

**The Associated Chinese Chambers of Commerce and Industry of Malaysia
(ACCCIM)
Survey on the Goods and Services Tax (GST) Implementation**

Malaysia has implemented the Goods and Services Tax (GST) with effect from 1st April 2015. Since then, the business community and the public have been encountering with issues and problems. The objective for this GST Survey is to enable ACCCIM to collect and compile issues and problems encountered by businesses for onward submission and deliberation with the relevant Government Ministries and Agencies so as to seek measures to resolve these issues.

We seek your cooperation to return the duly completed questionnaire to the ACCCIM Secretariat by Fax: 03-4260 3080 or E-mail: sme@accim.org.my **before 31st July 2015**. Please contact Ms. Poh of the ACCCIM Secretariat at Tel: 03-42603090 should you have any enquiries.

This survey is designed to minimize the respondents' time demand by putting a tick (✓) at the appropriate box to indicate an answer. It should take about 10 minutes to complete the survey form. Confidentiality is assured. We thank you in advance for your participation!

Please tick (✓) ONE answer only for every question

A. Entity's Background

1. Location of company

- | | | | |
|---------------------------------------|-------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Perlis | <input type="checkbox"/> Kedah | <input type="checkbox"/> Penang | <input type="checkbox"/> Perak |
| <input type="checkbox"/> Kuala Lumpur | <input type="checkbox"/> Selangor | <input type="checkbox"/> Putrajaya | <input type="checkbox"/> Negeri Sembilan |
| <input type="checkbox"/> Melaka | <input type="checkbox"/> Johor | <input type="checkbox"/> Tioman | <input type="checkbox"/> Langkawi |
| <input type="checkbox"/> Kelantan | <input type="checkbox"/> Terengganu | <input type="checkbox"/> Pahang | |
| <input type="checkbox"/> Sabah | <input type="checkbox"/> Sarawak | <input type="checkbox"/> Labuan | |

2. Legal Entity

- | | | | |
|--|--------------------------------------|----------------------------------|------------------------------|
| <input type="checkbox"/> Sole Proprietor | <input type="checkbox"/> Partnership | <input type="checkbox"/> Sdn Bhd | <input type="checkbox"/> LLP |
|--|--------------------------------------|----------------------------------|------------------------------|

3. Primary Industry

- | | |
|--|--|
| <input type="checkbox"/> Manufacturer | <input type="checkbox"/> Logistics |
| <input type="checkbox"/> Construction & Contractor | <input type="checkbox"/> Property Development |
| <input type="checkbox"/> Mining | <input type="checkbox"/> Agriculture, Timber, Fishery, Farming & Gardening |
| <input type="checkbox"/> Wholesale & Retails | <input type="checkbox"/> Imports & Exports |
| <input type="checkbox"/> Hotel | <input type="checkbox"/> Travel, Leisure & Entertainment |
| <input type="checkbox"/> Restaurant (F&B) | <input type="checkbox"/> Professional |
| <input type="checkbox"/> ICT | <input type="checkbox"/> Others: _____ |

4. Number of fulltime employees

Manufacturing Industry

- 5 and below
 5 - 74
 75 - 100
 101 - 200
 200 and above

Services & Other Industries

- 5 and below
 5 - 29
 30 - 49
 50 - 75
 75 and above

5. Annual turnover (RM)

Manufacturing Industry

- 200,000 and below
 200,000 - less than 500,000
 500,000 - less than 750,000
 750,000 – less than 1,500,000
 1,500,000 - less than 50 million
 50 million and above

Services & Other Industries

- 200,000 and below
 200,000 - less than 300,000
 300,000 - less than 500,000
 500,000 – less than 3 million
 3 million – less than 20 million
 20 million and above

6. Establishment of company

- 0 – < 4 years 4 – < 7 years 7 – < 10 years 10 years and above

B. Goods and Services Tax (GST)

7. Does the implementation of GST in any way affect your company?

- Yes, positively Yes, negatively
 Not at all Unforeseeable

8. Is your company a GST registrant?

- Yes (as we have reached the threshold) Yes (voluntarily without reaching the threshold)
 No (Please skip Question No. 9 – 14)

9. How much have you invested in both hardware and software as preparation for the implementation of GST?

- Less than RM1,000 RM1,000 - less than RM3,000
 RM3,000 - less than RM5,000 RM5,000 - less than RM10,000
 RM10,000 - less than RM50,000 RM50,000 and above

10. Did your company utilize the GST e-Voucher worth RM1,000 offered by the Government for SMEs to purchase/ upgrade GST accounting software?

- Yes No

11. Have you or your employees participated at any GST workshops or training courses provided by the Royal Malaysian Customs?

