



Impact of Goods and Services Tax on Small and Medium Businessmen: A Case Study From Duliajan, Assam, India

Dr. Deepika Dutta Saikia
Assistant Professor
Department of Economics
Duliajan Girls' College, Duliajan

INTRODUCTION

The introduction of the Goods and Services Tax (GST) in India on 1st July 2017 marked one of the most significant fiscal reforms in the country's post-independence era. As a comprehensive, multistage, and destination-based indirect tax, GST replaced a wide range of central and state-level levies, including excise duty, service tax, value-added tax (VAT), octroi, and entry tax. By subsuming these overlapping taxes into a unified framework, GST aimed to simplify the indirect tax system, eliminate the cascading effect of multiple taxation, and create a common national market.

A defining feature of GST lies in its destination-based structure. Unlike the earlier origin-based taxation system, GST is levied at each stage of value addition but is refunded through the input tax credit mechanism, ensuring that only the final consumer bears the ultimate tax burden. Goods and services were divided into five slabs—0%, 5%, 12%, 18%, and 28%—with certain items such as petroleum products, electricity, and alcoholic beverages excluded to preserve state revenues. Special rates were also applied to specific commodities, such as 0.25% on rough precious stones, 3% on gold, and a cess on luxury and demerit goods. Before GST, the average statutory tax rate on most goods was 26.5%; under GST, most goods fall within the 18% bracket, thereby rationalizing the overall tax burden.

The implementation of GST was enabled by the One Hundred and First Constitutional Amendment Act, 2016, which also established the GST Council—a federal body comprising the Union Finance Minister and state finance ministers. This institution embodies cooperative federalism, as decisions on tax rates and rules require consensus across levels of government.

Between 2017 and 2022, GST has shown both achievements and challenges. On the positive side, it improved tax compliance, brought transparency through digital return filing, and streamlined interstate trade by removing border

check posts, reducing logistics delays by nearly 20%. Revenue collections have steadily grown, crossing ₹1.4 lakh crore per month by mid-2022, reflecting greater stability of the system. Moreover, GST has been recognized as a tool to curb tax evasion and widen the formal economy through the creation of a digital audit trail.

Yet, the reform has not been without criticism. Small and medium enterprises (SMEs), which contribute nearly 30% of India's GDP and provide employment to over 110 million people, have faced considerable difficulties. Complex return procedures, frequent policy changes, high compliance costs, and delays in input tax credit refunds have placed disproportionate burdens on smaller firms compared to large corporations. The exclusion of petroleum products from GST has also limited its efficiency in fully eliminating cascading taxation. The COVID-19 pandemic further intensified these challenges, as SMEs faced declining demand and struggled to meet compliance requirements during 2020–2021.

Despite these limitations, GST remains a transformative reform with far-reaching potential for India's USD 2.7 trillion economy. Its ability to unify markets, enhance efficiency, and promote fiscal buoyancy is widely acknowledged. However, its success depends on how effectively it addresses the concerns of SMEs—the backbone of India's entrepreneurial and employment base. Understanding the practical experiences and perceptions of small and medium businessmen is therefore essential, both for assessing the outcomes of the reform and for informing future policy refinements.

SCOPE AND METHODOLOGY:

The study is based on primary data. The universe of study comprises of medium and small sized business units situated in and around Duliajan OILTOWNSHIP viz. OIL market, Daily Bazar and Bhadoi Panchali. The sample size under the study was 71 and stratified random sampling procedure was followed to collect the primary data with the help of pretested questionnaire. The detail profile of the sample business units is also included in the study. The study was conducted during December, 2023 with the following objectives:

OBJECTIVES OF THE STUDY:

1. To study the impact of GST on businessmen and consumers
2. To examine the implications arising out of introduction of GST

PROFILE OF SAMPLES

The profile of samples are depicted in the Table 1. According to the type of business, 19.72 percent deals with grocery products, 18.31 percent have stationary shops, 8.45 percent have hardware shops. Moreover, 23.94 percent have Cloth business, 4.23 percent hotels, 14.08 percent deals with electrical items and 11.27 percent have other business. The other business include jewellery, book, chemical, PCO & Xerox shops. Thus among the sample businessmen, majority deals with cloth followed by grocery products and stationary.

