



## TECHNOLOGY UTILIZATION AND ITS INFLUENCE ON TAX COMPLIANCE BEHAVIOUR OF SMES IN PLATEAU STATE

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### ABSTRACT

*This study investigates the relationship between technology and tax compliance among small and medium enterprises (SMEs) in Plateau State, Nigeria. A cross-sectional survey design was adopted, with data collected from 291 SMEs in Jos metropolis, selected from a population of 750 using Krejcie and Morgan's sample size formula. Structured questionnaires were used to gather data, and the results were analyzed using multiple linear regression. Findings reveal that both technological awareness and perceived ease of use have a significant positive relationship with tax compliance among SMEs. The study recommends that SMEs should increase their awareness and adoption of relevant technological tools to improve tax compliance and enhance operational efficiency.*

**KEYWORDS:** Technology, Tax Compliance, SMEs, Digital Tools, Plateau State

### 1.0 INTRODUCTION

Taxation system is a crucial aspect of any economy as it serves as a key source of revenue for government activities and public services. Tax compliance is a critical issue for SMEs as it is not only to ensure compliance with regulations but also to contribute to the overall economic development of a nation. This is keen by Nigeria's current national digital transformation agenda, which includes efforts by the Federal Inland Revenue Service (FIRS) and Joint Tax Board (JTB) to revolutionize tax administration through technology-driven results. As the country seeks to digitize public services and advance revenue collection in line with global best practices, understanding how technology affects tax compliance at the ordinary SME level is important (Adeyeye, 2019). Small and Medium Enterprises (SMEs) play a significant role in the economic development of a country, contributing to employment generation and GDP growth. However, SMEs often struggle with tax compliance due to various reasons, including limited resources, lack of knowledge, and complexity of the tax system. With the advancements in technology, tax



authorities are increasingly adopting technology tax systems to streamline tax processes and increase compliance among businesses (Adebayo, 2020).

However, non-compliance with tax laws is a persistent and growing global issue to which, a lasting solution is yet to be established (Gatora & Mokaya, 2018). Non-compliance is defined as an individual's refusal to act in accordance with legal, social, cultural or institutional requirements. High tax rates, high compliance costs, onerous registration procedures, inconsistency in enforcing tax laws and corruption make taxation a burden for the informal sector in African countries. Other issues of non-compliance include lack of formal business locations, the nature of business operators, high cost of tax collection, the aggressive attitude of actors, lack of patriotism and lack of trustworthy data (Mbilyni & Mutalemwa 2020).

Tax compliance is a major problem for many tax authorities, especially in Nigeria (Mohammed et al. 2016). Taxpayers will always look for means of reducing their tax liability either through tax evasion or tax avoidance. This may give rise to incorrect filling of their tax returns and loss of revenue to the government (Mohammed et al. 2016). An unduly complex regulatory system and tax regime enforcement makes tax compliance unduly burdensome and often have a distortionary effect on the development of small and medium scale enterprises (SMEs) as they are tempted to change into forms that offer a lower tax burden or no tax burden at all (valerian, 2023). SMEs usually have to operate in an overbearing regulatory environment with the plethora of regulatory agencies, multiple taxes, cumbersome importation procedure and high port charges that constantly exert serious burden on their operations (Bako et, al 2021; Lumumba et al. 2010).

To curb these challenges according to Muita (2011) is the embracing of emerging technologies and tax payment methods that are more efficient so they can reduce wastage. One of the emerging technologies is the electronic tax system which so far has been adopted by the Lagos State Internal Revenue Authority (LIRS). Cobham (2010) opined that technology system has been around globally for the last thirty (30) years. Wasao (2014), describes technology tax system as an online platform whereby the taxpayer is able to access through internet all the services offered by a financial authority such as the registration for a personal identification number, filing of returns and application for compliance certificate, a perfect example of such system is the automated invoicing system called Electronic Revenue Assurance System (ERS) that was unveiled on the 22nd of February 2018. According to the Presidential Committee on National tax policy (2008), the central objective of the Nigerian tax system is to contribute to the well-being of all



Nigerians directly through improved policy formulation and indirectly through appropriate utilization of tax revenue generated for the benefit of the people.

Despite the adoption of electronic tax systems by tax authorities, SMEs in Nigeria and Plateau State in particular, they continue to struggle with compliance. This raises concerns about whether technology has meaningfully improved tax behavior among SMEs. Over the years, Nigerian tax system has not been able to reach these perceived objectives as a result of some setbacks and challenges some of which include lack of stewardship amongst tax payers, multiplicity of taxes, complex tax payment system and tax offsetting, lack of technological exposure, tax evasion, corruption, government instability which instigates noncompliance with relevant tax laws, poor information base and record keeping.

