

THE IMPACT OF THE DISPUTE RESOLUTION PROCESSES ON TAX MORALE

by

Student Waseema Noormahomed

Student Number: 10294521

Submitted in partial fulfilment of the requirements for the degree

Mcom in Taxation

in the

FACULTY OF ECONOMIC AND MANAGEMENT SCIENCES

at the

UNIVERSITY OF PRETORIA

Supervisor: Keamogetswe Molebalwa

Date of submission: 10 September 2020

ACKNOWLEDGEMENTS

I would like to thank the Almighty and my parents for allowing me this opportunity to study further and accomplish my lifelong dream of obtaining my Masters in Taxation at the University of Pretoria. This is by far the greatest accomplishment of my entire life and I am truly blessed I was accepted to do this course.

Keamogetswe Molebalwa was more than a supervisor in my journey of this mini-dissertation. She took on the role of a life coach always encouraging me and seeing and believing in my abilities far and beyond. Thank you for sharing your knowledge and inspiring me to improve my research throughout this journey. Thank you for your understanding and patience guiding me step by step through my submissions and always willing to accommodate me. You are an inspiration and I could not have accomplished my goal without you by my side. You are truly a blessing in disguise.

Lastly to my fiancé Bashir Ahmed, thank you for always supporting me and giving me the strength to grow and develop my abilities. Thank you for always guiding me and giving me perspectives on life. Thank you for always proofreading my mini-dissertation regardless of how exhausted you are, you are a gem to treasure for life.

ABSTRACT

IMPACT OF THE DISPUTE RESOLUTION PROCESSES ON TAX MORALE: A SYSTEMATIC REVIEW

by

NAME AND SURNAME: Waseema Noormahomed

SUPERVISOR: Keamogetswe Molebalwa

DEPARTMENT: Department of Taxation

DEGREE: MCom (Taxation)

COURSE CODE: TXA895

Background: An ideal world is for all citizens to be tax compliant. The decision of a taxpayer to comply with regulations governed by tax laws depend on the determinants of tax morale. Tax morale considers what motivates individuals to pay taxes and how keen they are to pay taxes on a timely basis. A major negative detriment to tax morale is financial dissatisfaction, especially when there are differences between the taxes to be paid by taxpayers and their tax obligation, this could be viewed as a dispute process.

To ensure compliance of the procedures during a dispute, a dispute resolution process was created which is a mechanism that tax administrators put in place, in order to enhance fairness of taxpayer's tax affairs.

Main purpose of study: This study provides a structured overview of peer reviewed articles published in highly rated academic journals on dispute resolutions processes and tax morale, which is the willingness of taxpayers to comply with their tax obligations, pending a resolution of their tax matters under dispute with revenue authorities. This study will aid revenue authorities in identifying ways to encourage taxpayers' amenability to adhere to the law and provide recommendations on combating the deficit from non-compliant taxpayers under tax disputes.

Method: The study follows a systematic review whereby peer reviewed articles are collected using key words related to the research topic. The search was conducted on

online databases found on the University of Pretoria's online library, namely Google Scholar, Scopus and Web of Science. Subsequently, the articles were selected based on an inclusion and exclusion criteria to ascertain the reliability and relevance of the information to ensure that only literature relevant to this current study was included.

Results: In this study 38 articles were sourced on dispute resolution processes and tax morale. The findings in these articles indicate that dispute resolution processes have a negative impact on the tax morale of individuals. This results in a negative impact on collection of taxes by revenue authorities from taxpayers that have an on-going tax dispute.

Conclusions: The issues of the impact of dispute resolution processes as a detriment of tax morale have been researched worldwide for the past few decades and are a matter of interest to both revenue authorities and individuals. This study can be used for future research as a guiding tool to assist revenue authorities with identifying ways to encourage taxpayers to be compliant if they have pending tax disputes.

TABLE OF CONTENTS

ACKNOWLEDGEMENTS	I
ABSTRACT	II
TABLE OF CONTENTS	IV
LIST OF TABLES	VI
LIST OF FIGURES	VI
LIST OF ABBREVIATIONS AND ACRONYMS	VII
CHAPTER 1: INTRODUCTION	1
1.1. BACKGROUND	1
1.2. RATIONALE FOR THE STUDY	3
1.3. RESEARCH QUESTION	3
1.4. RESEARCH OBJECTIVE	3
1.5. RESEARCH DESIGN AND METHODOLOGY	4
1.6. MAIN CONSTRUCTS OF THIS STUDY	5
1.6.1. Dispute resolution process	5
1.6.2. Tax morale	7
1.6.3. Tax compliance	8
1.7. STRUCTURE OF THE MINI-DISSERTATION	9
1.7.1. Chapter 1: Introduction	10
1.7.2. Chapter 2: Research design and methodology	10
1.7.3. Chapter 3: Data analysis and of results	10
1.7.4. Chapter 4: Conclusion	10
CHAPTER 2: RESEARCH DESIGN AND METHODOLOGY	12
2.1 INTRODUCTION	12
2.2 RESEARCH DESIGN	12
2.2.1 Philosophical stance of the study	13
2.2.2 Nature of the study	14
2.2.3 Reasoning methods	15
2.2.4 Time horizon of the study	16
2.2.5 Unit of analysis	17
2.2.6 Types of data	17
2.2.7 Sources of data	18

2.3	RESEARCH METHODOLOGY	18
2.3.1	Methodological classification	19
2.3.2	Systematised review of the literature	19
2.3.3	Data collection technique	21
2.3.4	Quality assessment of the data	26
2.3.5	Australian Business Deans Council List	26
2.3.6	Summarised overview of data collected and quality assessment	28
2.4	CONCLUSION	29
CHAPTER 3: DATA ANALYSIS AND RESULTS		30
3.1.	INTRODUCTION	30
3.2.	DATA-ANALYSIS TECHNIQUE	30
3.3.	PRESENTATION OF RESULTS AND DISCUSSION	31
3.3.1.	Addressing the research objectives	32
3.3.2.	Answering the research question	42
3.3.3.	Authors and years of publication	44
3.3.4.	Academic journals	45
3.3.5.	Perspectives	46
3.3.6.	Theoretical framework	48
3.3.7.	Research designs and methodologies	49
3.3.8.	Data analysis	51
3.4.	CONCLUSION	53
CHAPTER 4: CONCLUSION		54
4.1	INTRODUCTION	54
4.2.	SUMMARY OF FINDINGS AND CONCLUSION	54
4.3.	LIMITATIONS	57
4.4.	FUTURE RESEARCH	57
4.5.	CONCLUDING REMARKS	58
LIST OF REFERENCES		59
ANNEXURE A		67
APPENDIX A: SAMPLE OF SELECTED QUALITY ACADEMIC PUBLICATIONS		71
APPENDIX B: TAXONOMY FRAMEWORK		75
APPENDIX C: DECLARATION OF PLAGIARISM		77

LIST OF TABLES

Table 1: Abbreviations and acronyms used in this document	vii
Table 2: Summary of keywords	23
Table 3: Databases used to source journal articles	24
Table 4: Criteria and reasoning – inclusion and exclusion of data.....	25
Table 5: Quality assessment results	27
Table 6: Authors	44
Table 7: Top five academic journals	45
Table 8: Academic discipline	46
Table 9: Country perspective	47
Table 10: Constructs	47
Table 11: Type of taxes	48
Table 12: Nature of the study	49
Table 13: Methodological classification.....	51
Table 14: Years of published articles used in this study.....	52
Table 15: Data Analysis Techniques	52
Table 16: Journal articles analysed	72
Table 17: Taxonomy framework	76

LIST OF FIGURES

Figure 1 : Quality assessment: Summary of results	28
Figure 2 : Factors affecting tax morale.....	38
Figure 3 : How compliance is attained	41

LIST OF ABBREVIATIONS AND ACRONYMS

Table 1: Abbreviations and acronyms used in this document

Abbreviation	Meaning
ABDC	Australian Business Deans Council
ADR	Alternative Dispute Resolution
CIT	Corporate Income Tax
OECD	Organisation for Economic Co-operation and Development
PIT	Personal Income Tax
SARS	South African Revenue Services
VAT	Value-Added-Tax

CHAPTER 1: INTRODUCTION

1.1. BACKGROUND

A famous poet Oliver Wendell Holmes Sr. said,

“I hate paying taxes. But I love the civilization they give me”. (Goodreads.com, n.d.)

Taxes are a source of income for governments and taxes contribute to the welfare of a society. Government’s main use of taxpayers’ funds is for the provision of public goods and services ensuring a better infrastructure for its citizens. The amount of taxes collected can have a significant impact on an economy and the allocation thereof is largely dependent on the level of compliance (Mitu, 2018:118).

The compliance of taxes is fundamental and is made up of a range of intricate factors (Cummings, Martinez-Vazquez, McKee & Torgler, 2009:20), such as taxpayers’ behaviours to comply, taxpayers’ current affairs and finances, governments enforcement and tax morale. The fairness of a country’s tax is commonly associated with the taxpayer’s perception of tax compliance (Azmi & Perumal, 2008:11). Taxpayers economic and current affairs have an impact on their compliance with tax laws and obligations. It was found in a study that there is a noticeable gap between compliance of taxpayers and the active population of taxpayers in a country, this gap is due to taxpayers’ attitudes and how their taxes are used by governments (Oberholzer & Stack, 2009:737). In order for a tax system to be highly effective, it needs to rely on the level of compliance (Pentland & Carlile, 1996:274).

The Organisation for Economic Co-operation and Development (OECD) has conducted various research approaches on the influences of a citizens’ inclination to pay taxes and the impact of socioeconomic and institutional factors such as democracy, trust in government and educational attainment (Daude, Gutiérrez & Melguizo, 2012:2-5). The analysis by Daude *et al.* (2012) considers the connection of tax morale on individual characteristics and trust in the government as some of the factors underlying tax behaviour. Tax morale considers what influences taxpayers to comply with their tax

obligations. Torgler (2007:153) believes the way people are treated by governments could influence their tax morale. Tax morale is defined by Torgler (2007:153) as the incentive to pay taxes. In essence, it looks at what motivates individuals to pay taxes and how willing they are to pay taxes on a timely basis (Mitu, 2018:119). The decision a taxpayer makes to comply with regulations governed by tax laws depends on the determinants of tax morale. If taxpayer's have no trust in governments with the use of their funds and they do not have confidence in their government, they will be less likely to comply with their obligations.

Governments administration of funds is not the only factor for justification of tax compliance (Alm & McClellan, 2012:1). Another major negative detriment to tax morale is financial dissatisfaction, especially when there are differences between the taxes to be paid by taxpayers and their tax obligation, this could be viewed as a dispute process (Torgler, 2003:19). Tax disputes arise when there are disagreements between taxpayers and revenue collection agencies (Tran-Nam & Walpole, 2012:5).

Tax disputes occur when revenue authorities and taxpayers have different views on the interpretation and application of the law in respect of a taxpayer's liability (Kanyi, 2019:iii). Tax disputes also arise when taxpayers fail to comply with the filing of tax returns or submission of information to revenue authorities in respect of their tax obligation (Anyebe, 2019:236). In essence disputes arise when taxpayers do not agree with how their taxes are administered and calculated. The core objective of a tax dispute system is to ensure that the disagreements are resolved within a reasonable timeframe and in an effective manner. (Kanyi, 2019:2).

To ensure compliance of the procedures during a dispute, a dispute resolution process was created which is a mechanism that was put in place by tax administrators, in order to enhance fairness of taxpayers' tax affairs. This process allows taxpayers the right to dispute their tax assessments received from revenue authorities. There are various forms of dispute resolution processes that are multifaceted, lengthy and place a considerable burden on taxpayers' finances which result in lower compliance. Hence, this could potentially have a negative impact on the tax morale of individuals with regards to tax disputes. (Jone, 2018:850; Kanyi, 2019:20-27).

1.2. RATIONALE FOR THE STUDY

An ideal world is for all citizens to be tax compliant. An inspiration for tax compliance can be assumed a concept for tax morale (Luttmer, & Singhal, 2014:155). Tax morale considers what motivates individuals to pay taxes and how keen they are to pay their taxes on a timely basis (Mitu, 2018:119).

Tax disputes arise when taxpayers fail to comply with their tax obligations such as the refusal of filing tax returns or compliance with requests made by revenue services (Anyebe, 2019:236). Tax disputes also occur when revenue authorities and taxpayers have different views on the interpretation and application of the law in respect of a taxpayer's liability. (Kanyi, 2019:iii).

A number of studies have been conducted on tax dispute processes and tax morale wherein it states that taxpayers should be treated fairly by tax authorities should they have a tax dispute in progress (Kirchgässner, 2011:5; Torgler, 2003:2). However, there is no structured overview of what the impact of a tax dispute process has on taxpayer's tax morale.

This study seeks to provide a structured overview on the impact of tax dispute processes on tax morale. From a practical point of view, this study will aid revenue authorities in identifying ways to encourage taxpayers' amenability to adhere to the law and provide recommendations on combating the deficit from non-compliant taxpayers under tax disputes.

1.3. RESEARCH QUESTION

In this research study the main question is; what is the impact of the dispute resolution processes on tax morale?

1.4. RESEARCH OBJECTIVE

The main research objective of this study is to provide a structured overview of the peer reviewed academic articles published on the impact of dispute resolution processes on tax morale. The main research objective is supported by the following objectives:

- To obtain and identify the different types of dispute resolution processes and to determine how they affect tax morale;
- To identify and analyse factors that influence tax morale;
- To analyse the quality of the articles obtained using the Australian Business Deans Council (ABDC) rating criteria; and
- Conclude on the study.

1.5. RESEARCH DESIGN AND METHODOLOGY

A research design is a structured plan that explains the methods of reasoning adopted to achieve the research objectives (Saunders, Lewis & Thornhill, 2009:43). In this section consideration is given to the research design elements and research methodologies which are defined to ensure the most appropriate research method is selected to assist in answering the research question. This aspect is vital as it assists with the collection of data, determining the quality of the data, relevance of the data to the study and other aspects explained in detail in Chapter 2 (Goddard & Mellville, 2004:12).

This study seeks to provide a systematic review on the impact of dispute resolution processes on tax morale. It further addresses the determinants of tax morale, and how it affects taxpayers' compliance with revenue authorities. The afore-mentioned is determined by using a qualitative approach which provides an in-depth insight on the topic (Leed & Omrod, 2015:289).

The research is based on information available at a specific point in time which is cross-sectional in dimension (Saunders *et al.*, 2009:621). The analysis of this study is limited to taxpayers' likelihood to comply with their tax affairs, pending a resolution on matters under dispute with tax authorities. Focus is placed on highly rated academic articles with research conducted on this topic to draw conclusions and provide new insights.

This study is exploratory in nature as it seeks to better understand the topic (Tranfield, Denyer & Smart, 2003:215). It considers a pragmatic philosophical stance in the attempt to answer the research question (Sekaran & Bougie, 2016:395).

1.6. MAIN CONSTRUCTS OF THIS STUDY

Constructs are used to consider if there is a relationship between how the theoretical concepts in the study are used to provide an answer to a study (Adams, Khan, Raeside & White, 2007: 237). According to Ramakrishnan & Gehrke (2000:52), constructs are used to furnish an overview of a subject that is satisfied by the data obtained for that specific subject.

Hence, in this study the constructs which are most relevant to the impact of dispute resolution processes are considered and used; namely dispute resolution processes, tax morale and tax compliance which are discussed in detail below. The study also considers tax morale in general and compliance from taxpayers as they are interrelated concepts of this study.

1.6.1. Dispute resolution process

Disputes are common in all societies regardless of the level of development (Tran-Nam & Walpole, 2012:17). Tax disputes occur when revenue authorities and taxpayers have different views on the interpretation and application of the law in respect of a taxpayer's liability (Kanyi, 2019:iii). Tax disputes also arise when taxpayers fail to comply with their tax obligations such as the refusal of filing tax returns or compliance with requests made by revenue services. (Anyebe, 2019:236).

According to the South African Revenue Service (SARS) (2018:16) in essence there are two types of disputes with revenue authorities namely:

- Differences on how the law should be interpreted. In such cases the taxpayer would need to dispute their tax affairs with the revenue authorities on an online platform or manually and follow the process established by the revenue authority. The timeframe may vary depending on the stage of the dispute and in some cases, it can be argued in the tax courts; and

- Differences in the administration of the law from a procedural aspect. In such cases the taxpayers need to argue their case with a complaint to the tax governing board which has different terminologies in different countries.

