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EFFECT OF TAX ADMINISTRATION ON REVENUE GENERATION IN NIGERIA: EVIDENCE FROM BENUE STATE TAX ADMINISTRATION (2015-2018)

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Abstract
The thrust of this study is to examine the effect of tax administration on revenue generation in Nigeria. The reforms brought about by the Benue state tax administration from 2015 to 2018 triggered this study. Data relating to the study were obtained from 187 questionnaires administered to staff of the Benue State Internal Revenue Service (BIRS). Frequency, percentages, mean and standard deviation were employed to analyse the collected data. The hypotheses were tested using the T-test statistics. Findings revealed that electronic tax payment system significantly improves tax accountability and revenue generation in Benue state. The study also found that widened tax bracket and lessening of one-time payment significantly improves the revenue generation in Benue state. The study concludes that tax administration significantly affects revenue generation in Nigeria and recommends that Government at all levels should cooperate and support the relevant tax authorities to enable them effectively manage the tax system for desired output.
Keywords: Tax; Taxation; Tax Administration; Tax Reforms; Revenue Generation

INTRODUCTION

In other to supply goods and services such as public goods (defense, roads, bridges), merit goods (hospitals, schools), welfare payments and benefits (unemployment benefit, disability benefit) that the private sector may fail to provide, government needs to boost its revenue adequately. One of such mediums through which government can generate funds to fuel its economic development projects and goal is taxation. Tax is a compulsory levy imposed by the government through its agents on its subjects or his property to achieve some goals (Ariwodola 2001). These goals are usually directed towards improving the general standard of living in the country. In the same vein, Arnold and McIntyre (2002) define tax as a compulsory levy on income, consumption and production of goods and services as provided by the relevant legislation. Government needs funds to provide developmental projects and social services and as a result, imposes various taxes on its citizens, properties and companies that fall within the tax bracket.

One thing is to levy tax to tax payers within a tax bracket and another thing is to be able to collect the levied taxes. Tax administration is concerned with the administration, management, conduct, direction, and supervision of the execution and application of the internal revenue laws or related statutes and tax conventions. In most developing countries, tax administration has been the critical and most important aspect in ensuring that there is enough revenue for the operation of the government. The ability of the government to administer tax determines the available revenue via taxation for the business of governance (Bird, 2015: Pantamee & Mansor, 2016). Thus, tax administration is a veritable tool for improved revenue generation in any given economy: The effect of tax administration on revenue generation cannot be over emphasized as it plays a fundamental role in rendering quality taxpayer service, to encourage voluntary compliance of tax laws and to detect and penalise non-compliance. With a good tax administration system in place, tax evasion and avoidance can be effectively controlled as well as improved strategies to boost revenue collection can be formulated and monitored to enhance revenue generation at all tiers of government.

Nigeria is federalist country with three tiers of governments (federal, state, and local governments), each having its own tax administration saddled with the responsibility of identifying taxable individuals, companies, and properties; assessing the taxes that need to be levied; collecting the taxes and remitting same to the respective governments as and when due. The appropriateness and effectiveness of the tax administration in place normally determines the revenues that would be collected and remitted to the various tax administrators at the different levels of governments. All the tiers of government in Nigeria get significant part of their revenue from tax. Therefore, since tax revenues contribute significantly to the total revenues generated by the government of Nigeria, it is very important that effective and efficient tax administration be put in place. However, the state of tax administration in Nigeria is worrisome. Prominent among the problems attributed to the ineffective and inefficient tax administration in Nigeria include lack of adequate equipment for the tax administrators to carry out their job, lack of skilled staff in the area of tax collection, lack of good road network that would give the tax collectors access to the rural areas in order to expand the tax base, lack of training for the tax officials, lack of database to keep the records of the taxpayers and businesses in the country, lack of inadequate enlightenment to the taxpayers, understaffing, poor remuneration for the tax officials, the inability of the taxpayers to pay on time, ineffective mechanism of locating the tax evaders, and non-working internal control mechanism (Abiola & Asiweh, 2012; Afuberoh & Okoye, 2014; Nto, 2016). The case may not be different from inherent tax administration problems in Benue State.

Consequently, there are varieties of studies that examine the effect of tax administration on revenue generation in Nigeria. Some of the authors include Abiola and Asiweh, (2012); Soetan, (2017); Enahoro and Olabisi, (2012); Oriakhi and Ahuru, (2014); Asaolu, Dopemu, and Monday, (2015). However, majority of the studies focused on Lagos and other more economically advanced states in Nigeria. This study is triggered to fill the gap in literature by examining this relationship from the Benue State perspective especially in the wake of recent reforms brought about by the Benue Internal Revenue Service (BIRS).The reforms propagated by the Mimi-AdzapeOrubibi (Executive chairman of BIRS) 2015 to 2018 tax administration in Benue State received commendations from tax professionals as well as criticisms. These reforms included the introduction of an electronic payment, widening of the tax bracket to include individuals and businesses in the informal sector, introduction of a convenient, pocket-friendly and innovative daily tax payment plan called 'Pay Small-Small and closure of all revenue accounts previously opened and arbitrarily maintained by Ministries, Departments and Agencies (MDAs) in different banks across the state (Anom, 2016). It is in view of the above that this study seeks to determine the extent to which these reforms brought about by a new tax administration has improved revenue generation in the Benue state.

