

Tax Professional Confidence Under Regulatory Change: Insights into GST Compliance Challenges

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Abstract

Since its introduction in 2017, India's Goods and Services Tax (GST) as major tax reforms have an intention to create a unified structure. Since its inception GST has been amended many times making compliance a challenging and a dynamic process. Chartered accountants, tax consultants and GST practitioners act as the main intermediaries between the law and the taxpayers but the implementation of GST becomes cumbersome due to procedural vagueness, technology disruptions and frequent policy changes. Limited empirical research has been conducted into the obstacles practitioners face and their capabilities under these circumstances.

This study examines (1) the challenges faced by tax professionals under evolving GST regulations and (2) their level of understanding of core GST processes. Primary data were collected through a structured questionnaire administered to chartered accountants, tax consultants, and GST practitioners. Using SPSS, Jamovi, and Excel, the analysis employed descriptive statistics, weighted mean scores, and Exploratory Factor Analysis (EFA).

EFA identified five challenge factors: legal and litigation-related complexity, regulatory and procedural rigidity, documentation and client-support burden, technological and GSTN-linked limitations, and uncertainty stemming from frequent changes to GST rates. The most important interpretational issues were legal and industry-specific, and the key issues of red tapism were in registration, amendments, and notices recording the maximum weighted mean. Documentation, GSTN glitches, and policy changes caused meaningful but indirect stress. Two competency domains emerged: moderate-high procedural competencies that showed comfort level in applying tax rules and low-confidence items that dealt with litigation and difficult interpretative tasks.

Overall, though, findings indicate that despite positive procedural adaptation, regulatory inconsistency, administrative inflexibility and technology uncertainty, continue to present meaningful barriers to the professional capacity of tax officials. Therefore, need for simplification, regulatory stability, technology improvements, and development of litigation and sector-specific GST interpretation training

Keywords: GST, Tax Professionals, Regulatory Change, Factor Analysis, Professional Confidence

INTRODUCTION

The year 2017 saw the introduction of GST in India, marking a major change in the Country's tax structure. GST was designed as a single indirect tax to replace with multi-level taxes and to create a unified national

market that's why it's called One Nation One Tax. Beyond its revenue objectives, the reform was expected to simplify compliance, reduce cascading taxes, and modernize tax administration in a large and diverse federal economy (Mukherjee, 2019; Rao, 2018).

However, in reality the shift to GST has proven to be much more difficult than first thought. The presence of multiple tax rates, frequent changes in law and evolving procedures has generated crucial interpretive and practical difficulties. GST compliance is not stable it is continuously affected by regulatory updates, technology reliance and administrative vagueness. As a result, the effectiveness of GST increasingly depends not only on statutory design but on how the law is interpreted and implemented on the ground.

At the centre of this implementation process are tax professionals, including chartered accountants, tax consultants, and GST practitioners, who translate legislative intent into day-to-day compliance. In a system characterized by digital filing, invoice matching, and rule-based reconciliation these professional functions as critical intermediaries between tax authorities and taxpayers. According to international research that highlights the interpretive role of tax professionals has a positive influence on tax compliance and the tax authorities. (Bird & Gendron, 2007; Devos, 2012).

The scope and intensity of professional involvement have been greatly increased by the Indian GST regime. Professional expertise has become more important, especially for small and medium-sized businesses, due to ongoing change in return formats, the GST Network's (GSTN) operation, and ongoing ambiguities surrounding input tax credit. For practitioners, this environment entails not only higher workloads but also greater interpretive responsibility, compliance risk, and exposure to regulatory uncertainty.

Despite this central role, existing GST research in India has largely examined the reform from the perspective of policy design, revenue performance, digital infrastructure, and firm-level compliance outcomes. Comparatively little attention has been paid to the professionals who operationalise GST in practice. Where tax professionals are discussed, studies tend to focus on isolated issues or descriptive observations, without systematically examining the challenges they face or the adequacy of their understanding of GST provisions as the regime continues to evolve.

This omission is significant. In a complex structure that works mostly digitally, lack of proper understanding among professionals can lead to errors in compliance, more legal disputes and lower efficiency. It's crucial to know how professionals view GST, the problems they face and how well they understand the rules to judges how GST functioning beyond its formal structure.