Both of the above-mentioned types of disputes have their own form of challenges in relation to collection or requests for information, and various challenges in exercising the administrative power through court (Kasser-Tee, 2015:1-2).

Tax disputes can arise at any time once there is a difference in application and perception of how the taxes should be treated. Four extensive types of tax disputes as defined in Australia are:

- Grievances in the form of a complaint;
- Objections;
- Disputes on the applicability of tax law; and
- Objections to assessments which include revenue estimates (Tran-Nam & Walpole, 2012:17).

Disputes of taxes may result in interruptions of the revenue collection of taxpayers due to financial distress which in turn results in less compliance (Kanyi, 2019:iii). In South Africa, the revenue authority, namely SARS have a 'pay now, argue later' rule for tax matters which are under dispute with them. Adding to this, the Tax Administration Act (28/2011) has a chapter which focuses on the dispute resolution processes and taxpayers' rights and obligations under dispute to assist them with the financial burden during a tax dispute process (Torgler, 2003:19).

The Canadian Revenue Authority has a rule where they may not institute collection of taxes if a taxpayer lodged an objection, until 90 days have passed since the assessment was issued by the Minister to the taxpayer to confirm or verify the assessment (Fritz, 2019:30). In Australia the revenue authorities do not have a specific rule, however, they have certain exceptions whereby the collection of taxes is postponed if the Commissioner is of the opinion that a genuine dispute exists, this is based solely at the discretion of the Commissioner (Fritz, 2019:35-37).

As mentioned, disputes are common in all countries and the fairness of a country's tax laws is commonly associated with the taxpayer's perception of tax compliance (Azmi & Perumal, 2008:11). To ensure compliance of the procedures during a dispute, a dispute resolution process was created which is a mechanism put in place by tax administrators in order to enhance fairness of taxpayers' tax affairs. This process allows taxpayers the right to dispute their tax assessments received from revenue authorities. There are various forms of dispute resolution processes that are multifaceted, lengthy and cause a huge burden on taxpayers' finances which result in lower compliance. Due to the timespan taken to resolve a dispute, it could potentially impact the tax morale of individuals under tax disputes. (Jone, 2018:850; Kanyi, 2019:20-27). In the next section tax morale and the factors that affect the morale of taxpayers is discussed.

1.6.2. Tax morale

Tax morale is a concept that was made known to society as far back as the 1960s by the "Cologne School of Tax Psychology" (Torgler, 2007:4). However, during this time society was unaware of it and did not focus on it for a number of decades (Alm & Torgler, 2004:3). From the 1990s, society became more aware of this concept and how it fit into the world of compliance (Torgler,2007:5). In essence tax morale means taxpayers' willingness to pay their tax duties (Torgler, 2005: 526).

There are various interpretations of what tax morale is and Schmolders (2006:11) defines 'tax morale' as:

"The attitude of a group or the whole population of taxpayers regarding the question of accomplishment or neglect of their tax duties; it is anchored in citizens' tax mentality and in their consciousness to be citizens, which is the base of their inner acceptance of tax duties and acknowledgment of the sovereignty of the state."

The OECD committee has conducted various research on the influences of individuals inclination to pay taxes and the impact of socioeconomic and institutional factors such as democracy, trust in government and educational attainment (Daude, et al., 2012:2-5). The analysis by Daude *et al.* (2012) considers the connection of tax morale on individual characteristics and trusts in the government as some of the factors underlying tax

behaviour (Daude, *et al.*, 2012:5). The OECD conducted a survey on socioeconomic and institutional factors on tax morale and below are their findings:

- Religiously inclined people have a higher tax morale compared to individuals that do not have a faith;
- Females have a higher tax morale compared to males;
- The older generation has a higher tax morale and are more honest in paying their taxes compared to individuals of a younger generation;
- Highly intellectual people have a higher morale and positive outcome on paying tax compared to people of a less skilled nature; and
- Full time workers have a higher tax morale compared to independent contractors and part time employees.

Tax morale considers what motivates individuals to pay taxes and how willing they are to pay their taxes on a timely basis. (Mitu, 2018:119). If the tax morale of a society is low, citizens will be less likely to comply with their tax obligations which in turn affects the compliance of a country and the provision of goods and services by governments. Hence, tax morale and tax compliance play a significant role in the management of a country and should be considered simultaneously.

1.6.3. Tax compliance

Tax compliance has been studied by individuals and governments since the 1960s (Addisu, 2018:1). The compliance of taxes is dependent on the taxpayers' eagerness to obey their tax obligations to ensure the economic stability of a country (Andreoni, Erard & Feinstein, 1998:850). Compliance is a standard that individuals and companies, such as taxpayers, traders, tax practitioners and various other organisations should follow to ensure their legal obligations are met. These obligations rely on the individual's willingness and voluntary nature to comply by doing the right thing. Citizens need to have a social responsibility for their roles in society and how they can improve the welfare of a country. According to SARS (2017:6) compliance guide, a considerable contributor in this regard is the compliance of taxes.

Jackson and Milliron (1986) consider 14 reasons for the inclination of tax compliance which have been found by various researchers. Some of these reasons are gender,

income, education, age, status, legal sanction, ethics, complexity and relationship with taxation authority.

SARS conducted a study on how they view compliance and what they can do to change perceptions and willingness to comply, which is listed below:

“Compliance is influenced by...

- *Attitude and willingness to pay their fair share;*
- *Knowing what their obligations are;*
- *Knowing how to comply;*
- *Ease of compliance;*
- *Legal treatment of some compliance;*
- *An understanding of the possible consequences of non-compliance.*

What we are doing...

- *Understanding what informs taxpayers’ attitudes and willingness to comply;*
- *Educating taxpayers about their obligations;*
- *Educating taxpayers how to comply;*
- *Making it easy to comply;*
- *Making the legal treatment clear;*
- *Utilising both monetary and other punitive measures that escalate according to the context and severity of non-compliance” (SARS compliance guide, 2012/13 – 2016/17:6).*

In order for a tax system to be highly effective it needs to rely on the level of compliance. (Pentland & Carlile, 1996:274). What are the norms for taxpayers to comply with their tax obligations and the degree of what is considered as compliant?

Having a better understanding of the behaviours of taxpayers and their attitudes towards taxation improves both voluntary compliance and the efficiency of tax administration.

1.7. STRUCTURE OF THE MINI-DISSERTATION

The essence of this study is to provide a synopsis of the impact of the dispute resolution processes on tax morale. This study is structured into four chapters, namely Chapters 1 to

3 which renders substantive information on the topic and the final chapter which provides a comprehensive conclusion. The entire study is presented in a mini-dissertation format which solely focuses on the area of discussion and is elaborated on in detail below.

1.7.1. Chapter 1: Introduction

Chapter 1 sets the tone for this study by providing an overview of the background justifying why this study was conducted. It determines the main objective for this research by addressing research questions and research objectives that will be addressed throughout the study. This is followed by a discussion of research designs and methods used.

1.7.2. Chapter 2: Research design and methodology

Chapter 2 focuses on the research process using the outcome of chapter 1. This chapter considers how the research was conducted by defining key terminologies relating to research design and methodologies as well as reflecting on the methods of research available and how they contribute to answering the research questions. Chapter 2 further explains what form of data was collected and the process it endured to determine the credibility of the data. This is followed by an in-depth analysis of the data and a discussion of the results.

1.7.3. Chapter 3: Data analysis and results

Chapter 3 explains various types of data analyses and techniques, followed by a discussion of the creditable data that was obtained in Chapter 2 on the authors, perspectives and theoretical framework of this study to support the research questions, by providing more details on the thematic technique, as the preferred technique for the current study using the taxonomy framework with an a *priori* theme structure. This is followed by a summary of the findings and conclusions.

1.7.4. Chapter 4: Conclusion

The final chapter concludes on the findings of the current study as a whole to ensure the research objectives have been addressed. Reference is made to the limitations of this study, as well as recommendations for future researchers intrigued on the impact of tax

morale on taxpayers under tax disputes. The chapter ends with closing remarks on the full research.

CHAPTER 2: RESEARCH DESIGN AND METHODOLOGY

2.1 INTRODUCTION

The definitive drive of this study is to review and analyse the existing literature on the impact of the dispute resolution process on the tax morale of taxpayer's willingness to comply with their tax obligations, pending a resolution of their tax matters under dispute with revenue authorities. The previous chapter provides an overview of the background and rationale for the study by determining key objectives that are considered to answer the research question.

The core of chapter two is to provide a comprehensive framework for the research designs and methodology used to source information for this study. This chapter focuses on how the research is conducted, by defining key terminologies relating to research design and methodologies, followed by a reflection of the research methods that are used to address the research objectives as described in Chapter 1.

This chapter further explains how the data is sourced and recorded by following a process of elimination to determine the credibility of the data, which is followed by a summary of the results and a further conclusion on the findings.

2.2 RESEARCH DESIGN

A research design is a structured plan which explains the methods of reasoning adopted to achieve the research objectives (Saunders *et al.*, 2009:43). Research design comprises of seven elements, which will be discussed in further detail below, namely philosophical stance, nature of the study, method of reasoning, time horizon, and unit of analysis, types of data and source of the data to determine the impact of dispute resolution processes on tax morale.

The above listed elements assist in answering the research question by determining key terms, the reasoning on how to determine the quality of data, how it is collected and how relevant it is to the study (Goddard & Mellville, 2004:12). Each of the seven elements are elaborated on in detail below.

2.2.1 Philosophical stance of the study

A philosophical stance is based on how things are perceived by people and the environment. It provides an informed view about reality, what information is available and ways to gain access to the available Information. It is a guiding perspective about the nature of change and human behaviour and thus, the very foundation for this research (Hodge, 2020:1).

In essence philosophy is a style of thinking on how to view and understand reality (Sekaran & Bougie, 2016:28). A research philosophy stance is one of the core structures used to interpret an outcome on a topic (Stahl, 2014:2). Reference is made to the following categories of philosophical stances: positivism, interpretivism and pragmatism which are explained in detail below:

- Positivism: follows an approach that relies on scientific knowledge, such as experiments and statistics, to reveal a true nature of how society operates (Lee, 1992:90). Basically positivism is trying to understand the world in a way that can foresee and regulate, without considering any human reactions or personal factors (Sekaran & Bougie, 2016:28).

According to McKerchar (2008:7), the information obtained from a positivist model is based on deductive reasoning to seek generalisation as this is the main focus point of a positivist as they test theories. This stance objectively makes use of quantitative data as it considers surveys, experiments and various other forms of numerical data and empirical methods (Sekaran & Bougie, 2016:88,97,394). The source of data under this stance is of a primary nature as it is obtained first-hand from studies which can be viewed independently.

- Interpretivism: information is obtained through communication and assumptions that are derived on those interactions (Stahl, 2014:2). Interpretivism adopt a subjective nature to interpret and understand incidents, happenings, people and social constructions, including what it means to people (Babbie & Mouton, 2001:28,37).

This philosophy highlights qualitative measures to interpret the above-mentioned stances to conclude on a subject. It considers inductive reasoning to formulate a

theory from the research findings by making use of a theoretical stance (Sekaran & Bougie, 2016:26). The source of data under this stance is of a secondary nature as it is considering information that is in existence (Sekaran & Bougie, 2016:2).

- Pragmatism: evaluates the theories originated from past interactions and experiences, as well as interactions within the environment (Morgan, 2014:2). In this stance theory and practice are interrelated and used simultaneously to promote and stem intellectual practices. (Sekaran & Bougie, 2016:29)

This philosophy stance is a combination of positivism and interpretivism which is generally practical in nature. A combination of quantitative and qualitative data is collected to provide the best answer on the research question (Saunders, *et al.*, 2009:153). The source of data under this stance considers information that is in existence and deductive in nature to determine how to best answer the research question (Sekaran & Bougie, 2016:29).

This study focuses on the theoretical aspects of the available literature used to determine the impact of dispute resolution processes on tax morale. It addresses the determinants of tax morale, and how it affects taxpayer's compliance with revenue authorities. The above falls within the ambit of pragmatism as it observes phenomena and subjective meanings to provide the best answer to the research question (Saunders, *et al.*, 2009:153).

2.2.2 The nature of the study

The nature of the study is the approach which is followed to understand the research process in answering the research question. Reference is made to the following categories of nature: an exploratory study, a descriptive study and a causal study which are explained in detail below:

- Exploratory study: refers to studies that are conducted when there is not a lot of adequate information on a topic of interest, therefore it essentially explores the information that is available on a certain subject. Hence, this study contains factual information that was known at the time, however more information is required to have a feasible theoretical framework. An exploratory study usually starts off broad and is

narrows down in the research process while addressing the research question (Sekaran & Bougie, 2016:43).

- Descriptive study: describes systematically and accurately on an area of interest. (Dulock, 1993). This type of research is considered as the most common means of conducting research in many disciplines (Nassaji, 2015:1). A descriptive study provides an in-depth understanding of the theory and knowledge on a certain topic that assists in the understanding of the characteristics of situations, in thinking systematically about research questions and suggesting areas for future research (Sekaran & Bougie, 2016:43).
- Causal study: primarily focuses on the comparison of variables. In simple terms a causal study considers the effect that one variable has on another variable and uses it as the basis of concluding on a topic. It usually starts with a literature review followed by a quantitative research approach (Sekaran & Bougie, 2016:44).

This current study falls within the ambit of an exploratory study as it seeks to gain more insight into the impact of dispute resolution processes on tax morale and the likelihood of taxpayers to comply with their tax affairs, pending a resolution on matters under dispute with tax authorities.

2.2.3 Reasoning methods

In order to conduct a deeper analysis of this current study, an outline is required to clearly distinguish between the different research reasoning methods used to interpret the data. Reasoning methods are the understanding and explanation of the process of the different methods used to draw conclusions or construct explanations (Dani & Joan, 2004:7). Reference is made to inductive, deductive and abductive reasoning methods which are explained in detail below:

- Inductive Reasoning: considers the results of an observation of patterns which is a psychological phenomenon (Zalaghi & Khazaei, 2016:228). This type of reasoning is used to formulate a theory from the research findings by making use of a theoretical basis (Sekaran & Bougie, 2016:26).

- Deductive Reasoning: moves from generalisations to a specific conclusion, it is merely the testing of existing theory on a topic of interest. A theoretical framework is formed, which is applied to reality, in order to draw a conclusion from research findings (Sekaran & Bougie, 2016:26).
- Abductive reasoning: is an approach in which explanatory hypotheses are formed and evaluated. (Thagard & Shelley, 1997:413). Abductive reasoning follows an inductive approach which is used to determine a theory and then test the theory by way of a deductive approach.

Based on the above definitions it appears that deductive and inductive reasoning approaches can be taken as is. However, abductive reasoning requires further elaboration and the use of the other forms of reasoning before a result can be derived (Kovács & Spens, 2014:135).

Reasoning of an inductive nature is considered for this study as it uses the data collaborated to develop a theory. Pertinent existing literature is used to conclude on the current stance of the impact of dispute resolution processes on tax morale and likelihood of taxpayers to comply with their tax affairs, pending a resolution on matters under dispute with tax authorities.

2.2.4 Time horizon of the study

This section of the study focuses on the length of time that is spent concluding the research; taking into consideration the research question and the conclusion based on the findings of the current study (Levin, 2006:24). This section of the study is fundamental in determining the time frame in which the study is conducted (Levin, 2006:24). Reference is made to cross-sectional and longitudinal studies explained in detail below:

- Cross-sectional study: also referred to as a 'one-shot' study of data collected at one specific period in time, even though the data collection occurs over a length of time (Sekaran & Bougie, 2016:104). This time horizon provides an overview of participants' perceptions conducted at a specific interval. (Saunders *et al.*, 2009:186).

- Longitudinal studies: is the opposite of cross-sectional studies in a sense where the data collected is considered over various points in time, in order to answer the research question (Ployhart & Vandenberg, 2010:96).

The time horizon of this study focuses on the research obtained at a particular point in time and falls within the domain of a cross-sectional study.