Existing empirical evidence clearly indicates that small and medium sized businesses are affected disproportionately by these costs when scaled by sales or assets. The compliance costs of SMEs are higher than the larger businesses (Weichenrieder, 2007). Kalika et al. (2018) found that technology tax systems can reduce the cost and time associated with tax compliance while improving the accuracy of tax filings. Similarly, Ayanda (2019) emphasized the role of technology in increasing transparency and accountability in tax reporting and compliance. Nevertheless, other scholars have also identified challenges associated with implementing technology tax systems. For instance, Adebayo (2020) suggested that SMEs may face challenges in adapting to new technologies and require adequate training and support to effectively utilize technology tax systems. Additionally, Adeleke (2017) highlighted concerns about data security and privacy in the context of technology tax systems.

Studies such as Mannan, 2020 and Indrayani and Suhendra, 2016; argued that non-compliance is more widespread among small enterprises than among large businesses and that economic, institutional and taxpayer variables all contribute to non-compliance. The existence of a contextual gap is due to lack of critical appraisal for SMEs as most studies focused on all taxpayers and not on SMEs, particularly (Dan'azumi et, al 2020; Omary& Pastory, (2022). Furthermore, according to economic deterrence, factors such as tax rate, the likelihood of being uncovered and the fines levied by the state influence taxpayers' compliance behavior (Ramidhuna, 2021). According to Allingham and Sandmo (1972) tax compliance theory contends that the government deters tax evasion through sanctions and audits; nevertheless, such efforts have not resulted in a viable solution to non-compliance in Nigeria (Kira, 2017). Despite the measure taken by government, it is still unclear whether electronic taxation has helped to improve the tax compliance level among small and medium scale enterprises (Akpubi & Igbekoyi, 2019).



Plateau State, located in the central region of Nigeria, is home to a significant number of SMEs. The state government has been implementing various strategies to improve tax compliance among SMEs, including the adoption of technology in tax administration. Existing studies have not critically appraised how technology influences tax compliance among SMEs in Plateau State, despite increasing digitalization in tax administration. However, the effectiveness of technology in enhancing tax compliance among SMEs in Plateau State remains unclear.

### 1.1 Research Questions

This study attempts to answer the following research questions:

- i What is the relationship between level of awareness and tax compliance among Small and Medium Scale Enterprises (SMEs) in Plateau State?
- ii What is the relationship between perceived ease of use and tax compliance by Small and Medium Scale Enterprises (SMEs) in Plateau State?

### 1.2 Objectives of the Study

The main objective of the study is to examine the relationship between technology and tax Compliance among Small and Medium Enterprises in Jos Metropolis of Plateau state. The specific objectives are as follows:

- i To assess the relationship between technological awareness and tax compliance among Small and Medium Scale Enterprises (SMEs) in Plateau State.
- ii To determine the relationship between perceived ease of use of tax technology and tax compliance by Small and Medium Scale Enterprises (SMEs) in Plateau State.

### 1.3 Research Hypotheses

**H<sub>01</sub>:** There is no significant relationship between technological level of awareness and tax compliance among Small and Medium Scale Enterprises (SMEs) in Plateau State

**H<sub>02</sub>:** There is no significant relationship between perceived ease of use of tax technology and tax compliance by Small and Medium Scale Enterprises (SMEs) in Plateau State.

## 2.0 LITERATUR REVIEW

### 2.1 Conceptual Review

The conceptual review provides the scholarly definition of concepts such as tax compliance, technological level of awareness and perceived ease of use of technology,



## **Tax Compliance**

Umali (2024). looks at tax Compliance to be the degree to which the taxpayer observes (or fails to observe) the tax rules of his country. This may include, but not limited to, declaration of income, tax returns filing, and timely payment of the tax dues. In other words, tax compliance is presented as the extent to which a taxpayer agrees to all tax rules and regulations that are put in place. Rather than being a voluntary payment or donation, tax is a compulsory contribution anchored upon legislation and enforced by the government. Tax payers are more prone to tax non-compliance where the systems are complex (Mansou & Schneider, 2019). Tax compliance relates 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 stated 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, 2005). 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).

