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A SURVEY OF VIEWS ON THE EFFECT OF ONLINE TAXPAYER REGISTRATION AND TAX RETURN PROCESSING ON REVENUE COLLECTION AT THE KENYA REVENUE AUTHORITY, RIFT VALLEY REGION

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ABSTRACT: *The study examined the contribution of iTax system as a strategy for revenue collection at Kenya Revenue Authority, Rift Valley Region, Kenya. Informed by the study, this paper examines the contribution of online taxpayer registration and tax return processing on revenue collection by KRA Rift Valley Region. The research employed a correlational design and targeted the domestic taxes department employees at KRA Rift Valley Region. In total, the study targeted 114 employees. Out of this population, stratified random sampling technique was used to select 76 respondents. A five-point Likert scale structured questionnaire was used to collect the primary data. Both descriptive and inferential statistics were then used to analyse the data. The results obtained were presented using tables. The study established that online taxpayer registration and online tax return processing had had a significant contribution to revenue collection at KRA, Rift Valley Region. The study concluded that if these two iTax system components were fully embraced, revenue collection, accounting for taxes paid, monitoring of taxpayers, service delivery to taxpayers and compliance would be greatly improved at KRA. It was thus recommended that KRA management should focus on taxpayer facilitation through a robust system of customer registration and tax payment processing. The paper is of great significance to KRA as it identifies areas where the organization can invest in improvements to enhance revenue collection.*

KEYWORDS: Effect, Online Taxpayer Registration, Tax Return Processing, Revenue Collection, Kenya Revenue Authority, Rift Valley

INTRODUCTION

Tax systems exist primarily to raise revenue to fund government operations. As such, lack of sufficient revenue often results in large budget deficits. Except when short-term fiscal stimulus may be considered appropriate for macroeconomic reasons, deficits generally have undesirable macroeconomic consequences such as crowding out private investment and increasing inflation. Preventing deficits requires good control over both the expenditure on revenue sides of government. The legislated budget must be structured each year to operate strictly within estimates of likely revenue receipts (Bird & Zolt, 2003). Tax reforms should, as a rule, be undertaken to achieve long-term rather than short-term objectives. iTax system in Tanzania was developed in a cooperation project between the Tanzanian Revenue Authority (TRA) and Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ) GmbH. Tanzania introduced iTax system nationwide and in 2007, iTax system was adapted to the needs of local government units in the Philippines (Seelmann, Lerche, Kiefer & Lucante, 2011).

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In a similar vein as Tanzania and the Philippines, the Kenya Revenue Authority (KRA) introduced iTax system to ensure online submission of tax returns and other taxation related transactions. It is a web-enabled application system that provides a fully-integrated and automated solution for administration of domestic taxes (KRA, 2015). It is meant to simplify revenue collection in Kenya by allowing taxpayers to simply update their tax registration details, file tax returns, generate electronic payment slips and make status enquiries with real-time monitoring of their ledger accounts (KRA, 2015). Technically, iTax is a completely integrated modular system for taxation with an open source database, which can handle all types of taxes. iTax system supports the revenue authority in registration, assessment, collection, accounting, debt management, auditing, tax monitoring and reporting (Seelmann *et al.*, 2011).

Contribution of Online Taxpayer Registration on Revenue Collection

Tax collection and administration can be improved through measures such as; shifting towards an electronic tax payer registration system where a uniform Personal Identification Number (PIN) would apply regardless of whether a tax payer is registering for individual tax, corporation tax or VAT (Seelmann *et al.,* 2011). The registration and recording of taxpayer information is one of the fundamental functions of the tax administration and, to a great extent, drives how other core administrative functions operate. An inaccurate taxpayer database will inevitably lead to ineffective compliance programmes. The timely and accurate collection and recording of basic identifying information of the taxpayer will permit the tax administration to understand its taxpayer base, staff itself accordingly, and to effectively plan other core tax administration functions (Murdoch, 2013).

The administration cannot manage its taxpayers if it does not know who they are, where they are located, and whether they are active or inactive. Enhanced revenue collection involves widening the tax base by bringing in more taxpayers into the tax bracket through rigorous taxpayer recruitment and registration. This can be efficiently achieved through use of voluntary online recruitment and registration (Murdoch, 2013). The electronic taxation systems are being adopted by governments across the globe with increasing frequency to aid in their tax revenue collection. These systems are popular with governments since they mitigate the mistakes that are rampant with manual filing and they help to prevent tax evasion by data matching (Manly, Thomas & Ritsema, 2005).