TABLE 1
ANNUAL TURNOVER AND TYPE OF BUSINESS WISE DETAILS OF SAMPLES

Annual Turnover	Type of Business							Row Total	Turnover wise Percentage
	Grocery	Stationary	Hardware	Cloth	Hotel	Elect	Others		
Below 200000	3	2	0	2	0	2	3	12	16.90%
200000 - 500000	9	6	2	5	2	3	2	29	40.85%
500000 - 1000000	2	3	3	3	1	3	2	17	23.94%
1000000 - 1500000	0	1	0	3	0	1	1	6	8.45%
1500000 - 2000000	0	0	0	3	0	0	0	3	4.23%
Above 2000000	0	1	1	1	0	1	0	4	5.63%
Column Total	14	13	6	17	3	10	8	71	
Type of Business wise Percentage	19.72%	18.31%	8.45%	23.94%	4.23%	14.08%	11.27%		

Source : Compiled from field survey inputs

The turnover wise analysis shows that 16.90 percent samples have annual turnover below Rs. 2,00,000.00. Likewise, annual turnover of 40.85 percent is between Rs. 2,00,000.00 to Rs. 5,00,000.00. There are 8.45 percent samples whose annual turnover is between Rs. 10,00,000.00 to Rs. 15,00,000.00 and 4.23 percent having annual turnover of Rs. 15,00,000.00 to Rs. 20,00,000.00. Only 5.63 percent samples have annual turnover of above Rs. 20,00,000.00. Thus, majority of the respondents have annual turnover between Rs. 2,00,000.00 to Rs. 5,00,000.00.

ANALYSIS OF DATA

In order have a clear understanding on the views of the businessmen, the analysis has been done according to type of business as well as according to annual turnover.

1. Whether the implementation of Goods and Service Tax (GST) has resulted in higher price of Goods and Service.

The view of the sample businessmen are produced in Table 2 and Table 3. 71.83 percent of the businessmen that the implementation of Goods and Service Tax (GST) has resulted in higher price of Goods and Service. Only in case of businessmen having annual turnover above Rs. 20,00,000.00 majority (75%) view is that GST has not resulted in higher price of goods and service whereas all(100%) the respondents having annual turnover between Rs. 10,00,000.00 to Rs. 15,00,000.00 opine that the price of goods and service have increased due to implementation of GST. Only 5.63 percent respondents opine that there is no change in price of commodity due to implementation of GST.

TABLE : 2

ANNUAL TURNOVER WISE VIEW OF SAMPLES ON PRICE OF GOODS AND SERVICE

Annual Turnover	High Price of Goods and Service Due to GST			Total
	Yes	No	No Difference	
Below 200000	7 (58.33)	5 (41.67)	0	12
200000 - 500000	23 (79.31)	4 (13.79)	2 (6.90)	29
500000 - 1000000	12 (70.59)	3 (17.65)	2 (11.76)	17
1000000 - 1500000	6 (100.00)	0	0	6
1500000 - 2000000	2 (66.67)	1 (33.33)	0	3
Above 2000000	1 (25.00)	3 (75.00)	0	4
Column Total	51 (71.83)	16 (22.54)	4 (5.63)	71