## **Technological Level of Awareness**

Tax awareness refers to the understanding and being aware of the rules, regulations, and procedures relating to taxes. It includes an understanding of the tax laws, regulations, and policies put in place by the government to control how taxes are collected from people, businesses, and other entities (Bornman & Ramutumbu, 2019). The idea of tax awareness or tax knowledge entails learning about and understanding many facets of taxation, such as understanding the laws governing taxes, such as income tax, sales tax, property tax, and corporate tax, is important. This includes being aware of the local laws, rules, and tax codes that are in effect. The level of awareness or sensitivity of the taxpayers to tax legislation is very essential.

Tax awareness refers to the processes, by which taxpayers become aware of tax legislation and other tax-related information (Ghani et al.,2020). The level of formal general education received by taxpayers is an important factor that contributes to the understanding of tax requirements, especially regarding registration and filling requirements. Generally, citizens have very limited knowledge on government true expenditures and the cost of public services provided by the government (Morale & Tax, 2021). Thus, individuals' taxpayers without tax knowledge are compelled to solicit the service of tax professionals. A



fundamental way to increase public awareness is for taxpayers to have knowledge about taxation (Maheshwari & Mani, 2019).

### **Perceived Ease of Use of Technology**

Perceived usefulness may be described as the degree at which the user believes that the use of technology system will support his work (Caffaro et al., 2020). Perceived ease of use represents the perception of tax payers on the usefulness of using an electronic system of paying taxes (e-filing) (Ratnawati & Darmanto, 2023). Perceived ease of use has been empirically verified by researchers on the adoption of new technology (Mustapha & Obid, 2015); Mahmudah & Kartikaningdyah, (2020; Ratnawati & Darmanto, 2023). Perceived usefulness has also been examined in relation to the ability of the system to increase performance, productivity, and effectiveness. The studies found that perceived usefulness is a significant determining factor of intention to use a particular system. The significance of perceived ease of use has been well discussed in different fields. It has also been gathered in the previous studies that perceived usefulness has a direct effect on behavioural intention to utilize internet shopping, real-time training on the web, internet banking, e-commerce, and electronic government services like e-filing (Tahar et al., 2020; Mustapha & Obid, 2015).

## **2.2 Theoretical Review**

This study is anchored on the diffusion of innovation theory (DOI). The diffusion of innovations theory was propounded by Everett M. Rogers in 1962. It is a theoretical framework used to describe and predict the process and influencing factors of the dissemination and acceptance of new innovative ideas. The Diffusion of Innovation Theory (DOI), explains how new technologies, ideas, or practices spread within a society over time. In the context of technology utilization and its influence on tax compliance behaviour of SMEs, the theory offers a valuable framework for understanding how small business owners come to adopt and effectively use tax-related digital means such as technological level of awareness and perceived ease of use of technology. The theory assumes that individuals do not adopt innovations at the same time; instead, the adoption follows a process influenced by communication channels, social systems, time, and the characteristics of the innovation itself. The Diffusion of Innovation Theory assumes that the adoption of an innovation depends on five key attributes such as relative advantage, compatibility, complexity, trialability, and observability. SMEs are more likely to adopt digital tax tools if they perceive them as well better than traditional manual methods (relative advantage), see them as compatible with their existing practices and values, find



them easy to understand and use (low complexity), are able to test them on a limited basis (trialability), and observe tangible benefits from their use (observability) (José, 2020). In Plateau State, where many SMEs operate informally or with limited technological exposure, these assumptions are critical in predicting adoption behavior and, consequently, tax compliance levels.

The relevance of DOI lies in its ability to link technology adoption with behavioural change in tax compliance. As the government continues to implement digital tax systems, understanding how innovation spreads among SME owners can help tax authorities identify barriers to adoption and address them strategically. For example. Despite its usefulness, the Diffusion of Innovation Theory has been criticized for being too linear and individualistic. Critics argue that it oversimplifies the complex factors that influence technology adoption, such as economic constraints, institutional policies, and cultural resistance (Mbatha, 2024). Additionally, the theory focuses on the characteristics of the innovation instead of the structural barriers that may avert adoption, especially in developing regions like Nigeria. However, the theory proposed a strategic pathway for improving tax compliance by informing how tax-related technologies are introduced and promoted among SMEs. If tax authorities bring into line the design and implementation of digital platforms with the key factors identified by the theory, they can increase the rate of adoption and, in turn influence voluntary compliance. Therefore, the innovative diffusion theory provides a powerful tool for understanding and explaining how new ideas and technologies can spread in society. It is not only theoretically provides a systematic framework and model for the diffusion of innovation, but also provides effective guidance in practice in areas such as policymaking and business management (Guo & Huang, 2024).

