



**USEFULNESS OF FBR'S E-FILING FOR INDIVIDUAL SALARIED
PERSONNEL OF EDUCATIONAL DEPARTMENT AND THEIR
SATISFACTION IN KARACHI**

A Thesis submitted to Department of Management Sciences in part fulfilment
of the requirement for the MBA degree

FEBRUARY, 2014

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ABSTRACT

The research has been done on the subject of “usefulness of FBR’s E- Filing for individual salaried personnel of education department and their satisfaction in Karachi”. The aim of the study is to transform the work pattern from manual to automation that will increase the effectiveness of the system according to time, cost and labour.

The importance of usefulness of E- Filing was reviewed with the help of literature. In research; the data was collect with the help of primary and secondary data collection and analysis by charts and graphs. The research methodology selected was positivism and based on correlation study. The study involved use of questionnaires filled by 110 respondents form individual salaried personnel belonged to different age groups and different educational departments. A sample collected through email/online survey based on open and close ended questionnaire.

With the help of study; we accomplished the summit that to deal with the world in this era, the “*E- Filing System*” is the hallmark and plays the vital role in our life and it is highly support the “*Automated Taxpaying System*” as compared to “*Traditional Taxpaying System*”. It is concluded that Individual salaried personnel related to the educational department found e filing system very useful and it pleases and satisfies the Individual salaried personnel more than the traditional taxpaying system. In our thesis we found that the Individual salaried personnel admit the usefulness of FBR e filing. It fulfils their requirements and boosts their satisfaction.

ACKNOWLEDGEMENT

All appreciation and thanks to “Almighty Allah” the most Beneficent and the most Merciful, for bestowing upon us the courage & talent to complete this task.

We are highly thankful to Mr. Shoaib Waseem for his guidance and support throughout my research thesis. He has polished my skills and makes me capable of submitting this thesis. The thesis was very helpful in leaning different aspects of tax system.

I am especially thankful to individual salaried personnel related from education department, who took keen interest in the questionnaire and spend their valuable time to share their views with me. This thesis contains Precise and brief descriptions of FBR E filing tax system.

I tried our best to complete this research thesis with my full understanding and efforts.

CHAPTER ONE

BACKGROUND OF THE
SUBJECT/TOPIC AND STATEMENT OF
THE PROBLEM