Against this backdrop, the present study pursues two interrelated objectives-

- 1. To analyse the challenges faced by tax professionals following the implementation of GST, and**
- 2. To examine their understanding of key GST provisions and compliance processes.**

This study changes the analytical focus from policy intent and firm-level outcomes to the intermediary actors who influence GST compliance in practice by emphasizing the experiences and skills of tax professionals. By doing this, it advances a more grounded understanding of GST implementation and provides information pertinent to tax administration, professional associations, and legislators looking to improve the efficacy of compliance within India's changing tax system.

Related Studies

Research on India's Goods and Services Tax (GST) has grown significantly looking at its structure, implications for compliance, sectoral effects and administrative difficulties. Five interconnected streams can be used to summarize existing research: (i) GST design and structural reform (ii) digital infrastructure

and compliance complexity (iii) input tax credit-related issues (iv) firm-level and sectoral effects (v) the role and expertise of tax professionals. While these strands collectively advance understanding of GST implementation, they remain insufficiently integrated, particularly with respect to tax professionals as a central analytical unit.

A substantial body of literature examines **GST design and structural challenges**. According to the initial research viewed GST is a reform meant to simplify indirect taxation curb cascading effects and increases overall effectiveness (Anbuthambi & Chandrasekaran, 2017; Banik & Das, 2017; Mahanta, 2016). Later research shows that India's dual administrative control, complicated and regular policy changes (Mukherjee, 2019; Mukherjee, 2020; Rao, 2018). Further studies highlights some concerns such as revenue uncertainty, coordination difficulties in among authorities and procedural uncertainty all of which continue to shape the growth of GST performance (NIPFP, 2017; Mukherjee, 2021).

A major study focuses on the **compliance and digital infrastructure** particularly on the Goods and Services Tax Network (GSTN). According to the numerous empirical studies (Nayyar & Singh, 2018; Revathi et al., 2024; Yadav, 2023), GST compliance is highly technology driven such as return filing, invoice matching and reconciliation managed through digital platform. However, regular issues such as portal glitches, data inconsistencies, system instability and capacity limitation are major cause of disruption that raise procedural uncertainties for both the taxpayers and intermediaries (Benadict et al., 2021; Garg et al., 2023; Garg et al., 2024; Srinivasan et al., 2025).

According to the major studies that are mainly focus on **Input Tax Credit (ITC)** as one of the important aspect of GST. (Ghosh, 2021; Kapoor & Singh, 2025; Dwivedi & Gupta, 2024) shows restrictive eligibility conditions, invoice mismatches, delayed refunds and interpretational uncertainty are the most questionable aspects of GST. Further studies shows ITC related uncertainty puts a working capital pressure on businesses and this add the advisory burden on a professionals handling compliance and disputes (Kesari, 2025; Kundhadia, 2025; Kumar & Kumar, 2025).

Another aspect of research analyses **firm level and sectoral effects** of GST emphasizes on small and medium enterprises (SMEs). Findings show compliance costs risen up because of frequent return filings, more documentations and the increasing need for audit orientation (Pandey & Misra, 2020; Jeeyitha & Deelwal, 2023; Abid & Rajaselvi, 2025). Specific sectors such as manufacturing, constructions and informal businesses reveal disparity in smaller businesses and unequal adjustments to GST (Shacheendran, 2024; Lapalikar et al., 2024; Saran & Patil, 2025). A regular observation across these researches is the growing dependence on external professionals for routine compliance and interpretation is a common finding among these studies.

Compared to extensive literature review mainly focus on **tax payers, tax professionals** remain relatively underexplored. Global studies examine that tax professionals play a crucial intermediary in shaping compliance behavior, interpreting complex framework. (Tan et al., 2014; Devos, 2012; Budak et al., 2014). Indian researches addresses this dimension indicates that GST has broadened professional responsibilities, risen workloads and enhances compliance risk due to regular changes in laws and digital dependence (Basavanagouda & Panduranga, 2022; Sharma & Singh, 2021; Clowes, 2025). Further finding shows that there is uneven interpretive competence among professionals with routine compliance task contrasts with weaker interpretational and litigation related areas (Goel & Sharma, 2025; Kaarthik & Dhivya, 2025).