### 2.3 Empirical Review

Salawu *et al* (2025) investigated how e-tax filing systems affect SMEs' tax compliance in Lagos State. Using a descriptive survey design and a sample of 398 SMEs, the study employed ordinal logit regression to analyze data. The results indicated that performance expectancy, effort expectancy, and awareness of e-tax systems significantly influence compliance levels. The study underscores the importance of user-centered technological systems in improving tax compliance. However, it focuses on Lagos State, leaving a gap in understanding the situation in other regions like Plateau State. Moreover, while it highlights key predictors, it does not explore the challenges SMEs face in adopting the technology.



Ihenyen *et al* (2024) explore the impact of e-tax on tax submission conduct among taxpayers in Nigeria. The study sample 100 respondents randomly drawn from SMEs in Bayelsa and Delta States, Nigeria. The instruments for data collection were authenticated by specialists and submitted to a Cronbach's alpha test of dependability. Descriptive statistics and the multiple regression technique were utilised to predict the influence of the distinct factors on tax submission behaviour. The study shows that a user-friendly online interface, and convenience of the e-tax structure substantially impact tax compliance among taxpayers. recommendations are made, among others. The study recommended that 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.

Oyedokun *et al* (2023) investigated the influence of tax knowledge and compliance cost on tax compliance among small scale enterprises in Ibarapa East local Government council of Oyo state with a particular emphasis on the sachet water industry. The research adopted the descriptive survey design. The study populations are the entire staff of all the pure water factories from the selected local government councils of Oyo state. The data was collected by administering the questionnaire to a total number of 625 members of staff. Inferential conclusions were formed from the coding of quantitative data in the Statistical Package for Social Sciences (SPSS) data editor, and the analysis's findings were presented using descriptive statistics. Findings showed that there is a strong positive relationship between tax compliance and tax knowledge of small-scale enterprises operators in Oyo state and also there is significant relative influence among compliance cost, tax knowledge and legal frame work of small-scale enterprise on tax compliance in sachet water industry. The study recommended that the government can effectively bridge the knowledge gap that often hinders small sachet water businesses from navigating the complexities of taxation by designing and executing such educational campaigns and also develop tailored support programs targeted at small-scale sachet water enterprises.

Mathenge and Abdul (2021) determined the effect of technological tax reforms on compliance among SMEs in Nyeri County, Kenya. A descriptive survey research design was adopted. The target population was made up of 891 SMEs registered and licensed by the County Government of Nyeri. Proportionate stratified random sampling technique was applied to select a sample of 95 respondents who comprised of SME owners. The study used primary and secondary data. A semi structured questionnaire was used to collect primary data while secondary data was gathered from the SMEs books of accounts and records as well as data from Kenya Revenue Authority. Data was analysed using



descriptive and inferential statistics. The multiple regression analysis results provided evidence that technological tax reforms has a positive and statistically significant effect on tax compliance. The results of Pearson correlation analysis indicated that technological tax reforms has a strong positive and statistically significant relationship with tax compliance. The study recommended enhanced adoption and implementation of tax reforms, and particularly the technological tax reforms as the reforms were effective in improving tax compliance levels.

Alade *et al* (2020) assessed the effect of E-taxation on Company Income Tax (CIT) and Value Added Tax (VAT). Expo facto research design was adopted, and data were sourced from Federal Inland Revenue Service covering six (6) years and three (3) quarters, spanning from the first quarter of 2012 to the second quarter of 2018. The data obtained were evaluated with the aid of paired sampled t-test. The outcome revealed an insignificant positive difference between the pre and post company income tax revenue with the measurement variables, t-statistics and p-value reported to be 0.833 and 0.421, respectively. Also, there was an insignificant positive difference between the pre and post-value-added tax revenue with t-statistics and p-value of 0.520 and 0.612, respectively.

Oladipupo and Obazee (2016) investigated the impacts of tax payers' knowledge and penalties on tax compliance amongst small and medium enterprises in Nigeria using a survey research design. The data obtained from questionnaire were analyzed using the Ordinary Least Square regression method. The results showed that tax knowledge had a positive significant impact on tax compliance while tax penalty had insignificant positive impact on tax compliance. Thus, the study shows that tax knowledge has a higher tendency to promote tax compliance than tax penalty. The study recommended that government should do everything possible to increase public knowledge on tax matters and tax education should be included in school curricula at all times. Small and medium scale business owners should also seek to advance their tax knowledge and awareness for the mutual benefits of the governments and taxpayers.

