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IRB initiatives boost tax collection

New Straits Times, Malaysia

CREATING TAX-LITERATE SOCIETY

IRB initiatives boost tax collection

KUALA LUMPUR: The mandatory tax imposed on eligible citizens is based on relevant laws to help the government cover the costs of managing and developing the country.

The amount of tax collected depends on the level of compliance of individuals. If they paid their income tax and adhere to the laws set, tax collection will increase and can reach the annual target set by the government.

The Inland Revenue Board (IRB) strives to improve tax compliance through its awareness, education and services (AES) concept.

AWARENESS THROUGH EARLY TAX EDUCATION

To inculcate a more positive tax culture among Malaysians, IRB is focusing mainly on the young generation due to their familiarity with digital transformation.

They are more interested in generating income by doing business online. Some of them generate income by becoming influencers on social media platforms, such as In-

stagram, YouTube and TikTok. Towards that end, the IRB's Corporate Services Department, through the Tax Education Division, implements tax education and awareness programmes for schoolchildren and students of higher education institutions.

Learning about taxes while in school can produce responsible citizens and subsequently increases the level of voluntary tax compliance.

Among the programmes using the IRB's AES concept is HASiL Your Tax Buddy (HYTB), which targets higher education institution students. HYTB can help them understand taxation legislation and increase their level of tax compliance in the future, which will create a more tax-literate society.

EDUZONE - GATEWAY TO TAXATION EDUCATION

IRB provides a Taxation Education Gateway through the EduZone platform at www.hasil.gov.my. It contains information on taxation in



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the form of brochures, articles and short videos. Also included on the website is information on tax exempted items.

TAXATION SERVICE EFFICIENCY

IRB is responsible for ensuring the government has enough financial resources to guarantee the smooth running of every national development programme.

That is what makes IRB consistent in providing the best service to its customers. Every policy and

strategy is formulated based on the priorities of all taxpayers.

Among the strategies to improve service efficiency and make it easier for taxpayers to carry out their responsibility as taxpayers is to provide online services, such as MyTax via <https://mytax.hasil.gov.my/>.

Through MyTax, they can gain access to information, such as ledger transactions, refund status, monthly tax deduction, tax clearance letter status and services, such as e-

Filing, ByrHasil and e-Daftar.

CUSTOMER FEEDBACK

IRB is open to receiving feedbacks, complaints and suggestions from the public. These can be sent to its customer feedback form at www.hasil.gov.my.

Citizens, who are eligible to pay taxes, need to fulfil their responsibility as taxpayers to preserve the nation's development by reporting and paying their income tax according to the established period.



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SUMMARIES

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