According to Deloitte (2013), taxpayer registration is the process, by which the tax administration collects basic taxpayer identifying information, such as names, addresses, and legal entity types. This information allows the tax administration to know who its taxpayers are, where they are located, and whether they are active or inactive. Modern tax administrations also collect compliance information, such as business activity types or estimated turnover, to plan future compliance activities. During registration, most tax administrations issue a unique Personal Identification Number (PIN) and a registration certificate, and provide the new taxpayer with information on his or her filing and payment obligations.

The basic registration functionality of an online tax system includes the storing and maintenance of taxpayer identifying information, the automatic issuance of PINs and taxpayer certificates, and the automatic determination of taxpayer filing requirements. Effective registration with online tax systems uses unique PINs to facilitate exchange of information between government agencies to ease the detection of non-compliance; integrates registration

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across taxes to allow for a single view of the taxpayer during audit or collections; centralizes the registration database to allow for effective non-compliance monitoring; provides a single facility to the taxpayer to register for all taxes to simplify compliance; and interfaces with the e-tax system, allowing new taxpayers to register online.

In Kenya, Awitta (2010) did a study on the effectiveness of revenue collection strategies at KRA. The study adopted descriptive research design with focus on quantitative characteristics and status of revenue collection strategies at KRA with regard to enhancements of revenue collection. Stratified random sampling technique was used to select a sample of 154 staff from Nairobi Region. Data was collected using a questionnaire which was administered through face to face interviews. The study established that revenue administration reforms through adoption of online registration of taxpayers led to improved revenue performance, more equitable distribution of the tax burden across the community, more consistency and fairness for business and individuals, greater ability to implement fiscal reforms, reduced compliance costs for taxpayers, an increase in the number of registered taxpayers, a reduction in tax evasion and tax fraud, improved management of tax arrears, improved services to tax payers and, greater transparency and integrity in the administration's operations.

A single centralized taxpayer registration database also enables proper planning, allowing the tax administration to rationalize staffing and resources based on the size and geographic location of the active taxpayer population. Many of these tasks would be impossible without an online tax system. For example, an online tax system can automatically verify that newly issued PIN is, in fact, unique, while the same verification would be nearly impossible manually if the taxpayer population is large (Deloitte, 2013).

According to Bird and de Jantscher (1993), many benefits can result from revenue administration reform. They include: Improved revenue performance, more equitable distribution of the tax burden across the community, more consistency and fairness for business and individuals, greater ability to implement fiscal reforms, reduced compliance costs for taxpayers, an increase in the number of registered taxpayers, a reduction in tax evasion and tax fraud, improved management of tax arrears, improved services to tax payers and, greater transparency and integrity in the administration's operations.

Contribution of Online Tax Return Processing on Revenue Collection

Paper returns are tedious to file on the part of the taxpayer and in the same magnitude to reconcile on the part of KRA (Muita, 2011), hence the use of electronic filing, which is aimed at ensuring accuracy and timely reconciliation of the data contained. iTax system does automatic reconciliation and validation of the returns. Several studies both locally and internationally have been done on the role ICT plays in tax administration. In Uganda, Auyat (2013) did a study on E-tax service system and its adoption at Uganda Revenue Authority. Exploratory research design was used in the study. The study established that adoption of E-tax service system by Uganda Revenue Authority led to increase in revenue collection.

In Kenya, Atika (2012) did a study on the effect of online services on revenue collection at Kenya Revenue Authority. The study sought to develop an understanding of the effect of online services in revenue collection in Kenya. The specific objectives of the study were: to assess the impact of KRA online services on revenue collection, to assess whether online services significantly reduce queues experienced at the time of submitting tax returns and to determine the relevance of electronic record keeping in enhancing revenue collection. The study adopted

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a case study approach on the Domestic Tax Department with emphasis to value added tax (VAT) and pay as you earn (PAYE) collections. The collected data was analysed using descriptive statistics. The study concluded that electronic filling of returns has enhanced revenue collection.