2.2.5 Unit of analysis

The unit of analysis is very specific in terms of 'who' or 'what' or 'how' and from where the data is collected, taking into consideration the research question (Sekaran & Bougie, 2016:102). Adams *et al.*, (2007:87) suggest that the focus should be to "... specify whether the level of investigation will focus on the collection of data about organisations, departments, work groups, individuals, or objects."

This study focuses on existing literature such as peer reviewed articles as the unit of analysis to provide an overview of the impact of dispute resolution processes on tax morale and amenability of taxpayers to comply with tax laws, while some of their taxes are under the dispute process with revenue authorities.

2.2.6 Types of data

Data is obtained in various forms such as facts, figures, statistics and other forms that are used to determine the type of data required to address the research question. Reference is made to quantitative and qualitative data which are explained in detail below:

- Quantitative data: is data expressed in numerical form (Bacon-Shone, 2020:20). This type of data is used to display calculations and trends over time, the data is structured and makes use of a statistical analysis by way of experiments and surveys.
- Qualitative data: this type of data is in essence the opposite of quantitative data and is not expressed in numerical form. Qualitative data is gathered from various sources such as information received from interviews, observations as well as responses to

surveys (Bacon-Shone, 2020:46-47). This type of data is used to consider taxpayers perceptions as it considers personal interactions.

This current study uses qualitative data which is readily available to address the research question, as this study is a systematic review of existing literature and results are not mathematical in nature.

2.2.7 Sources of data

Research is strengthened by the use of reliable and reputable sources of data. It is fundamentally important to be aware of the various sources of data which are considered for this current study. Reference is made to primary and secondary data which are explained in detail below:

- Primary data: is the first source of data that is initially obtained for a specific study (Johnston, 2014:620). This is data which is obtained first-hand, such as interviews or panel discussions.
- Secondary data: is the second source of data that is derived from existing sources, for example previous studies conducted on a specific topic that can be found in books, census data and certain publications (Johnston, 2014:619).

The current study focuses on research that is currently available taken from existing sources by combining various research studies to derive a conclusion on how tax morale is impacted on the dispute resolution process. Hence, this study falls within the ambit of secondary data and the ultimate purpose of this study is to use existing literature by way of a systematic review process to answer the research question.

2.3 RESEARCH METHODOLOGY

Research methodology considers the logic behind the methods used to analytically solve the research objectives (Kothari, 2004:8). This aspect of the study focuses on how the current study is conducted and what tools and procedures are used to answer the research question. It explores variables that influence the taxpayer's perception on tax compliance by summarising the existing literature on the topic.

This section of Chapter 2 further considers certain key terms and their definitions to conduct a search for relevant data from literature which matches a predefined criterion. This is followed by extraction, integrity and examination of the quality of the relevant data against the objectives for this study. Highly cited authors and ratings of academic journals is considered to conclude this section in a reasonable manner.

2.3.1 Methodological classification

Methodological classification is the way in which data is arranged to provide a clear structure of the research methods that can be used to acquire information on a specific area of interest (Shankar, n.d.:2). Reference is made to qualitative research, quantitative research and mixed method research which are explained in detail below:

- Quantitative research is the testing of theories by using numerical data, that is scientific in nature (Sekaran & Bougie, 2016:2). The data is then quantified to address the research problem by considering opinions, behaviours and other variables. It considers a sample that is used to conclude on a larger populace (DeFranzo, 2011:2).
- Qualitative research develops a theory to provide insight into the research problem and helps develop ideas for quantitative research. A qualitative study creates opportunities to gain new insight into a specific phenomenon (Leed & Omrod, 2015:24). It is not numerical in nature and concludes only on the exact group that is being experimented.
- Mixed method research is the use of both quantitative and qualitative research with the intention of supplementing each type of methodology. It aims to improve and strengthen the research by the developing and testing of theories (Zohrabi, 2013:254).

This study focuses on observed interpretations as to how tax morale affects tax compliance with respect to dispute resolution processes, which is a qualitative research methodology. Since the results in this study are not numerical in nature, it focuses on a systematic review of existing literature.

2.3.2 Systematised review of the literature

The purpose of this study is to provide a structured overview on the impact of the dispute resolution processes on tax morale in order to provide a detailed source of data on this topic. This section provides an overview on the definition of a review, systematic review, the purpose of the systematic review and the steps taken in conducting a systematic review, as well as its advantages and disadvantages.

‘Review’ is defined in the Oxford English Dictionary as: “To view, inspect or examine a second time or again” (Dictionary, 2003). Numerous review types have been identified, for example integrative reviews, critical reviews, literature reviews, mapping reviews, meta-analysis, systematic reviews and systematised reviews (Grant & Booth, 2009:94).

Based on the review types identified, consideration was given to determine what is a literature review for purposes of this study. A literature review is:

“The selection of available documents (both published and unpublished) on the topic, which contain information, ideas, data and evidence written from a particular standpoint to fulfil certain aims or express certain views on the nature of the topic and how it is to be investigated, and the effective evaluation of these documents in relation to the research being proposed” (Hart, 1998:13).

Referring to the above definitions, this study follows a systematised review method by looking at relevant literature on the impact of dispute resolutions processes on tax morale. A systematic review is a restricted review of certain topics in a structural manner, which provides an in-depth understanding of the topic by utilising the readily available research on the subject. A systematic review saves time as the literature is already available (Mallett, Hagen-Zanker, Slater & Duvendack, 2012:453).

Mulrow (1994:597) describes a systematic review as the most efficient and high-quality method to evaluate and identify the extensiveness of the scope literature. Using this review type, it is a straightforward method to obtain all the available literature at a particular point in time by way of a cross-sectional time horizon which is used to address the research problem.

Studies of a systematised review are evaluated against a criterion such as formulation of a research question, location of the available literature, assessing the quality of literature

and selecting relevant and reliable literature, synthesising of the information and ensuring it has met the necessary criteria (Khallaf, Naderpajouh & Hastak, 2017:2).

Steps taken in conducting a systematic review:

- Step 1: Identifying the research problem - it should be clear and structured;
- Step 2: Methods of identifying the data by searching databases and scanning references;
- Step 3: Assessing the quality of the data by using adequate research designs and methodologies; and
- Steps 4 and 5: Summarising the evidence and interpretation of the results. Once the steps have been concluded an assumption is made on the findings. (Ryan, 2010:3-6).

Strengths and weaknesses of using a systematised review can be summarised as follows (Grant & Booth, 2009:99-100):

Strengths:

- Forms the basis for providing more conclusive research;
- The initial stages of research can be identified systematically with ease; and
- It provides an opportunity to demonstrate the detailed processes and technical proficiency used in the research.

Weaknesses:

- Assessments and synthesis of a high quality are less identifiable;
- Likelihood of prejudice on a topic compared to a systematic review; and
- Reviews of an academic nature are prioritised over the methodological methods.

This study adopts a systematised review as it is an efficient method used to identify and evaluate literature (Grant & Booth, 2009:102). A systematic review saves time during the research process as the literature is already available (Mallett *et al.*, 2012:453).

2.3.3 Data collection technique

This segment elaborates on the different data collection techniques used to identify and analyse the existing literature on tax morale and the likelihood of taxpayers to be compliant during tax disputes with revenue authorities. Firstly, it is considered what is meant by data collection techniques, the process that is followed to collect data using certain databases to source the data and elaborate on the software program used to store the data for analysis of this study is explained.

A general overview of the data collection process entails a search using keywords/phrases on the topic to source available information such as journals, books, articles and various publications. The search was conducted on Google Scholar, Scopus and Web of Science databases which assess the quality of the data obtained by ensuring only data from reputable sources are collected for purposes of this study. Google Scholar provides data which is collected from academic journals and scholarly sources available under one platform (Jacsó, 2008:1).

Subsequently, the data is selected by applying an inclusion- and exclusion criteria to ascertain the reliability and relevance of the information to ensure that only literature relevant to this current study is included. After screening the literature for relevance, this information was then uploaded onto Qiqqa (a software program used as a tool that records data by way of an online library that analyses, stores and references literature required for research purposes (Vithal & Jansen, 2010:50). Reference is made to data collection techniques used, namely keywords, search criteria and recording of selected academic articles which are explained in detail below:

2.3.3.1 Keywords

Part of identifying articles used to source information in this systematised review, specific keywords highlighting the research topic are considered. The keywords chosen are based on the title of this study. The following keywords were used when searching for and identifying literature to include in the study:

- Tax;
- Tax morale;
- Tax compliance;

- Dispute resolution; and
- Processes.

Table 2 on the following page expands on the search using the keywords listed above:

Table 2: Summary of keywords

Initial Keywords	Synonyms	Broader terms
Tax	Impose, levy, tariff, dues, fee	Individuals compliance, taxpayer's behaviour, paying of dues
Tax morale	Disposition, temperament	Socio- economic and institutional factors that influences compliance of taxes
Tax compliance	Cooperation, consent, agreement, obedience	Taxpayers likelihood to comply with laws
Dispute resolution	Contest, challenge	Taxpayer's complaints and aggravation
Processes	Procedure, rule	Compliance with laws

Source: (Oxford English Dictionary/ Thesaurus, 2020)

2.3.3.2 Databases

According to Ramakrishnan & Gehrke (2000:27) a database is a collection of data used to extract information. This study considers databases sourced on the University of Pretoria library website using Publish or Perish software to identify information on the impact of dispute resolution processes on tax morale.

In total 38 articles were sourced and included in this study. These articles were found on various databases as listed in Table 3, on the following page. Of the 38 articles identified, 29 were found on Google Scholar, 4 articles were found on Scopus, 2 articles were located on the Web of Science and 3 articles were found on other databases. Following a description of the various databases used to source the articles:

- Google Scholar: is data collected from academic journals and scholarly sources available under one platform (Jacsó, 2008:1);
- Scopus: is an abstract and citation database, that is used to determine which journal is cited the most for a particular subject area. (Burnham, 2006:1,7); and

- Web of Science: is a reference database that contains literature that is multidisciplinary and has international exposure. (Vieira & Gomes, 2009:587,598).

Table 3 below summarises how many and on which database the 38 selected articles were found:

Table 3: Databases used to source journal articles

Database	Academic journal articles
Google Scholar	29
Scopus	4
Web of Science	2
Other – Grey literature*	3
Totals	38

*Grey literature is any other form of literature as chapters within a book and reports relating to the research topic that provided an overview of the dispute resolution process i.e. 1 chapter within a book and 2 reports.

2.3.3.3 Search criteria

The purpose of a systematised review is to consider the search criteria. The search criteria used for this study is to obtain articles that are written on dispute resolution processes and tax morale. The first point of reference is usage of keywords to source the literature applicable to the study by way of an inclusion- and exclusion criteria. The next step follows a consideration of the title of the literature to determine whether it is pertinent or peripheral to the study.

Once titles relevant to the study were obtained, the abstract of the data was read to identify the purpose, strategy and conclusion of the literature in order to establish the research objective or problem statement of the literature. The third step was to consider the time frame of articles published which relate to dispute resolution processes and tax morale. Only articles published between the years 2014 and 2019 were selected for the study and articles published outside of this were excluded. All three steps were used to source data which is the most relevant and recent in terms of literature.

A total of 38 articles are included in this study based on the following inclusion criteria:

- Articles that contained the following keywords in the title: Tax morale, Tax compliance, and Dispute resolution processes;
- The title of the literature and abstract determine whether the article is relevant to the research topic; and
- Articles published between the years 2014 to 2019.

Based on the 38 articles included in this study the following exclusion criteria was used:

- Articles with titles that do not include the following keywords were excluded: Tax morale, Tax compliance, and Dispute resolution processes. Hence, articles sourced with titles and abstract not relevant to the research topic were not considered; and
- Articles published outside of the years 2014 to 2019 were excluded.

A summary of the inclusion- and exclusion criteria described above, is reflected in Table 4 below, the exclusion criteria are the opposite of the inclusion criteria:

Table 4: Criteria and reasoning – inclusion- and exclusion of data

Criteria	Inclusion criteria	Exclusion criteria
Keywords	Tax morale, Tax compliance, Dispute resolution processes	Articles with titles that did not include the keywords
Title	The title of the literature and abstract that were relevant to the research topic was considered.	Articles sourced whose titles and abstract that were not relevant to the research topic was not considered.
Year	Articles published between 2014 to 2019 were included.	Articles published outside of 2014 to 2019 were excluded

This study is not limited to any country and considers all research designs and methodology. It only refers to publications in English and articles from the year 2013 and before are excluded; to ensure that irrelevant data is not part of this study. The techniques used to record academic publications are discussed in detail in the next section.

2.3.3.4 *Recording of selected academic articles*

Articles obtained after applying the inclusion- and exclusion criteria were loaded on to Qiqqa to analyse the data. Qiqqa is a data analysis software program with an online and offline functionality which serves the purpose of a library that analyses, stores and

references literature required for research purposes (Vithal & Jansen, 2010:50). It is a very effective tool that summarises an article to provide an eloquent overview which is an added feature that distinguishes it from other software programs.

Qiqqa is a freely available software which is downloaded from the internet and it was used to analyse the data obtained for the purposes of this study. The first step when using Qiqqa is to create a web library to store the sourced information for ease of reference and to have it on one platform. The literature obtained was imported to the Qiqqa library by using the 'Add PDFs or References' menu and the 'Add Folder' function. After refreshing the site in the 'Tag' tab, all articles reflect in Qiqqa on the main library page.

Each article is then opened individually and the 'Sniffer' function in the 'Properties' tab is used to find the correct BibTeX using Google Scholar. At this stage of the process, when opening the main library home screen, all articles reflect details with regards to the title, authors, the journal in which the article is published, as well as the year of the publication. This simplifies the process of eliminating articles that do not meet the inclusion criteria. Subsequently an assessment measuring the quality of the literature was performed against the ABDC list which is dealt with in Section 2.3.4 below.

2.3.4 Quality assessment of the data

The systematic review of this study is performed on articles published in highly rated journals. This section explains in detail how the information obtained is analysed to determine the reliability and quality based on the ABDC listing. The purpose of this section is to outline: what is the ABDC listing; the background of how this listing originated and its purpose; defining the different rating categories and how it is used to determine the quality of the data relevant for this study.

2.3.5 Australian Business Deans Council List

In 2007 the ABDC list was established to assist researchers with selecting literature of a high quality. The list focuses mainly on Australian and New Zealand academic literature that is used globally by many universities. Furthermore, the list considers the journals in which the literature was published as well as the publisher's details to assess the quality of

the articles selected for this study. The ABDC list is a ranking system used to review the reliability and superior quality of data and it is reviewed on an annual basis ensuring its relevance (ABDC, 2018:4).

The literature is ranked according to four categories, namely: A*, A, B and C which ranks from highest to lowest in terms of quality of data which is explained in detail below:

- A* rated: Journals listed under this rating are ranked the highest quality and are published by well-known publishers. Any literature that falls under this rating supersedes any other form of ratings as listed below.
- A rated: Journals listed under this rating are ranked the second highest quality and the publishers are not that well known.
- B rated: Journals listed under this rating are ranked the third highest quality and the publishers are not that well known.
- C rated: Journals listed under this rating are ranked the lowest form of quality in terms of the ABDC listing and caters for literature that does not fit into the above-mentioned categories. (ABDC, 2018:97).

The ABDC listing was downloaded off the internet with each article located manually from the list of journals on the listing to provide its ranking. The 38 articles obtained were analysed to determine the quality of the data and it is summarised in the Table 5 below:

Table 5: Quality assessment results

Journal ratings	Total number
A* Rated	2
A Rated	9
B Rated	9
C Rated	7
Not rated	11
Totals	38

Source: (ABDC, 2018:86-94)

The ABDC list represents a ranking of business journals which is measured according to a specified quality threshold. The list is subcategorised into A*, A, B and C ratings as indicated in Table 5 above. Overall, 38 articles were sourced and included in this study based on relevance post the application of inclusion and exclusion criteria as well as the

quality of the data. Out of the 38 articles included in the current study, two items were published in A* rated journals, nine items were published in A rated journals, nine items were published in B rated journals, seven items were published in C rated journals and eleven items were not published in journals that appear on the ABDC listing.