Despite these contributions, the literature remains **fragmented**. Most GST studies focus on taxpayers, SMEs, or sectoral outcomes, while practitioner-oriented research is limited in scope and often

descriptive Few studies integrate the challenges that are faced by tax professionals and their understanding of GST provisions, leaving critical gap in explaining how professional competence interpretive capacity affect compliance quality (Basavanagouda & Panduranga, 2022; Sharma & Singh, 2021; Sureka & Bordoloi, 2025).

Existing literature on GST in India is vast but primarily focuses on taxpayers and policy orientation. The challenges, approaches and understanding of tax professionals despite their vital role in enact GST that remains underexplored. Bridging this gap is essential for boost GST scholarship beyond firm-level analysis towards an integrated understanding of compliance dynamics. This study addresses the gap by empirically examining the challenges that are faced by tax professional after implementation of GST and examining their understanding of key GST provisions.

Research Methodology

Method

To know the challenges and confidence level regarding GST practice of tax professionals we conduct online survey through questionnaire; to maintain reliability of data we mainly focus on CAs as they our crucial for the implementation of GST among traders, so their understanding and challenges hinder implementation of GST.

Data Collection

We collect data through structured questionnaire which circulated on email ids, WhatsApp groups etc. to increase reach researcher also collect some data through offline by questionnaire. After cleaning of the data, 110 responses consider for driving conclusion of the study.

Measure

Researcher used 3 pointer Likert scale for challenges and understanding (Major Challenge= 3, No challenge= 1) & (Highly Confident=3, No confident=1) respectively. Questionnaire majorly has 2 parts, part I related to challenges faced and part II for measuring understanding of tax professionals. Unless stated otherwise EFA was performed to explore the underline sub items of the latent construct by principal component analysis along with varimax rotation, except for not loaded in any factor we ran weighted, SPSS version 25 & jamovi 2.6.17 software used for analysis and visualization of the data.

Result & Discussion

Part I: Challenges Faced by Tax Professionals

Fig 1: Primary data analysis for EFA (PCA)

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.623
▶ Bartlett's Test of Sphericity	Approx. Chi-Square	164.591
	df	66
	Sig.	.000

Above fig. 1 represent that KMO value is .623 (between .60 and .70) it means data is sufficient to conduct factor analysis and $P = .000 (< .05)$ of bartlett's test which means there is correlation among components of the question and overall data is appropriate for EFA.

Fig 2: Primary data analysis

Component	Total Variance Explained								
	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.588	21.569	21.569	2.588	21.569	21.569	1.978	16.485	16.485
2	1.387	11.559	33.129	1.387	11.559	33.129	1.634	13.621	30.105
3	1.308	10.896	44.025	1.308	10.896	44.025	1.386	11.553	41.659
4	1.116	9.300	53.325	1.116	9.300	53.325	1.287	10.721	52.380
5	1.053	8.777	62.102	1.053	8.777	62.102	1.167	9.722	62.102
6	.914	7.617	69.719						
7	.827	6.893	76.612						
8	.751	6.261	82.873						
9	.608	5.063	87.936						
10	.570	4.749	92.685						
11	.492	4.103	96.788						
12	.385	3.212	100.000						

Extraction Method: Principal Component Analysis.

Total variance in fig. 2 shows that 5 factors out of 12 has an eigenvalue >1, therefore only 5 factors useful for the further analysis and these 5 factors that extracted by applying EFA explaining about 62.102% variance of the total variance (should be >50%), perceive as good.

Table 1: Factor loading of items in 5 different components by PCA

Component Loadings						
	Component					Uniqueness
	1	2	3	4	5	
Change in GST tax rates					0.882	0.195
Frequent amendments & notifications by government in GST				0.628		0.536
Filing multiple returns (GSTR-1, GSTR-3B, GSTR-9 etc.) is time consuming		0.611				0.315
Technical glitches on GST portal leads delay in return filling and filling of refund applications			0.541	0.621		0.315
Process to claim ITC is complex		0.820				0.283
Interpretation issues regarding classification of Goods and services	0.667					0.263
Explain client about record keeping for compliance and smooth filing of return			0.774			0.387
Variation in Procedure as per GST provisions as available on Portal		0.598				0.638
Red Tapism in GST registration, amendments process and unnecessary notices		0.596				0.422
Issues due to inter head set off facility restricted between CGST/SGST/IGST in certain cases	0.545					0.402
Handling disputes/litigation under GST	0.700					0.355

Sector-specific complexities (exports, e-commerce, services)	0.719					0.438
Note. 'varimax' rotation was used						

Source: Author’s calculation

Above values highlighted in the table 1, which has highest loading value in their respective underline factor. And low uniqueness value indicates the proportion of variance not explained by extracted factor by their loading items. After extraction we further named these factor as per their loading factors’ specification in table 2.