Source : Compiled from field survey inputs

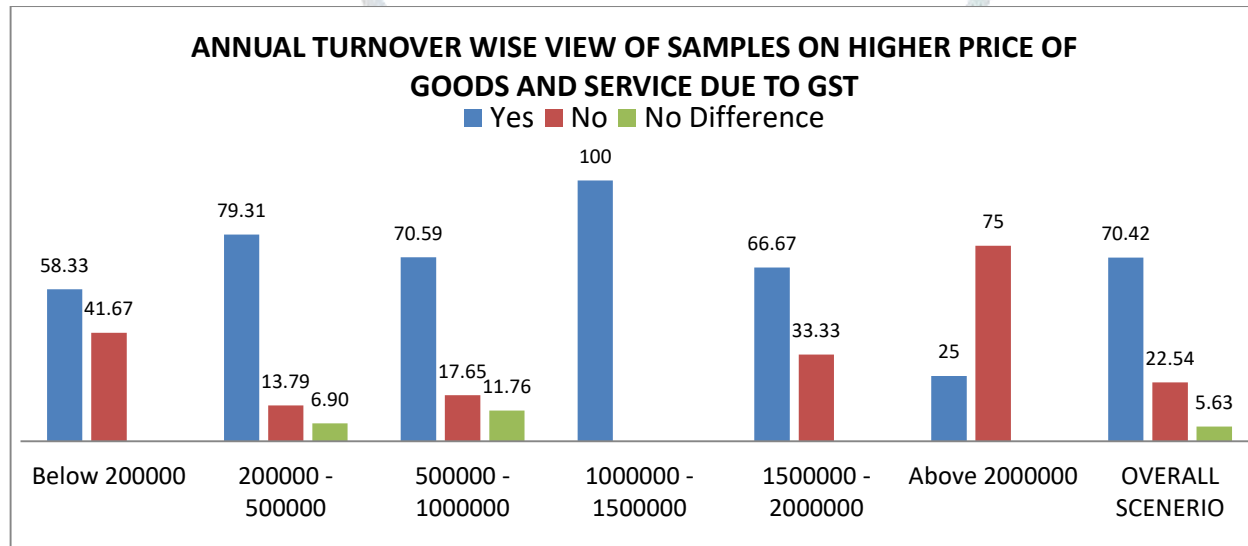


Fig. 1

TABLE : 3

TYPE OF BUSINESS WISE VIEW OF SAMPLES ON PRICE OF GOODS AND SERVICE

Type of Business	High Price of Goods and Service Due to GST			Total
	Yes	No	No Difference	
Grocery	7 (50.00)	4 (28.57)	3 (21.43)	14
Stationary	9 (69.23)	4 (30.77)	0	13
Hardware	4 (66.67)	2 (33.33)	0	6
Cloth	14 (82.35)	2 (11.76)	1 (5.88)	17

Hotel	3 (100.00)	0	0	3
Elect	7 (70.00)	3 (30.00)	0	10
Others	7 (87.50)	1 (12.50)	0	8
Column Total	51 (71.83)	16 (22.54)	4 (5.63)	71

Source : Compiled from field survey inputs

So far as the type of business is concerned, majority of all the categories reveal that the price of commodities have increased due to implementation of GST. However a mixed view has been noticed in case of grocery shops where 21.43 percent have not experienced any change in price due to implementation of GST.

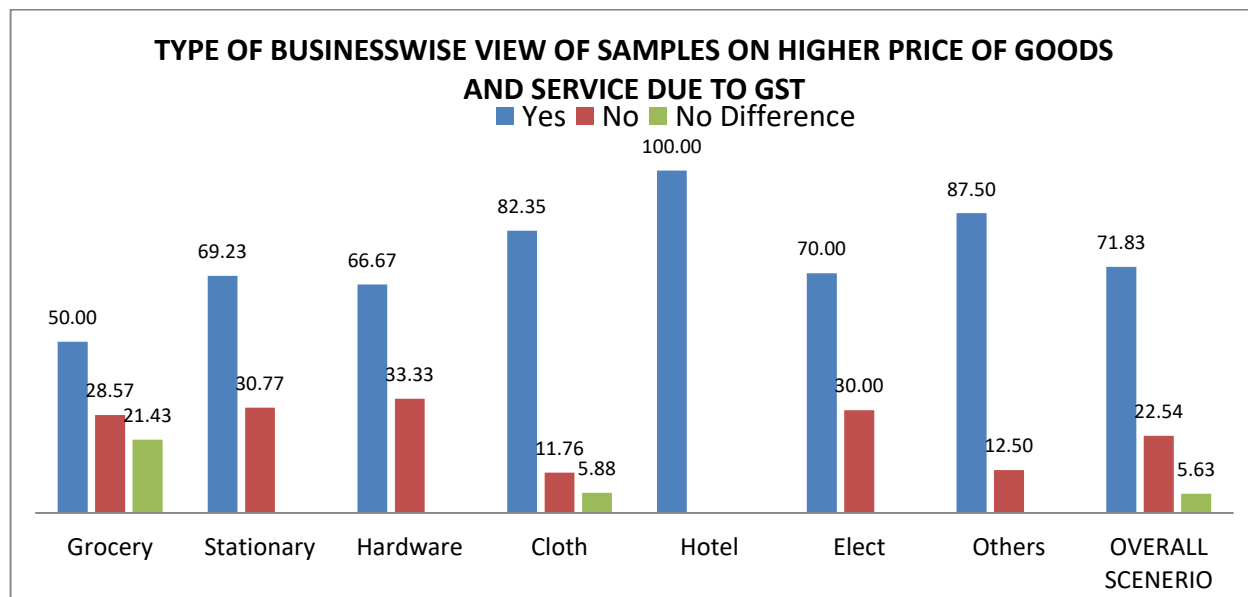


Fig. 2

From the above analysis it may be concluded that according to the businessmen, the implementation of Goods and Service Tax (GST) has resulted in higher price of Goods and Service.

2. Whether the businessmen are paying more tax after implementation of GST

Table 4 and Table 5 highlights the view of sample businessmen on the amount of tax paid by them after implementation of GST. The analysis shows that 50.70 percent of the respondents are paying more tax after implementation of GST. However, 12.68 percent have found no difference between GST and old tax system so far as the amount payable is concerned.