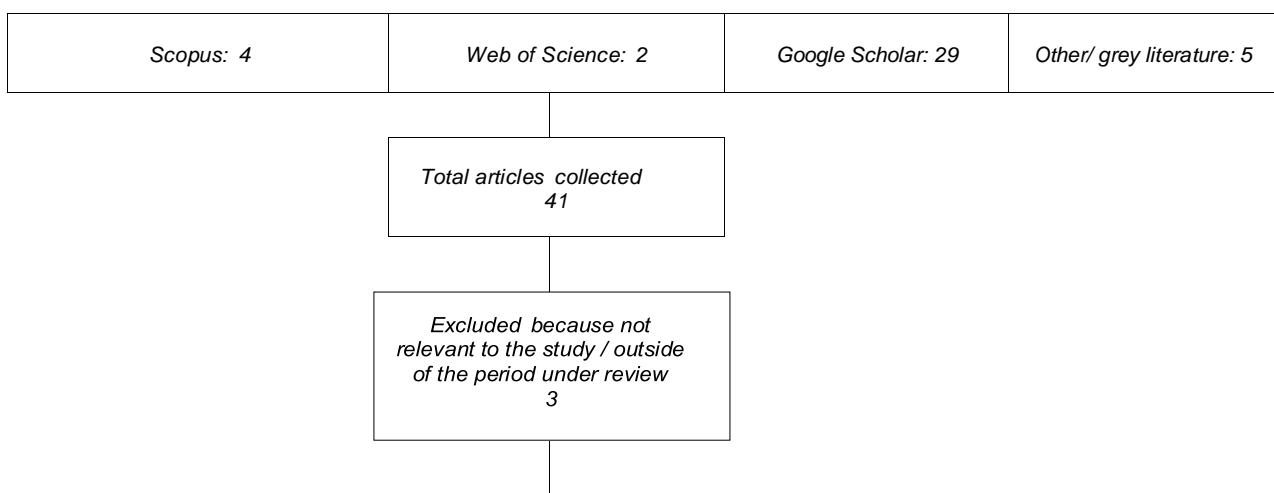
A comprehensive summary of the overview of the data collected and databases used to assess the credibility of the literature is summarised in the next section.

2.3.6 Summarised overview of data collected and quality assessment

A summary of the research design and methodology is discussed in detail in Chapter 2. Methodology of a transparent nature is followed to assist with sourcing data to answer the research question. This study is a subtext of a systematised review which mainly focuses on qualitative data in a text format, making use of tables to simplify the data.

In this chapter consideration is made on the techniques and criteria used to obtain the data focusing on the inclusion- and exclusion criteria, the main focus of the study, the method of recording the selected literature in Qiqqa as well as the quality assessment using the ABDC listing is described in detail. Prior to applying the inclusion- and exclusion criteria, 41 articles were selected to be included in the current study. Out of the 41 articles, three were excluded as they fell under the exclusion criteria and are outside the period under review. Figure 1 below, shows a summary of the results:

Figure 1 : Quality assessment: Summary of results



<i>Total number of articles included in the research</i> 38
--

2.4 CONCLUSION

The current study is a systematic review of the available literature used to determine the impact of dispute resolution processes on tax morale. It addresses the determinants of tax morale, and how it affects taxpayers' compliance with revenue authorities. The study follows a philosophy of pragmatism as it observes phenomena and subjective meanings to provide the best possible answer to the research question.

The study is exploratory in nature and follows an inductive research stance, as it describes the current situation and seeks to gain new insights into the research question that forms the framework for future research. Secondary data is included in the current study, which consisted of 38 articles in the form of reviews. A qualitative research method is used, as results and data are described in text format, substantiating the descriptions making use of data tables to simplify the results.

CHAPTER 3: DATA ANALYSIS AND RESULTS

3.1. INTRODUCTION

The purpose of this study is to provide a structured overview on the impact of the dispute resolution processes on tax morale based on taxpayers' willingness to comply with their tax obligations, pending a resolution of their tax matters under dispute with revenue authorities.

Firstly, this chapter sets out the results of the study by providing an overview of the different methods used to analyse the data, by defining these methods and elaborating on the selected method used in conducting this study.

Secondly, a discussion of the credible data that is discussed in Chapter 2 on the authors, academic journals, perspectives and theoretical framework of this study is summarised in tabular format to simplify the results and data to support the research questions. Thirdly, a summary of the findings and concluding on the results of the impact of dispute resolution processes on tax morale on taxpayers' willingness to comply with their tax obligations.

3.2. DATA-ANALYSIS TECHNIQUE

Data analysis techniques are defined as the process of evaluating data to scrutinise each element of the data collected and converting it to be useful for research purposes by considering the rational and investigative reasoning of the data (Perez, 2019:1). In essence it is a process of analysing data to determine its use.

In an overview of the specific techniques used in the current study, reference is made to the following categories of data analysis techniques, namely statistical techniques, thematic (textual) techniques and a combination thereof which are explained in detail below:

- Statistical techniques are more traditional methods, for example analysis of variance, hypothesis testing, maximum likelihood estimation and linear regression that are suitable for mechanical calculators. Whereas more 'modern' computer-intensive statistical methodology supports electronic computations of new statistical methods such as bootstrap methods, generalised additive models, nonparametric regression,

and classification and regression trees. The 'modern' techniques require fewer distributional assumptions and can be applied to more complicated statistics (Efron & Tibshirani, 1991:390). The purpose of a statistical test is to classify the data collected under a certain class to obtain further information on the data by way of a quantitative analysis (statistical) (Cowan, 1998:57). In essence this type of technique makes use of scientific theories to analyse data surrounding our societies (Capadisli, Auer & Riedl, 2013:1).

- Thematic techniques are less traditional methods that may include theoretical models (Grant & Booth, 2009:94). This type of technique is also considered as a textual (written) technique and the most common type of qualitative analysis (non-statistical) which seeks to identify patterns, for example contrasts or commonalities in a set of data. This is identified through a series of well-defined steps, for example coding and the use of tags for category building, which promotes the understanding of the nature of qualitative analysis (Sgier, 2012:1).
- Combination of statistical and thematic techniques is used collectively to benefit from the strengths of both techniques. This is similar to mixed method research, where both quantitative and qualitative research methods are used.

This study falls within the ambit of a thematic technique as it focuses on the narrative interpretation of data to identify patterns of how tax morale affects tax compliance in respect of dispute resolution processes. Since the data used in this study is not statistical in nature, it only focuses on the systematic review of existing literature to provide the best answer to the research question. This is achieved by making use of the taxonomy framework with *a priori* (prior) theme structure. Refer to Annexure B for details on the taxonomy framework themes used for this study.

3.3. PRESENTATION OF RESULTS AND DISCUSSION

In this section, the results are presented in a chronological sequence, describing the findings as well as summarising the results in tabular format, in order to simplify the data. The results are presented according to the profile of selected authors, peer reviewed academic articles and journals, countries from which the literature originates, the disciplines from which literature originates and the various sectors that the literature covers.

3.3.1. Addressing the research objectives

The research objectives for this study are achieved through obtaining literature relevant to this study. Based on the literature found, certain objectives were determined to address the research question. Each of the objectives are listed below with an explanation of how the information was sourced with a conclusion on each of them to address the objectives of this current study.

3.3.1.1. *To obtain and analyse articles on the different types of dispute resolution processes*

Through the search and selection criteria, 38 articles were sourced on different databases found on the University of Pretoria library website using keywords and applying the inclusion- and exclusion criteria as set out in Chapter 2, section 2.3.3 on the data collection technique in respect of the research topic. Thereafter, the quality of the articles selected for this study are reviewed according to the reliability and superior quality of data using the ABDC listing.

In sourcing the articles, the objectives of the research were taken into consideration to ensure they were met. A literature study is conducted on each objective to provide an overview of the articles collected and summarise the literature available on the topic of the current research study. The objectives are discussed in detail below:

Dispute resolution processes:

Revenue authorities worldwide have a mutual goal in ensuring its taxpayers are complying with their tax obligations and paying the correct amount of taxes (SKP, 2018:2; Jone, 2018:832). In order to achieve their goal, revenue authorities have the right to check that taxpayers have complied with the tax laws and legislation (SKP, 2018:2). Conducting an investigation into taxpayers' taxes is one of the most common ways revenue authorities can check if a taxpayer is compliant (SKP, 2018:2). The foremost reasons for requesting information include: examining of a taxpayer's tax affairs, gathering of information for collection of outstanding tax debt, authentication of declarations or returns, determining

the taxpayer's correct tax liability or refund and accumulation of evidence in respect of a tax offence (SARS, 2018:24). This process entails a request for information and supporting documents (SKP, 2018:2). Gathering of information is most commonly done through submission of a formal request for information and documents from the taxpayer (SKP, 2018:4). Another commonly used approach by revenue authorities to obtain insights into a taxpayer's tax affairs is through obtaining oral testimonies by interviewing taxpayers and their employees (SKP, 2018:5). These requests must at all times be notarised to maintain an audit trail of what was requested and received by the taxpayer (SKP, 2018:4). The findings are then compared to the information submitted by the taxpayer in their tax return to confirm the accuracy which is considered as a 'primary tool' used by revenue authorities (SKP, 2018:3).

The method of verification and investigation differs from country to country, nevertheless all countries perform some sort of assessment to assess if the taxpayer's return is in line with the relevant legislation (SKP, 2018:2). In the United States of America, if the taxpayer does not agree with the revenue authorities' findings, they may request a meeting or a conference call with the examiner to discuss the findings (Jone, 2018:832). In South Africa, a taxpayer may request reasons for adjustments in their taxes by way of an assessment (Johannes, 2014:5). In Kenya, once discrepancies are noted, they are brought to the attention of the taxpayer to respond or to provide further information. (Kanyi, 2019:32). In Kuwait it is compulsory to audit corporate income taxpayers every year as a tax return is filed (SKP, 2018:3).

Post investigation, if there are discrepancies in the documents received in comparison to the submission of the taxpayer, there will be different opinions between the two parties involved (SKP, 2018:2). Tax disputes occur when revenue authorities and taxpayers have different views on the interpretation and application of the law in respect of a taxpayer's liability (Kanyi, 2019:iii). Tax disputes also arise when taxpayers fail to comply with their tax obligations such as refusal of filing of tax returns or compliance in terms of requests made by revenue services. (Anyebe, 2019:236).

Disputes are common in all societies regardless of the level of development (Tran-Nam & Walpole, 2012:17). Most countries offer opportunities to taxpayers to settle any disagreements as they arise (SKP, 2018:2). Should the two parties be unsuccessful in

reaching a mutual agreement, there are various forms of remedies available to taxpayers to assist them in resolving disagreements with revenue authorities (SKP, 2018:2). Dispute resolution processes are set up to ensure taxpayers obtain justice in resolving disputes with revenue authorities. (Tran-Nam & Walpole, 2012:4).

Types of dispute resolution processes:

The various types of dispute resolution processes that are used as remedies to assist taxpayers in seeking relief against the revenue authorities' arguments are listed below:

Taxpayers in most jurisdictions may raise challenges in different types of courts, such as 'ordinary' civil courts (courts that hear various types of legal challenges), specific commercial courts (courts that hear business disputes), administrative courts, or in special tax tribunals referred to as 'tax courts', where the case is heard and judged by tax experts (SKP, 2018:10).

Litigation: is a procedure that is initiated when one party files a lawsuit against another in court, the proceedings are very orthodox and follow a set of rules (Anyebe, 2019:237). The rules set out how the proceedings should be carried out according to legislation (Anyebe, 2019:238). Litigation procedures may be done orally or written depending on the jurisdiction (SKP, 2018:11). In the United States of America jurisdictions, the taxpayer is required to pay the outstanding tax liability including interest and penalties before lodging a lawsuit to challenge the findings of the revenue authorities (SKP, 2018:11).

In Brazil jurisdiction, payment of the outstanding tax liability is not a prerequisite to file a lawsuit against the revenue authorities (SKP, 2018:11). This type of procedure is costly for the taxpayer as it requires experts in the field in relation to the dispute to argue the case and it is a drawn-out process to reach a resolution (SKP, 2018:9). The judgment is independent of both parties based on the merits of the case and the decision is binding (Anyebe, 2019:238).

Arbitration: is another procedure that is resolved outside the jurisdictions of any court (Anyebe, 2019:244). Disputes that follow this procedure are settled when two or more persons have agreed to the decisions of another private person to resolve their issues outside the authorities of a specific court (Anyebe, 2019:244-245). In this procedure there

are three parties involved, similar to litigation where the judgement is delivered by a judge and in this case the judgment is delivered by an arbitrator (Anyebe, 2019:244). The arbitrator is chosen by both parties involved in the dispute (Anyebe, 2019:244). Some countries have a specific legislation relating to this type of procedure to ensure it is impartial to all parties concerned (Anyebe, 2019:244). The decision delivered by an arbitrator is given in writing and is final and binding on the parties (Anyebe, 2019:244-245).

Mediation and negotiation process: In Nigeria tax disputes are resolved through mediation and negotiation prior to alternative dispute resolution (ADR) processes, as mentioned above (Anyebe, 2019:237). Under the negotiation process there are usually no external parties that facilitate the matter and partaking is on a voluntary basis (Anyebe, 2019:248). This type of procedure may be initiated by the taxpayer through the filling of a letter to an appeal office, appealing the revenue authorities' arguments (Anyebe, 2019:248). The appeal office considers the factual question in relation to the matter and the applicable law as well as a settlement figure (Anyebe, 2019:248). Once this is determined the appeals office meets with the taxpayer to discuss the findings and attempts to settle the dispute through negotiations (Anyebe, 2019:248).

Mediation is a procedure that is adjustable and handled in an exclusive manner by an independent party called a mediator (Anyebe, 2019:248). The mediator evaluates the facts and merits of the case and thereafter, partakes in a discussion with the parties involved to reach a compromise (Anyebe, 2019:248). This process is conducted by a qualified tax advisor or a legal attorney (SKP, 2018:26). Adhering to a structural process that is facilitated by a mediator is a way to resolve the tax disputes in Germany (SKP, 2018:26). The decisions of a mediator are binding upon the parties and the only instance it can be amended is through a mutual agreement by the parties involved (SKP, 2018:26).

Special tax tribunals: Due to the complexity of certain tax matters, they are heard in a court that specialises in those specific types of taxes (SKP, 2018:12). Under this process a judgment is given by an independent judge who is an expert in the field in order to promote fairness and trust in taxpayers (SKP, 2018:12-13). The fact that these courts only specialise in certain tax matters, ensures that this route allows for a quicker resolution of a tax dispute than the traditional courts (SKP, 2018:12). In a few countries it is essential that taxpayers exhaust all remedies prior to referring the matter to special tax tribunals courts

(SKP, 2018:13). In South Africa, to file a dispute with a special tax tribunal court, the tax dispute must exceed R100,000 and only then will the matter be heard by the tax courts. Should the tax dispute be lower than R100,000 it will be heard by the tax board (SKP, 2018:13).

Tax settlements: This type of process allows taxpayers to resolve tax disputes with revenue authorities by way of a settlement (SKP, 2018:18). Certain jurisdictions such as in Peru do, not allow for tax disputes to be settled in this way, nevertheless this method is common in the United States of America (SKP, 2018:19). Part of this process is to take into account the cost and the prospect of success in resolving this dispute in comparison to a settlement in court (SKP, 2018:19). An appeals officer is appointed to oversee the whole process and initiate a meeting with both parties (SKP, 2018:19). Based on a post review of the merits of the case, the appeals officer enters into a negotiation process with the taxpayer to settle the matter on behalf of the revenue authority (SKP, 2018:19). This process eliminates the need to resort to litigation and provides for an effective mechanism to resolve disputes (SKP, 2018:18).

Alternative dispute resolution procedure: This type of process is commonly referred to as the ADR procedure which provides a remedy to settle tax disputes without the need to issue a lawsuit as done under litigation (SKP, 2018:19). ADRs have various advantages which include the following: the outcome is communicated in a short span of time; the cost is kept to a minimal; both parties involved have control over the process; no involvement of a judge; and the outcome is private (Anyebe, 2019:238; Kanyi, 2019:iii). This type of procedure is less formal which results in less cost spent by the taxpayer (Johannes, 2014:6).

