Electronic Tax System and Tax Compliance, Evidence from Nigeria Tax Jurisdiction

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Abstract

The study explores the impact of e-tax on tax submission conduct among taxpayers in Nigeria. To realise the research's aim, three variables were used as proxies for the e-tax system: user friendliness, convenience, and perceived reduced tax submission costs. The study sample of 100 respondents was randomly drawn from SMEs in Bayelsa and Delta States, Nigeria. The basis for inclusion in the sample was the filing of online tax returns. The instruments for data collection were authenticated by specialists and submitted to a Cronbach's alpha test of dependability. An overall reliability coefficient of 0.76 was obtained, which suggests that the instrument was consistent in measuring what it was designed to measure. Descriptive statistics and the multiple regression technique were utilised to predict the influence of the distinct factors on tax submission behaviour. Based on the respective coefficients (UFetax = 0.123, p = 0.025 < 0.05 & Cetax = 0.696 p = 0.000 < 0.05), and F-stat. = 135.0382, p-value of 0.001 less than 0.05), the study concludes that a user-friendly online interface, and convenience of the e-tax structure substantially impact tax compliance among taxpayers. Based on the conclusion reached, the following recommendations are made, among others: The government has to do more to raise people's understanding of taxes, examine the internet-based tax filing system to lower the cost of use, and offer an easy way for people to utilise it.

Keywords: Compliance, Electronic, Tax, Taxpayers, Convenience, Cost

1.1. Introduction

The utilisation of electronic tax systems and tax compliance may be situated within the broader discourse on the function of technology in augmenting the proficiency and efficacy of tax governance. Conventional tax collection techniques, such as those based on paper systems, have been widely recognised as being inefficient, time-consuming, and error-prone. Consequently, many countries have experienced low levels of tax compliance. Governments worldwide are progressively adopting e-tax systems (ETS) to enhance tax supervision and boost tax compliance, as per Oladele, Aribaba, Adeniran, and Babatunde (2020).

E-tax system (ETS) is a technological solution which permits taxpayers to electronically file their tax returns, make tax payments, and receive tax refunds. Akpubi and Igbekoyi (2019) have noted that the topic of collecting government incomes by means of digital platforms in emerging nations has become a prominent issue in policy debates. According to Adegbola,

Tony, Damilola, Henry and Temitope (2021) an e-tax system pertains to a web-based platform that facilitates taxpayers' access to all the services rendered by a monetary authority. The aforementioned services encompass the processes of obtaining a personal identification number, submitting tax returns, and soliciting a compliance certification. One instance of a system of this kind can be observed in the form of an automated billing system. ETS provides various advantages over conventional tax collection techniques, such as enhanced efficiency, reduced costs, and minimised errors in collecting tax. The online tax submission offers taxpayers with a convenient method of filing tax forms and paying taxes online, which is convenient for many people.

Although ETS has potential benefits, its adoption by taxpayers has been slow in certain countries. There are various factors that contribute to this phenomenon, such as insufficient knowledge and education regarding ETS, inadequate technical infrastructure, and limited confidence in the security and privacy of personal data transmitted via ETS (Adegbola, Tony, Damilola, Henry & Temitope, 2021). Furthermore, it is possible that cultural considerations could impact the implementation of electronic tax systems (ETS), such as a predilection for in-person communication with tax authorities or a dearth of confidence in governmental establishments.

Also, there remains a scarcity of research concerning the effect of ETS on tax submission behaviour. While certain studies have indicated that exposure to ETS (environmental tobacco smoke) might result in a rise in tax compliance, other studies have failed to identify any significant impact. Furthermore, there is insufficient understanding relating to the factors that impact the efficient utilisation of ETS by taxpayers. Therefore, further research is required to investigate these matters.