TABLE : 4
ANNUAL TURNOVER WISE VIEW OF SAMPLES ON AMOUNT OF TAX PAID

Annual Turnover	Paying More Tax Due to GST			Total
	Yes	No	No Difference	
Below 200000	2 (16.67)	8 (66.67)	2 (16.67)	12
200000 - 500000	18 (62.07)	8 (27.59)	3 (10.34)	29
500000 - 1000000	8 (47.06)	6 (35.29)	3 (17.65)	17
1000000 - 1500000	4 (66.67)	1 (16.67)	1 (16.67)	6
1500000 - 2000000	2 (66.67)	1 (33.33)	0	3
Above 2000000	2 (50.00)	2 (50.00)	0	4
Column Total	36 (50.70)	26 (36.62)	9 (12.68)	71

Source : Compiled from field survey inputs

The notable thing in this context is that in case of the businessmen having annual income below Rs. 2,00,000.00, majority (66.67%) are not having to pay higher tax after implementation of GST. Also notable is that 50% of the hardware businessmen have found no difference between GST and earlier tax system so far as the amount of tax payable is concerned.

Thus it may be concluded that there is a mix view on the amount of tax payable after implementation of GST.

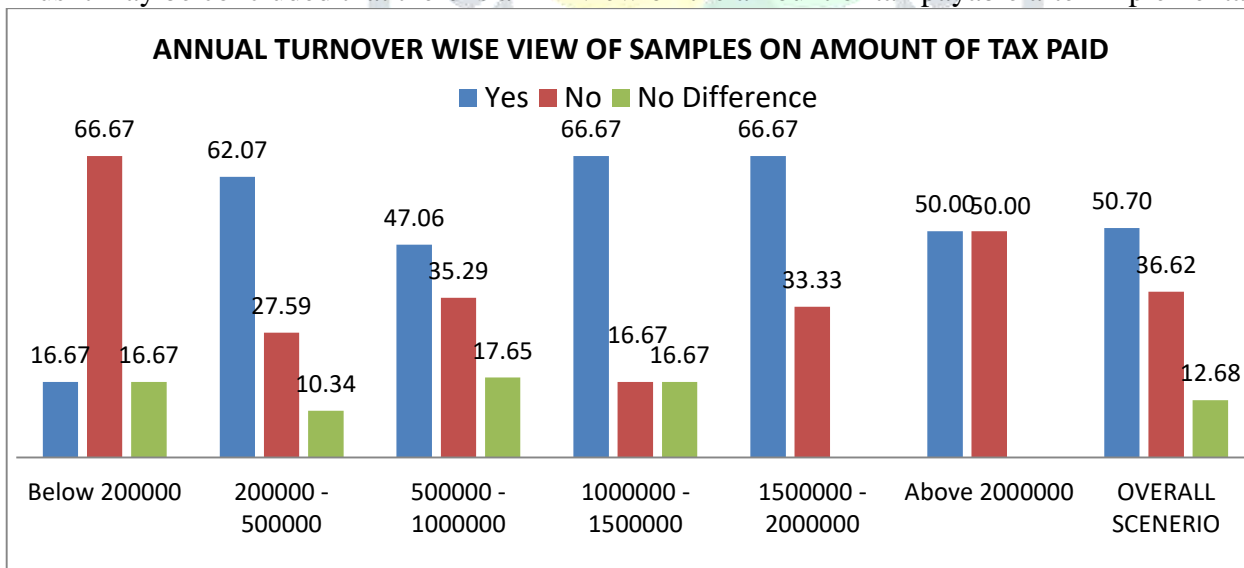


Fig. 3

TABLE : 5

TYPE OF BUSINESS WISE VIEW OF SAMPLES ON AMOUNT OF TAX PAID

Type of Business	Paying More Tax Due to GST			Total
	Yes	No	No Difference	
Grocery	8 (57.14)	5 (35.71)	1 (7.14)	14
Stationary	7 (53.85)	4 (30.77)	2 (15.38)	13
Hardware	1 (16.67)	2 (33.33)	3 (50.00)	6
Cloth	11 (64.71)	2 (11.76)	1 (5.88)	14
Hotel	1 (33.33)	1 (33.33)	1 (33.33)	3
Elect	4 (40.00)	2 (20.00)	1 (10.00)	7
Others	4 (50.00)	3 (37.50)	1 (12.50)	8
Column Total	36 (50.70)	19 (26.76)	10 (14.08)	65

Source : Compiled from field survey inputs

3. Effect noticed on the business after implementation of GST

The effect noticed by the businessmen on their business after implementation of GST are depicted in Table 6 and 7. The tables show that majority (53.52%) of the samples have not noticed any difference so far as their businesses are concerned.