Objectives of the Study

The broad objective of the study is to examine the effect of tax administration on revenue generation in Nigeria. The specific objectives are to;

i. Examine the extent to which electronic tax payment system improves tax accountability and revenue generation in Benue State.

ii. Ascertain the effect of widened tax bracket on revenue generation in Benue State.
iii. Determine the extent to which lessening of one-time tax payment to small entrepreneurs affect the revenue generation in Benue State.

Statement of Hypotheses

The following hypotheses are formulated for the study and stated in their null forms;

Ho1: Electronic tax payment system does not significantly improve tax accountability and revenue generation in Benue State.

Ho2: Widened tax bracket does not significantly improve the revenue generation in Benue State.

Ho3: Lessening of one-time tax payment does not significantly improve revenue generation in Benue State.

REVIEW OF RELATED LITERATURE

Tax and Tax Administration

Appah (2011), described tax as a compulsory contribution imposed by the government on citizens in accordance with legislative provision and paid by them through agents to defray the cost of administration. This implies that taxes are backed up by laws enacted by the government pertaining to each of the various tax respectively. Tax revenue all over the world plays a major role in the development of an economy via financing of government expenditure. To Ariwodola (2001), a tax is a compulsory levy imposed by the government through its agents on its subjects or his property to achieve some goals. These goals are usually centered on economic growth and development. From the forgoing, it can be deduced that for a levy to qualify as a tax, it must be compulsory and its burden must be imposed by a government on either its subjects or their properties or both, and the aim must tailor towards economic development.

To Samuel and Simon (2011), taxation is a system of imposing a compulsory levy on all income, goods, services and properties of an individual, partnership, trustees, executorships and companies by the government. This means that, taxation comprises all types of involuntary levies, from income to capital gains to estate taxes imposed by a government. According to Public Finance General Directorate (2009), the purpose of taxation as enshrined in the French laws is for the maintenance of public force and administrative expenses. Taxation is therefore, one among other means of revenue generation of any government to meet the needs of her citizens.

It is one thing to make policies, rules and regulation in an attempt to attain a desired goal or objective and it is another to implement these policies, rules and regulation. The organs and or agencies in charge of tax policy implementation are referred to as the administrative organ or tax agencies in this study. According to Animasaun (2016), tax administration is centered on the implementation and enforcement of tax legislation and regulations. These activities include identification and registration of taxpayers, processing tax returns and third-party information, examination of the completeness and correctness of tax returns, assessment of tax obligations, tax collection and provision of services to taxpayers. Tax administrations operate in societies that are rapidly changing and have to fulfil increasing demands and growing expectations from their stakeholders, including new demands from taxpayers for sophisticated government services. Rapid economic developments and higher expectations on the part of taxpayers make it necessary for a tax administration to redefine its strategic course.

In a simple parlance, a tax administration is the whole organizational set-up for the management of the tax system. The tax administrative set-up is a department of government and of course works under regulations prescribed by tax legislation. According to Afuberoh and Okoye (2014), tax administration is the process of assessing and collecting taxes from taxable individuals and companies by authorities in such a way that correct amount is collected efficiently and effectively with minimum tax avoidance or tax evasion. This is to say, it involves all the principles and strategies adopted by any government in order to plan, impose, collect, account, control and co-ordinate personnel charged with the responsibility of taxation. It also includes the effective use of tax revenue for efficient provision of necessary social amenities and other facilities for the tax payers.

Kiabel and Nwokah (2009), averred that tax authorities in Nigeria includes; Federal Board of Inland Revenue, the State Board of Internal Revenue and the Local Government Revenue Committees. While the Federal Inland Revenue Service assess, collect and account for taxes and other revenues accruing to the Government of the Federation, the States Boards of Internal Revenue and the Local Government Revenue Committees carry out such roles at States and the Local Governments respectively (Okauru, 2012). The pattern of allocation of tax jurisdiction over the years in the tax system show that in most cases the state and the local governments taxed individuals while the federal government has always taxed corporate bodies (Kiabel, 2014). Where the federal and state share jurisdiction, the power of legislature is retained by the federal government but the administration is done in collaboration with the state. For most newly introduced taxes such as information technology levy, tertiary education tax and value added tax (VAT), the federal government has always exercised jurisdiction.

Benue State Tax Administration (2015 to 2018)

Benue state witnessed a new tax administration by the Ortom's led government in 2015. This was headed by Mrs. Mimi-AdzapeOrubibi. Resolute to meet the Governor's target which was to raise internally generated revenues from an average of N230 million to N1.5 billion, Orubibi introduced unique tax reforms with the potential of resetting the revenue structure of the state (Anom, 2016). Some of these reforms include the introduction of an electronic payment system to block revenue leakages, boost transparency and accountability to the people. Under this new system, tax collection agents employed the use networked Point of Sale (PoS) machines to issue receipts for all taxes collected at all revenue generating points in the state. This has potentials to significantly close avenues for revenue leakages like cloning of tax receipts and non-declaration of taxes by revenue agents and as well reduce cases of fraud in the tax system. These reforms are in tandem with Olajide (2015), who maintained that, the increasing cost of running the Nigerian government coupled with dwindling revenue has encouraged the formulation of new strategies to improve the revenue base. Some of which are the introduction of e tax systems and series of tax reforms that has taken place.