Atambo and Gekonge (2016) did a study on the effects of electronic tax system on the revenue collection efficiency of Kenya Revenue Authority. According to Atambo and Gekonge (2016), Electronic tax system is a computerized tax administration system that is especially designed to handle general tax administration from registration, assessment, filing returns and processing of claims and refunds. Its intended purpose is to reduce the cost of the tax payer complying with Kenya Revenue Authority (KRA), increase tax collection and remove the inefficiencies associated with costs of movement by tax payers to KRA offices to do business and present to tax payers a system that reduces their cost of compliance. The study employed a case study research design of revenue collection efficiency of KRA within Uasin Gishu County. The main data collection tools were questionnaires that were administered to the respondents. They found out that revenue collection activities including tax payment, registration, returns and filing have improved since the inception of the system.

Muita (2011) did study on the factors that influence adoption and use of e-filing system among Large Taxpayers in Kenya. The study examined the skills required by the users of e-filing, the technology required and the tax authority's preparedness in enhancing the adoption of tax compliance based technology. The study found that for e-filing to effectively take off in Kenya skills, infrastructure and conducive business environment are needed. For instance, a study of South Korea and Turkey on user evaluation of tax filing web sites was done by Lee, Liu, Hui and Chen (2013), to compare the design and the complexity of the web sites and the ease with which taxpayers are able to file tax returns and queries on their tax status. While Turkey had a complex online system, to the contrary Turkish users did not find tax filing system difficult to use and that was attributable to the fact that they relied on accounting professionals to do their tax returns online. On the other hand, South Korean system was considered less complex but few taxpayers were using it as expected. Ojha, Sahu and Gupta (2009) did a study on the antecedents of paperless income tax filing by young professionals in India. The sample for this study comprised of graduating engineering and management students at two technical universities of North India. The objective of this study was to study how young Indian professionals adopted paperless or online filing of tax returns with the aim of enhancing compliance. The regression analysis carried out found that the antecedents of young Indian professionals depended on the perceived ease of the tax system, personal innovativeness in information technology, relative advantage, performance of filing service, and compatibility. The implication of the findings to the current study is that for any online system to succeed whether for small, medium or large taxpayers' category there must be the ease of use, innovativeness and accessibility. The iTax system is based on the assumption of taxpayers' ability to have regular and inexpensive access to reliable internet.

A study by Kariuki (2013) has found that ICT plays a vital role in the revenue administrations through its versatile nature that avails accessible data in both historical and current categories, reduces computation errors, reduces data processing time and mitigating overall costs. It is further noted in the study that there is improved client service and voluntary tax compliance resulting in increased revenue collections and reduced frequency of interaction between the authority staff and the taxpayers thereby facilitating the decision-making process.

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In Malaysia, Ling and Nawawi (2010) carried out a survey on Integrating ICT Skills and tax software in tax education. The respondents were the tax practitioners and the study aimed at establishing the necessary skills required by taxpayers to fully utilize a tax online system. The study found that three skills are needed by a taxpayer to interact well with technology based tax system namely, spread sheet software, word-processing software and e-mail. The findings of this study show the need to analyse the contribution of iTax system as a strategy for revenue collection. One must not ignore the mandatory skills that would-be users of the system need to have. Failure to consider such skills may make the intention of the system not to be realized.

The electronic filing or online filing of tax returns is a general term for electronic filing or electronic lodgement or electronic declaration of tax returns through submission of tax data to a taxing authority in a computer file format through an internet connection (Ibrahim, 2012). Wasao (2014), defines online tax filing system as an electronic platform facilitating taxpayers use with respect to accessing all online services via the internet including registering and obtaining a personal identification number, lodging filed returns, applying for and printing compliance certificates.

Mandola (2013) defines electronic filing as an internet based system that enables the taxpayers to register and submit their tax returns over the internet. The platform or system could have an inbuilt software that has been pre-approved by the relevant tax authority to assist the taxpayers in calculating and consequently submit the correct amount of tax due (Mandola, 2013). The e-filing incorporates the process of registration, tax preparation, tax filing and tax payment (Lukorito, 2012). The taxpayer requires access to a computer, the tax software, a reliable internet connection and the knowledge to utilize the electronic filing (Hussein, Mohamed, Ahlan, Mahmud & Aditiawarman, 2010).