Table 2: Factor Naming

	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5
Name	Legal & Litigation (LL)	Regulatory & Procedure (RP)	Client & Workload (CW)	Technical/Portal (TP)	GST Rate Change (RAT)

Source: Author’s calculation

Path Diagram:

Fig. 3: Path diagram of factor loadings

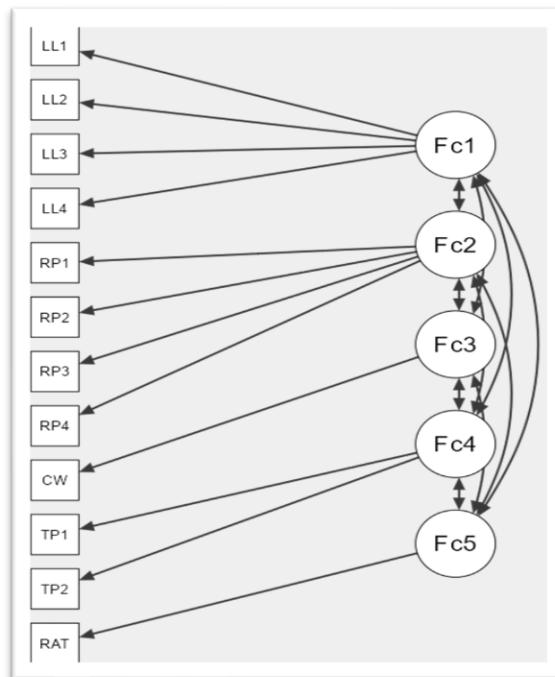


Table 3: Descriptive statistics of Legal & Litigation (Factor 1)

Descriptive Statistics						
	N	Minimum	Maximum	Mean	Std. Deviation	Component Matrix (Factor Weight)

Interpretation issues regarding classification of Goods and services	110	1	3	2.20	.675	.711
Issues due to inter head set off facility restricted between CGST/SGST/IGST in certain cases	110	1	3	2.21	.637	.631
Handling disputes/litigation under GST	110	1	3	2.27	.676	.678
Sector-specific complexities (exports, e-commerce, services)	110	1	3	2.27	.753	.729
Valid N (listwise)	110					

Source: Author's calculation

Table 4: Data Adequacy

KMO and Bartlett's Test	% of Variance	Chi-Square
.711 & P=.000	47.344	46.168

Source: Extraction Method: Principal Component Analysis.

Table 5: Descriptive statistics of Regulatory & Procedure (Factor 2)

Descriptive Statistics						
	N	Minimum	Maximum	Mean	Std. Deviation	Component Matrix (Factor Weight)
Filing multiple returns (GSTR-1, GSTR-3B, GSTR-9 etc.) is time consuming	110	1	3	2.17	.728	.625
Process to claim ITC is complex	110	1	3	2.26	.725	.800
Red Tapism in GST registration, amendments process and unnecessary notices	110	1	3	2.47	.646	.601
Variation in Procedure as per GST provisions as available on Portal	110	1	3	2.26	.631	.537

Valid N (listwise)	110					
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Source: Author’s calculation

Table 6: Measures of data properties

KMO and Bartlett's Test	% of Variance	Chi-Square
.575 & P=.000	41.981	35.429

Table 7: Descriptive statistics of Client & Workload (Factor 3)

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Explain client about record keeping for compliance and smooth filing of return	110	1	3	2.23	.686
Valid N (listwise)	110				

Source: Author’s calculation

Table 8: Weighted mean calculation

Q7. Explain client about record keeping for compliance and smooth filing of return			
Particulars	No. of respondent	Weights	Product
Major Challenge	41	3	123
Moderately challenge	53	2	106
No challenge	16	1	16
	110	6	245
WAV			2.227272727

Source: Author’s calculation

Table 9: Descriptive statistics of Technical/Portal (Factor 4)