Another noticeable reform was the widened tax bracket to include individuals and businesses in the informal sector (Anom, 2016). Those within this group include hawkers and market women, cab drivers, motorcycle riders popularly referred to as ‘Okada Riders’, photographers, Barber shops and other small businesses. To make it easier to pay and aswell lessen the burden of one-time payment for this group of small entrepreneurs’, ‘Pay Small-Small”(a convenient, pocket-friendly and innovative daily tax payment plan) was introduced. This plan allows tax payers to pay as low as N50/per day in staggered payments over an extended period of time. The widening of the tax bracket to include the informal sector is very significant because the informal sector although loose, scattered and not really organized, when put together represents a very huge untapped source of revenues for the government. It is roughly estimated that over seventy percent of taxable individuals and businesses within the informal sector in Benue are currently not captured in the tax net. Before now, majority of revenues came from the formal sector through the Pay-as-You-Earn (PAYE) tax system that is tied to workers’ salaries. The new focus on the informal sector is a good thing because the population of the business community, artisans, traders, small scale businesses within this category far outstrips that of workers.

Furthermore, the new tax administration saw to the closure of all revenue accounts previously opened and arbitrarily maintained by MDAs in different banks across the state (Anom, 2016). Prior to this era, Benue state that had a multiplicity of over a hundred accounts with different banks, for the first time in decades maintains a single consolidated revenue account. This makes for better planning, monitoring and gives the Governor, and other relevant government staff a real time snapshot of its revenues. Also, it closes all the systemic loopholes that were exploited by unscrupulous government officials in the past to defraud the government.

Orubibi's aggressive tax reforms have not gone on unchallenged. There have been protests from sections of the informal sector like the 'Okada riders' (commercial motorcycle riders) and sections of small businesses. Their resistance was premised on the fact that, they don't see the need to pay those taxes since there are saddled with the responsibility of providing basic amenities like security, water, roads and electricity themselves. Amidst these resistance, there was this likelihood that if the government take governance seriously (by responding to the yearnings and aspirations of its citizens), these protests and resistance will likely fade away.

Revenue Generation

Revenue generation in the context of this study could be viewed as the annual or periodical yield of taxes, as well as other sources of income that a nation, state or public sector collect or receives into their treasury for public use. Fayemi (2001), sees revenue as all tolls, taxes, imprests, rates, fees, duties, fines, penalties, fortunes and all other receipts of government from whatever source arising over a period of either one year or six months. To Enahoro and Olabisi, (2012) Revenue generation are ways through which government raise revenue for the purposes of meeting its capital and recurrent expenditure. Revenues earned by the government are received from sources such as taxes levied on the incomes and wealth accumulation of individuals and corporations and on the goods and services produced, exports and imports, non-taxable sources such as government-owned corporations' incomes, central bank revenue and capital receipts in the form of external loans and debts from international financial institutions.

In Nigeria, federally collected revenue is divided into oil revenue and non-oil revenue. While oil revenue covers all revenue generated from oil and gas activities in the country, non-oil revenue looks at any revenue earned from sources other than oil and gas activities. While other countries within and outside Africa segment their revenues into tax and non-tax revenue, Nigeria preferred oil and non-oil due to the fact that oil is the major revenue driver of the economy (Chijioke, Leonard, Bossco, &Henry, 2018). Despite the numerous sources of revenue available to the various tiers of government in Nigeria as outlined in the 1999 Constitution, over 80% of the annual revenue of the 3 tiers of government come from petroleum (Olajide, 2015). However, the serious decline in the price of oil in recent times has negatively affected the revenue base of Nigeria. Both federal, state and local governments now pay close attention to the proceeds from tax to finance the ever increasing budget so as to steer economic growth and development.

Theoretical Framework

This study is anchored on the Ibn Khaldun's theory of taxation. The hallmark of Ibn Khaldun's theory of taxation is to lower as much as possible the amounts of individual imposts levied upon persons capable of undertaking cultural enterprises. In this manner, such persons will be psychologically disposed to undertake them, because they can be confident of making a profit from them. Thus, He advocates for decreasing the burden of taxation on businessmen and producers, in order to encourage enterprise by ensuring greater profits to entrepreneur and revenue to the government. In practice, he found that at the initial stage, the government relies on low taxes, in keeping with Islamic law. As a result, enterprises increase in number and size and thus permit tax base, tax revenue, and governmental surplus to grow.

This theory is explained from two-folds, that is, the arithmetic and economic effects. The arithmetic effect states that if tax rates are lowered the tax revenue will be lowered by the amount of the decrease in the rate. The reverse is the case for an increase in tax rates (Ishlahi, 2006). Conversely, the economic effect recognizes the positive impact of lower tax rate on work, output and employment, thereby providing incentives to increase these activities. Whereas rising tax rate has the opposite economic effect by penalizing participation in the taxed activities. Islahi (2006), further stated that a very high tax rate has negative economic effect which dominates positive arithmetic effect, thereby decreasing tax revenue.

