

**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 | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Employee/yourself has problem operating the GST software | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Having problem to submit report to Customs | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Having problem in claiming refund on the Input Tax | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Client/customer refuse to pay GST | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| f) Company's cash flow is affected | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| g) Not sure which product/service is categorized as standard rated supply, zero rated supply or exempted supply | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Kindly state the relevant good/service : _____

h) Others, please specify: _____

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

- | | |
|---|--|
| <input type="checkbox"/> Computer generated invoice | <input type="checkbox"/> Pre-printed invoice, hand-written |
| <input type="checkbox"/> Fully hand-written invoice | <input type="checkbox"/> Mixture of _____ |

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

- | | |
|---|--|
| <input type="checkbox"/> Yes, and the officer solved my problem | <input type="checkbox"/> Yes, but the problem(s) remain unresolved |
| <input type="checkbox"/> Yes, but no one answer the call / response | <input type="checkbox"/> No |

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

- | | |
|---|---|
| <input type="checkbox"/> Yes. Prices have increased | <input type="checkbox"/> Yes. Prices have been adjusted downwards |
| <input type="checkbox"/> 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?

- | | |
|---|--|
| <input type="checkbox"/> More inspections | <input type="checkbox"/> Higher penalty |
| <input type="checkbox"/> Tactful handling, only the excessive and stubborn businesses get fined | <input type="checkbox"/> Others. Please specify: _____ |

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

- | | | |
|--|---|---|
| <input type="checkbox"/> Aware and concern | <input type="checkbox"/> Aware, but not concern | <input type="checkbox"/> 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?

- | | |
|---|---|
| <input type="checkbox"/> Practical, 3-day is appropriate | <input type="checkbox"/> Not practical, 1 week shall be given |
| <input type="checkbox"/> 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)**

☐
Items

Net Profit Margin (NPM)

☐

Cost of Goods (COG)

☐

Operating Costs (OC)

☐

Special Refund of Sales Tax (STR)

☐

Input Tax (IT)

☐

Output Tax (OT)

☐
Issues

Difficulty in determining the margin for every products

☐

Exceptional cases (e.g. promotional price, lost, etc.)

☐

Selling price adjustment due to increasing cost

☐

Difficulty due to the huge standard deviation in costs

☐

Inclusion of intangible costs

☐

Others. Please specify: _____

D. GST and Anti-Profiteering Enforcement

22. Do you think it is fair and appropriate for the MDCCC 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 MDCCC 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. Please describe: _____

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

Royal Malaysian Customs

a Branch : _____

b Date : _____

c Venue : _____

Ministry of Domestic Trade, Co-operatives and Consumerism (MDCCC)

a Branch : _____

b Date : _____

c Venue : _____

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