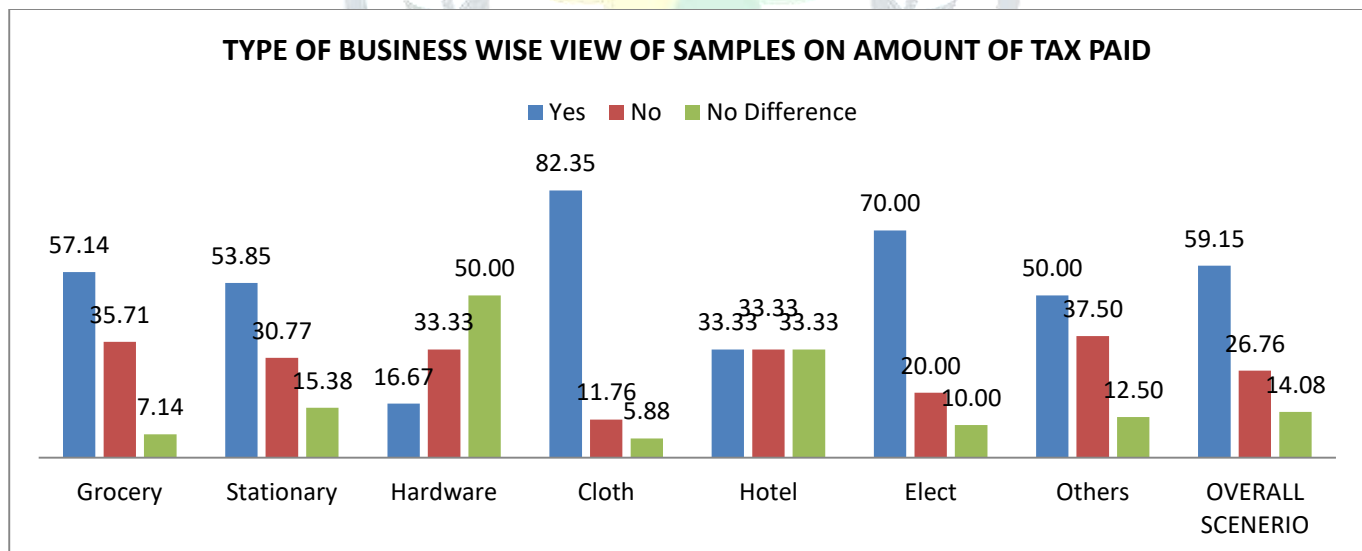


Fig.4

However, 38.03 percent of the samples have opined that their business have decreased which include 62.50 percent of the samples dealing with jewellery, book, chemical, PCO & Xerox shops. It is also interesting to note that 33.33 hotel owners have found that their business have increased.

TABLE : 6
ANNUAL TURNOVER WISE VIEW OF SAMPLES ON EFFECT OF GST ON BUSINESS

Annual Turnover	Effect of GST			Total
	Business Increased	Business Decreased	No Difference	
Below 200000	1 (8.33)	2 (16.67)	9 (75.00)	12
200000 - 500000	4 (13.79)	13 (44.83)	12 (41.38)	29
500000 - 1000000	0 (0.00)	7 (41.18)	10 (58.82)	17
1000000 - 1500000	0 (0.00)	3 (50.00)	3 (50.00)	6
1500000 - 2000000	0 (0.00)	2 (66.67)	1 (33.33)	3
Above 2000000	1 (25.00)	0 (0.00)	3 (75.00)	4
Column Total	6 (8.45)	27 (38.03)	38 (53.52)	71