### 3.0 METHODOLOGY

This study employed a field survey that is cross-sectional as opposed to a longitudinal field survey to enable the collection of data for both the dependent and the independent variables at the same point in time. The population of the study consists of 750 SMEs selected within Jos metropolis with a sample of 291 using Krejcie and Morgan's (1970) sample size determination. Data were collected using a structured questionnaire on a 5 point likert

scale, and the responses were analyzed using multiple linear Model Specification The study assumes that Tax Compliance (TC) is a function of various technological factors:

**Model Specification**

The study assumes that Tax Compliance (TC) is a function of various technological factors:

$$TC = f(\text{LOAW}, \text{PEU})$$

This is represented in linear form as:

$$TC = \beta_0 + \beta_1(\text{LOAW}) + \beta_2(\text{PEU}) + \epsilon$$

Where:

**TC** = Tax Compliance

**LOAW** = Level of Awareness

**PEU** = Perceived Ease of Use

**$\beta_0$**  = Intercept

**$\beta_1, \beta_2$**  = Coefficients of independent variables

**$\epsilon$**  = Error term

**4.0 RESULTS/INTERPRETATION AND DISCUSSION OF FINDINGS**

**4.1 RESULTS**

**4.1.1 Descriptive Statistics**

The descriptive analysis is seen basically from the behavior of the descriptive statistics and the correlations. The above parameters are necessary to check if the statistical mean of the data provides a good fit of the observed data (descriptive statistics).

**Table 1:**

**Descriptive statistics for the study variables**

	N	Minimum	Maximum	Mean	Std. Deviation
Tax Compliance	244	1.30	3.38	2.3223	.64421
Level of tax awareness	244	1.40	4.80	2.2921	.82732
Perceived Ease of use	244	1.00	3.74	2.4340	.94283

Source: SPSS Output

The descriptive statistics for the study variables are presented in table 1. The results indicate that the mean score of the latent variables range between 2.43 and 2.29 on a 5- point Likert scale, while the standard deviation ranges between 0.64 and 0.94. The standard deviations are small relative to their respective means, implying that the statistical mean provides a good fit of the observed data (Field, 2009) and the data from which the sample was drawn is a true reflection of the population.

**Table 2:**  
**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.948 <sup>a</sup>	.700	.690	.69157

a. Predictors: (Constant), , Level of tax awareness, Perceived Ease of use

Table 2 shows the percentage of prediction of independent variables on the dependent variable. It could be seen that the independent variables jointly explain approximately 70% of the variation in tax compliance ( $R^2 = 0.700$ ), indicating a strong model fit and 30.0% is explained by other factors not included in this model.

**Table 3:**  
**ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	15.078	3	5.710	18.546	.000 <sup>b</sup>
	Residual	66.404	240	.343		
	Total	81.482	243			

a. Dependent Variable: Tax Compliance

b. Predictors: (Constant), Electronic tax filing system, Level of tax awareness, Perceived Ease of use

The ANOVA result ( $F = 18.546$ ,  $p < 0.001$ ) confirms that the model is statistically significant at 5%, suggesting that the predictors collectively have a meaningful impact on tax compliance.



#### 4.1.2 Test of Hypotheses

Multiple linear regression analysis was then employed to test the significance of such relationships and hypotheses earlier formulated in the study. A multiple linear regression was run to test the relationship between technology and tax compliance. Table 4 presents the results.

**Table 4**  
**Path Coefficients**

Model		Coefficients <sup>a</sup>		Standardized Coefficients	T	Sig.
		Unstandardized Coefficients	Std. Error			
		B		Beta		
1	(Constant)	1.428	.216		6.503	.000
	Level of tax awareness	2.304	.202	.504	3.295	.000
	Perceived Ease of use	1.230	.147	.430	4.371	.002

a. Dependent Variable: Tax Compliance

Test of hypothesis 1, as shown in table 4 above, revealed that the standardized regression Beta-value and t- statistics for level of awareness and tax compliance is 0.504 and 3.295 suggesting that this path is statistically significant at  $\alpha = 0.05$ . Hence, there is significant relationship between the level of awareness and tax compliance by Small and Medium Scale Enterprises (SMEs) in Jos, Plateau State.

