Effects of Automated Tax Services on Generating Government Revenue in Nigeria

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ABSTRACT

This study examined how automated tax services effected revenue generation in Nigeria using data from the Federal Inland Revenue Service and the State Board of Internal Revenue experts/practitioners. To achieve the goal, two research hypotheses were constructed to guide this investigation. The data were evaluated using straightforward percentages and tables, and the Chi-square statistical tool was employed to examine the research-formulated hypotheses. A standardized questionnaire served as the main method for interviewing staff members of the State Board of Internal Revenue Offices and the Federal Inland Revenue Service. The data were thoroughly analyzed, and it was shown that there is a considerable correlation between automated tax service payment and government-generated revenue, as well as between automated tax service and system acceptance. In order to maximize the initiative's anticipated benefits, the study's conclusions included some recommendations for the federal government to create strategies for informing businesses on the specifics of automated tax services payment through Federal Inland Revenue Services (FIRS), state board of internal revenues.

Keywords: automated, board, tax, services, generation, revenue

I. INTRODUCTION

Technology's development and the introduction of automated services have had a big impact on several industries, including taxation. Governments all across the world are increasingly relying on automated tax services to improve efficiency and streamline their operations for raising revenue. Nigeria, a growing country, is likewise aware of the potential advantages of automated tax services for raising tax income. An outline of the implications of automated tax services on producing government income in Nigeria will be given in this introduction. Tax money has remained one of the main sources of income for all levels of government over the years. Governments can fund governance costs and promote economic growth by providing enough and desired infrastructures through the collection of such revenues. A strong tax system provides the government with good opportunity to increase income and meet its urgent financial obligations. Additionally, a successful tax system would offer a way to mobilize a country's internal resources while simultaneously providing a way to foster an environment that will encourage economic progress. 2016 (Maisiba & Atambo). Tax is imposed on a subject and any property that may be in their name. It is referred to as a compulsory levy and used by the government to provide security, social amenities, and conditions for the economic well-being of the society (Maisiba & Atambo, 2016).

The use of technology-driven systems and software to automate tax-related procedures like filing, assessment, and collection is referred to as the provision of automated tax services. These services are designed to make it easier for people and businesses to comply with tax laws while allowing governments to efficiently monitor and enact tax laws. Automated tax services are more advantageous than conventional, paper-based tax systems in a number of ways because they make use of digital platforms and electronic databases. Through the advancement of information technology, the online tax system has attracted significantly more attention globally. Technology has encouraged growth in Nigeria and provided both new and current businesses with a low-cost communications system. For instance, it has facilitated the completion of both simple daily tasks and more difficult ones. It has also been used in a variety of industries. For instance, the adoption of software such as Microsoft Excel, Sage, QuickBooks, and others has made computation simple and facilitates simple understanding of accounting operations. Payment has become simpler because to the usage of automated teller machines (ATM) and points of sale (POS) in the commercial sector. People have the option to conduct transactions whenever it is convenient with the use of their phones thanks to the internet banking system in the banking industry. Although information technology has had such extraordinary effects, the Nigerian tax system is still not entirely automated. PricewaterhouseCoopers (PwC) and the World Bank Group (2018) claim that information technology has altered how taxpayers pay their taxes as well as how tax administrations choose which businesses to audit and how those audits are

carried out. The most recent set of Ease of Paying Taxes 2018 statistics, however, show that not all economies have been able to adopt new technology at the same rate. To increase revenue collection, increase transparency, and combat tax evasion and fraud, automated tax services have been introduced in Nigeria. Innovators in the implementation of automated tax systems across the nation include the Federal Inland Revenue Service (FIRS), which works with numerous state revenue agencies. These solutions assist effective tax administration and make it simpler for taxpayers to comply with their duties. Taxation is viewed as a way for the government to raise money so that it can pay for the necessities of life for its population (Okauru, 2014). Global taxation is a result of reciprocity (Okauru, 2014). While the government is in charge of empowering the populace through the creation of jobs, infrastructure improvements, and other development initiatives, residents are typically required to fulfill their own commitments, the primary one of which is paying taxes (Okauru, 2018).