Source : Compiled from field survey inputs

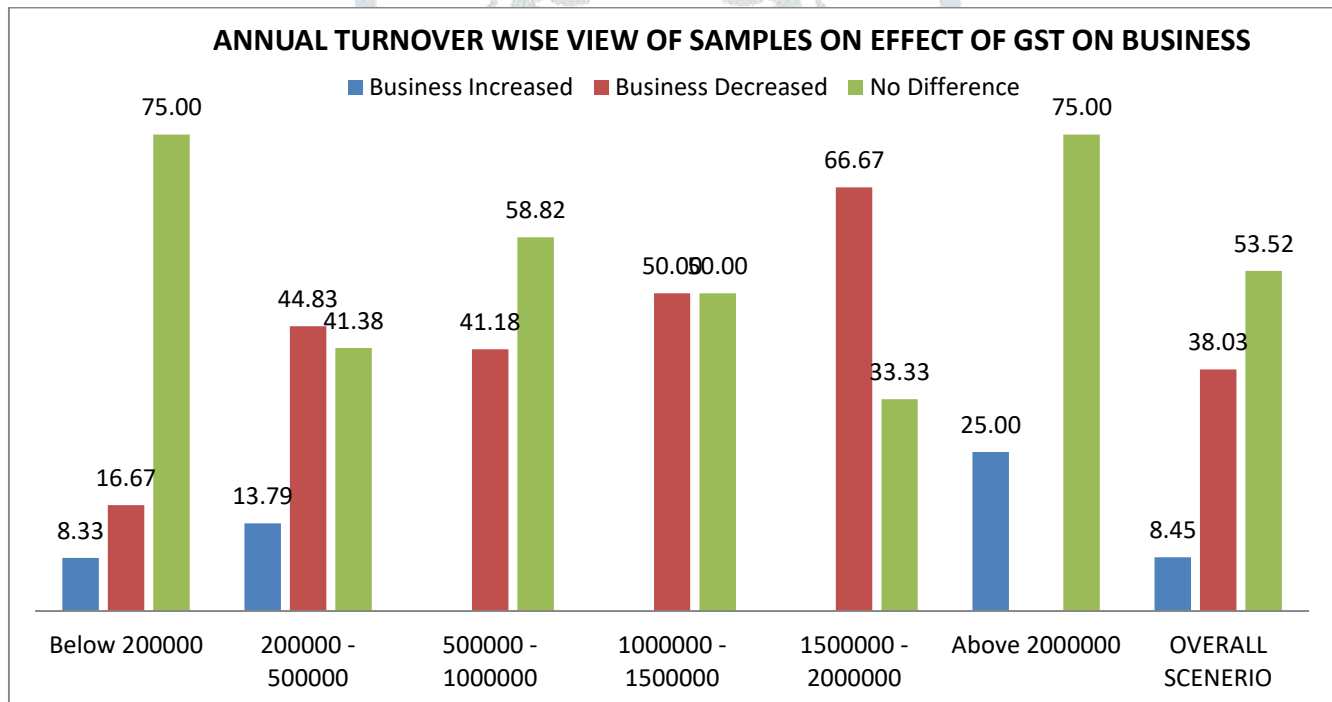


Fig.5

TABLE : 7

TYPE OF BUSINESS WISE VIEW OF SAMPLES ON EFFECT OF GST ON BUSINESS

Type of Business	Effect of GST			Total
	Business Increased	Business Decreased	No Difference	
Grocery	2 (14.29)	5 (35.71)	7 (50.00)	14
Stationary	1 (7.69)	4 (30.77)	8 (61.54)	13
Hardware	1 (16.67)	3 (50.00)	2 (33.33)	6
Cloth	1 (5.88)	7 (41.18)	9 (52.94)	17
Hotel	1 (33.33)	0 (0.00)	2 (66.67)	3
Elect	0 (0.00)	3 (30.00)	7 (70.00)	10
Others	0 (0.00)	5 (62.50)	3 (37.50)	8
Column Total	6 (8.45)	27 (38.03)	38 (53.52)	71

Source : Compiled from field survey inputs

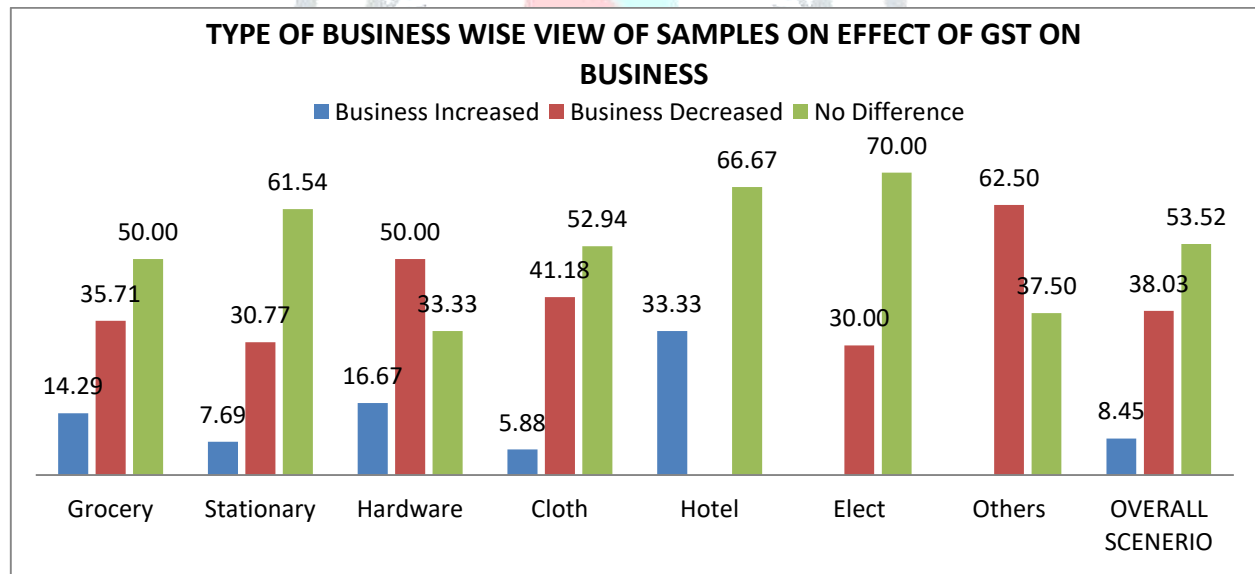


Fig.6

From above analysis it may be summed up that majority of the business owners have not experienced notable impact on their business due to implementation of GST.