Test of hypothesis 2 also in table 4 above shows that the standardized regression Beta-value and t- statistics of perceived ease of use and tax compliance is 0.430 and 4.371 suggesting that this path is statistically significant at  $\alpha = 0.05$ . Hence, there is significant relationship between perceived ease of use and tax compliance by Small and Medium Scale Enterprises (SMEs) in Jos, Plateau State.

#### 4.1.3 Discussion of Findings

Hypothesis 1 indicates that there is significant relationship between level of awareness and tax compliance by Small and Medium Scale Enterprises (SMEs) in Jos, Plateau State. This shows that tax adds value to the Nigerian economy as SMEs comply with the payment of tax, SMEs pay tax electronically, tax officials usually inform SMEs about new innovation in the tax system, electronic tax payment is a popular method that most SMEs are aware



of, SMEs get full knowledge of electronic tax system thereby promoting tax compliance. This finding is supported by the findings of Odetayo *et al* (2025) who found that SMEs with high levels of awareness of technology are more likely to comply with tax regulations due to the efficiency and transparency that technology provides in managing financial records and reporting income to tax authorities. Similarly, research by Kaini Tinta *et al* (2024) found that SMEs that are well-informed about the benefits of using technology in tax compliance are more likely to adopt automated tax systems, leading to increased compliance and reduced tax evasion. In contrast, study by Umar and Masud (2020) found that despite high levels of technology awareness, many SMEs still struggled with tax compliance due to factors such as complex tax regulations, lack of understanding of tax laws, and limited resources to invest in technology.

Hypothesis 2 reveals that there is significant relationship between perceived ease of use of and tax compliance by Small and Medium Scale Enterprises (SMEs) in Jos, Plateau State. This is because SMEs understood the electronic tax filing system very well, electronic tax filing system is fast and convenient compared to the old manual system used by SMEs. Perceived ease of use ensures that SMEs can assess their tax obligations accurately using the technology means thereby promoting tax compliance. This therefore ensures that the system is reliable and effective irrespective of the level of user traffic, they paid their taxes at their convenience using the electronic-tax filing system, they are not likely to experience malfunctioning while using the platform and have access to the electronic-tax platform using technology. This result corroborated the results of Ratnawati and Darmanto (2023) who asserted a positive correlation between perceived ease of use of technology and tax compliance, suggesting that SMEs are more likely to comply with tax regulations when they believe that technology makes the process easier and more efficient. However, this study contradicts the findings of Umar and Masud (2020) who found that while SMEs may perceive technology as easy to use, other factors such as lack of training, technical support, and integration with existing systems can hinder their ability to effectively use technology for tax compliance.

## 5.0 CONCLUSION AND RECOMMENDATIONS

The study has found a significant relationship between the level of awareness of technology and tax compliance among SMEs in Jos Plateau state, as well as between perceived ease of use of technology and tax compliance. This highlights the importance of incorporating technology into tax compliance processes for SMEs in the region. Based on the conclusion, the study makes the following recommendations:



- i. SMEs in Jos Plateau state should focus on increasing their awareness of technological tools and resources that can help streamline their tax compliance processes. This can lead to improved compliance rates and overall business efficiency.
- ii. Tax authorities and policymakers should provide support and incentives for SMEs to adopt technology in their tax compliance efforts, such as training programs, subsidies for technology investments, or simplified digital platforms for filing taxes.

### **Suggestions For Further Studies**

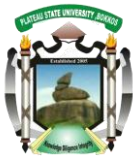
- i. Further studies should conduct a more in-depth analysis of the specific types of technology that are most effective in improving tax compliance among SMEs in Jos Plateau state.
- ii. Further studies should investigate the role of digital literacy and training programs in enhancing SMEs' perceived ease of use of technology for tax compliance, and how this impacts compliance rates.

### **Implications of the Study**

The findings of this study have significant implications for both SMEs and policymakers in Jos Plateau state. By recognizing the importance of technology in tax compliance, SMEs can improve their operations and financial management, while policymakers can design more effective support programs to encourage technological adoption in the SME sector.

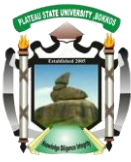
### **Contribution to Knowledge**

This study fills a contextual gap in the Nigerian literature by providing empirical evidence from Plateau State on how SMEs' technological awareness and perceived ease of use influence tax compliance. It contributes to ongoing discussions on digital transformation of tax administration in sub-national economies.

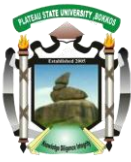


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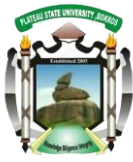
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