The Khaldun's theory of taxation is also faced with criticisms one of which is that, not all tax-rates cut results in increased tax revenues. Revenue responses to a tax rate change will depend upon the tax system in place, the time period being considered, the ease of movement into underground activities, the level of tax rates already in place, the prevalence of legal and accounting-driven tax loopholes, and the proclivities of the productive factors. If the existing tax rate is too high - in the 'prohibitive range' - then a tax-rate cut would result in increased tax revenues. The economic effect of the tax cut would outweigh the arithmetic effect of the tax cut (Laffer, 2004). On the other hand, it is also very obvious that at a very high rate when people are prohibited from reaping much of what they sow, they will sow more sparingly. Thus, when marginal tax rates rise, some people, those with working spouses for example, will opt out of the labor force. Others will decide to take more vacation time, retire earlier, or forgo overtime opportunities while others will decide to forgo promising but risky business opportunities. These reductions in productive effort shrink the effective supply of resources thereby retarding output. High marginal tax rates also encourage tax shelter investments and other forms of tax avoidance (Gwartney, 2006). Critics of the supply-side notion disagree with the notion that tax cuts can lead to higher tax revenues.

This study holds that tax rate cuts especially in developing nations will negatively affect the revenue generation base of the country but in turn, it will encourage business ventures to spring out thereby positively affecting the economy. This will go a long way of increasing tax payers' ability to pay taxes levied on them. This study is hinged on the Ibn Khalduns theory because tax administrators need to pay attention to tax cuts and possible consequences when making tax policies as tax payers prefer lesser taxes while government requires more revenue. Therefore, a good tax administration will be able to formulate tax policies that will be beneficial to both the tax payers and government.

Empirical Evidence

Theobald (2018) examines the impacts of tax administration on government revenue in Tanzania-case of Dar es Salaam region using questionnaires administered to 85 targeted respondents to access the required information. Findings of this study revealed that, Good tax design, Effective tax policy and laws, Tax administrative structure, Tax collection methods, Proper use of computerized system of maintaining taxpayer Register, Outsourcing revenue collections to private tax collectors, Internal and external capacity building, Intensive coordination with other entities and Proper maintenance of taxpayer's records are the main factors that enhance effective tax administration in Tanzania. This research was carried out in Tanzania, while the current study aims at buttressing the Nigerian perspective as regards tax administration and revenue generation.

Chijioke, Leonard, Bossco and Henry (2018), evaluate the impact of E-Taxation on Nigeria's revenue and economic growth. The study made use of secondary data sourced from Federal Inland Revenue Service, and Central Bank of Nigeria Statistical and Economic Reports on quarterly basis from second quarter 2013 to fourth quarter 2016. Findings revealed that Federally Collected Revenue and Tax-to-GDP ratio significantly decreased after e-taxation was implemented. Also, Tax Revenue decreased after the implementation but the mean difference was not statistically significant. This research focuses only on e-tax system an uprising tax reform in Nigeria. The current study seeks to incorporate other viable reforms amidst e-taxation in Nigeria.

Soetan (2017), examines the effect of tax administration on tax revenue generation in Nigeria. Survey research design was employed and structured questionnaire was developed and used to collect data for this study. One hundred and twenty-six (126) respondents participated in the study. Collected data were processed with the help of SPSS tool and

Descriptive statistics and simple regression statistical techniques were used to analyze the data. The study found that tax administration does not have significant effect on tax revenue generation in Nigeria. This study covered the whole of Nigeria with a relatively small sample size. The current study addresses this by focusing on Benue state with a much bigger sample size.

Animasaun (2016), investigates the relationship between tax administration and revenue generation from the perspective of Ogun State internal revenue service. The study employed a survey research design and data were obtained using questionnaire administered to 70 staff of the Ogun State Internal Revenue Service. The collected data were analysed by both descriptive and inferential statistics. The result revealed that, in Ogun state, tax administration did not significantly relate with the amount of revenue generated. This research was based on the perspective of Ogun State Internal Revenue Service.

Ogbonna and Appah (2016), examine the effect of tax administration and revenue on economic growth of Nigeria. Data was collected from primary and secondary sources. The secondary sources were from scholarly books and journals while the primary source involved a well-structured questionnaire. Data collected were analyzed using relevant regression analysis. The results revealed that there is a significant relationship between Personal income tax revenue (PITR) and per capita income, Company income Tax Revenue and Gross Domestic product of Nigeria, VAT revenue and PCI of Nigeria, Petroleum Profit Tax revenue and GDP of Nigeria and tax administration and Gross domestic product of Nigeria.

Asaolu, Dopemu and Monday (2015), assess the impact of tax reforms on revenue generation in Lagos State of Nigeria using Time Series quarterly data between the period of 1999 and 2012, obtained from the records of Tax Payer Statistics and the Revenue Status Report of Lagos State Internal Revenue Service (LIRS). Data collected were analysed using ordinary least square regression techniques (OLS). Findings indicates that there was a long run relationship between the tax reforms and revenue generated in Lagos State; thus, the tax reforms had positive and significant effect on the revenue structure of the State. The study employed time series analysis and focused its scope in Lagos state. The current study seeks to employ descriptive survey analysis to provide real time information relating to the issue from Benue state perspective.