This objective was achieved through obtaining literature that contains the different types of dispute resolution processes. The literature was located by using keywords in the 38 articles sourced to find information on the types of disputes available. In total 38 articles were sourced and four of the articles refer to the different types of dispute resolution processes in various countries and remedies available for taxpayers to resolve the disputes with revenue authorities. Out of all the research done and the 38 articles analysed, it was found that there are seven different types of dispute resolution processes available to taxpayers to seek relief against revenue authorities' findings.

3.3.1.2. To identify and analyse factors that influenced tax morale

One of the objectives of this study is to determine factors that influence tax morale and to determine the perceived effects of tax morale on tax compliance in respect of the impact dispute resolution.

Tax morale:

Tax morale is a concept that was made known to society as far back as the 1960s by 'Cologne School of Tax Psychology' (Torgler, 2007:4). However, during this time society was unaware of it and did not focus on it for numerous decades (Alm & Torgler, 2004:3). From the 1990s, society became more aware of this concept and how it fits into the world of compliance (Torgler, 2007:5). In essence tax morale means taxpayers' willingness to pay their tax duties (Torgler, 2005:526).

The OECD committee conducted various research studies on the influences of individuals inclination to pay taxes and the impact of socioeconomic and institutional factors such as democracy, trust in government and educational attainment (Daude *et al.*, 2012:2-5). The analysis by Daude *et al.* (2012) considers the connection of tax morale on individual characteristics and trust in the government as some of the underlying factors which influence tax behaviour (Daude *et al.*, 2012:5).

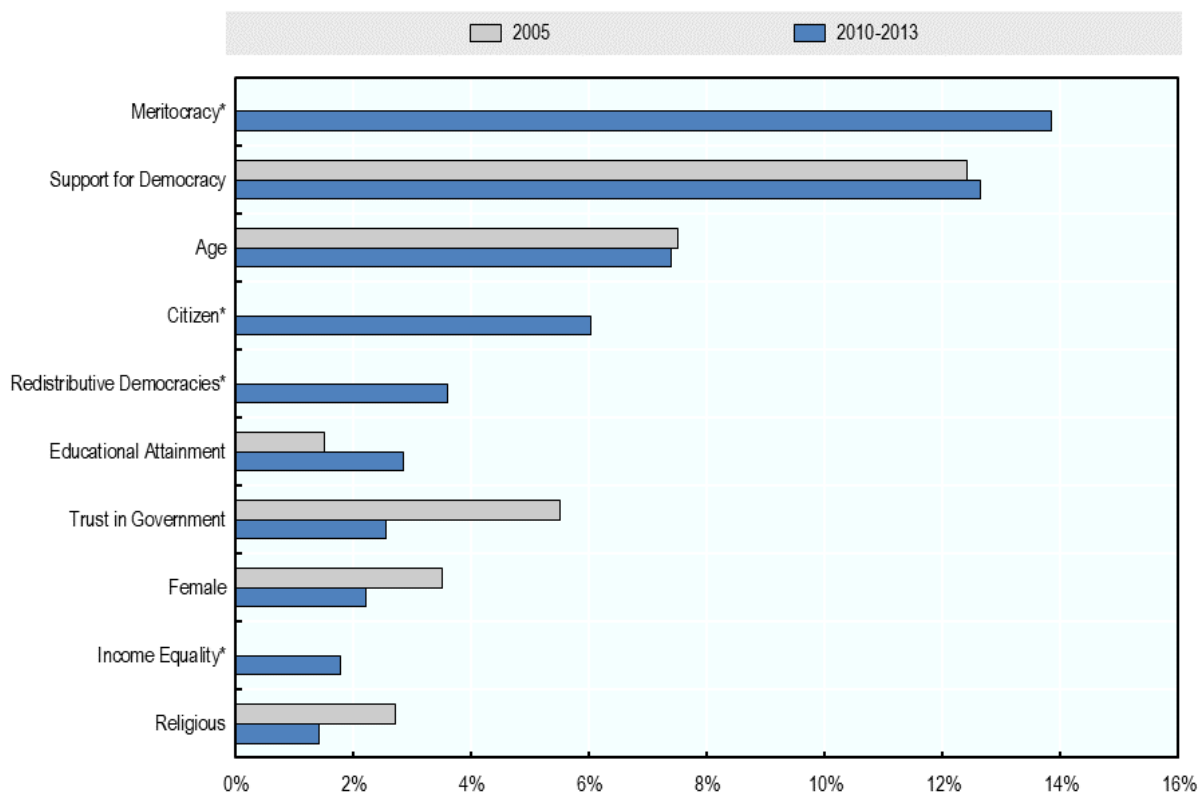
Surveys were conducted to measure tax morale and seek factors that outline the tax morale (Torgler, 2007:6). There are various determinants of tax morale and the OECD conducted a survey on socioeconomic and institutional factors, listed below are their findings:

- Tax morale is usually higher in countries which tax its taxpayers more severely than countries with a lower tax jurisdiction.
- Taxpayers demographics such as age, gender, education, religion and trust in governments all influence a taxpayer's tax morale. According to Torgler (2003:23), one of the most significant considerations for voluntary tax compliance is the taxpayers trust in government.

- Religiously inclined people have a higher tax morale compared to individuals that do not have a faith.
- Females have a higher tax morale compared to males.
- The older generation has a higher tax morale and are more honest in paying their taxes compared to individuals of a younger generation.
- Highly intellectual people have a higher tax morale and a positive attitude towards paying tax compared to people of a less skilled nature.
- Individuals that are part of a meritocratic society have higher tax morale.
- Full-time workers have a higher tax morale compared to independent contractors and part time employees. (Daude *et al.*, 2012:12-13).

Figure 2 below, illustrates how the above-mentioned factors play a role in ensuring a higher tax morale.

Figure 2 : Factors affecting tax morale



Source: (Torgler, 2007)

Countries worldwide have different social norms, different languages, religion and educational backgrounds and all of these differences influence the tax morale of citizens and taxpayers. Tax morale considers what motivates individuals to pay taxes and how willing they are to pay their taxes on a timely basis (Mitu, 2018:119). An understanding of what encourages taxpayers to be compliant is valuable for everyone.

The connection between tax morale and tax compliance is viewed as a 'psychological contract', these concepts go hand in hand. If taxpayers were given a say as to how their taxes should be spent, they will pay their taxes more willingly (Torgler, 2007:270). Similarly, the more taxpayers are allowed to partake in political matters, the more trust they will have in governments which will improve tax morale (Torgler, 2007:270).

This objective was achieved through obtaining literature on tax morale and factors which influence taxpayers tax morale. Tax morale means taxpayers' willingness to pay their tax duties (Torgler, 2005:526). Countries worldwide have differences which influence the tax morale of citizens and taxpayers such as different social norms, different languages, religion and educational backgrounds. These differences are also considered as factors which affect tax morale.

Furthermore, it was determined that there are additional factors which affect tax morale, namely taxpayers' demographics such as their age, gender, education, religion and trust in governments. Hence, through this objective it is determined that there is a minimum of eight factors which affect the tax morale of taxpayers. When determining the tax morale, tax compliance should be considered simultaneously as it plays a significant role in the management of a country as well as to understand what encourages taxpayers to be compliant.

3.3.1.3. To determine how the dispute resolution process affects tax morale

If the tax morale of a society is low, the citizens will be less likely to comply with their tax obligations which in turn affects the compliance of a country and the provision of goods and service by governments. Compliance by taxpayers is the major contributor of revenue collection for revenue authorities (Daude *et al.*, 2012:5).

Tax compliance:

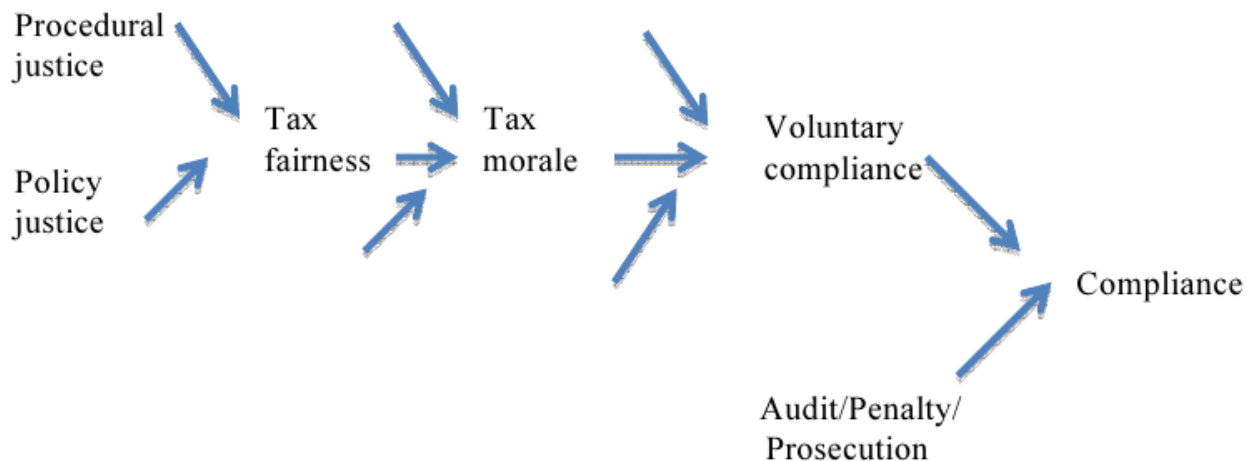
Tax compliance has been studied by individuals and governments since the 1960s (Addisu, 2018:1). Compliance in terms of taxes is dependent on taxpayers' eagerness to obey their tax obligations to ensure the economic steadiness of a country (Andreoni *et al.*, 1998:850). Compliance is a standard that individuals and companies such as taxpayers, traders, tax practitioners and various other organisations should follow to ensure their legal obligations are met. These obligations rely on the individual's willingness and voluntary nature to comply by doing the right thing. People need to have a social responsibility for their roles in society and how they can improve the welfare of a country. In order for a tax system to be effective it needs to rely on a level of compliance (Pentland & Carlile, 1996:274).

Torgler (2007:74) states "A psychological reason for expecting co-operation is reciprocation", governments' actions that are viewed positively by taxpayers could change the taxpayers' perceptions and increase their tax compliance. However, if governments' actions and behaviour towards taxpayers are viewed negatively, it could affect their tax compliance. Honest taxpayers whose tax affairs have been identified for audit on a regular basis and are fined for inconsistencies in their tax return will be less compliant. If non-compliant taxpayers are not reprimanded for their lack of compliance this will affect the balance negatively resulting in less compliance (Torgler, 2007:74). An inquiry into a taxpayer's tax affairs is a strong deterrent of non-compliance (SKP, 2018:3).

Increase in tax compliance costs may result in greater non-compliance levels, thus decreasing taxpayer's motivation to pay taxes which ultimately decreases their tax morale. Resolution of tax disputes at tribunal courts is costly and time consuming (Tran-Nam & Walpole, 2012:5). Taxpayers who are unable to seek relief against the findings of revenue authorities by using any of the remedies and cannot afford the cost of a lawsuit, will have a lower tax morale (Tran-Nam & Walpole, 2012:5). This ultimately affects the taxpayers tax compliance and is a negative determinant of tax morale (Tran-Nam & Walpole, 2012:5).

For any tax system to thrive, compliance of the citizens is vital regardless whether it is voluntary (Tran-Nam & Walpole, 2012:9). Figure 3, on the following page illustrates how the compliance of taxpayers is attained if the tax system is fair which ultimately improves the tax morale:

Figure 3: How compliance is attained



Source: (Torgler, 2007)

This objective was achieved through obtaining literature on tax morale, tax compliance and its background and how it affects the dispute resolution process. In order for a tax system to be highly effective it needs to rely on the level of compliance. (Pentland & Carlile, 1996:274). If the tax morale of a society is low, they will be less likely to comply with their tax obligations which in turn affects the compliance of a country as well as the provision of goods and service by the government.

An increase in cost of tax compliance may result in greater non-compliance levels, thus decreasing taxpayer's motivation to pay taxes which ultimately decreases their tax morale. Through this objective it is determined that disputes ultimately affect taxpayer's tax compliance and is a negative determinant of tax morale (Tran-Nam & Walpole, 2012:5).

3.3.1.4. To analyse the quality of the articles using the ABDC list, discuss the findings and conclude on the study

In 2007 the ABDC list was established to assist researchers with selecting literature of a high quality. The list focuses mainly on Australian and New Zealand academic literature that is used globally by many universities. Furthermore, the list considers the journals in which the literature is published as well as the publisher's details to assess the quality of the articles selected for this study. The ABDC list is a ranking system used to review the reliability and superior quality of data and it is reviewed on an annual basis ensuring its relevance (ABDC, 2019:4).

The 38 articles obtained were analysed to determine the quality of the data and the possible ratings according to the ABDC list. The ABDC listing was obtained from the internet and each article was located manually from the list of journals on the listing to determine its ranking. The articles that do not appear in a journal are placed in the column not rated.

3.3.2. Answering the research question

The research question for this study is: What is the impact of the dispute resolution processes on tax morale?

In this study 38 articles on dispute resolution processes and tax morale were sourced and found on different databases using the search inclusion- and exclusion criteria. The findings based on these articles are listed below:

The fairness of a country's tax is commonly associated with the taxpayer's perception of tax compliance (Azmi & Perumal, 2008:11. In order for a tax system to be effective it needs to rely on the level of compliance (Pentland & Carlile, 1996:274). Taxpayers economic and current affairs have an impact on their compliance with tax laws and obligations. Tax morale looks at what motivates individuals to pay taxes and how willing they are to pay their taxes on a timely basis (Mitu, 2018:119).

The decision of a taxpayer to comply with regulations governed by tax laws depends on the determinants of tax morale. Factors such as the taxpayers' behaviour to comply, taxpayers' current affairs and finances as well as governments enforcement coincide as determinants to affect tax morale. Other factors that play a role in influencing tax morale are taxpayers' demographics such as their age, gender, education, religion and trust in governments. Another major negative detriment to tax morale is financial dissatisfaction, especially when there are differences between the taxes to be paid by taxpayers and their tax obligation, this could be viewed as a dispute process (Torgler, 2003:19).

Tax disputes arise when there are disagreements between taxpayers and revenue authorities. (Tran-Nam & Walpole, 2012:5). Tax disputes occur when revenue authorities and taxpayers have different views on the interpretation and application of the law in

respect to a taxpayer's liability (Kanyi, 2019:iii).The core objective of a tax dispute system is to ensure that the disagreements are resolved within a reasonable timeframe and in an effective manner. (Kanyi, 2019:2).

In order to ensure a set standard of compliance during a dispute, a dispute resolution process was created which is a mechanism which was put in place by tax administrators, in order to enhance fairness of taxpayer's tax affairs. This process allows taxpayers the right to dispute their tax assessments received from revenue authorities. There are various forms of dispute resolution processes that are multifaceted, lengthy and cause a considerable burden on taxpayer's finances which results in lower compliance. This is one major factor that negatively impacts the tax morale of individuals under tax disputes. (Jones, 2018:850; Kanyi, 2019:20-27).

Revenue authority's relationship with taxpayers that have returns under dispute, has a noticeable impact on their experience with the authorities. The approach followed by revenue authorities in the initial stages with taxpayers who have on-going disputes, shapes the taxpayers experience which in turn has an impact on their compliance. (Kanyi, 2019:36). Revenue authorities need to ensure that tax disputes are handled in a suitable manner to avoid negative consequences such as the evasion of taxes (Hamutumwa, 2019:22). Another determinant that negatively affects tax morale of taxpayers is the cost involved in disputing their tax affairs (Jones, 2018:850).

Revenue authorities' conduct in terms of attitudes and beliefs towards taxpayers during disputes, can influence the taxpayers tax morale in a positive or negative way depending on how they are treated. (Kanyi, 2019:5-6). This eventually sets the tone for the relationship between the parties and whether the taxpayer is compliant (Kanyi, 2019:6). Another apprehensive situation whereby taxpayers experience a negative outcome with revenue authorities in past interactions is the fear which is instilled, making the taxpayer less compliant in future (Kanyi, 2019:20).

The findings in these articles indicate that dispute resolution processes have a negative impact on the tax morale of taxpayers. This results in a negative impact on the collection of taxes by revenue authorities from taxpayers who have an on-going tax dispute. The recommendation to improve the morale of taxpayers is for revenue authorities to improve

their turnaround time for finalisation of disputes and be more willing to settle tax disputes through an informal setting to ensure costs are minimised. An additional recommendation is to conduct less audits in order to build up trust in taxpayers so as to improve their tax morale.