- Yes No

12. Do you encounter any of the following issues since the GST take effect from 1st April 2015?

- a) The GST accounting software is not working properly Yes No
- b) Employee/yourself has problem operating the GST software Yes No
- c) Having problem to submit report to Customs Yes No
- d) Having problem in claiming refund on the Input Tax Yes No
- e) Client/customer refuse to pay GST Yes No
- f) Company's cash flow is affected Yes No
- g) Not sure which product/service is categorized as standard rated supply, zero rated supply or exempted supply Yes No

Kindly state the relevant good/service : _____

h) Others, please specify: _____

13. What kind of billing method/invoice is your company applying?

- Computer generated invoice Pre-printed invoice, hand-written
- Fully hand-written invoice Mixture of _____

14. Have you ever seek consultation from Customs by using the GST Hotline / GST Portal?

- Yes, and the officer solved my problem Yes, but the problem(s) remain unresolved
- Yes, but no one answer the call / response No

15. Have you adjusted the price of your products or services due to the implementation of GST?

- Yes. Prices have increased Yes. Prices have been adjusted downwards
- No

16. What is the duration of credit terms that you have extended to clients/customers? (Please state in percentage)

- a) Not applicable. All are cash transactions _____ %
- b) 1 to 2 months _____ %
- c) 2 to 4 months _____ %
- d) 4 to 6 months _____ %
- e) 6 months and above _____ %

C. Anti-Profiteering

17. Which of the followings that you feel would be able to solve the profiteering by the businesses?

- More inspections Higher penalty
- Tactful handling, only the excessive and stubborn businesses get fined Others. Please specify: _____

18. Are you aware and concern of the "Price Control and Anti-Profiteering Act 2011"?

- Aware and concern Aware, but not concern Not aware (Please skip Question No. 19 - 21)

19. In your opinion, is the 3-day period practical to adhere to the notice issued by Ministry of Domestic Trade, Co-operatives and Consumerism (MDTCC) under Section 21 of the Price Control and Anti-Profiteering Act 2011? If not, how many days are more appropriate to furnish information?

- Practical, 3-day is appropriate Not practical, 1 week shall be given
- Not practical, 3 days to 1 week shall be given depends on the complexity of the information required

20. Do you understand the calculation formula of the “Price Control and Anti-Profiteering Act 2011”?

Yes No

21. Please select top 5 most critical items/issues that you do not understand, or those issues that require more clarification in the calculation of the profiteering formula. **(please select maximum FIVE items)**

<u>Items</u>	<u>Issues</u>
<input type="checkbox"/> Net Profit Margin (NPM)	<input type="checkbox"/> Difficulty in determining the margin for every products
<input type="checkbox"/> Cost of Goods (COG)	<input type="checkbox"/> Exceptional cases (e.g. promotional price, lost, etc.)
<input type="checkbox"/> Operating Costs (OC)	<input type="checkbox"/> Selling price adjustment due to increasing cost
<input type="checkbox"/> Special Refund of Sales Tax (STR)	<input type="checkbox"/> Difficulty due to the huge standard deviation in costs
<input type="checkbox"/> Input Tax (IT)	<input type="checkbox"/> Inclusion of intangible costs
<input type="checkbox"/> Output Tax (OT)	<input type="checkbox"/> Others. Please specify: _____

D. GST and Anti-Profiteering Enforcement

22. Do you think it is fair and appropriate for the MDTCC officer acting as mystery shopper to issue penalty to businesses?

Yes No

Kindly state the reason: _____

23. Since the implementation of GST, did any officer(s) from the Royal Malaysian Customs or the MDTCC inspected your company?

Yes No (Please skip Question No. 24 - 27)

24. In regards to Question No. 22, how did the officer(s) approach you?

With official identification As mystery shopper Other: _____

25. In regards to Question No. 23, how was the attitude of the said Officer?

Good, they have been very helpful Professional and Non-confrontational

Rude and Hostile. Plases describe: _____

26. Kindly provide the details of the inspection/enforcement: -

<u>Royal Malaysian Customs</u>	<u>Ministry of Domestic Trade, Co-operatives and Consumerism (MDTCC)</u>
a Branch : _____	a Branch : _____
b Date : _____	b Date : _____
c Venue : _____	c Venue : _____

27. Have your company been imposed any penalty / received any notice of demand for explanation during the inspection whether from customs or MDTCC officers?

Yes No

Kindly state the reason: _____

~ Thank you for your participation in the survey ~

This survey form is in collaboration with SERC Sdn Bhd and will be used for research purposes. Individual response will not be disclosed in the research. Only aggregated results will be shown.