There are several advantages associated with the online tax filing including convenience as the filing can be done any time (day and night) and within one owns comfort (Geetha & Sekar, 2012). There is also an element of the certainty of delivery and quick confirmation of the delivery as the online tax system confirms successful receipt of the taxpayers' submission. The online tax returns also eliminate data entry errors as the system automatically ensures that the data has been filled in the correct places (Hussein *et al.,* 2010). Finally, document handling and storage is easier (Lukwata, 2011).

Statement of the Problem

Despite the increasing need to raise the level of revenue collection and enforcement so as to provide public services, developing countries still face the challenges of low tax compliance. This leads to frequent tax reforms aimed primarily at closing short-term revenue gaps (Bird & Zolt, 2003). Revenue system modernization improves the ability of an organization to collect more revenue with minimal costs. An electronic system for filing and paying taxes, like the iTax system, if implemented well and used by most taxpayers, benefits both tax authorities and taxpayers. For tax authorities, electronic filing lightens the workload and reduces operational costs – such as the costs of processing; storing and handling tax returns (Atambo & Gekonge, 2016). To meet the 2014/15 target of a record Sh1.18 trillion, KRA had to raise collections by over 20 per cent through new efficient measures that heavily relied on the introduction of iTax system (KRA, 2015).

Gidisu (2012) did a study on the automation system procedure of the Ghana Revenue Authority on the effectiveness of revenue collection using a case study of Customs Division. Gidisu

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(2012) established a positive impact of automation system usage on the cost of tax administration, automation and effectiveness of revenue collection. In Germany, Seelmann *et al.* (2011) did a study on the benefits of a computerized integrated system for taxation (iTax). They found out that iTax system has cost saving and service improvement effects induced by e-Government. The KRA sixth corporate plan is guided by the authority's ability to leverage technology to enhance service delivery and promote compliance.

The success of KRA in its core mandate of revenue collection largely hinges on the efficacy and efficiency of the newly introduced iTax system in increasing tax compliance and sealing tax leakages occasioned by tax evasion. Electronic tax system was introduced by Kenya Revenue Authority to increase financial collection, administration, avail services to the tax payers all the time from anywhere, reduce costs of compliance and improve tax compliance. However, tax compliance levels remain low and tax collections are below the targets set by Kenya Revenue Authority (Atambo & Gekonge, 2016). The study therefore sought to establish the contribution of online taxpayer registration and tax return processing on revenue collection at KRA Rift Valley Region.

MATERIALS AND METHODS

This study adopted a Correlational research design where data were collected on two variables namely iTax system and revenue collection. The study targeted 114 employees working under compliance, debt, taxpayer recruitment and registration, policy unit programmes and iTax support centres of the domestic taxes department at KRA Rift Valley Region (KRA, 2017). The mentioned number of employees includes managers, supervisors, officers and support staff. Using the formula proposed by Nassiuma (2000), a sample of 76 employees was selected as shown in the table below.

Table 1: Sample Size

Station in Rift Valley	**No. of Employees**	**Sample Size** $n_{h=}\left(\frac{N_h}{N}\right)n$
Eldoret	34	23
Kitale	5	3
Lodwar	9	6
Nakuru	42	28
Kericho	10	7
Maralal	5	3
Narok	5	3
Naivasha	4	3
Total	**114**	**76**

Source: Researcher (2017)

The study used both primary and secondary data. The primary data sources were collected using self-administered questionnaires. The secondary data sources used were documentary secondary data which are primarily written documents that can include organization's databases, communication and/or websites but specifically reports, books and journals. The first step in data analysis comprised editing of the raw data in order to detect errors and omissions and correct them when possible, and certifies that maximum data quality standards

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of completeness, uniformity, consistency and accuracy are achieved, as described by Cooper and Schindler (2014). Data were then coded to enable the responses to be grouped into various categories and entered into the computer. With the help of statistical package for the social sciences (SPSS), descriptive and inferential statistics were used to analyse data. The study used descriptive statistics which enabled the researcher to describe and compare variables numerically such as; mode, mean and median.

RESULTS

Contribution of Online Taxpayer Registration on Revenue Collection

The study sought to evaluate the contribution of online taxpayer registration on revenue collection at KRA Rift Valley Region. The findings on this item were as presented in Table 2 below.