Descriptive Statistics						
	N	Minimum	Maximum	Mean	Std. Deviation	Component Matrix (Factor Weight)
Frequent amendments & notifications by government in GST	110	1	3	2.48	.631	.758
Technical glitches on GST portal leads delay in return filling and filling of refund applications	110	1	3	2.49	.586	.758
Valid N (listwise)	110					

Source: Author’s calculation

Table 10: KMO

KMO and Bartlett's Test	% of Variance	Chi-Square
.500 & P=.122	57.409	2.387

Source: Author's calculation

Table 11: Descriptive statistics of GST Rate Change (Factor 5)

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Change in GST tax rates	110	1	3	2.36	.631
Valid N (listwise)	110				

Table 12: Weighted mean calculation

Q1. Change in GST tax rates			
Particulars	No. of respondent	Weights	Product
Major Challenge	49	3	147
Moderately challenge	52	2	104
No challenge	9	1	9
	110	6	260
WAV			2.363636364

Source: Author's calculation

5 factors extracted from Factor analysis as per fig. 2, and their descriptive analysis given in table 3- table 12 and it can be depicted that all factors show acceptable result. As shows in table 3 & 4, of LL, indicate that component matrix of KMO= .711 (between .70 and .80) and p=.000 (<0.005) are average quality and suitable for PCA with chi-Square= 46.168 and total variance present by items is 47.344, the result explain that sector specific complexities as high mean score of .729 means respondent consider that as a major legal litigation challenges which hinder their operation. Table of 5 & 6 represent that data is adequate on borderline as value of KMO is between .50-.60, but Bartlett's test of sphericity shows that items of the factor is perfectly correlated to each other therefor, PCA can be applied. Total items explain 41.981% variance in factor and demonstrate that Red Tapism in GST registration, amendments process and unnecessary notices perceived as most significant regulatory challenge (mean score = 2.47) for tax professionals. Table 7 & 8 shows descriptive statistics analysis of factor 3, as weighted mean value is 2.22 which falling between the weight category of 2 to 3. Considering it closes to 2 weight categories, it inferred that the tax professional considers explain client about record keeping for compliance and smooth filing of return as moderately challenging in GST implementation. As table 9 & 10 reflect low acceptability for PCA therefor, researcher focus on mean scores only for conclusion factor 4 (Technical/Portal) depict that the mean score has less variance, accordingly both the challenges consider as moderately challenging for tax professions. Table 11 & 12 represent that represent that, tax professional consider factor 5 (GST Rate Change) as moderately challenging.

Part II: Understanding level of Tax Professionals:

Table 13: Primary data analysis for EFA (PCA)

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.869
Bartlett's Test of Sphericity	Approx. Chi-Square	482.041
	df	55
	Sig.	.000

Source: Author’s calculation

Values of KMO and Bartlett test of sphericity, .869 (between .80-.90) & .000 respectively outline that data is meticulous for factor analysis and items is significantly correlated to each other.

Fig. 4: Primary data analysis

Component	Total Variance Explained								
	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.975	45.231	45.231	4.975	45.231	45.231	3.384	30.763	30.763
2	1.095	9.959	55.190	1.095	9.959	55.190	2.427	22.227	55.190
3	.918	8.349	63.539						
4	.849	7.720	71.259						
5	.738	6.706	77.964						
6	.610	5.544	83.508						
7	.466	4.236	87.744						
8	.433	3.935	91.679						
9	.349	3.172	94.852						
10	.339	3.084	97.935						
11	.227	2.065	100.000						

Extraction Method: Principal Component Analysis.

Total variance in fig. 5 shows that 2 factors out of 11 has an eigenvalue >1, therefore only 2 factors useful for the further analysis and these 2 factors that extracted by applying EFA explaining about 55.190 % variance of the total variance (should be >50%), perceive as good.

Table 14: Factor loading of items in 2 different components by PCA in EFA

Factor Loadings	Factor		Uniqueness
	1	2	
Good understanding of new GST rates as per different product			0.849
Ability to Differentiate between goods and services as per GST			0.633
Awareness regarding penalties and consequences for non-compliance with GST		0.607	0.601
Familiar with the process and documents required for GST registration		0.564	0.527
Aware about the set off among CGST/ SGST/ IGST		0.672	0.498
Familiar with the ITC claim process		0.677	0.431
Aware about concept of place of supply	0.676		0.437
Aware about concept of time of supply	0.827		0.272
Knowledge about the RCM	0.721		0.390

Knowledge about GST portal	0.527		0.509
Easily handle litigation matters of GST			0.747
Note. 'Minimum residual' extraction method was used in combination with a 'varimax' rotation			

Source: Author’s calculation

Above values highlighted in the table 14, which has highest loading value in their respective underline factor. And low uniqueness value indicates the proportion of variance not explained by extracted factor by their loading items. After extraction we further named these factor as per their loading factors’ specification in table 15.

