

	CATEGORY	FREQUENCY	PERCENTAGE	Comulative frequency
Gender	Female	76	55.90%	76
	Male	60	44.10%	136
Age group	18-25	24	17.60%	24
	26-32	27	19.90%	51
	33-38	22	16.20%	73
	39-44	18	13.20%	91
	Older than 45	45	33.10%	136
	Degree	High school degree	27	19.80%
Bachelor's degree		50	36.90%	77
Master's degree		58	42.60%	135
Doctoral degree PhD.		1	0.70%	136
Professional status	State employee	32	23.50%	32
	Private worker	32	23.50%	64
	Business owner	19	14%	83
	Self-employed	14	10.30%	97
	Student	15	11%	112
	Other	24	17.60%	136
Years of using electronic tax system	Less than 3 months	32	23.50%	32
	4-11 months	24	17.60%	56
	1-4 years	34	25%	90
	More than 5 years	46	33.80%	136

Factor	Question	n	Mean \bar{x}	Median \tilde{x}
Effort Expectancy	I know how to use the website of the State Tax Service (hereinafter referred to as the STS)	136	4.2	5
Effort Expectancy	It's easy to learn how to use the STS website	136	4.35	5

Performance Expectancy	I believe that using the STS website is more effective than visiting the department of the tax administration	136	4.51	5
Performance Expectancy	With the help of the STS online system, there is less paperwork	136	4.46	5
Performance Expectancy	Digitalization of the tax system saves me a lot of time	136	4.63	5
Performance Expectancy	I find it convenient to fill out tax reports through the "Taxpayer's Office"	134	4.62	5
Facilitating Conditions	I am sure that my tax reports, applications sent to the tax authority in electronic form, through the taxpayer's office, will be delivered correctly	136	4.57	5
Facilitating Conditions	A specific person (or group) can help me overcome the difficulties I face when using the STS website	136	4.28	5
Facilitating Conditions	In case of an error in the system, the tax administration will quickly and effectively correct it	136	4.13	5

Facilitating Conditions	I feel safe by providing confidential information while working with the STS	136	4.36	5
Social Influence	I heard from friends / social networks about the online tax service system	136	4.31	5
Social Influence	I would recommend using the online STS system to my family and friends	136	4.63	5
Facilitating Conditions	I get the necessary information about taxes from the "Taxpayer's Office"	134	4.38	5
Facilitating Conditions	I am satisfied with the online services provided by the STS	136	4.42	5
Social influence	I intend to use the STS website in the future	136	4.66	5

PERCENTAGE
SUM
55.90%
100%
17.60%
37.50%
53.70%
66.90%
100%
19.80%
56.70%
99.30%
100%
14%
37.50%
47.80%
58.80%
82.30%
100%
25%
42.60%
76.50%
100%

Calculations of demographical questions responses

(Source: calculations were made in SAS studio, table made by tl

Standard Deviation	Standard Error	Min	Max
1.27	0.108	1	5
0.1	0.094	1	5

User Satisfaction with St:

(Source: table made by

0.91	0.083	1	5
0.85	0.077	1	5
1.01	0.072	1	5
0.97	0.087	1	5
1.06	0.083	1	5
1.18	0.091	1	5
1.07	0.101	1	5

1.21	0.091	1	5
0.92	0.103	1	5
0.92	0.078	1	5
1.08	0.093	1	5
0.97	0.083	1	5
0.93	0.079	1	5

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