The study on "electronic tax and tax submission" is situated within the broader context of the role of technology in enhancing tax administration and increasing tax compliance. The text emphasises the potential advantages of electronic tax systems (ETS) and the obstacles to their implementation. It also emphasises the necessity for further investigation to get a clearer comprehension of the influence of ETS on tax submission conduct and the factors that affect its adoption and efficient utilisation.

1.2. Statement of the Problem

The implementation of electronic tax systems (ETS) aims to improve tax collection and compliance through increased efficiency, cost savings, and reduced errors. While technology integration in society suggests benefits, the effectiveness of ETS in enhancing tax compliance behavior is still uncertain. Traditional paper-based methods are inefficient and time-consuming, leading to lower adherence. Although ETS offers a more convenient submission process, adoption has been slow in some countries.

Numerous research have been directed to explore the effect of ETS on tax submission behaviour; however, the findings have been inconclusive. Several studies have yielded varying results regarding the impact of ETS on tax submission, with some indicating a favourable association (Ndayisenga & Shukla, 2016; Saptono, et al., 2023) and others indicating no statistically significant impact (Akpubi & Igbekoyi, 2019; Oladele, et al, 2020). Furthermore, there is a scarcity of research concerning the determinants that influence the application and efficient utilisation of online tax systems by taxpayers.

Various nations have widely adopted electronic tax systems (ETS) as a way to improve tax management and encourage tax adherence (Akitoby, 2018). Nonetheless, despite its importance, there is a lack of studies examining the effects of digital tax systems on taxpayers' submission conduct. Furthermore, the determinants that impact the implementation and efficient utilisation of electronic tax systems (ETS) among taxpayers are not yet fully understood. The current body of literature pertaining to the correlation between ETS and tax compliance lacks comprehensive comprehension. Additionally, a comprehensive examination of the variables that impact the implementation and efficient utilisation of electronic tax systems (ETS) by taxpayers has yet to be conducted. Therefore, further research is required to address this gap.

1.3. Purpose of the Study

The central objective of this paper is to ascertain the effect of electronic tax systems on the tax compliance behaviour of taxpayers in Nigeria. However, the specific objectives are to:

1. Ascertain the impact of the user-friendliness of the e-tax system on tax compliance behaviour of SMEs in Nigeria.
2. Examine the impact of the convenience of the e-tax system on tax compliance behaviour of SMEs in Nigeria.

1.4. Research Questions

Therefore, in line with the problem statement for this research, the subsequent questions were raised:

1. What is the impact of the user-friendliness of the e-tax system on tax compliance behaviour of SMEs in Nigeria?
2. What is the impact of the convenience of the e-tax system on tax compliance behaviour of SMEs in Nigeria?

1.5. Hypotheses

In line with the research questions guiding the study, the subsequent hypotheses were tested at the 0.05 level of statistical significance:

Ho_1: The user-friendliness of e-tax systems has no substantial impact on tax compliance behaviour of SMEs in Nigeria.

Ho_2: The convenience of the e-tax system has no substantial impact on tax compliance behaviour of SMEs in Nigeria.

2.0. Literature Review

2.1. Conceptual Review

2.1.1. Electronic Tax System

E-tax systems are electronic platforms that streamline tax compliance and collection, enhancing transparency and efficiency. These internet-based portals allow taxpayers to submit taxes, access tax-related information, apply for compliance certificates, and obtain personal identification numbers. Designed to reduce the tax compliance burden, e-tax systems facilitate

data exchange between taxpayers and authorities, improving tax compliance rates (Akpubi & Igbekoyi, 2019; Adegbola, Tony, Damilola, Henry & Temitope, 2021).

The Nigerian government's electronic tax system includes e-submission, e-payment, e-registration, e-stamp duty, and e-receipt services. Taxpayers can file tax returns online via the Federal Inland Revenue Service platform. E-payment enables online tax payments through channels like NIBSS, Remita, and Interswitch. E-registration registers new taxpayers, while e-stamp duty facilitates stamp tax payments, and e-receipts provide digital payment confirmation.