Oriakhi and Ahuru (2014), ascertained the impact of tax reforms on tax revenue generation in Nigeria. The study employed annual time series data spanning the years (1981-2011). The various income taxes were used as a proxy for tax reforms. Findings revealed that tax reform by improving the tax system and reducing tax burden enhances the ability of the government to generate more revenue. The study employed the use of secondary data for its investigation while the current study makes use of both primary data.

Ifere and Eko (2014) investigated efficiency and effectiveness in the administration of tax in Nigeria, using Cross River State as a case-study. The methodology to achieve this objective was a qualitative technique using structured questionnaires to survey the three senatorial districts in the state; the central limit theory was adopted as an analytical technique. Result shows a significant degree of inefficiency in the administration of taxes.

Abiola and Asiweh (2012), examined the impact of tax administration on government revenue in a developing economy using Nigeria as a case study. Data were obtained from 93 usable responses culled from an online survey program. The study found that increasing tax revenue is a function of effective enforcement strategy which is the pure responsibility of tax administration. The study also found that Nigeria lack enforcement machineries which include among other things, adequate manpower, computers and effective postal and communication system. The researcher made use of Nigeria as a case study with a relatively small sample. Therefore, findings obtained may not be adequately generalized empirically. The current study focusses on Benue state alone to give room for more participation within the population.

Enahoro and Olabisi (2012), examined the overall effectiveness of tax administration in relation to assessment, collection and remittance of tax in Lagos State, Nigeria. Data were obtained from a survey questionnaire administered to 130 civil servants directly connected with tax administration in the five Local government areas of Lagos State (Somulu, Mushin, Ikeja, Kosofe and Surulere). The study finding reveals that the tax administration in Lagos state is not totally efficient. Hence, tax administration affects the revenue generated by the government. The study also found that there is a significant relationship between tax administration, tax policies and tax laws. This study focuses on Lagos state tax administration whereas the current study focuses on Benue state.

From the foregone, it is observed that majority of the studies focused on Lagos state and other economically advanced states in Nigeria. This study attempts to fill this gap in literature by examining the effect of tax administration on revenue generation in Benue state.

METHODOLOGY

The research design adopted for this work is the survey design. This design has been established to be an effective tool in determining the opinion, perception and in describing and explaining relationships amongst phenomena. The study's population consist of all staff of Benue State Internal Revenue Service (BIRS) numbering about 305 (Enyi, 2016).

For the purpose of the study, the staff of the Corporate Head office and 4 Zonal tax offices of Benue State Internal Revenue Service (BIRS) are sampled for the investigation. A number of 200 staff are sampled using the convenience sampling technique from the 5 offices. This sample is distributed among the 5 offices as follows; 60 staff of the Corporate Head Office, Makurdi, 30 staff of the Zonal Tax office Makurdi, 40 staff of the Zonal Tax office Gboko, 40 staff of the Zonal Tax office Otukpo and 30 staff of the Zonal Tax office, Katsina-Ala.

The data for this research work is mainly from primary sources through questionnaires. The questionnaire is divided into two parts; Part A is based on personal data of the respondent while part B comprises of a five point Likert scale questions ranging from Strongly Agree (5), Agree (4), Undecided (3), Disagree (2) and Strongly Disagree (1).

In establishing the content validity of the instrument in this research, the prepared questionnaire was reviewed by two academicians in Benue State. For reliability of the instrument, the Cronbach Alpha statistics is employed. The Cronbach's alpha is a measure of internal consistency, that is, how closely related a set of items are as a group. The study's questionnaires were distributed to 30 postgraduate students of Benue State University who are not part of the study's population but knowledgeable on the issue under investigation. This was done in order to test for reliability of the instrument using the Cronbach Alpha Method. A Cronbach alpha index of at least 0.70 will make the instrument to be internally consistent (Abiola & Udofia, 2011).

Table 1: Reliability Statistics

Cronbach's Alpha Based on Standardized Items	N of Items
0.933	12

The Cronbach's Alpha result as presented in Table 1 revealed a value of 0.933, which is greater than 0.70, indicating that the instrument is reasonably content valid. The data collected from field survey are then presented and analyzed with percentages and results determined for verification purposes. The mean score for decision making is estimated at 3.0. The study further employs the use of T-Test statistics to test the study's hypotheses at 5% level of significance for a two tailed test.