4. More beneficial tax system for the business

The opinion of the businessmen on beneficial tax system are produced in Table 8 and 9. The tables show that according to majority (54.93%) of the businessmen, GST system is more beneficial for businessmen in comparison to the earlier tax system.

TABLE : 8			
ANNUAL TURNOVER WISE VIEW OF SAMPLES ON BENEFICIAL TAX SYSTEM FOR BUSINESS			
Annual Turnover	Beneficial Tax System		Total
	GST System	Earlier System	
Below 200000	8 (66.67)	4 (33.33)	12
200000 - 500000	13 (44.83)	16 (55.17)	29
500000 - 1000000	10 (58.82)	7 (41.18)	17
1000000 - 1500000	3 (50.00)	3 (50.00)	6
1500000 - 2000000	2 (66.67)	1 (33.33)	3
Above 2000000	3 (75.00)	1 (25.00)	4
Column Total	39 (54.93)	32 (45.07)	71

Source : Compiled from field survey inputs

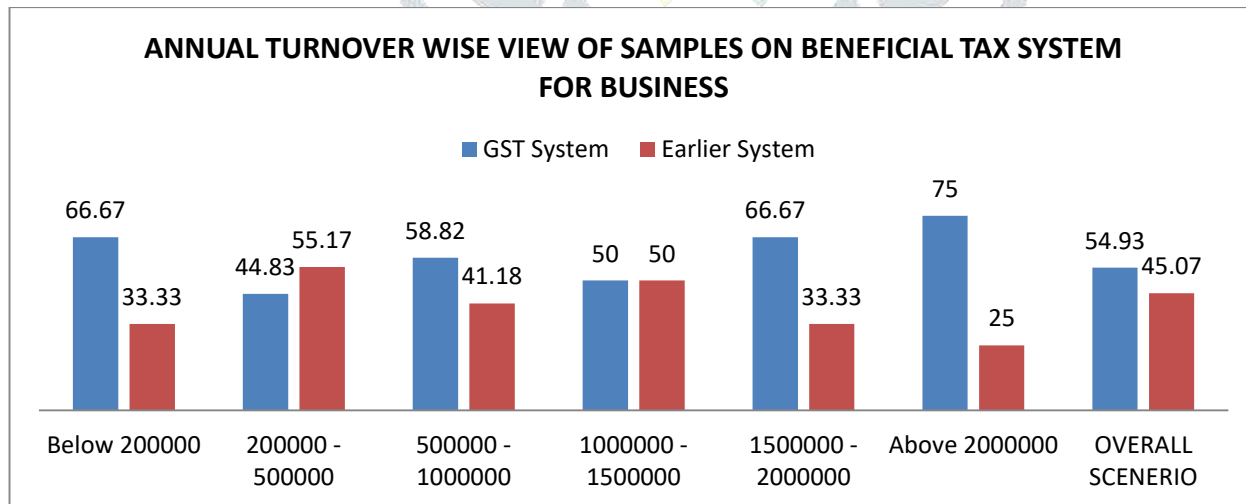
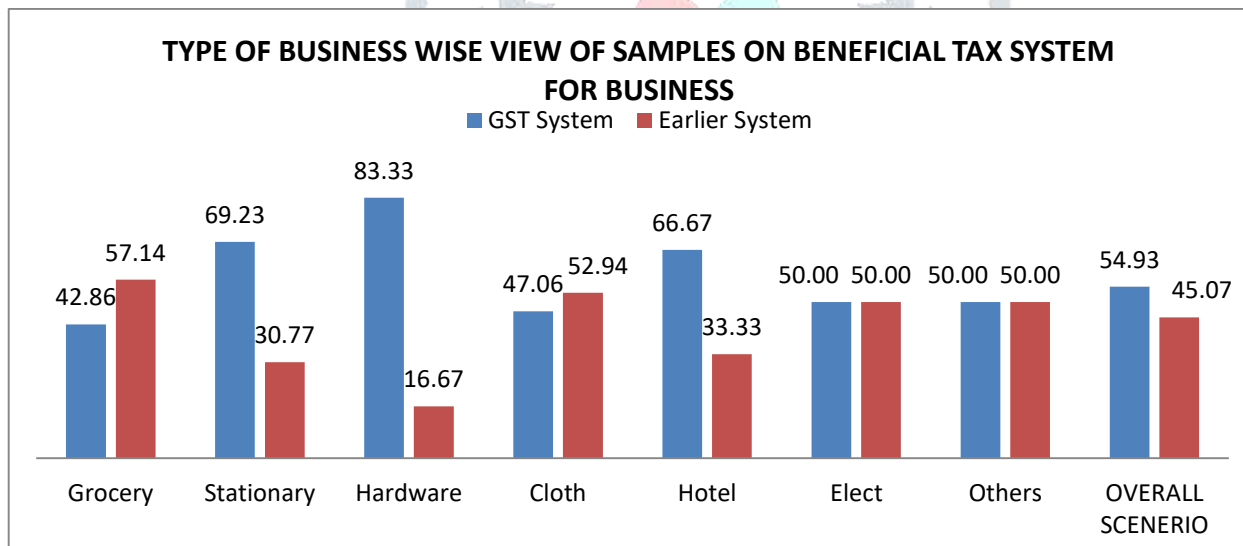