Electronic tax systems incorporate tools like data analytics and risk assessment models to help tax authorities monitor compliance and detect tax evasion (Chiamaka, Obinna, Friday, & Oraekwuotu, 2021). These systems feature electronic filing, which eliminates paper-based returns, reducing errors and processing time. E-filing ensures faster, more accurate tax return processing, decreasing inaccuracies and fraud. Additionally, online payment facilities, such as ACH transfers and credit card transactions, offer taxpayers a convenient way to meet obligations, helping prevent late payment penalties and interest charges.

E-tax systems include web-based portals that allow taxpayers to access their tax responsibilities, payment records, and related information (Omodero, 2019). These systems enhance transparency and accountability in tax administration, improving taxpayer understanding of obligations. E-tax systems offer benefits like increased efficiency, accuracy, and openness for both taxpayers and tax agencies. As technology advances, e-tax systems are expected to become more sophisticated and integrated with government systems, streamlining the tax compliance process for all stakeholders.

2.1.2. Tax Compliance

Tax compliance pertains to the observance of tax rules and regulations by taxpayers, including the punctual filing of returns, precise disclosure of income, and settlement of tax obligations. It is essential for generating government revenue for public services. Voluntary compliance, as noted by Akpubi and Igbekoyi (2019), involves timely tax payments and reporting. Compliance is influenced by factors like trust in tax authorities and the relationship between taxpayers and tax agencies (Wenzel, 2004). Challenges in achieving compliance, especially in Nigeria, stem from complex regulations and efforts to minimize tax burdens, which can result in incorrect filings and reduced revenue (Night & Bananuka, 2019).

Akpubi and Igbekoyi (2019) argue that strict enforcement and complex frameworks can burden businesses, leading them to seek lower tax liabilities or exemptions. Non-compliance, particularly for self-employed individuals with complex finances, may result in penalties, interest, or legal actions. It is crucial for taxpayers to understand and fulfill their obligations to avoid negative consequences (Oladele, Aribaba, Adeniran, & Babatunde, 2020). Publicity, education, and enforcement can help improve compliance.

2.2. Electronic tax system and tax compliance behaviour

User-friendliness of electronic tax and tax compliance behaviour

A user-friendly electronic tax system may increase the likelihood of tax compliance. Previous research have explored the correlation between e-tax systems and tax adherence, using user satisfaction as a dependent variable (Floropoulos et al., 2010; Saha et al., 2012). These studies focus on taxpayer contentment with e-tax services. According to the OECD (2021), a clear and

user-friendly interface is key. Although these studies offer insights for tax officials, they do not assess e-filing's direct impact on compliance.

Convenience of Electronic tax and tax Compliance behaviour

Online tax submission offers convenience, enhancing ease and efficiency for taxpayers while reducing time and effort (Lee, 2016; OECD, 2021). Studies on Indonesian taxpayers show a positive link between convenience and satisfaction with e-tax systems (Tjondro et al., 2019). Real-time global access is a key feature (OECD, 2021). E-taxes are expected to improve compliance by increasing user convenience. Akram et al. (2019) suggest e-taxes are more convenient than paper-based methods. Although research on convenience and tax compliance is limited, it shows promise in improving taxpayer satisfaction and compliance (Nimer et al., 2022).

2.3. Theoretical Review

The present study is based on the theoretical frameworks of the expediency theory of taxation and the technology acceptance model. The aforementioned theories delineate the objective of taxation and the function of technology in tax management and consequent fiscal generation for a nation's government.

2.3.1. Expediency theory of taxation.

The initial model that serves as one of the foundation for this research is built on the expediency theory of taxation. The theory was advance in 1936 by Buehler. As per Chiamaka, Obinna, Friday, and Oraekwuotu (2021), the theory posits that the practicality of a tax revenue collection system should be the sole criterion for its selection by the government.