RESULTS AND DISCUSSION

Table 2: Demographic Features of the Respondents

Feature	Options	Frequency	Percentage (%)
Age	21 -30 years	49	26.2
	31-40 years	64	34.2
	41-50 years	65	34.8
	51 years and above	9	4.8
Sex	Male	131	70.1
	Female	56	29.9
Educational Qualification	SSCE	21	11.2
	OND/NCE	39	20.9
	HND/B.SC/B.Ed/B.A	88	47.1
	M.SC/MBA/M.A	39	20.9
Working Experience	5 years and below	24	12.8
	6-10 years	98	52.4
	11-15 years	25	13.4
	16-20 years	30	16.0
	21 years and above	10	5.3
Staff Category	Management Staff	32	17.1
	Senior Staff	89	47.6
	Junior Staff	66	35.3

Table 2 presents the demographic features of the respondents. It presents the age, sex, educational qualification, working experience and staff category of the respondents of the study. Results from Table 2 reveal that 49(26.2%) of the respondents were from 21-30 years, 64(34.2%) are from 31-40 years, 65(34.8%) are from 41-50 years and 9(4.8%) are 51 years and above. This result indicates that virtually all the respondents have attained adult hood. This implies that responses were delivered with an iota of maturity from the respondents and as such the aim of the questionnaire may be realistic. Table 2 also reveal that 131(70.1%) of the respondents were male while 56(29.9%) were female. Although this shows a larger proportion of male views, the females are not left out. This implies that the responses supplied by the respondents are not bias in terms of gender. 21(11.2%) of the respondents appear to have attained the SSCE, 39(20.9%) of the respondents have either OND/NCE or both, 88(47.1%) have either HND, B.SC, B.Ed or B.A degrees respectively while 39(20.9%) have either M.SC, MBA or M.A. This indicates that majority of the respondents have degree certificates or its equivalent and above, implying that the respondents are well learned to provide suitable responses to the items in the questionnaire. Results from Table 2 reveal that 24(12.8%) of the respondents have 5 years and below working experience, 98(52.4%) have 6-10 years' work experience, 25(13.4%) have 11-15 years' work experience, 30(16.0%) have 16-20 years' work experience while 10(5.3%) have 21 years and above work experience. This indicates that majority of the respondents have attained meaningful work experience. This implies that responses supplied by the respondents are backed up by experience and as such suitable for the study. In relation to staff category, 32(17.1%) of the respondents are management Staff, 89(47.6%) are senior Staff while 66(35.3%) are Junior Staff. This indicates that majority of the staff to whom questionnaires were administered are senior staff. This implies that the respondents largely constituted tax supervisors and managerial staff who are at the fore front of tax administration and as such responses provided by them may lead to meaningful conclusion for the study.

Table 3: Responses Relating to E-Tax Payment and Revenue Generation

Item Description	SA	A	U	D	SD	Mean	SD
The use of Point of Sale (PoS) machines to issue receipt for all taxes collected improves accountability and revenue generation in Benue State.	42 (22.5%)	48 (25.7%)	31 (16.6%)	18 (9.6%)	48 (25.7%)	3.10	1.51
The introduction of Tax Identification Numbers (TIN) for all tax payers has improved tax accountability and revenue generation in Benue State.	12 (6.4%)	85 (45.5%)	54 (28.9%)	30 (16.0%)	6 (3.2%)	3.36	0.94
The electronic tax payment has enhanced tax accountability and revenue generation in Benue State.	55 (29.4%)	84 (44.9%)	48 (25.7%)	0 (0.00%)	0 (0.00%)	4.04	0.74
Through electronic tax payment, cash handling by tax collectors are mitigated.	61 (32.6%)	78 (41.7%)	18 (9.6%)	18 (9.6%)	12 (6.4%)	3.84	1.17

Table 3 presents the responses in relation to electronic tax payment and revenue generation. In relation to whether the use of PoS machines to issue receipt for all taxes collected improves accountability and revenue generation in Benue State, 42(22.5%) of the respondents strongly agreed, 48(25.7%) agreed, 31(16.6%)were undecided, 18(9.6%) disagreed and 48(25.7%) strongly disagreed. The mean of the responses supplied by the respondents in relation to this item stood at 3.10 with a standard deviation of 1.51, indicating that majority of the respondents agreed that the use of Point of Sale (PoS) machines to issue receipt for all taxes collected improves accountability and revenue generation in Benue State. In relation to whether the introduction of Tax Identification Numbers (TIN) for all tax payers has improved tax accountability and revenue generation in Benue State, 12(6.4%) of the respondents strongly agreed, 85(45.5%) agreed, 54(28.9%) were undecided, 30(16.0%) disagreed and 6(3.2%) strongly disagreed. The mean of their responses stood at 3.36 with a standard deviation of 0.94, indicating that majority of the respondents agreed that the introduction of Tax Identification Numbers (TIN) for tax payers has improved tax accountability and revenue generation in Benue State. In relation to whether the electronic tax payment has enhanced tax accountability and revenue generation in Benue State, 55(29.4%) of the respondents strongly agreed, 84(44.9%) agreed and 48(25.7%) were undecided. The mean of the responses supplied by the respondents stood at 4.04 with a standard deviation of 0.74, indicating that majority of the respondents agreed that the electronic tax payment has enhanced tax accountability and revenue generation in Benue State. In relation to whether through electronic tax payment, cash handling by tax collectors are mitigated, 61(32.6%) of the respondents strongly agreed, 78(41.7%) agreed, 8(9.6%) were undecided, 18(9.6%) disagreed and 12(6.4%) strongly disagreed. The mean of their responses stood at 3.84 with a standard deviation of 1.17, indicating that majority of the respondents agree that through electronic tax payment, cash handling by tax collectors are mitigated.