The government typically repurposes tax revenue to fund the provision of essential services like piped water, a road system, power, schools, and the like (Okauru, 2014). Automated tax services have a variety of effects on Nigerian government income generation. First off, the digitization of tax procedures has greatly decreased the paperwork and administrative costs placed on taxpayers and tax authorities. This more efficient method has enhanced taxpayer compliance since automated tax systems' user-friendliness and accessibility encourage timely and accurate filing. As a result, the increased compliance rates have increased government revenue. Second, automated tax services have improved tax collection effectiveness and decreased leakages. These services have made it simpler for taxpayers to make payments and for tax authorities to trace and reconcile transactions by integrating digital payment systems and electronic data gathering.

As a result, there are now fewer opportunities for corruption and tax revenue theft, which has enhanced government revenue creation. Automated tax services have also increased Nigeria's tax system's accountability and openness. It is more difficult for taxpayers to avoid taxes or underreport their income due to improved monitoring and auditing capabilities made possible by the digitization of tax records and procedures. When precise and current data is available, tax authorities can conduct targeted tax audits and risk assessments that are more efficient, which raises compliance and revenue collection. It is crucial to remember that there are several obstacles to the effective implementation of automated tax services in Nigeria. These include the need for taxpayer education and awareness, poor digital infrastructure, and patchy internet connectivity in some areas. To leverage the potential advantages for earning government income, it will be essential to address these issues and guarantee equal access to automated tax services. These services have raised taxpayer compliance rates and decreased leakages by streamlining tax compliance, enhancing efficiency, and fostering openness. The potential for additional revenue generation and economic growth is enormous as Nigeria continues to adopt technology-driven solutions for its tax administration. To fully utilize the potential of automated tax services in Nigeria's revenue generating efforts, issues must be addressed, and inclusion must be maintained.

1.2 Statement of the Problem

Nigeria's adoption of automated tax services has improved and streamlined the tax collecting process in a number of ways. The impact of these automated tax services on Nigeria's government revenue generation, however, must be carefully considered. The government needs to give priority to projects like advancing cybersecurity protections, raising taxpayer awareness and education levels, promoting integration and interoperability, and putting in place practical measures to bring the informal economy under the tax net. Pemu (2017) claims that the electronic tax payment system started running in Nigeria in 2017 and included many components, including electronic filing, electronic registration, electronic tax clearing certificates, electronic stamp duty, electronic receipts, and electronic tax payments. The Nigerian tax system is intended to become more effective, accountable, and compliant as a result of the electronic tax system, as well as generate more money and stop revenue leaks. Due to Nigeria's poor performance in the 2018 study of the 190 economies on the ease of paying taxes, which placed the country at 171 out of 190, this goal has not been met. There are many obstacles and restrictions that can affect how automated tax services affect Nigerian government income generation. Potential obstacles include a lack of awareness and adoption, a lack of technology infrastructure, problems with data accuracy, a lack of taxpayer trust, and the prevalence of the informal sector. By addressing these issues with targeted policies, public awareness campaigns, infrastructure investments, and better coordination between relevant institutions, Nigeria's government can overcome these obstacles and improve the efficiency of automated tax services, generating more revenue. According to Fowler (2017), FIRS adopted the automation process in significant tax offices and launched the Integrated Tax Administration System (ITAS) in 2016. The framework comprises of a number of measures that will improve voluntary enforcement and tax administration simplicity while collaborating with other stakeholders via technology. The software was created to strengthen overstated revenue control and to fulfill the expectations of developed countries for computerized systems. The system is used by taxpayers who have accounts with the major tax offices in Lagos, Abuja, and other states. It is available in three different tongues, allowing tax agents to work in the language of their choice. Income tax, VAT, sales tax, other indirect taxes, license and authorization, PAYE, excise duty, property taxes, and withholding taxes are just a few of the taxes that ITAS receives. Inaccuracies and errors in manual computation, ongoing delays in tax assessments, a loss in tax revenue collection due to an inadequate taxpayer's database, and nontax compliance are all issues that tax administrators in Nigeria must deal with. Similar to this, Gbosi. (2015) found that Nigerian taxpayers face rather alarming difficulties with manual calculations and form filling. The challenges of low tax revenue in Nigeria include the following: reliance on manual computation, with the associated inevitable errors and delay in form filing, lack of comprehensive taxpayers database leading to poor tax compliance, rising tax evasions, ineffective