Table 15: Factor Naming

	Factor 1	Factor 2
Name	Core GST Conceptual Knowledge	Procedural/Compliance Knowlege

Source: Author’s calculation

Path Diagram

Fig. 5: Path diagram of factor loadings

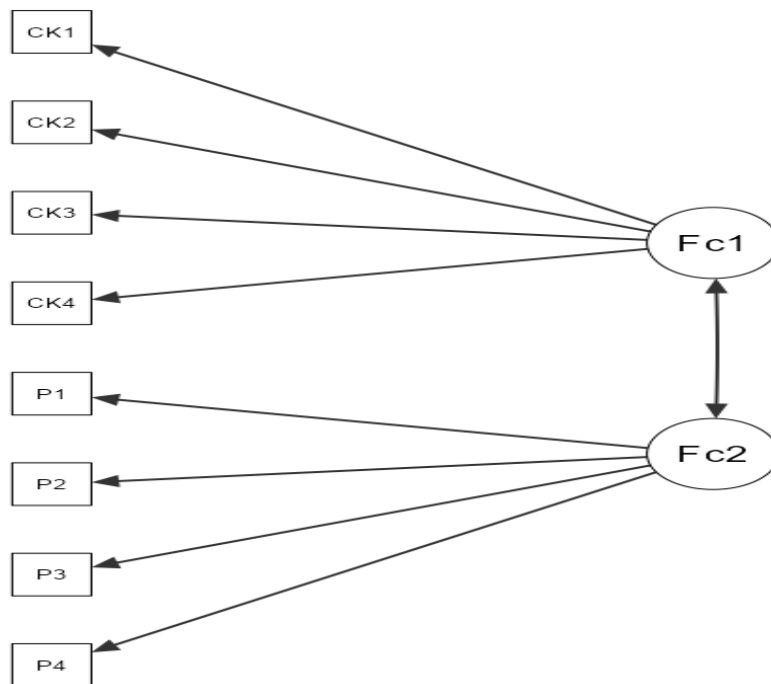


Table 16: Weighted mean calculation

Q1. Good understanding of new GST rates as per different product			
Particulars	No. of respondent	Weights	Product
Highly Confident	54	3	162
Moderately Confident	51	2	102
No Confident	5	1	5
	110	6	269
WAV			2.445454545

Source: Author’s calculation

Table 17: Weighted mean calculation

Q2. Ability to differentiate between goods and services as per GST			
Particulars	No. of respondent	Weights	Product
Highly Confident	56	3	168
Moderately Confident	45	2	90
No Confident	9	1	9
	110	6	267
WAV			2.427272727

Source: Author’s calculation

Table 18: Descriptive statistics of Core GST Conceptual Knowledge (Factor 1)

Descriptive Statistics						
	N	Minimum	Maximum	Mean	Std. Deviation	Component Matrix (Factor Weight)
Awareness regarding penalties and consequences for non-compliance with GST	110	1	3	2.27	.648	.726
Familiar with the process and documents required for GST registration	110	1	3	2.37	.619	.717
Aware about the set off among CGST/ SGST/ IGST	110	1	3	2.30	.711	.794
Familiar with the ITC claim process	110	1	3	2.25	.656	.807
Valid N (listwise)	110					

Source: Author’s calculation

Table 19: KMO

KMO and Bartlett's Test	% of Variance	Chi-Square
.767 & P=.000	58.065	99.781

Source: Author’s calculation

Table 20: Descriptive statistics of Procedural / Compliance Knowledge (Factor 2)

Descriptive Statistics						
	N	Minimum	Maximum	Mean	Std. Deviation	Component Matrix (Factor Weight)
Aware about concept of place of supply	110	1	3	2.35	.747	.834
Aware about concept of time of supply	110	1	3	2.36	.739	.867
Knowledge about the RCM	110	1	3	2.28	.665	.827
Knowledge about GST portal	110	1	3	2.43	.670	.695
Valid N (listwise)	110					

