

The viability of tax e-services in ensuring taxpayer compliance and its impact on revenue collection: A case study of ZIMRA

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Abstract

Purpose: The study sought to investigate the viability of tax e-services in ensuring tax compliance and increased revenue collection using ZIMRA Harare headquarters as a case study. Scholars shared their different ideas regarding the relationship between tax e-services and tax compliance and most of them were in agreement that the two variables yield a positive relationship.

Methodology: The descriptive design, which is a component of the mixed approach, was adopted since it incorporates both quantitative and qualitative approaches. Questioners and interviews were used to collect data.

Findings: The results revealed that there is a positive relationship between e-filing, revenue collection and tax compliance. It emerged that e filing, tax compliance and revenue collection have a strong positive relationship.

Originality/Value: Companies should adopt the electronic tax filing system to enable better tax compliance levels and revenue collection.