tax assessment and returns, high level of professional incompetence and unskilled tax administrators, huge reported unethical sharp practices and corruption cases (Adetunji 2017), taxation's primary purpose is to raise money for government spending. According to the Nigeria National Tax Policy (2018), taxes assist the government in raising enough money to fund the provision of fundamental public goods and services. Nigeria has not yet fully reaped the rewards of taxation as seen in affluent nations around the world. In fact, Ajudua and Ojima (2017) said that the issue with Nigeria's tax administration is egregiously inefficient in terms of its practices, equipment, and methods used in tax collecting, in addition to the corrupt behaviors of tax officials in the implementation of the tax system. Ajudua and Ojima (2017) added that the Nigerian tax system is woefully deficient because of persistently low revenue yields and widespread tax avoidance, evasion, and record-keeping fraud.

1.3 Objectives of the Study
The objectives of the research are:
- To evaluate the efficiency of automated tax services in Nigeria.
- To analyze the impact of automated tax services on taxpayer compliance in Nigeria.
- To examine automated tax services on revenue generation for the Nigerian government.

1.4 Significance of the Study
The significance of these effects is multifold:

Automated tax services can significantly boost government revenue by improving tax compliance, reducing tax evasion, and enhancing tax administration efficiency. This additional revenue can be utilized for various development projects and public services, promotes good governance by reducing corruption and improving transparency in the tax system. This enhances the government's ability to effectively manage public finances and allocate resources to priority areas, efficient tax administration instills confidence in the tax system among citizens and businesses. This can lead to increased voluntary compliance, reduced tax disputes, and improved taxpayer satisfaction, increased revenue generated through automated tax services can be invested in infrastructure development, healthcare, education, and other sectors crucial for economic growth. This, in turn, can create a favorable business environment and attract investment, further stimulating economic development. Overall, the effects of automated tax services on generating government revenue in Nigeria are significant as they contribute to improved tax compliance, efficient tax administration, reduced tax evasion, and enhanced transparency. These factors promote economic development, strengthen governance, and build public trust in the tax system.

II.   REVIEW OF RELATED LITERATURES

2.1 Conceptual Issues
2.1.1 Concept of Taxation
The term "taxation" describes the forced or coercive collecting of funds by a levying authority, typically a government. All involuntary levies, including estate taxes, capital gains taxes, and income taxes, are referred to as "taxation." According to Tom-Ekine (2014), taxes are a required financial charge or some other kind of levy placed upon a taxpayer (an individual or other legal entity) by a governmental body in order to finance specific public expenditures.

Todaro and smith (2011) interpreted taxation as a mandatory levy by the government through its agencies on its subjects' capital, income, and consumption. Personal income, including wages, business earnings, interest, dividends, discounts, and royalties, is subject to these charges. Along with corporate profits, petroleum profits, capital gains, and capital transfers are all subject to this tax. According to Ahmed (2011), taxes are the primary source of income for contemporary governments, generally making up 90% or more of their income. Taxes are a popular way for governments to generate income to fund their operations. To give the government the resources it needs, among other things, individuals and companies are expected to comply with their legal tax payment duties. Because effective taxes is a source of the money a government needs to rule its region, it becomes crucial.

2.1.2 Concept of Revenue
Various academics discuss the idea of revenue. In Edogbanya and Ja'afaru (2013), they quoted the Longman Dictionary of Contemporary English, which defined revenue as the money an organization or corporation earns over time, particularly from selling goods or services. Revenue was also defined as the sum of money the government received via taxes. The total annual income of the state collected for public use was characterized by Buhari (2001) as revenue. It went on to say that it was income that was tax-derived. Revenue was defined as the total money received by the federal, state, and municipal governments by Odusola (2003). According to Fayemi (2011), revenue is any form of income received by the government that can be appropriated by the legislature. Examples include taxes, rates, fees, fines, duties, penalties, rents, dues, and other types of government receipts. He further divided governmental revenue into two categories: ongoing and capital.

Edogbanya and Ja'afaru (2013) defined revenue as the money the government generates to pay its operations. In other words, revenue is the sum of funds raised by the federal, state, and municipal governments throughout a fiscal year to cover their expenses. This also refers to the whole sum of money earned from the source from which expenses are paid.