The expediency theory of taxation asserts that taxes are essential for government financing but must minimize burdens on taxpayers while generating sufficient revenue. A complicated tax system is less effective, increasing the risk of tax avoidance. Taxes should avoid unnecessary economic disruptions, as they can deter behavior or encourage evasion. The theory emphasizes practical tax systems over theoretical models, focusing on efficient collection. In this context, online tax systems aim to enhance revenue collection by creating a streamlined, technology-driven environment for assessment and collection processes.

The study is associated with the expediency theory as it aims to elucidate the effect of administrative arrangements, like a functional e-tax payment mechanism, on the revenue generation process of the tax agencies.

2.3.2. Technology Acceptance Model

The Technology Acceptance Model (TAM) constitutes the second theoretical framework. The aforementioned model was formulated by Fred Davis in 1986. The (TAM) is a theoretical background in information systems that purposes to explain the process by which users adopt and utilise a given technology. According to Qingxiong (2004), the theory posits that the acceptance ICT is contingent upon two primary factors like easy of usage and usefulness. The usefulness pertains to a person's perception of the degree to which utilising a specific system would improve their work performance. The idea of ease of use pertains to a person's view regarding the amount of effort needed to operate a specific system.

The Technology Acceptance Model (TAM) suggests that the ease of use of a new IT system determines its adoption. Users are more likely to embrace a system if they perceive it as beneficial. This model is crucial for understanding the adoption of e-tax systems by governments, as it assumes that both taxpayers and officials see the system as effective. The e-tax system addresses issues in traditional tax methods, improving timeliness, accuracy, reliability, and efficiency (Chiamaka et al., 2021). Perceived ease of use, precision, and confidence in e-tax processes are expected to promote voluntary compliance.

However, the perceived difficulty of using the system may deter both taxpayers and officials who feel unskilled in using the technology. In developing economies, low technological familiarity hinders e-tax adoption. Thus, improving technological literacy is essential to overcoming barriers and increasing system effectiveness. Overall, TAM highlights the need for user-friendly systems to enhance compliance and address taxation challenges.

2.4. Empirical Review

Saptono et al. (2023) explored how technological factors influence certified tax professionals' intent to obey tax regulations. Their framework integrates convenience and reduced adherence costs as proxies of tax submission intent, with fulfilment as a moderator. Analyzing data from 650 e-filing and 492 e-form users through hierarchical multiple regression, the study found that quality of service and reduced costs positively impact submission intents, with fulfilment playing a crucial mediating role. The results highlight the need for improved e-filing services to enhance user fulfilment and submission.

Chiamaka et al. (2021) explored the impact of computerized tax filing on Nigeria's domestic revenue generation, in Ebonyi State. They assessed digital tax compliance—registration, returns, and payments—through a quantitative survey of 94 out of 124 qualified respondents. The study, based on the expediency theory of taxation and the technology acceptance model, found that online tax registration and return filing significantly boost revenue, while online payments do not. The research recommends adopting a user-friendly electronic tax system to improve the tax filing and payment process.

Oladele et al. (2020) explored the implication of e-tax systems on tax compliance and revenue. Using quantitative methods and data from the Federal Inland Revenue Service, they analyzed tax revenue before and after the implementation of e-tax in 2013. The study applied a pairwise t-test, revealing a significant increase in tax revenue from an average of N3,051,200.00 pre-e-tax to N4,466,828.57 post-e-tax, with an annual increase of N1.4 trillion. The findings show a strong correlation between e-tax systems and improved tax submission. The study recommends enhancing ICT infrastructure and security protocols to further boost taxpayer engagement and protect against cyber risks.