Table 2: Contribution of Online Taxpayer Registration on Revenue Collection

Statements		SD	D	U	A	SA	Total	Mean
iTax system has led to accurate capture of taxpayer's basic information	F	0	0	6	23	32	61	4.43
	%	0	0	9.8	37.7	52.5	100	88.6
Taxpayers data captured through iTax system has assisted KRA to staff itself accordingly and actively plan its core tax administration function	F	0	0	6	23	32	61	4.43
	%	0	0	9.8	37.7	52.5	100	88.6
iTax system has led to a widened taxpayers base through new taxpayers being registered online	F	0	0	6	24	31	61	4.41
	%	0	0	9.8	39.3	50.8	100	88.2
There is increased number of new registered taxpayers as a result of deployment of iTax system by KRA	F	0	1	6	29	25	61	4.28
	%	0	1.6	9.8	47.5	41	100	83.6
Widened tax base has enhanced revenue collection	F	0	0	8	19	34	61	4.28
	%	0	0	13.1	31.1	55.7	100	83.6

Source: Researcher (2017)

Based on the study results on the contribution of online taxpayer registration on revenue collection, 88.6% (mean= 4.43) were of the opinion that iTax system had led to accurate capture of taxpayer's basic information, 88.6% (mean= 4.43) were of the opinion that taxpayers data captured through iTax system had assisted KRA to staff itself accordingly and actively plan its core tax administration function, 88.2% (mean= 4.41) were of the opinion that iTax system had led to a widened taxpayers base through new taxpayers being registered online, 85.6% (mean= 4.28) were of the opinion that there had been an increase in the number of new registered taxpayers as a result of deployment of iTax system by KRA, 85.6% (mean= 4.28) were of the opinion that widened tax base had enhanced revenue collection.

Contribution of Online Tax Return Processing on Revenue Collection

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The study also sought to ascertain the contribution of online tax return processing on revenue collection by KRA Rift Valley Region. The results were as summarized in Table 3 below.

Table 3: Contribution of Online Tax Return Processing on Revenue Collection

Statements		SD	D	U	A	SA	Total	Mean
Online filing of tax returns through iTax system has led to faster and more convenient submission of returns as compared to the manual system	F	3	6	8	24	20	61	3.85
	%	4.9	9.8	13.1	39.3	32.8	100	77.0
iTax system ensures accurate filing of returns	F	3	5	7	24	22	61	3.93
	%	4.9	8.2	11.5	39.3	36.1	100	78.6
iTax system ensures timely filing of returns	F	0	3	9	37	12	61	3.95
	%	0	4.9	14.8	60.7	19.7	100	79.0
iTax system has increased the number of taxpayers filing their tax returns	F	3	5	8	19	26	61	3.98
	%	4.9	8.2	13.1	31.1	42.6	100	79.6
Online submission of tax data has improved taxpayers records management through iTax system database	F	1	0	9	26	25	61	4.21
	%	1.6	0	14.8	42.6	41	100	84.2

Source: Researcher (2017)

From the study findings, 77.0% (mean=3.85) were of the opinion that online filing of tax returns through iTax system had led to faster and more convenient submission of returns as compared to the manual system; 78.6% (mean=3.93) were of the view that iTax system had ensured accurate filing of returns; 79.0% (mean=3.95) were of the view that iTax system ensures timely filing of returns; 79.6% (mean=3.98) were of the view that iTax system had increased the number of taxpayers filing their tax returns; 84.2% (mean=4.21) were of the view that online submission of tax data had improved taxpayers records management through iTax system database.

Measures of Revenue Collection

To provide a basis of correlation of variables, the study sought to document the indicators of improved revenue collection by KRA Rift Valley Region. The results of the study were as presented in Table 4 below.

Table 4: Measures of Revenue Collection in KRA

Statements		SD	D	U	A	SA	Total	Mean
iTax system has led to improved revenue collection at KRA Rift Valley Region	F	0	0	6	23	32	61	4.43
	%	0	0	9.8	37.7	52.5	100	88.6
iTax system ensures improved accounting for taxes paid at KRA Rift Valley Region	F	0	0	6	24	31	61	4.41
	%	0	0	9.8	39.3	50.8	100	88.2

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iTax system has improved monitoring of taxpayers at KRA Rift Valley Region	F	0	0	6	23	32	61	4.43
	%	0	0	9.8	37.7	52.5	100	88.6
iTax system has led to improved service delivery at Kenya Revenue Authority in Rift Valley Region	F	0	3	9	15	34	61	4.31
	%	0	4.9	14.8	24.6	55.7	100	86.2