2.1.3 Automated tax services

Automated taxation is a method for calculating, collecting, and managing taxes by computerized means. The World Wide Web, Internet technology, and software are used for a variety of tax administration and enforcement purposes, according to the United Nations (2007). E-taxation is a mechanism where tax records or tax returns are filed electronically, typically without the need to file any paper returns. Given that it offers information, education, and support to taxpayers as well as facilities for compliance and administration, the electronic tax payment system has shown to be an effective instrument in overcoming the difficulties that any tax system faces. Additionally, it guarantees time savings and lower administrative costs for taxes (Abah, 2015). Umenweke and Ifediora (2016) opine that automated tax services is an automated process gradually phasing out the manual tax administration globally. It is achieved as taxpayers pay their taxes electronically quickly from the comfort of their homes, workplaces and other places where internet is available. Thus, tax authorities on their web portal will go after the defaulters via the taxpayer's electronic tax history.

Electronic Tax System The electronic tax system can be described as the system of collecting taxes by the relevant authorities electronically from the taxpayers with the aid of internet service. It is an online policy that gives taxpayers access to service providers via the internet and allows them to view all of the services provided by the tax administration, including registration for the creation of personal identification numbers, filing of returns, and applications for compliance certificates. According to Ekperiware and Oladeji (2012), the electronic tax system that was implemented in Nigeria in 2013 brought the following e-services: e-Registration, e-Payment, e-Filing, e-receipt, e-Stamp duty, and e-TCC. Through the Integrated Tax Administration System (ITAS) of the FIRS, taxpayers can submit their tax returns electronically. All Federal government taxes and levies may now be paid electronically through the Nigeria Inter-Bank Settlement System (NIBSS), Remita, or Interswitch. To register new taxpayers with the Internal Revenue Service or Inland Revenue, e-registration was developed. If stamp duties are required to be paid on eligible documents, then stamp duty is established. Receiving and validating e-receipts created for taxes paid using the new e-payment are now made easier by e-receipt. According to Deloitte (2017), E-TCC is the platform that allows taxpayers to apply for, obtain, and confirm the validity of their electronic tax clearing certificate (e-TCC).

2.1.4 Company Income Tax (CIT) and Value Added Tax (VAT)

The government imposes a tax on registered companies' profits that is required to be paid. Because the incidence of payment and burden of the companies' income tax are borne by the companies and not transferable to third parties, this sort of tax is a subset of direct taxes. The federal Inland Revenue service (FIRS), which is governed by a body known as the Federal Board of Inland Revenue (FBIR), is the appropriate tax authority responsible for, among other things, assessing and collecting companies' income tax. With the exception of those involved in the production of petroleum, it deals with the taxation of all limited liability firms in Nigeria (Naomi & Sule, 2015). A significant turning point in Nigeria's tax changes was the implementation of the VAT. A consumption tax known as VAT is levied on all corporate profits and labor. It is assessed on both the price paid by the final customer and the value added to the product at each stage of the production and distribution cycle. Through the passage of the VAT Act, No. 106 of 1993, VAT became effective in Nigeria in 1994. Adereti, Sanni, and Adesina (2011) claim that it was implemented by the Nigerian federal government to replace the sales tax. The goal was to broaden the government's base of taxation and enhance the amount of money available for projects that will promote economic development.

2.1.5 Effect of Automated tax services on Revenue Generation

This topic has been the focus of numerous researchers from around the world. This explains why automated tax services are accepted as a means of enhancing revenue generation. Asiligwa and Onwenga (2016) evaluated the Kenyan government's implementation of electronic payments. Employees of 262 state corporations, 19 Ministries, and 47 counties who work in ICT and finance were surveyed and given a questionnaire in order to collect data. Multiple regression study found a substantial association between e-payment system adoption and adequate ICT infrastructure, e-payment system awareness, e-payment security and compliance, and change management. In spite of national disparities, the requirement for tax payments has been a phenomena of worldwide relevance. In order to accomplish some of the country's economic and social goals, tax payments are made from the private sector to the public sector rather than for the direct exchange of goods and/or services (Oyovwi, & Eshenake, 2013). High levels of employment, stable prices, rapid GDP growth, favorable balance of payments, the promotion of a free market economy, satisfaction of group demands, equitable income redistribution, the encouragement of infant industries, the encouragement of priority sectors, encouragement of balance population development, and the promotion of labor and capital development are some examples of such goals (Ota, 2020).

