.

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