Source: Researcher (2017)

The study findings in the table above show that 88.6% (mean= 4.43) were of the opinion that iTax system had led to improved revenue collection at KRA Rift Valley Region; 88.2% (mean= 4.41) were of the opinion that iTax system had ensured improved accounting for taxes paid at KRA Rift Valley Region; 88.6% (mean= 4.43) were of the opinion that iTax system had improved monitoring of taxpayers at KRA Rift Valley Region and 86.2% (mean= 4.31) were of the opinion that iTax system had led to improved service delivery at Kenya Revenue Authority in Rift Valley Region.

DISCUSSION

The study results showed that online taxpayer registration had led to improved practices in revenue collection by the Kenya Revenue Authority in Rift Valley Region. These findings were in line with those of Awitta (2010) who did a study on the effectiveness of revenue collection strategies at KRA. The study established that revenue administration reforms through adoption of online registration of taxpayers led to improved revenue performance, more equitable distribution of the tax burden across the community, more consistency and fairness for business and individuals, greater ability to implement fiscal reforms, reduced compliance costs for taxpayers, an increase in the number of registered taxpayers, a reduction in tax evasion and tax fraud, improved management of tax arrears, improved services to tax payers and, greater transparency and integrity in the administration's operations.

Similarly, Murdoch (2013) has observed that administration cannot manage its taxpayers if it does not know who they are, where they are located, and whether they are active or inactive. Enhanced revenue collection involves widening the tax base by bringing in more taxpayers into the tax bracket through rigorous taxpayer recruitment and registration. This can be efficiently achieved through use of voluntary online recruitment and registration. The electronic taxation systems are currently adopted by governments across the globe with increasing frequency to aid in their tax revenue collection. These systems are popular with governments since they mitigate the mistakes that are rampant with manual filing, and they help to prevent tax evasion by data matching.

The study findings showed further established that there was a significant contribution of online tax return processing to revenue collection by the Kenya Revenue Authority in Rift Valley Region. These findings were in consonance with those of Auyat (2013) who did a study on E-tax service system and its adoption at Uganda Revenue Authority. The study established that adoption of E-tax service system by Uganda Revenue Authority led to increase in revenue collection. Atika (2012) has also studied the effect of online services on revenue collection at

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Kenya Revenue Authority and concluded that electronic filling of returns has enhanced revenue collection.

Moreover, Atambo and Gekonge (2016) did a study on the effects of electronic tax system on the revenue collection efficiency at Kenya Revenue Authority. They noted that an electronic tax system is a computerized tax administration system that is especially designed to handle general tax administration matters from registration, assessment, filing returns and processing of claims and refunds. Its intended purpose was to reduce the cost of the tax payer complying with Kenya Revenue Authority (KRA), increase tax collection and remove the inefficiencies associated with costs of movement by tax payers to KRA offices to do business and present to tax payers a system that reduces their cost of compliance. They found that revenue collection activities including tax payment, registration, returns and filing have improved since the inception of the system.

Seelmann *et al.* (2011) has investigated the benefits of a computerized integrated system for taxation in Tanzania. They concluded that computerization of tax and revenue authorities can contribute to reaching the goal of good (financial) governance. It improves the accountability and transparency of the revenue authorities. Ndayisenga (2016) has also examined the effects of electronic tax management system on tax collection in Rwanda. The study established that both electronic tax management system which consist of tax payment system, mobile tax payment system and electronic billing machine system contributes to timely tax payment and reduced operational cost for both Rwanda Revenue Authority and its clients. Further, the study established that the system has also made clients to pay tax from any business location, has made communication between tax payers easier, has made tax auditing and accountability easier and lastly has increased revenue collection.

CONCLUSION AND RECOMMENDATIONS

Based on the study findings, it was concluded that online taxpayer registration and online tax return processing have a significant contribution on revenue collection at the KRA, Rift Valley Region. If KRA embraces all the iTax system components, revenue collection, accounting for taxes paid, monitoring of taxpayers, service delivery to taxpayers and compliance will improve. Therefore, iTax system as a strategy for tax payer registration and online tax return processing significantly contributes to efficient revenue collection. As such, KRA should strengthen its tax registration and processing systems to enhance efficiency.

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