Maisiba and Atambo (2016) carried out a second study in Rwanda to look at the impact of computerized tax management systems on tax collection. It was discovered that Automated Tax Services Payment helps both RRA personnel and clients pay their taxes on time and at a lower operational cost. In order to gather the necessary data, both primary and secondary sources should be used, along with any pertinent instruments like questionnaires and documentary analysis. In a
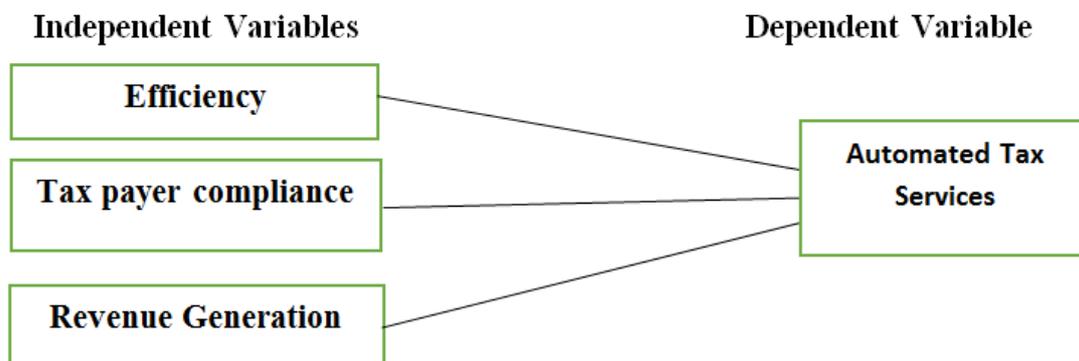
similar vein, Githinji, Mwaniki, Kirwa, and Mutongwa (2014) looked into how information and communication technology (ICT) affected Kenya's tax collection. It was discovered through regression analysis that the use of ICT boosts revenue collection in Kenya. Okoye and Ezejiofor (2014) looked at Enugu, Nigeria's income generation, in relation to automated tax services. Data were gathered from both primary and secondary sources, and the Ztest statistical tool was used to analyze them. According to research, computerized tax services might increase locally generated income and lessen tax evasion in the state of Enugu. Another finding is that automated tax services can stop tax officers' dishonest behavior.

The Taxpayer Identification Number (TIN), Factual Accurate Complete Timely (Project FACT), Integrated System of Tax Administration (ITAS), and emerging global infrastructures could make it easier for eligible taxpayers to pay their taxes online at any time and from any location, according to Efunboade (2014). Chijioke, Leonard, Bossco, and Amaefule (2018) conducted a second study to look at the effects of automated tax services on revenue and economic growth in Nigeria. Quarterly statistical and economic reports from the second quarter of 2013 through the fourth quarter of 2016. Pre-automated tax services period and post-automated tax services era data were separated. The study's conclusions showed that the introduction of electronic taxes in Nigeria did not increase tax revenue, federally collected revenue, or the tax to GDP ratio.

2.1.6 Government Revenue

A government's income is the money it receives. It is the real sum of money that a business has in its coffers at a given time. Exports and imports, non-taxable sources like the income of government-owned corporations, central bank revenue, and capital receipts in the form of external loans and debts from international financial institutions are just a few examples of the sources from which the government receives its income. It also receives income from central bank operations. An essential weapon of the government's fiscal policy is government revenue. Governments use funds for national development initiatives including building homes, bridges, roads, and schools.

2.1.7 Conceptual Framework

Source: Research work 2023

2.2 Theoretical Framework

It is rational to discuss some innovation theories such as "The Theory of Innovation Diffusion and The Theory of Innovation Translation.