3.3.3. Authors and years of publication

Key authors were identified as part of this study by assessing the frequency with which their work was referenced under the current subject matter, as well as additional reading on the field of the current study and conversations with experts.

The key authors identified were Benno Torgler, Brian Gachii Kanyi, Binh Tran-Nam and Michael Walpole. Key studies were identified by looking at the work of these key authors, as well as studies that were referenced to and studies which were the building blocks for literature which met all the set criteria. The only four studies that fall outside the set time frame and are included in the current study are:

- Tax morale and institutions (Torgler, 2003);
- Tax morale and direct democracy (Torgler, 2005);
- Tax compliance and tax morale: A theoretical and empirical analysis (Torgler, 2007); and
- Tax morale affects tax compliance: Evidence from surveys and an artefactual field experiment (Cummings *et al.*, 2009).

All four of the above studies are either a key study to the current field of research or written by a key author in the field of research. Table 6 below, illustrates the details on the authors and their publications:

Table 6: Authors

Authors Name	Publication
Benno Torgler	Tax morale and institutions Tax morale and direct democracy Tax compliance and tax morale: A theoretical and empirical analysis
Brian Gachii Kanyi	Kenya's tax dispute resolution system: A dispute system design evaluation
Binh Tran-Nam and Michael Walpole	Access to tax justice: How costs influence dispute resolution choices

Ronald G. Cummings, Jorge Martinez-Vazquez, Michael McKee, and Benno Torgler	Tax morale affects tax compliance: Evidence from surveys and an artefactual field experiment
--	--

3.3.4. Academic journals

Research activities in this study are guided by a non-empirical meta-analytical question, namely what is the present state of highly rated academic journal articles related to: ‘The impact of dispute resolution processes on tax morale?’

3.3.4.1. Journals

Only literature that was published in journals included on Google Scholar, Scopus or Web of Science databases were used. This was to ensure that only credible literature of the highest quality was included in the current study. A total of 38 published academic peer reviewed articles are included in the study, as detailed in Annexure A. The top five journals were identified from which publications in the current study were obtained. These journals are, namely Accounting Research Journal; IMF Economic Review; Journal of Economic Perspectives; Journal of Economic Literature and HeinOnline.

The top five journals from which literature was obtained are all listed on both the ABDC list as well as the Google Scholar database. Furthermore, 10 of the 38 articles used in the current study are published in the afore-mentioned top five journals. Also noteworthy is the fact that all five journals met the quality assessment criteria used in the current study. This ensures that accurate and trustworthy literature is used for the purpose of the study. Details of the top five identified journals are shown in Table 7 below:

Table 7: Top five academic journals

Journal name	No of articles	ABDC list	Database
Accounting Research Journal	3	B	Google Scholar
IMF Economic Review	3	A	Google Scholar
Journal of Economic Perspectives	1	A*	Google Scholar
Journal of Economic Literature	1	A*	Google Scholar
HeinOnline	2	B	Google Scholar
Total articles in top five journals	10		
Articles in other journals not in the top five	28		
Total of all articles	38		

3.3.4.2. *Scientific disciplines*

It has been widely recognised that the principles of tax morale can be transferred between disciplines. Although an individual might have slightly different behaviour and disciplines with revenue authorities compared to a company or business, the basic principles of behaviour are the same. Therefore, literature was not investigated only on individual disciplines, as all the disciplines can learn from each other and incorporate historic literature in future research.

From an academic perspective of the disciplines, the accounting and economic research journal is the highest contributor to the literature. The accounting discipline also includes all sub-categories, namely taxation, management accounting and auditing. High levels of accountability by governments with respect to their obligations supports the tax discipline (Torgler, 2007:66). Table 8 below, reflects the details of the various academic disciplines from which literature is included.

Table 8: Academic discipline

Discipline	Total
Accounting	3
Economic	10
Labour law	1
Tax	1
No specific	23
Total	38

3.3.5. Perspectives

Research activities in this study are guided by certain perspectives in terms of where they originated and how they are applicable. Reference is made to country perspective in the section to follow.

3.3.5.1. *Country perspective*

The determinant 'country' was used to identify the country from which perspective the research of the applicable article originates. The dimensions consist of the various

countries in which the research was performed and were used to organise the determinant.

In the current study, as many countries as possible were included in the literature, in order to represent this global problem and to not only focus on a specific region or culture. It has been recognised that trust in governments might influence the tax morale of taxpayers. Although this study does not investigate in detail the influence of trust in governments on tax morale, it is deemed important to include this perspective to cover this worldwide problem sufficiently. When referred to as ‘no specific’ as per Table 9 below, the study is typically a literature review where the specific countries represented are not listed individually, but instead a generalisation of findings is concluded on.

In South Africa, the revenue authority, namely SARS, has a ‘pay now, argue later’ rule for tax matters under dispute with them. The Canadian Revenue Authorities have a rule where they may not institute collection of taxes if a taxpayer lodges an objection, until ninety days have passed since the assessment was issued by the Minister to the taxpayer to confirm or verify the assessment (Fritz, 2019:30). In Australia the revenue authorities do not have a specific rule, however they have certain exceptions whereby they will postpone the collection of taxes if the Commissioner is of the opinion that a genuine dispute exists, and it is solely based on the Commissioner’s discretion (Fritz, 2019:35-37). Detail on the countries’ perspectives is shown in Table 9 below:

Table 9: Country perspective

Country	Total
Australia	2
Brazil	1
Germany	1
Nigeria	1
New Guinea	1
Kenya	2
United Kingdom	1
South Africa	4
Pakistan	1
Europe	1
United States	3
Ethiopia	1
Netherlands	1
Ghana	1
Namibia	1
Malaysia	1
No specific country	15

Country	Total
Total	38

3.3.6. Theoretical framework

This section describes the underlying theoretical basis that is followed by the articles sourced for this current study. The theoretical framework discussed is the constructs found in the literature, of which, some facts might be known, but more information is needed to form a viable theoretical framework. A theoretical framework is formed, which is applied to reality, in order to draw a conclusion from research findings (Sekaran & Bougie, 2016:72). Reference is made to the main constructs obtained from articles and types of taxpayers.

3.3.6.1. Main constructs under investigation

This section describes the constructs found in the articles sourced for this current study. The constructs found in the articles are dispute resolution; dispute resolution processes; tax morale; tax compliance; compliance; types of dispute resolution processes; alternative dispute resolution; litigation; and negotiation and mediation.

From the 38 articles sourced, the following constructs are noted: seven articles relate to dispute resolution and/ or the process; eight articles relate to tax morale; 12 articles relate to compliance and/ or tax compliance; four articles relate to the different types of dispute resolution processes; three articles relate to alternative dispute resolution; two articles relate to litigation; and two articles relate to negotiation and/ or mediation. Table 10 below, gives a breakdown of the detail surrounding the constructs:

Table 10: Constructs

Main constructs of study	Total
Dispute resolution and/ or process	7
Tax morale	8
Compliance and/ or tax compliance	12
Types of dispute resolution processes	4
Alternative dispute resolution	3
Litigation	2
Negotiation and/ or mediation	2
Total	38

3.3.6.2. Types of taxes

This segment elaborates on the tax types found in the literature sourced for this study. The tax types found in the articles sourced are Personal Income Tax (PIT), Corporate Income Tax (CIT) and Value-Added-Tax (VAT). PIT refers to the taxes paid by individuals to intuitional structures. CIT refers to the taxes paid by companies, close corporations and large organisations. VAT is an indirect tax paid on the consumption of goods and services within the economy.

Dispute resolution processes involve various tax types and are not limited to PIT, CIT and VAT, there are other tax types as well. According to the OECD, if the standard rated VAT is applied effectively, VAT could raise a lot of revenue (Kaplanoglou and Rapanos, 2012:8). PIT is the main source of revenue in countries with a higher level of income (Kaplanoglou and Rapanos, 2012:5). Table 11 below, illustrates the detail on the different types of taxes affected:

Table 11: Type of taxes

Types of taxes	Total
PIT	9
CIT	8
VAT	1
Not related to any specific tax	20
Total	38

3.3.7. Research designs and methodologies

A research design is a structured plan which explains the methods of reasoning adopted to achieve the research objectives (Saunders *et al.*, 2009:43). In this section consideration is given to the different types of research designs and methodologies which are defined to ensure the most appropriate research method is selected to assist in answering the research objectives. Reference is made to: the nature of the study, the methodological classification, the research strategy, the data collection technique and the data analysis technique.

3.3.7.1. *Nature of the selected studies*

Research question: What is the nature of these selected studies (exploratory, descriptive, or experimental)?

The nature of the study is the approach that is followed to understand the research process in answering the research question. This current research falls within the ambit of an exploratory study as it seeks to gain more insight into the impact of dispute resolution processes on tax morale and the likelihood of taxpayers to comply with their tax affairs, pending a resolution on matters under dispute with tax authorities. Table 12 below, reflects the different natures of the study based on the 38 selected articles:

Table 12: Nature of the study

Natures of the study	Total
Exploratory nature	19
Descriptive nature	12
Experimental nature	7
Total	38

As noted above from the 38 articles, 19 of the articles fall within the exploratory nature, 12 articles fall within the descriptive nature and 7 articles fall within the experimental nature.

3.3.7.2. *Methodological classification*

Research question: What is the main research methodology (qualitative, quantitative or mixed) adopted by each one of these studies?

Methodological classification is the way data is arranged to provide a clear structure of the research methods that are used to acquire information on a specific area of interest (Shankar, n.d.:2). This study focuses on empirical interpretations as to how tax morale affects tax compliance in respect of dispute resolution processes, this is a qualitative research methodology. Since the results of this study are not numerical in nature it focuses on a systematic review of existing literature. Table 13, on the following page, reflects the different methodological classification based on the selected 38 articles:

Table 13: Methodological classification

Methodological classification	Total
Qualitative	15
Quantitative	5
Mixed	18
Total	38

As noted above from the 38 articles, 15 of the articles are classified as part of the qualitative methodological classification while five of the articles are classified as part of the quantitative methodological classification and 18 articles are classified as a combination of both qualitative and quantitative methodological classification referred to as a mixed methodological classification.

3.3.8. Data analysis

3.3.8.1. Years of publication of the articles

Research question: What are the years of publication of the articles used in this study?

This segment analyses all the published articles used for this study. Of the 38 articles which are analysed in this study, 33 articles were published during the years 2014 to 2019. The year 2018 reflects the highest number of published articles which were sourced for the purposes of this study, followed by 7 articles published in 2014. This was followed by six articles published in 2019 and five articles published in 2015 and 2016. During 2017 the literature on the research topic was limited and only two articles were published.

Publications across eight years were analysed for this study and it was found that most of the research relating to the impact of dispute resolutions processes on tax morale occurred during the period 2014 to 2019. Prior to this timeframe the literature in this regard is limited as there was not much information available on the research topic. Table 14, on the following page, shows a breakdown of published articles over the time period used for this study:

Table 14: Years of published articles used in this study

Year of publication	Number of articles
2012	3
2013	1
2014	7
2015	5
2016	5
2017	3
2018	8
2019	6
Total	38

3.3.8.2. *Data analysis techniques*

Research question: What data analysis techniques are used in these studies?

Data analysis techniques are defined as the process of evaluating data to scrutinise each element of the data collected and converting it into a format to be useful for research purposes by considering the rational and investigative reasoning of the data (Perez, 2019:1). This study falls within the ambit of a thematic technique as it focuses on the narrative interpretation of data to identify patterns of how tax morale affects tax compliance in respect of dispute resolution processes. Table 15 below, illustrates the data analysis techniques used in the selected 38 articles:

Table 15: Data Analysis Techniques

Data Analysis Techniques	Total
Thematic techniques	7
Statistical techniques	9
Combination of thematic and statistical techniques	22
Total	38

As noted above from the 38 articles, 7 of the articles are classified as part of the thematic data analysis technique while 9 of the articles are classified as part of the statistical data analysis technique and 22 articles are classified as a combination of both thematic and statistical data analysis techniques.

3.4. CONCLUSION

This study makes use of qualitative analysis techniques, with an emphasis on thematic techniques. *A priori* theme structure is followed with reference to the taxonomy framework as detailed in Appendix B.

Firstly, the profile of the literature that is included is described in order to provide insight into the type of literature on which the study concentrates. The quality assessment is then described in more detail, as this forms an essential part of any systematic literature review. It was found that all literature included, except for 11 unpublished reviews, met the strict quality assessment criteria, which provides for trustworthy results and conclusions.

An analysis and description of the main countries in which the selected studies are performed, the academic disciplines on which the studies focussed, as well as the various sectors in which the studies are performed are investigated.

CHAPTER 4: CONCLUSION

4.1 INTRODUCTION

As highlighted throughout the study, there appears to be a gap between the taxpayer's compliance with their tax obligations in cases where taxes are under dispute with revenue authorities. This chapter explains how literature was identified, assessed, analysed, presented and discussed with regards to the above-mentioned phenomena. It illustrates how the research question is answered, highlights the limitations of the current study and provides suggestions on future research on the topic of the current study.

4.2. SUMMARY OF FINDINGS AND CONCLUSION

The main aim of this study is to provide a structured overview of the current literature which has been published on the impact of dispute resolution processes on tax morale. Consideration is given to a systematic review of existing literature to have an elaborate source of data on the research topic supported by certain research objectives. Based on the search- and selection criteria, 38 articles were sourced on different databases found on the University of Pretoria library website using keywords and applying the inclusion- and exclusion criteria as listed in Chapter 2 on the research topic. The research objectives of this current study with a conclusion on the findings are listed below:

- To obtain and analyse articles on the different types of dispute resolution processes: This objective was achieved through obtaining literature that contained the process of dispute resolution and how this concept came about as well as different types of dispute resolution processes. Disputes occur when revenue authorities and taxpayers have different views on the interpretation and application of the law in respect of a taxpayer's liability (Kanyi, 2019:iii). Opportunities are offered by most countries to taxpayers to settle any differences or disagreements as they arise (SKP, 2018:2).

Dispute resolution processes are set up to ensure taxpayers can obtain justice in resolving disputes with organisations. (Tran-Nam & Walpole, 2012:4). From all the research conducted and the 38 articles analysed, it was found that there are seven different types of dispute resolution processes, namely: litigation; arbitration;

mediation and negotiation; special tax tribunals; tax settlements and the alternative dispute resolution processes which are available to taxpayers to seek relief against the findings of revenue authorities.

- To identify and analyse factors that influence tax morale:

This objective was achieved through obtaining literature on tax morale and factors which influence taxpayers tax morale. Tax morale means taxpayers' willingness to pay tax duties (Torgler, 2005:526). Countries worldwide have different social norms, different languages, religion and education backgrounds and all of these differences could influence the tax morale of people and taxpayers. Tax morale considers what motivates individuals to pay taxes and how willing they are to pay taxes on a timely basis (Mitu, 2018:119).

Through this objective it is determined that the following factors affect tax morale: taxpayers' demographics such as their age, gender, education, religion and trust in governments are a few of the factors that play a role in influencing tax morale. Following, are additional factors that affect tax morale. Tax morale is usually higher in countries which tax its taxpayers more severely than countries with a lower tax jurisdiction. The older generation have a higher tax morale and are more honest in paying taxes compared to individuals of a younger generation. Highly intellectual people have a higher morale and positive outcome on paying tax compared to people of a less skilled nature (Daude *et al.*, 2012:12-13). It is vital to have an understanding of what encourages taxpayers to be compliant.

- To determine how the dispute resolution process affects tax morale:

This objective is achieved through obtaining literature on tax morale, tax compliance and its background and how it affects the dispute resolution process. In order for a tax system to be highly effective it needs to rely on the level of compliance (Pentland & Carlile, 1996:274). If the tax morale of society is low, the citizens will be less likely to comply with their tax obligations which in turn affects the compliance of a country and the provision of goods and service by the government.

The increase of tax compliance costs results in greater non-compliance levels, thus decreasing taxpayer's motivation to pay taxes which ultimately decreases tax morale. Compliance by taxpayers is a major contributor of revenue collection for revenue

authorities (Daude *et al.*, 2012:5). Through this objective it is determined that disputes ultimately affect a taxpayer's tax compliance and is a negative determinant of tax morale (Tran-Nam & Walpole, 2012:5).