Table 4: Responses Relating to Widened Tax Bracket and Revenue Generation

Item Description	**SA**	**A**	**U**	**D**	**SD**	**Mean**	**SD**
Widening tax bracket allows for more individuals, business and entities to be taxed.	55 (29.4%)	36 (19.3%)	54 (28.9%)	30 (16.0%)	12 (6.4%)	3.49	1.25
An increase in the category or range of income subject to a particular tax rate will lead to an increase in tax revenue generated.	75 (40.1%)	46 (24.6%)	24 (12.8%)	24 (12.8%)	18 (9.6%)	3.73	1.36
Widened tax bracket improves the revenue generation in Benue State.	73 (39.0%)	54 (28.9%)	24 (12.8%)	18 (9.6%)	18 (9.6%)	3.78	1.32
An increase in the number of enlightened tax payers will increase tax revenue.	95 (50.8%)	24 (12.8%)	38 (20.3%)	12 (6.4%)	18 (9.6%)	3.89	1.35

Table 4 presents the responses in relation to widened tax bracket and revenue generation. In relation to whether widening tax bracket allows for more individuals, business and entities to be taxed, 55(29.4%) strongly agreed, 36(19.3%) agreed, 54(28.9%) were undecided, 30(16.0%) disagreed and 12(6.4%) strongly disagreed. The mean of their responses stood at 3.49 with a standard deviation of 1.25, indicating that majority of the respondents agree that widening tax bracket allows for more individuals, businesses and entities to be taxed. In relation to whether an increase in the category or range of income subject to a particular tax rate will lead to an increase in tax revenue generated, 75(40.1%) of the respondents strongly agreed, 46(24.6%) agreed, 24(12.8%) were undecided, 24(12.8%) disagreed and 18(9.6%) strongly disagreed. The mean of their responses stood at 3.73 with a standard deviation of 1.36, indicating that majority of the respondents agree that an increase in the category or range of income subject to a particular tax rate will lead to an increase in tax revenue generated. In relation to whether widened tax bracket improves the revenue generation in Benue state, 73(39.0%) of the respondents strongly agreed, 54(28.9%) agreed, 24(12.8%) were undecided, 18(9.6%) disagreed and 18(9.6%) strongly disagreed. The mean of their responses stood at 3.78 with a standard deviation of 1.32, indicating that majority of the respondents agreed that widened tax bracket improves the revenue generation in Benue state. In relation to whether an increase in the number of enlightened tax payers will increase tax revenue in Benue state, 95(50.8%) of the respondents strongly agreed, 24(12.8%) agreed, 38(20.3%) were undecided, 12(6.4%) disagreed and 18(9.6%) strongly disagreed. The mean of their responses stood at 3.89 with a standard deviation of 1.35, indicating that majority of the respondents agreed that an increase in the number of enlightened tax payers will increase tax revenue in Benue state.

Table 5: Responses Relating to Lessening of One-time Payment and Revenue Generation

Item Description	SA	A	U	D	SD	Mean	SD
Onetime tax payment of due sum is more effective for tax payers in Benue state	53 (28.3%)	44 (23.5%)	36 (19.3%)	30 (16.0%)	24 (12.8%)	3.39	1.38
Lessening of one-time tax payment will lead to tax evasion by tax payers if not monitored effectively	42 (22.5%)	25 (13.4%)	36 (19.3%)	54 (28.9%)	30 (16.0%)	2.97	1.40
Lessening of one-time tax payment to small entrepreneurs improve revenue generation in Benue State	42 (22.5%)	46 (24.6%)	63 (33.7%)	18 (9.6%)	18 (9.6%)	3.41	1.21
Lessening of one-time payment will reduce tax burden by tax payers effectively.	48 (25.7%)	66 (35.3%)	19 (10.2%)	30 (16.0%)	24 (12.8%)	3.45	1.36

Table 5 presents the responses in relation to lessening of one-time payment and revenue generation. In relation to whether onetime tax payment of due sum is more effective for tax payers in Benue state, 53(28.3%) of the respondents strongly agreed, 44(23.5%) agreed, 36(19.3%) were undecided, 30(16.0%) disagreed and 24(12.8%) strongly disagreed. The mean of their responses stood at 3.39 with a standard deviation of 1.38, indicating that majority of the respondents agree that onetime tax payment of due sum is more effective for tax payers in Benue state. In relation to whether lessening of one-time tax payment will lead to tax evasion by tax payers if not monitored effectively, 42(22.5%) of the respondents strongly agreed, 25(13.4%) agreed, 36(19.3%) were undecided, 54(28.9%) disagreed and 30(16.0%) strongly disagreed. The mean of their responses stood at 2.97 with a standard deviation of 1.40, indicating that majority of the respondents disagreed that lessening of one-time tax payment will lead to tax evasion by tax payers if not monitored. In relation to whether lessening of one-time tax payment to small entrepreneurs improve revenue generation in Benue State 42(22.5%) of the respondents strongly agreed, 46(24.6%) agreed, 63(33.7%) were undecided, 18(9.6%) disagreed and 18(9.6%) strongly disagreed. The mean of the responses supplied by the respondents stood at 3.41 with a standard deviation of 1.21, indicating that majority of the respondents agree that lessening of one-time tax payment to small entrepreneurs improve revenue generation in Benue State. In relation to whether lessening of one-time payment will reduce tax burden by tax payers effectively, 48(25.7%) of the respondents strongly agreed, 66(35.3%) agreed, 19(10.2%) were undecided, 30(16.0%) disagreed and 24(12.8%) strongly disagreed. The mean of their responses stood at 3.45 with a standard deviation of 1.36, indicating that majority of the respondents agreed that lessening of one-time payment will reduce tax burden by tax payers effectively.