Akpubi and Igbekoyi (2019) assessed the implication of online tax on tax submission among SMEs in Lagos State, focusing on awareness levels. Using a survey design, they gathered data from 950 fast food SMEs, with a sample of 281. Statistical analysis revealed a substantial favourable relationship between awareness levels and tax compliance ($t = 0.276$; $p = 0.008$). The perceived ease of use had an insignificant favourable effect ($t = 0.249$; $p = 0.022$), while tax compliance cost negatively impacted compliance ($t = -0.289$; $p = 0.012$). The study suggests increasing tax education, reducing compliance costs, and improving the user-friendliness of the e-tax system to enhance adherence.

The study conducted by Obert et al. (2018) assessed the implication of online tax return on adherence to tax in Zimbabwe. The aim of the research was to assess the implication of electronic tax submission on tax adherence among clients residing in Harare, Zimbabwe. The collection of data was facilitated by the use of survey forms. The statistical analysis of the data was conducted using of regression. The results indicated that e-filing had a substantial impact on tax compliance. Additionally, clients exhibited a favourable disposition towards electronic filing. Furthermore, electronic filing was found to have substantially enhanced the ease of conducting business.

Olurankinse and Oladeji (2018) studied the implication of self-evaluation on Nigeria's income stream through computerised tax collection. The research sample consisted of 30 corporations quoted on the Nigerian Stock Exchange. The hypothesis was tested using SPSS Version 20.0 through the application of PPMC coefficient and regression analysis. The findings revealed a statistically substantial correlation among self-evaluation and e-tax payment and revenue generation.

Monica, Makokha, and Namusonge (2017) evaluated the Kenya Revenue Authority's (KRA) domestic tax division post-implementation of an electronic tax system. The study aimed to assess taxpayer proficiency with the system, the impact of staff competence on tax collection effectiveness, and the improvement in revenue collection efficiency. Surveys were distributed to KRA staff, and data were analyzed using inferential statistics. Results showed that most taxpayers were confident in using the system, and staff competence significantly influenced tax collection efficiency. However, there was limited use of online platforms by taxpayers seeking tax issue interpretations.

Ndayisenga and Shukla (2016) examined an online tax administration platform to see how it might affect Rwanda's tax collection rates. The goal of the research was to ascertain how the implementation of a digital tax administration affected the Rwanda Revenue Authority's tax income. In order to acquire this information, we used formal questionnaires. Regression analysis was used to examine and report the study's outcomes. According to the findings, tax payments were made on time and operating costs were reduced after the introduction of an electronic tax administration system. The paper concluded that the utilization of an online tax administration system improved Rwanda's revenue collection.

3.1. Method

The study used a correlational design and a survey. A survey was used to collect relevant data for the study. The study sampled 100 respondents. The simple random sampling technique was used to draw 100 SMEs in Bayelsa and Delta States, Nigeria. The filing of online tax returns served as the basis for inclusion in the study's sample, since the target population was unknown.

Two experts in the faculty of management science at Niger Delta University validated the data collection instruments, and Cronbach's alpha was utilised to test for dependability. An overall reliability coefficient of 0.76 was obtained, which suggests that the instrument was consistent in measuring what it was designed to measure. The study utilised descriptive statistics and multiple regression technique to analyse the data. This was done with the assistance of SPSS statistical software. The relevant hypotheses were analysed at the 0.05 alpha.

In accordance with the study's objectives, the model used in the study is given as follows:

TCBv = f(UFetax + Cetax) …………………………………………… Eqn1

This is further expanded as:

$TCB = \beta_0 + \beta_1 UFetax + \beta_2 Cetax + \mu$ …........……………………………Eqn2

Where:

Where: TCBv = Tax compliance behaviour   Dependent variable

UFetax = User-friendliness of e-tax   Independent variables
(proxies for queuing theory)
Cetax = Convenience of e-tax

μ = error term

4.1. Results

Research Questions

RQ1: What is the impact of the user-friendliness of the e-tax system on tax compliance behaviour of SMEs in Nigeria?