- To analyse the quality of the articles using the ABDC list, discuss the findings and conclude on the study:

This objective is achieved through the use of the ABDC rating criteria. ABDC is a ranking system used to review the reliability and superior quality of data and it is reviewed on an annual basis ensuring it is relevant (ABDC, 2019:4). A total of 38 articles obtained were analysed to determine the quality of the data and the possible ratings according to the ABDC list.

The ABDC listing was obtained from the internet and each article was located manually from the list of journals on the listing to provide its ranking. The articles that do not contain a journal were placed in the column not rated. Overall, 38 articles were sourced and included in this study based on relevance post the inclusion- and exclusion criteria applied and the quality of the data. Thus, all literature included is of extremely high quality and therefore accurate and trustworthy results are produced.

Making use of the automatic pivot function in Qiqqa, all 38 articles recorded in Qiqqa were analysed according to the taxonomy framework, refer to Appendix B. The relevant dimensions were used to establish meaningful trends and comparisons between the wide spectrum of literature items. The inclusion- and exclusion criteria, quality assessment parameters, country-, discipline- and sector perspectives are emphasised, as those were the focus areas of the current study.

The results generated from the systematic analyses are described in Chapter 3, using a thematic technique. All results are presented in tabular format, in order to complement the descriptions and to present the results in a simplistic format.

It is concluded that literature of high quality is included in the current study and that trustworthy and valuable results are drawn therefrom. The methods are well defined and transparent, so that the current study can be used as a framework for future research to expand or build on the current results. A wide scope of literature is used, which includes 16 countries and various other perspectives.

The research question is a non-empirical question, namely: The impact of dispute resolution processes on tax morale?

The current study answers this question and found that there is a magnitude of high-quality literature available on the topic. The current study is a topic of interest to various role players internationally, and also to a wide variety of sectors in the field of taxation. This study found that the dispute resolutions processes negatively affect the tax morale of taxpayers.

4.3. LIMITATIONS

The literature used in the current study is not exhaustive and was limited. The following limitations were applied to the study:

- A limited time frame is used for the current study to only include articles between the years 2014 to 2019;
- Only 38 peer reviewed articles are included in the current study; and
- Only literature that was found by making use of certain keywords as described in Chapter 2 is included in this study.

The timeframes for taxpayers to dispute their tax affairs is excluded from the research and additional literature on the topic might be identified if a wider spectrum of keywords is used.

4.4. FUTURE RESEARCH

In the current study, there are certain limitations as mentioned in the previous section. In respect of future research, it would be of interest in the following areas:

- Length of time to submit a tax dispute;
- Time span for revenue authorities to finalise a tax dispute;
- Different types of audits that lead to tax disputes; and
- Revenue contributors and their impact on revenue authorities targeted collection.

Including these perspectives in future studies might provide valuable information.

4.5. CONCLUDING REMARKS

For any tax system to thrive, compliance of its nation is vital (Tran-Nam & Walpole, 2012:9). If the tax morale of society is low, they will be less likely to comply with their tax obligations which in turn affects the compliance of a country and the provision of goods and service by government. Compliance by taxpayers is the major contributor of revenue collection for revenue authorities (Daude *et al.*, 2012:5). The connection between tax morale and tax compliance can be viewed as a 'psychological contract', the concepts go hand in hand. If taxpayers are given a say as to how taxes should be spent, they will be more persuaded to pay taxes (Torgler, 2007:270).

This study evaluates the extent of the impact of dispute resolution processes on tax morale on the above phenomena, and draws comparisons between country-, discipline- and sector perspectives. If the cost of tax compliance is high it results in higher non-compliance, thus decreasing taxpayer's motivation to pay taxes which ultimately decreases tax morale. This ultimately affects tax compliance and is a negative determinant of tax morale (Tran-Nam & Walpole, 2012:5).

LIST OF REFERENCES

- Adams, J. Khan, H.T.A., Raeside, R. & White, D. 2007. *Research Methods for Graduate Business and Social Science Students*. New Delhi: SAGE Publications India Pvt Ltd. [Online] Available from: <http://dx.doi.org/10.4135/9788132108498.n5> [Accessed: 2020-02-16].
- Addisu, Y. 2018. *Assessment of the practices and challenges of block management system for tax compliance improvement: The case of Ethiopian Revenues and Custom Authority* (Doctoral dissertation, Addis Ababa University).
- Alm, J. and McClellan, C. 2012. Tax morale and tax compliance from the firm's perspective. *Kyklos*, 65(1):1-17.
- Alm, J. and Torgler, B. 2004, January. Estimating the determinants of tax morale. In *Proceedings. Annual conference on taxation and Minutes of the annual meeting of the National Tax Association*, 97:1-13. National Tax Association.
- Andreoni, J., Erard, B. & Feinstein, J. 1998. Tax compliance. *Journal of Economic Literature*, 36(2):818-860.
- Anyebe, P.A. 2019. Tax disputes resolution in Nigeria: Going beyond the traditional court and administrative resolution system. *Advances in Social Sciences Research Journal*, 6(12):236-252.
- Australian Business Deans Council. 2018. *The 2018 ABDC List*. [Online] Available from: <https://abdc.edu.au/research/abdc-journal-list/>. [Accessed: 2020-03-06].
- Azmi, A.A.C. and Perumal, K.A. 2008. Tax fairness dimensions in an Asian context: The Malaysian perspective. *International Review of Business Research Papers*, 4(5):11-19.
- Babbie, E. & Mouton, J. 2001. *The practice of social research*. Cape Town, South Africa: Oxford University Press South Africa.

Bacon-Shone, J. 2020. *Introduction to quantitative research methods*. Hong Kong: University of Hong Kong.

Burnham, J.F. 2006. Scopus database: A review. *Biomedical digital libraries*, 3(1)1-8.

Capadisli, S., Auer, S. and Riedl, R. 2013. Linked statistical data analysis. *Semantic Web Challenge*.

Cowan, G. 1998. *Statistical data analysis*. Oxford university press.

Cummings, R.G., Martinez-Vazquez, J., McKee, M. and Torgler, B. 2009. Tax morale affects tax compliance: Evidence from surveys and an artefactual field experiment. *Journal of Economic Behavior & Organization*, 70(3)1-30. [Online] Available from http://eprints.qut.edu.au/323871/1/Tax_morale_affects_tax_compliance.pdf [Accessed:2020-04-02].

Dani, B.Z. and Joan, G. 2004. Statistical literacy, reasoning, and thinking: Goals, definitions, and challenges. In *The challenge of developing statistical literacy, reasoning and thinking*, :3-15. Springer, Dordrecht.

Daude, C., Gutiérrez, H. and Melguizo, Á. 2012. *What drives tax morale?*

DeFranzo, S.E. 2011. What's the difference between qualitative and quantitative Research? [Online]. Available: <http://www.snapsurveys.com/blog/qualitative-vsquantitative-research/> [Accessed 2020-04-10].

Dictionary, O.E. 2003. Oxford English Dictionary. JSTOR

Dulock, H.L. 1993. Research design: Descriptive research. *Journal of Pediatric Oncology Nursing*, 10(4):154-157.

Efron, B. & Tibshirani, R. 1991. Statistical data analysis in the computer age. *Science*, 253(5018):390-395.

Fritz, C. 2019. Reconsidering the “pay now, argue later” approach of South Africa in relation to disputed taxes—lessons from Canada and Australia. *Journal for Juridical Science*, 44(2):20-43.

Goddard, W. & Mellville, S. 2004. *Research methodology: An introduction*. 2nd ed. Juta and Company Ltd.

Goodreads.com. Not dated. *Quotes*. [Online] Available from: <https://www.goodreads.com/quotes/tag/taxes?page=2> [Accessed: 2020-04-02].

Grant, M.J. & Booth, A. 2009. A typology of reviews: An analysis of 14 review types and associated methodologies. *Health Information & Libraries Journal*, 26(2):91-108.

Hamutumwa, L. 2019. *Improving the procedures for resolving tax disputes in Namibia: A case study on taxpayers' right to a fair hearing within a reasonable time* (Doctoral dissertation, University of Namibia).

Hart, C. 1998. *Doing a literature review: Releasing the social science research imagination*, Sage, :13.

Hodge, A. 2020. Quizlet flashcards for philosophical stances in qualitative research.

Jackson. B.R. & Milliron, V.C.,1986. Tax compliance research: Findings, problems, and prospects. *Journal of Accounting Literature*, 5(1):125-165.

Jacsó, P. 2008. Google scholar revisited. *Online information review*.

Johannes, R.S. 2014. *Analysis of the changes introduced by the tax administration act to the dispute resolution process and the effects thereof on the constitutional rights of taxpayers* (Doctoral dissertation, University of Cape Town).

Johnston. M.P. 2014. Secondary data analysis: A method of which the time has come. *Qualitative and Quantitative Methods in Libraries*, 3:619-626.

Jone, M. 2018. The internal revenue service's future state initiative and its impact on the tax dispute resolution system of the United States: A dispute systems design perspective. *eJTR*, 16(3):824-851.

Kanyi, B.G. 2019. *Kenya's tax dispute resolution system: a dispute system design evaluation* (Doctoral dissertation, Strathmore University).

Kaplanoglou, G. & Rapanos, V., 2012. Economic and societal institutions and the tax system: The case of Greece. *Department of Economics, University of Athens, Greece*. Retrieved December, 12:1-27.

Kasser-Tee, C.B. 2015. Tax Assessment, Tax Disputes and Mediation: Making it easier for the Taxpayer and the Commissioner General of the Ghana Revenue Authority. [Online] Available from: https://www.researchgate.net/profile/Clara_Kasser-Tee/publication/341742077_Tax_Assessment_Tax_Disputes_and_Mediation_Making_it_easier_for_the_Taxpayer_and_the_Commissioner_General_of_the_Ghana_Revenue_Authority/links/5ed1867445851529451bc45c/Tax-Assessment-Tax-Disputes-and-Mediation-Making-it-easier-for-the-Taxpayer-and-the-Commissioner-General-of-the-Ghana-Revenue-Authority.pdf. [Accessed: 2020-03-15].

Khallaf, R., Naderpajouh, N. & Hastak, M. 2017. Systematic Literature Review as a Methodology for Identifying Risks. In: *The Ninth International Conference on Construction in the 21st Century 'Revolutionizing the architecture, engineering and construction industry through leadership, collaboration and technology*, March 2017. United Arab Emirates: Dubai.

Kirchgässner, G. 2011. Tax morale, tax evasion and the shadow economy. *Handbook on the Shadow Economy*, :1-26.

Kothari, C.R. 2004. *Research methodology: Methods and techniques*. New Age International.

Kovács, G. and Spens, K.M. 2014. Abductive reasoning in logistics research. *International Journal of Physical Distribution & Logistics Management*.

Lee, S.J. 1992. Quantitative versus qualitative research methods—Two approaches to organisation studies. *Asia Pacific Journal of Management*, 9(1):87-94.

Leed, P.D. & Ormrod, J.E. 2015. *Practical research: Planning and design*. 11th ed. Harlow, U.K.: Pearson Education.

Levin, K.A. 2006. Study design III: Cross-sectional studies. *Evidence-based dentistry*, 7(1):24-25.

Luttmer, E.F. and Singhal, M. 2014. Tax morale. *Journal of Economic Perspectives*, 28(4):149-168.

Mallett, R., Hagen-Zanker J., Slater, R. & Duvendack, M. 2012. The benefits and challenges of using systematic reviews in international development research. *Journal of Development Effectiveness*, 4(3):445-455. [Online]. Available: <https://www.tandfonline.com/doi/pdf/10.1080/19439342.2012.711342?needAccess=true> [Accessed 2020-03-05 4].

McKerchar, M. 2008. Philosophical paradigms, inquiry strategies and knowledge claims: Applying the principles of research design and conduct to taxation. *eJournal of Tax Research*. 6(1):5-22. [Online] Available from: https://www.business.unsw.edu.au/research-site/publications-site/ejournaloftaxresearch-site/Documents/paper1_v6n1.pdf. [Accessed: 2020-04-15].

Mitu, N.E. 2018. A basic necessity of a modern fiscal policy: Voluntary compliance. *Revista de Științe Politice. Revue des Sciences Politiques*, (57):118-130.

Morgan, D.L. 2014. Pragmatism as a paradigm for social research. *SAGE Journals, Qualitative Inquiry*, 20(8):1-9.

Mulrow, C. D. 1994. Systematic reviews: Rationale for systematic reviews. *BMJ: British Medical Journal*, 309, 597.

Nassaji, H. 2015. Qualitative and descriptive research: Data type versus data analysis.

Oberholzer, R. & Stack, E.M. 2009. Perceptions of taxation: A comparative study of different individual taxpayers in South Africa. *Journal of Public Administration*, 44(3.1):737-755.

Oxford English Dictionary. 2020. Oxford University Press. [Online] Available from: <https://en.oxforddictionaries.com/definition/electronic>. [Accessed: 2020-04-11].

Pentland, B.T. and Carlile, P. 1996. Audit the taxpayer, not the return: Tax auditing as an expression game. *Accounting, Organizations and Society*, 21(2-3):269-287.

Perez, E. 2019. *What is data analysis and its methods?* [Online]. Available: <https://www.utreee.com/what-is-data-analysis-and-its-methods%E2%80%93> [Accessed 2020-05-01].

Ployhart, R.E. and Vandenberg, R.J. 2010. Longitudinal research: The theory, design, and analysis of change. *Journal of management*, 36(1):94-120.

Ramakrishnan, R. and Gehrke, J. 2000. *Database management systems*. McGraw Hill.

Ryan, G., 2010. Guidance notes on planning a systematic review. *Galway: James Hardiman Library, National University of Ireland Galway*.

SARS. 2018. SARS compliance guide. [Online] Available from: <https://www.sars.gov.za/AllDocs/SARSEntDoclib/Ent/SARS-Strat-07-G02%20%20Compliance%20Programme%202012%202013%20to%202016%202017%20%E2%80%93External%20Guide.pdf>.

Saunders, M., Lewis, P. and Thornhill, A. 2009. Research methods for business students fifth edition. *Essex: Pearson Education Limited*.

Schmölders, G. 2006. *The psychology of money and public finance*. Springer, :11.

Sekaran, U. & Bougie, R. 2016. *Research methods for business: A skill-building approach*. 6th ed. United Kingdom: John Wiley.

Sgier, L. 2012. Qualitative data analysis. *An Initiat. Gebert Ruf Stift*, 19, pp.1-7.

Shankar, U. Not dated. *Classification and Tabulation of Data*. Academia.

Short Guide to the Tax Administration Act, 2011 (Act No.28 of 2011), version 3 dated 29 March 2018 [Online] Available from: <https://www.sars.gov.za/AllDocs/OpsDocs/Guides/LAPD-TAdm-G01%20-%20Short%20Guide%20to%20the%20Tax%20Administration%20Act%202011.pdf>. [Accessed: 2020-04-16].

SKP. 2018. Discussion draft on chapter 3: Dispute resolution: Domestic procedures. *UN Handbook on dispute avoidance and resolution*, :1-30.

South Africa. The Tax Administration Act of South Africa, Act no. 28 of 2011.

Stahl, B.C. 2014. Interpretive accounts and fairy tales: A critical polemic against the empiricist bias in interpretive IS research. *European Journal of Information Systems*, 23(1)1-11.

Thagard, P. and Shelley, C. 1997. Abductive reasoning: Logic, visual thinking, and coherence. In *Logic and scientific methods*, :413-427. Springer, Dordrecht.

Torgler, B. 2003. Tax morale and institutions. *Available at SSRN 663686*.

Torgler, B. 2005. Tax morale and direct democracy. *European Journal Political Economics*, 21(2):525-531.

Torgler, B. 2007. *Tax compliance and tax morale: A theoretical and empirical analysis*. Northampton, MA: Edward Elgar Publishing, Inc.

Tranfield, D., Denyer, D. and Smart, P. 2003. 'Towards a methodology for developing evidence-informed management knowledge by means of systematic review'. *British Journal of Management*, 14(3):207-222.

Tran-Nam, B. and Walpole, M. 2012. Access to tax justice: How costs influence dispute resolution choices. *Journal of Judicial Administration*, 22(1):1-28.