Source: Author’s calculation

Table 21: KMO

KMO and Bartlett's Test	% of Variance	Chi- Square
.755& P=.000	65.352	166.998

Source: Author’s calculation

Table 22: Weighted mean calculation

Q11. Easily handle litigation matters of GST			
Particulars	No. of respondent	Weights	Product
Highly Confident	37	3	111
Moderately Confident	56	2	112
No Confident	17	1	17
	110	6	240
WAV			2.181818182

Source: Author’s calculation

Descriptive analysis related to 2 factors extracted from Factor analysis as per fig. 4, also remaining items measured in table 16- table 21, both the factors show significant item correlation and data adequacy for analysis. Table 16 capture that tax professionals have moderate understanding of new GST rates as per different product based on WAV of 2.44 which is between 2 to 3 weights. Table 17 also show moderate confidence of tax professional toward differentiate between goods and services as per GST. As shows in table 18 & 19, of CK, indicate that component matrix of KMO= .767 (between .70 and .80) and p=.000 (<0.005) with chi-Square= 99.781 and total variance present by items is 58.065, the result explain that

Familiar with the process and documents required for GST registration as high mean score of 2.37 means tax professionals has highest confidence in procedural documents which required for GST compliance. Table of 20 & 21 represent that data is adequate as value of KMO is between .70-.80, and Bartlett's test of sphericity shows that items of the factor is perfectly correlated to each other therefore, PCA can be applied. Total items explain 65.352% variance in factor and demonstrate that tax professional has good knowledge of GST portal (mean score = 2.43). Table 22 is about easily handle litigation matters of GST which reflect that tax professionals have moderate to no confident in litigation matters of GST.

Conclusion:

This study empirically examined the challenges and competency levels of tax professionals operating under the Goods and Services Tax (GST) regime in India using factor analysis and descriptive statistical techniques. The findings indicate that GST-related challenges and professional competencies are multidimensional, encompassing legal, regulatory, procedural, technical, and knowledge-based dimensions.

The factor analysis of GST challenges resulted in the extraction of five distinct factors, each demonstrating acceptable analytical properties in terms of sampling adequacy, inter-item correlations, and explained variance. Legal and litigation-related challenges emerged as a prominent concern, particularly sector-specific complexities related to exports, e-commerce, and services. These findings highlight persistent interpretational ambiguities within the GST framework that complicate compliance and advisory functions for tax professionals.

Regulatory and compliance-related challenges were also found to be significant. Among these, red tapism in GST registration, amendment procedures, and unnecessary notices was perceived as the most critical regulatory issue, as reflected by the highest mean score. This underscores ongoing administrative inefficiencies that hinder smooth GST implementation. Record-keeping and client support activities were perceived as moderately challenging, indicating the increased documentation and compliance burden placed on practitioners. Similarly, technical and portal-related issues, including system glitches and processing delays, were consistently rated as moderate challenges, suggesting the need for further enhancement of GST's digital infrastructure. Frequent changes in GST tax rates were also viewed as moderately challenging, reflecting regulatory uncertainty and the requirement for continuous adaptation. The study further assessed the knowledge and competency levels of tax professionals and identified two competency-related factors. The results indicate that tax professionals possess moderate to high procedural competence, particularly in GST registration processes, documentation requirements, and usage of the GST portal. However, confidence in handling GST litigation matters remains comparatively lower, revealing a gap in advanced legal and dispute resolution skills.

Overall, the findings suggest that while tax professionals have developed reasonable procedural proficiency under GST, systemic challenges related to regulatory complexity, administrative rigidity, technological limitations, and sector-specific interpretation continue to constrain effective compliance. The study highlights the need for procedural simplification, regulatory stability, improved technological support, and targeted professional training, particularly in litigation and sector-specific GST applications.

Acknowledgement

The authors would like to express their sincere gratitude to all the respondents, including chartered accountants, tax consultants, and GST practitioners, who participated in the survey and contributed

valuable insights to this study. The authors also extend their appreciation to the faculty members of the Department of Accountancy & Law, Dayalbagh Educational Institute, Agra, for their guidance and academic support throughout the research process.

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