Table 1: Mean and standard deviation of the impact of user-friendliness of the e-tax system on tax compliance behaviour

SN	Items	N	Mean	Std. Dev
1	I find it easier to fulfill my tax obligations using the e-tax system compared to traditional methods.	100	3.25	.626
2	The clear instructions on the e-tax platform motivate me to file my taxes without external assistance.	100	3.50	.674
3	I am more likely to comply with tax regulations because the e-tax system provides quick feedback on submissions.	100	3.25	.435
4	I prefer filling return online because of the technical support provided which is helpful and responsive.	100	3.95	.672
5	The user-friendly interface of the e-tax system reduces my frustration when filing taxes, improving my compliance.	100	3.10	.438
	Grand Mean	**100**	**3.41**	**.569**

Table 1 above describes how the user friendliness of the e-tax system influences tax submission among SMEs. The five items used to answer research question one have item mean scores above the criterion mean of 2.50. This suggests that clear instructions, quick feedback, technical support, and a user-friendly interface of the e-tax system impacts submission among tax payers. Again, the grand mean of 3.41 suggests that participants agreed the above items of user friendliness influence tax compliance among tax payers.

RQ2: What is the impact of the convenience of the e-tax system on tax compliance behaviour of SMEs in Nigeria?

Table 2: Mean and standard deviation of the impact of convenience of the e-tax system on tax compliance behaviour

SN	Items	N	Mean	Std. Dev.
1	I prefer online tax filing because of I can access the e-tax platform anytime and anywhere.	100	3.20	.603
2	Using the e-tax system saves me time compared to traditional tax filing methods.	100	2.85	.575
3	The e-tax system offers a variety of convenient payment options.	100	2.80	.603
4	The convenience of receiving real-time updates and confirmations through the e-tax platform positively influences my tax compliance.	100	3.10	.704
5	I find the e-tax system to be a highly convenient way to file my taxes.	100	3.15	.657
	Grand Mean	**100**	**3.02**	**.628**

Table 2 above describes how the convenience of the online system influences tax submission among SMEs. The five items used to answer research question two have item mean scores above the criterion mean of 2.50. This suggests that the ability to access the e-tax platform from one's comfort, the time-saving advantage, the variety of payment options, the receipt of real-time updates and confirmations, and overall convenience in filing returns influence compliance among tax payers. Again, the grand mean of 3.02 suggests that participants agreed the above items of convenience in the e-tax system influence tax submission among tax payers.

Hypotheses

Ho$_1$: The user-friendliness of e-tax systems has no substantial impact on tax compliance behaviour of SMEs in Nigeria.

Ho$_2$: The convenience of the e-tax system has no substantial impact on tax compliance behaviour of SMEs in Nigeria.

Table 3: Regression analysis of e-tax system and tax compliance behaviour

Coefficients[a]					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	8.229	1.314		6.263	.000
Userfriendliness	.117	.101	.123	1.152	.025

Convenience	.679	.104	.696	6.522	.000

Model Summary[b]					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
	.621[a]	.386	.373	1.34108	2.143

ANOVA[a]					
Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	109.546	2	54.773	30.455	.000[b]
Residual	174.454	97	1.798		
Total	284.000	99			
a. Dependent Variable: TaxCompliance					
b. Predictors: (Constant), Convenience, Userfriendliness					

The above data shows the significant effect of the e-tax system on tax submission behaviour among SMEs in Nigeria. The variable (tax compliance behaviour) has a coefficient of 8.229. This suggests that ceteris paribus, the tax compliance behaviour would experience a notable improvement of 8.23% due to the variables incorporated in the model. The beta coefficients for the independent variables (UFetax = 0.123, p = 0.025 < 0.05 & Cetax = 0.696 p = 0.000 < 0.05) respectively. According to the data, a rise in the user-friendliness and convenience of the e-tax system would have a substantial favourable outcome on tax submission behaviour among SMEs.