Vieira, E. and Gomes, J. 2009. A comparison of Scopus and Web of Science for a typical university. *Scientometrics*, 81(2):587-600.

Vithal, R. & Jansen, J. 2010. *Designing Your First Research Proposal: A Manual for Researchers in Education and the Social Sciences*. 2nd ed. Cape Town: Juta.

Zalaghi, H. & Khazaei, M. 2016. The Role of Deductive and Inductive Reasoning in Accounting Research and Standard Setting. *Asian Journal of Finance & Accounting*, 8(1):227-241.

Zohrabi, M. 2013. Mixed method research: Instruments, validity, reliability and reporting findings. *Theory & practice in language studies*, 3(2).

ANNEXURE A

List of selected quality academic publications

Addisu, Y. 2018. *Assessment of the practices and challenges of block management system for tax compliance improvement: The case of Ethiopian Revenues and Custom Authority* (Doctoral dissertation, Addis Ababa University).

Aird, J.C.R. 2015. *You can't always get what you want: Analysing the effectiveness of the OECD's arbitration protocol in the Model Double Tax Convention*. [Online] Available from: <http://researcharchive.vuw.ac.nz/handle/10063/5003> [Accessed: 2020-03-16].

Alasfour, F., Samy, M. & Bampton, R. 2016. The determinants of tax morale and tax compliance: Evidence from Jordan. *Advances in Taxation*, 23:125-171.

Alm, J. & McClellan, C. 2012. Tax morale and tax compliance from the firm's perspective. *Kyklos*, 65(1):1-17.

Anyebe, P.A. 2019. Tax disputes resolution In Nigeria: Going beyond the traditional court and administrative resolution system. *Advances in Social Sciences Research Journal*, 6(12):236-252.

Çevik, S. 2016. Tax morale and tax compliance in socio-political context. *Political Economy of Taxation, IJOPEC Publication, Istanbul*, :37-57.

Chakava, L.A. 2019. *A Review of the fiscal regime and tax compliance in the oil and gas industry in Kenya* (Doctoral dissertation, Strathmore University).

Cyan, M.R., Koumpias, A.M. & Martinez-Vazquez, J. 2016. The determinants of tax morale in Pakistan. *Journal of Asian Economics*, 47:23-34.

Cvrlje, D. 2015. Tax literacy as an instrument of combating and overcoming tax system complexity, low tax morale and tax non-compliance. *The MacrotHEME Review*, 4(3):156-167.

Gupta, S., Kumar, S. & Verma, S.K. 2014. Tax Morale and Tax Compliance. *Indian Journal of social sciences researches*, 11(1-2):66-75.

Hamutumwa, L. 2019. *Improving the procedures for resolving tax disputes in Namibia: A case study on taxpayers' right to a fair hearing within a reasonable time* (Doctoral dissertation, University of Namibia).

Hidayah, K. 2018. Indonesian tax dispute resolution in cooperative paradigm compared to United Kingdom and Australia. In *IOP conference series: Earth and environmental science*, 175(1):012203). IOP Publishing.

Horodnic, I.A. 2018. Tax morale and institutional theory: a systematic review. *International Journal of Sociology and Social Policy*, 38(9-10):868-886.

Ibrahim, M., Musah, A. & Abdul-Hanan, A. 2015. Beyond enforcement: what drives tax morale in Ghana? *Humanomics. Renamed to: International Journal of Ethics and Systems*, 31(4):399-414.

Ioannidis, Y. 2015. The political economy of the distributional character of the Greek taxation system (1995–2008). *Southeast European and Black Sea Studies*, 15(1):77-96.

Jahnke, B. 2017. *How does petty corruption affect tax morale in sub-Saharan Africa? An empirical analysis* (No. 2017/8). Wider Working Paper.

Johannes, R.S. 2014. *Analysis of the changes introduced by the tax administration act to the dispute resolution process and the effects thereof on the constitutional rights of taxpayers* (Doctoral dissertation, University of Cape Town).

Jone, M. 2018. The internal revenue service's future state initiative and its impact on the tax dispute resolution system of the United States: A dispute systems design perspective. *eJTR*, 16(3):824-851.

Junquera-Varela, R.F., Verhoeven, M., Shukla, G.P., Haven, B., Awasthi, R. & Moreno-Dodson, B. 2017. *Strengthening Domestic Resource Mobilization: Moving from Theory to Practice in Low-and Middle-Income Countries*. World Bank Group.

Kamarudin, F. 2014. *The development of an effective and efficient dispute resolution processes for strata scheme disputes in peninsular Malaysia* (Doctoral dissertation, Queensland University of Technology).

Kaminskienė, N., Žalėnienė, I. and Tvaronavičienė, A. 2014. Bringing sustainability into dispute resolution processes. *Journal of Security & Sustainability Issues*, 4(1):69-77.

Kanyi, B.G. 2019. *Kenya's tax dispute resolution system: A dispute system design evaluation* (Doctoral dissertation, Strathmore University).

Kaplanoglou, G. & Rapanos, V. 2012. Economic and societal institutions and the tax system: The case of Greece. *Department of Economics, University of Athens, Greece*. Retrieved December, 12:1-27.

Katsh, E. & Rule, C. 2015. What we know and need to know about online dispute resolution. *SCL Rev.*, 67:329.

Li, K. & Cheung, S.O. 2016. The potential of bias in multi-tier construction dispute resolution processes. In *Vol. 1 of Proc., 32nd Annual ARCOM Conf., edited by PW Chan and CJ Neilson, Journal of Management in Engineering*, 1:197-205.

Lurie, P.M. and Lack, J. 2014. Guided choice dispute resolution processes: reducing the time and expense to settlement. *Disp. Resol. Int'l*, 8:167.

Luttmer, E.F. and Singhal, M. 2014. Tax morale. *Journal of Economic Perspectives*, 28(4):149-168.

Mitu, N.E. 2018. A Basic Necessity of a Modern Fiscal Policy: Voluntary Compliance. *Revista de Științe Politice. Revue des Sciences Politiques*, (57):118-130.

Moosa, F. 2018. Tax Administration Act: Fulfilling human rights through efficient and effective tax administration. *De Jure*, 51(1):1-16.

Nebot, MC. 2019. 2019 progress report on tax certainty. *IMF/OECD Report for the G20 Finance Ministers and Central Bank Governors*, :1- 51.

Odhuno, F. 2014. Papua New Guinea tax review and research symposium.

Oghenevo Ovie Akpomiemie, M. 2017. *The social context of business and the tax system in Nigeria: The persistence of corruption* (Doctoral dissertation, London School of Economics and Political Science (United Kingdom)).

Prak, M. and Van Zanden, J.L. 2016. Tax morale and citizenship in the Dutch Republic. In *The political economy of the Dutch Republic*, :159-182). Routledge.dut

SKP. 2018. Discussion draft on chapter 3: Dispute resolution: Domestic procedures. *UN Handbook on dispute avoidance and resolution*, :1-30.

Thuronyi, V. and Espejo, I. 2013. How can an excessive volume of tax disputes be dealt with? *Legal Department IMF*, :1-63.

Tilahun, M. 2019. Determinants of Tax Compliance: A Systematic Review. *Economics*, 8(1):1-7.

Tran-Nam, B. and Walpole, M. 2012. Access to tax justice: How costs influence dispute resolution choices. *Journal of Judicial Administration*, 22(1):1-28.

Waris, A. 2018. Developing fiscal legitimacy by building state-societal trust in African Countries *Journal of tax administration*, 4(2):103-118.

**APPENDIX A:
SAMPLE OF SELECTED QUALITY ACADEMIC PUBLICATIONS**

List of selected quality academic publications

Table 16: Journal articles analysed

<u>Author(s)</u>	<u>Title of article</u>	<u>Year published</u>	<u>Journal</u>
Addisu, Y.	Assessment of the practices and challenges of block management system for tax compliance improvement: The case of Ethiopian revenues and customs authority	2018	Addis Ababa University
Aird, J.C.R.	You can't always get what you want: Analysing the effectiveness of the OECD's arbitration protocol in the model double tax convention	2015	Victoria University of Wellington Law Review
Alasfour, F., Samy, M. & Bampton, R.	The determinants of tax morale and tax compliance: Evidence from Jordan	2016	Accounting Research Journal
Alm, J. & McClellan, C.	Tax morale and tax compliance from the firm's perspective	2012	Kyklos
Anyebe, P. A.	Tax disputes resolution in Nigeria: Going beyond the traditional court and administrative resolution system	2019	Advances in Social Sciences Research Journal
Çevik, S.	Tax morale and tax compliance in socio-political context International	2016	Journal of Political Economy
Chakava, L.A.	A Review of the fiscal regime and tax compliance in the oil and gas industry in Kenya	2019	Strathmore business school
Cvrlije, D.	Tax literacy as an instrument of combating and overcoming tax system complexity, low tax morale and tax non-compliance	2015	Faculty of Economics and Business
Cyan, M.R., Koumpias, A.M. & Martinez-Vazquez, J.	The determinants of tax morale in Pakistan	2016	Journal of Asian Economics
Gupta, S., Kumar, S. & Verma, S.K.	Tax morale and tax compliance	2014	Indian Journal of Economics
Hamutumwa, L.	Improving the procedures for resolving tax disputes in Namibia: A case study on taxpayers' right to a fair hearing within a reasonable time	2019	University of Namibia

Hidayah, K	Indonesian tax dispute resolution in cooperative paradigm compared to United Kingdom and Australia	2018	Earth and Environmental Sciences
Horodnic, I.A.	Tax morale and institutional theory: A systematic review	2018	Accounting Research Journal
Ibrahim, M., Musah, A. & Abdul-Hanan, A.	Beyond enforcement: What drives tax morale in Ghana?	2015	Accounting Research Journal
Ioannidis, Y.	The political economy of the distributional character of the Greek taxation system (1995–2008).	2015	Southeast European and Black Sea Studies
Jahnke, B	How does petty corruption affect tax morale in Sub-Saharan Africa?	2017	European Journal of Political Economy
Johannes, R.S.	Analysis of the changes introduced by the tax administration act to the dispute resolution process and the effects thereof on the constitutional rights of taxpayers	2014	University of Cape Town
Jone, M.	The Internal Revenue Service's future state initiative and its impact on the tax dispute resolution system of the United States: a dispute systems design perspective	2018	HeinOnline
Junquera-Varela, R.F., Verhoeven, M., Shukla, G.P., Haven, B., Awasthi, R. & Moreno-Dodson, B.	Strengthening domestic resource mobilization: Moving from theory to practice in low- and middle-income countries	2017	The World Bank Economic Review
Kamarudin, F.	The development of an effective and efficient dispute resolution processes for strata scheme disputes in peninsular Malaysia	2014	University of Queensland Law Journal
Kaminskienė, N., Žalėnienė, I. and Tvaronavičienė, A	Bringing sustainability into dispute resolution processes	2014	Journal of Security and Sustainability Issues
Kanyi, B.G.	2019 Kenya's tax dispute resolution system: A dispute system design evaluation	2019	Strathmore Law School
Kaplanoglou, G. and Rapanos, V.	Economic and societal institutions and the tax system: The case of Greece	2012	Department of Economics, University of Athens
Katsh, E. & Rule, C.	What we know and need to know about online dispute resolution	2015	HeinOnline

Li, K. & Cheung, S.O.	The potential of bias in multi-tier construction dispute resolution processes	2016	Construction Management and Economics
Lurie, P.M. and Lack, J	Guided choice dispute resolution processes: Reducing the time and expense to settlement	2014	HeinOnline
Luttmer, E.F. and Singhal, M	Tax morale	2014	Journal of Economic Perspectives
Mitu, N.E.	A basic necessity of a modern fiscal policy: Voluntary compliance	2018	Review of Economic and Business Studies
Moosa, F	Tax Administration Act: Fulfilling human rights through efficient and effective tax administration	2018	Labour Law Journal
Nebot, M.C.	2019 Progress Report on Tax Certainty IMF/OECD Report for the G20 Finance Ministers and Central Bank Governors	2019	IMF Economic Review
Odhuno, F	Proceedings of the 2014 Papua New Guinea tax review and research symposium	2014	National Library Service of Papua New Guinea
Oghenevo Ovie Akpomiemie, M.	The social context of business and the tax system in Nigeria: The persistence of corruption	2017	(Doctoral dissertation, London School of Economics and Political Science (United Kingdom))
Prak, M. and Van Zanden, J.L.	Tax morale and citizenship in the Dutch Republic	2016	Journal of Economic Literature
SKP	Discussion draft on Chapter 3: Dispute resolution: domestic procedures	2018	IMF Economic Review
Thuronyi, V. and Espejo, I.,	How can an excessive volume of tax disputes be dealt with?	2013	IMF Economic Review
Tilahun, M.	Determinants of tax compliance: A Systematic Review	2019	Economic Sciences
Tran-Nam, B. & Walpole, M.	Access to tax justice: How costs influence dispute resolution choices	2012	Journal of Judicial Administration
Waris, A.	Developing fiscal legitimacy by building state-societal trust in African Countries	2018	Journal of Tax Administration

**APPENDIX B:
TAXONOMY FRAMEWORK**

Table 17: Taxonomy framework

Category	<u>Determinants</u>
Journal information	ABDC rating
Perspective	Country
Discipline	Academic discipline
	Scientific discipline:
	Accounting
	Economic
	Labour law Tax
Tax legislation	Basic principles of tax legislation
	Primary tax law
	Secondary tax law
Tax governance	Basic principles of dispute resolution processes
	Tax morale
	Tax (disputes) operating costs
	Tax compliance
Theory and models	Theory (Constructs)
	Models (Frameworks)
Research design	Nature of the study
	Reasoning stance
	Unit of analysis
Research methodology	Research method
	Research strategy
	Data collection
Data analysis technique	Statistical analysis
	Thematic analysis
Variables	Demographic variables
	Social variables
	(Measurable variables)
Limitations and future research	Limitations of study
	Recommendations for future research

**APPENDIX C:
DECLARATION OF PLAGIARISM**

DECLARATION REGARDING PLAGIARISM

The Faculty of Economic and Management Sciences emphasises integrity and ethical behaviour with regard to the preparation of all written assignments.

Although the lecturer will provide you with information regarding reference techniques, as well as ways to avoid plagiarism, you also have a responsibility to fulfil in this regard. Should you at any time feel unsure about the requirements, you must consult the lecturer concerned before submitting an assignment.

You are guilty of plagiarism when you extract information from a book, article, web page or any other information source without acknowledging the source and pretend that it is your own work. This does not only apply to cases where you quote the source directly but also when you present someone else's work in a somewhat amended (paraphrased) format or when you use someone else's arguments or ideas without the necessary acknowledgement. You are also guilty of plagiarism if you copy and paste information directly from an electronic source (e.g., a website, e-mail message, electronic journal article, or CD-ROM) without paraphrasing it or placing it in quotation marks, even if you acknowledge the source.

You are not allowed to submit another student's previous work as your own. You are furthermore not allowed to let anyone copy or use your work with the intention of presenting it as his/her own.

Students who are guilty of plagiarism will forfeit all credits for the work concerned. In addition, the matter will be referred to the Committee for Discipline (Students) for a ruling. Plagiarism is considered a serious violation of the University's regulations and may lead to your suspension from the University. The University's policy regarding plagiarism is available on the Internet at <http://www.library.up.ac.za/plagiarism/index.htm>.

For the period that you are a student in the Faculty of Economic and Management Sciences, the following declaration must accompany **all** written work that is submitted for evaluation. No written work will be accepted unless the declaration has been completed and is included in the particular assignment.

I (full names & surname):	Waseema Noormahomed
Student number:	10294521

declare the following:

- I understand what plagiarism entails and aware of the University's policy in this regard.
- I declare that this mini-dissertation is my own original work. Where someone else's work was used (whether from a printed source, the internet or any other source), due acknowledgement was given, and reference was made according to departmental requirements.
- I did not copy and paste any information directly from an electronic source (e.g. a web page, electronic journal article or CD ROM) into this document.
- I did not make use of another student's previous work and submitted it as my own.
- I did not allow and will not allow anyone to copy my work with the intention of presenting it as his/her own work.

W. Noormahomed

Signature

10 September 2020

Date