Table 6: Summary of T-Test Results

Hypotheses	**t**	**df**	**Sig. (2-tailed)**	**Mean Diff.**	**95% Confidence Interval of the Difference**	
					Lower	**Upper**
Electronic tax payment system introduced in Benue State does not significantly improve tax accountability and revenue generation.	22.57	186	0.000	1.61	1.45	1.77
Widened tax bracket does not significantly improve the revenue generation in Benue State.	18.12	186	0.000	1.75	1.56	1.94
Lessening of one-time tax payment does not significantly improve revenue generation in Benue State	13.68	186	0.000	1.33	1.14	1.52

Test Value = 1.9728

Table 6 presents the summary of t-test result for test of the 3 hypotheses formulated for the study.

Electronic tax payment system introduced in Benue State does not significantly improve tax accountability and revenue generation

Given that the t-value as presented in Table 6 is 22.5715 which is greater than the critical value of T estimated at 1.9728, the study rejects the null hypothesis. The study therefore concludes that the electronic tax payment system introduced in Benue State significantly block leakages, improve tax accountability and revenue generation. E-tax payment tends to reduce cash handling of tax monies and as such will block leakages in the system. E-tax payment also provides an updated tax payment tracking for relevant tax authorities to track day to day tax income. This will strengthen tax accountability and boost tax revenue generation at large. To this end, a tax administration that advocates and implements electronic tax payment will improve revenue generation. This is consistent with the findings of Olaoye and Kehinde (2017) and Enahoro and Olabisi (2012).

Widened tax bracket does not significantly improve the revenue generation in Benue State

Given that the T-value as presented in Table 6 is 18.11975 which is greater than the critical value of T estimated at 1.9728, the study rejects the null hypothesis. The study therefore concludes that widened tax bracket significantly improves the revenue generation in Benue State. The intent of a widened tax bracket is to include more persons as tax payers in a society. When more people become taxable, there is tendency for an improved tax revenue overtime. Therefore, a tax administration that propagates widened tax bracket will lead to improved revenue generation. This is in agreement with the findings of Ifere and Eko (2014), Abiola and Asiweh (2012 and Enahoro and Olabisi (2012).

Lessening of one-time tax payment does not significantly improve revenue generation in Benue State

Given that the T-value as presented in Table 6 is 18.11975 which is greater than the critical value of T estimated at 1.9728, the study rejects the null hypothesis. The study therefore concludes that lessening of one-time tax payment significantly improves revenue generation in Benue State. The goal of lessening one-time payment is to enable tax payers remit taxes with much ease as compared to one-time tax remittances. This system tends to motivate and prevent tax evasion and avoidance by tax payers. The resultant effect of this is that more revenue would be generated. To this end, a tax administration that proposes lessening of one-tax payment will lead to improve revenue generation. This also conforms to the findings of Ifere and Eko (2014), Abiola and Asiweh (2012 and Enahoro and Olabisi (2012).

CONCLUSION AND RECOMMENDATIONS

An increase in revenue generation may be linked to an effective and efficient tax administration. The way and manner in which taxpayers are identified and registered, tax returns are processed, and the examination of completeness and correctness of tax returns, assessment of tax obligations, tax collection and provision of services to taxpayers is of great significance to tax revenue generation. This study examines the effect of tax administration on revenue generation in Nigeria with specific reference to Benue state tax administration from 2015 to 2018. In line with the findings, the study concludes that tax administration significantly affects revenue generation in Nigeria. In order to ensure that effective and efficient tax administration is maintained at all government levels, the following recommendations are proffered.

i. Tax authorities at all government levels (federal, state and local) should engage in massive awareness campaigns to enlighten tax payers on tax payment with much emphasis on easier ways of tax payment brought about by tax reforms.
ii. There is also need for adequate tax equipment and facilities to sustain the rapidly evolving electronic tax system. Failure of this will bring about loss of confidence by tax payers on the tax system.
iii. Tax personnel should be sufficient and trained on a regular basis to keep up-to-date with latest developments in the tax system.
iv. Government at all levels should cooperate and support the relevant tax authorities so as to enable them effectively manage the tax system for desired output.

STUDY LIMITATIONS AND FURTHER RESEARCH

The study greatly relied on primary data for analysis. Secondary sources of data were not considered for analysis. A similar research may be carried to examine the internal revenue figures of Benue state during the period using secondary sources of data. This study is limited in scope as it uses the situation from Benue state for a general assertion in Nigeria. It is therefore suggested that similar study of this nature be replicated in other states of the country.

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