The adj. R-squared of 0.373 suggests that 37.3% of the tax compliance behaviour of SMEs in the study area can be attributed to the user-friendliness and convenience of the e-tax system. While 62.7% of the variation in tax compliance behaviour among SMEs can be attributed to other factors not considered in this study.

However, the Durbin-Watson test statistics of 2.143 show that the model fits the data well since they fall within the allowed range of 2.0. A p-value of 0.000b for the F-statistic (284.00) indicates that it is not statistically significant at the 0.05 alpha level. Based on the above data from the F-statistic, the study concludes that the user-friendliness and convenience of the e-tax system significantly impact the tax compliance behaviour of SMEs in Nigeria. Based on this result, the null hypotheses are rejected.

4.2. Discussion of Findings

The result in Table 1 grand mean 3.41 > 2.50 criterion mean revealed that participants of the study strongly agreed that the user-friendliness of the e-tax system impacted the tax compliance behaviour among SMEs in Nigeria. The findings indicate that the implementation of an electronic tax system that is easy to use would likely encourage taxpayers to submit their tax returns via the Internet. The ease of usage of an online tax platform plays a substantial part in motivating taxpayers to adhere to their tax responsibilities.

Again, in Table 2, the grand mean 3.02 > 2.50 suggests that the convenience of possibility provided by an e-tax system impacts tax compliance. This finding shows that the ability to file tax returns from the comfort of one's home may motivate taxpayers to fulfil their tax

responsibilities. The outcome suggests that tax compliance is significantly influenced by convenience.

Finally, the result in Table 3, with F-statistic (284.00), p-value = 0.000b < 0.05 alpha, implies that bot user-friendliness and convenience of e-tax system jointly influence tax compliance behaviour among SMEs. Therefore, based on this outcome, user friendliness and convenience emerge as a crucial determinant for tax submission.

This outcome is consistent with research by Ndayisenga and Shukla (2016), which showed that the implementation of an e-tax administration system led to both prompt tax payment and decreased operational costs. Saptono and colleagues (2023) discovered that the perception of decreased compliance costs has a favourable impact on taxpayers' inclination to adhere to their tax responsibilities. Monica, Makokha, and Namusonge (2017) discovered that the ease of use of the e-tax interface is a determinant of taxpayer compliance in Kenya. Oladele et al. (2020) and Olurankinse and Oladeji (2018) found in earlier research that electronic filing had a substantial impact on tax submission and was well-received by clients. The main theme that emerges from the literature and the study's findings is that a variety of factors, such as a user-friendly online interface, the practicality of electronic tax systems, and the perceived reduced submission costs, affect taxpayers' compliance with tax laws.

5.1. Conclusion and Recommendations

This paper investigates the impact of e-tax systems on the tax compliance behaviour of taxpayers in Nigeria. To attain the aim of the study, three variables were employed as substitutes for the online tax system: user-friendliness, convenience, and perceived reduction in tax compliance cost. The study employed the multiple regression method to forecast the consequence of the independent variables on tax submission behaviour. Based on the obtained coefficients (UFetax = 0.123, p = 0.025 < 0.05 & Cetax = 0.696 p = 0.000 < 0.05), the study concludes that tax compliance among taxpayers is significantly impacted by the user-friendliness of the online interface, and the convenience of the digital tax system.

The recommendations presented were formulated based on the conclusion that was drawn.

a) Consequently, it is recommended that the government intensify its tax education initiatives and evaluate the digital tax filing mechanism to mitigate usage expenses and establish a more accessible platform for taxpayers.
b) The present study advocates for the enhancement of services provided by tax policymakers and e-tax filing providers with the aim of augmenting user satisfaction and tax compliance.
c) It is recommended that the Nigerian tax system implement a user-friendly online tax platform to facilitate the ease of tax submission and payment of tax obligations.
d) Ultimately, it is imperative to implement consistent security protocols in order to mitigate the risks of cyberattacks, hacking, and other potential catastrophes that are inherent to online payment systems.

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