2.2.1 The Theory of Innovation Diffusion

The Shorter Oxford English Dictionary defines innovation as the alteration of what is established; something newly introduced" (Oxford 1973). The Macquarie Dictionary adds "introducing new things or methods" (Macquarie Library 1981), and Roget's Thesaurus offers the synonyms 'newness' and 'change'. Diffusion of innovations is a theory that seeks to explain how, why, and at what rate new ideas and technology spread. Everett Rogers, a professor of communication studies, popularized the theory in his book Diffusion of Innovations; the book was first published in 1962, and is now in its fifth edition (2003). According to Rogers (2003), diffusion is the process by which an innovation is communicated over time among members of a social system rather than the process by which an innovation is conveyed over time among members of a social system through specific channels. Decisions are not authoritative or communal, thus each social system participant must make his or her own innovative decision according to a 5-step process:
   a. Knowledge – person becomes aware of an innovation and has some idea of how it functions
   b. Persuasion – person forms a favorable or unfavorable attitude toward the innovation,
   c. Decision – person engages in activities that lead to a choice to adopt or reject the innovation,
   d. Implementation – person puts an innovation into use,
   e. Confirmation – person evaluates the results of an innovation-decision already made.

The most noticeable aspect of diffusion theory is how substantially the innovation decisions of the majority of social system members depend on those of the other system members. According to Rogers (2003), when approximately 10–25% of system members adopt an innovation, the remaining members adopt it fairly quickly, and then there is a waiting period until the holdouts eventually adopt. However, there is still a propensity for diffusion to fail. Failure of spread does not imply that no one used the technology.

2.2.2 Theory of Innovation Translation

The actor-network theory (ANT) concept of innovation translation offers an alternate perspective on innovation. Principles of Innovation A potential adopter will translate an innovation into a form that best matches their needs, according to the innovation theory known as translation. Actor-Network Theory (ANT) rejects the idea that there is a difference in essence between humans and non-humans, instead of recognizing in advance the essences of humans and social organizations and differentiating their actions from the inanimate behavior of technological and natural objects. Latour (1986) claims that ANT rejects both social and technical determinism as being unreliable and instead suggests a socio-technical account in which neither social nor technical views are given preferential treatment, in this socio-technical order nothing is purely social and nothing is purely technical.

III.   METHODOLOGY

Ninety-two tax experts and practitioners from the Federal Inland Revenue Service and state boards of internal revenues were selected for the study by use of purposive research design and sampling. The questionnaire was created by the researcher and was split into two portions, "A" and "B". While Section "B" sought information on the impact of automated tax services on government revenue in Nigeria, Section "A" sought information on the respondents' personal information. The target respondents were given the research tool (questionnaire) directly by the researcher. The data were created from respondents' responses. According to the statistical analysis used, the study's research questions were applied to the data. While Chi-square was utilized to evaluate the findings of the study, tables and percentages were used to analyze the research questions. The above formula for testing hypotheses is being applied:

$$X^2 = \frac{(Fo-Fe)}{Fe}$$

Where X^2 = Chi-square
       Fo = Frequency Observed
       Fe = Frequency Expected

3.1 Presentation, Analysis, Results and Discussion of Findings

Table 1: Administration of Questionnaire

Variables		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Questionnaire completely filled and returned	81	88.0	88.0	88.0
	Questionnaire not returned	11	12.0	12.0	100.0
	Total	92	100.0	100.0	

Source: Field Survey, 2023

Per Table 1 above, 81 (88%) of the 92 copies of the questionnaire that were created and given to the employees of the Federal Inland Revenue Service and the state board of internal revenue were returned, while 11 (12%) copies were not.

Table 2: Research Objective 1, Evaluating the Efficiency of Automated Tax Services in Nigeria

Variables		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	87.7	87.7	87.7
	No	6	7.4	7.4	95.1
	No Idea	4	4.9	4.9	100.0
	Total	81	100.0	100.0	

Source: Field Survey, 2023

As to table 2, 71 respondents, or 65%, agreed that automated tax services have an impact on government income in Nigeria. Six respondents, or 7.4%, disagreed, while four respondents, or 4.9%, said they had no opinion. This investigation suggests that automated tax services have an impact on government revenue in Nigeria.

Table 3: Research Objective 2, Analyzing the Impact of Automated Tax Services on Taxpayer Compliance in Nigeria

Variables		Frequency	Percent	Valid Percent	Cumulative Percent
sValid	Yes	62	76.5	76.5	76.5
	No	11	13.6	13.6	90.1
	No Idea	8	9.9	9.9	100.0
	Total	81	100.0	100.0	

Source: Field Survey, 2020

According to Table 3 above, 62 respondents, or 76.5%, said that the government has taken steps to ensure that automated tax services are effective and timely for tax payers in Nigeria. Eleven respondents, or 13.6%, said that this is not the case, and eight respondents, or 9.9%, said they had no idea.

Table 4: Research Question 3, Examining Automated Tax Services on Revenue Generation for the Nigerian Government

ariables		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	51.9	51.9	51.9
	No	22	27.2	27.2	79.0
	No Idea	17	21.0	21.0	100.0
	Total	81	100.0	100.0	

Source: Field Survey, 2020

Table 4 above shows that 42 respondents representing 51.9% indicated yes while 22 (27.2%) of the respondents pointed no and another 17 respondents (21%) asserted no idea on the question. From the analysis, it is induced that there are challenges facing taxation systems in Nigeria.

3.2 Testing of Hypotheses
   i.   There is no significant relationship between automated tax services payment and government generated revenue.

Table 5

Variables	Observed N	Expected N	Residual
Yes	71	27.0	44.0
No	6	27.0	-21.0
No Idea	4	27.0	-23.0
Total	81		

Test Statistics

Chi-Square	107.630[a]
Df	2
Asymp. Sig.	.000

Decision Principle: If the computed chi-square (X2) value is greater than the critical table value, accept; if it is less than the critical table value, reject.

Table 5 above demonstrates that the calculated chi-square (X2) of 107.630 is significantly higher than the threshold table value of 5.99 level of significance with 2 degree of freedom. In order to favor the alternative hypothesis (H1), the null hypothesis (H0) is therefore disproved. As a result, automated tax service payment and government-generated revenue have a substantial correlation.

ii There is no significant correlation between automated tax services and acceptance of the method by the citizens.

Table 6

Variables	Observed N	Expected N	Residual
Yes	62	27.0	35.0
No	11	27.0	-16.0
No Idea	8	27.0	-19.0
Total	81		

Test Statistics

Chi-Square	68.222[a]
Df	2
Asymp. Sig.	.000

Decision Principle: If the computed chi-square (X2) value is greater than the critical table value, accept; if it is less than the critical table value, reject.

The computed chi-square (X2) of 68.222 is far higher than the critical table value of 5.99 level of significance with 2 degree of freedom, as shown in Table 6 above. As a result, the alternative hypothesis (H1) is accepted rather than the null hypothesis (H0). This indicates that there is a strong link between automated tax services and public acceptability of the system.

The primary tool utilized to collect data from 92 respondents at the Federal Inland Revenue Service and state board of internal revenue was a structured questionnaire. 81 (88%) copies of the questionnaire were duly filled out and returned for data analysis. Simple percentages and tables were utilized to assess the data gathered from the respondents, and the chi-square (X2) statistical tool was used to test the hypotheses. The conclusions showed that:

I.   There is a significant relationship between automated tax services payment and   government generated revenue.
II.   There is a significant correlation between automated tax services and   acceptance of the method by the citizens.

3.3 Conclusion and Recommendations

Three research objectives and two research hypotheses were developed to direct this study in order to assess the impact of automated tax services on revenue generation in Nigeria using the Federal Inland Revenue Service and state board of internal revenue. To collect information from 92 respondents, a structured questionnaire served as the primary data collection tool. 81 (88%) of these copies of the questionnaire were correctly filled out and returned for data analysis.Simple percentages and tables were utilized to examine the data gathered from the respondents, and the statistical tool chi-square (X2) was employed to test the hypotheses. The results showed that:

a) There is a significant relationship between automated tax services payment and government generated revenue.
b) There is a significant correlation between automated tax service and acceptance of the method by the citizens.

It has been found that automated tax services have improved revenue generation in industrialized countries as well as other developing countries based on the findings of this study and the recommendations that followed. The FIRS's revenue collection changes, which are aimed at improving tax collections and tax efficiency, include an electronic tax system. As a result, tax revenues have been rising quickly as a result of the country's brisk economic growth, which the new systems have expedited. To maximize the anticipated positive impact of the initiative, it is recommended that the Federal Inland Revenue Services (FIRS) and state boards of internal revenue work out modalities on how to sensitize businesses on the specifics of automated tax services payment. Additionally, Federal Inland Revenue Services must ensure that the website is of high quality and open to all, and that there should be collaborative work between them. This will make the flaws affecting the system's effectiveness clear and increase the government's revenue stream.

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