Fig.7

TABLE : 9**TYPE OF BUSINESS WISE VIEW OF SAMPLES ON BENEFICIAL TAX SYSTEM FOR BUSINESS**

Type of Business	Beneficial Tax System		Total
	GST System	Earlier System	
Grocery	6	8	14
	(42.86)	(57.14)	
Stationary	9	4	13
	(69.23)	(30.77)	
Hardware	5	1	6
	(83.33)	(16.67)	
Cloth	8	9	17
	(47.06)	(52.94)	
Hotel	2	1	3
	(66.67)	(33.33)	
Elect	5	5	10
	(50.00)	(50.00)	
Others	4	4	8
	(50.00)	(50.00)	
Column Total	39	32	71
	(54.93)	(45.07)	

Source : Compiled from field survey inputs

**Fig.8****5. More beneficial tax system for the consumers**

The opinion of the samples on beneficial tax system for consumers are depicted in Table 10 and 11. The tables show that according to majority (56.34%) of the businessmen, GST system is more beneficial in comparison to the earlier tax system.

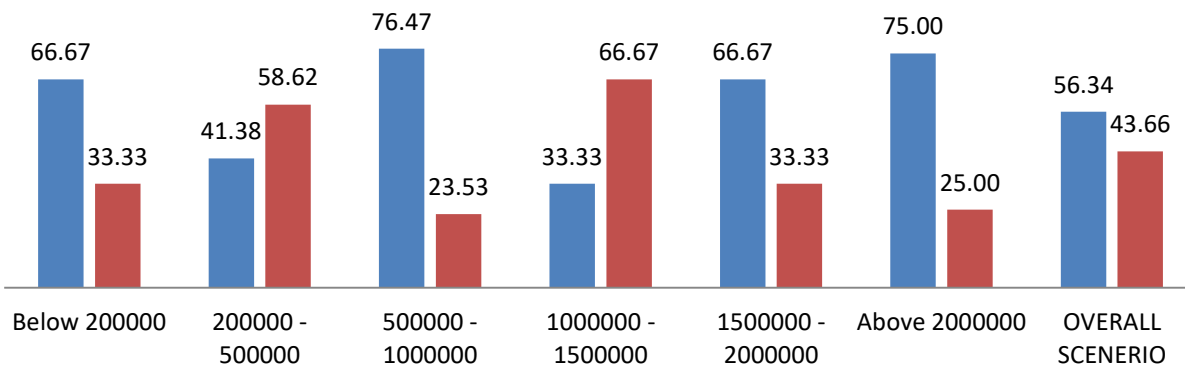
TABLE : 10**ANNUAL TURNOVER WISE VIEW OF SAMPLES ON BENEFICIAL TAX SYSTEM FOR CUSTOMERS**

Annual Turnover	Beneficial Tax System		Total
	GST System	Earlier System	
Below 200000	8 (66.67)	4 (33.33)	12
200000 - 500000	12 (41.38)	17 (58.62)	29
500000 - 1000000	13 (76.47)	4 (23.53)	17
1000000 - 1500000	2 (33.33)	4 (66.67)	6
1500000 - 2000000	2 (66.67)	1 (33.33)	3
Above 2000000	3 (75.00)	1 (25.00)	4
Column Total	40 (56.34)	31 (43.66)	71

Source : Compiled from field survey inputs

ANNUAL TURNOVER WISE VIEW OF SAMPLES ON BENEFICIAL TAX SYSTEM FOR CUSTOMERS

■ GST System ■ Earlier System

**Fig.9****TABLE : 11****TYPE OF BUSINESS WISE VIEW OF SAMPLES ON BENEFICIAL TAX SYSTEM FOR CUSTOMERS**

Type of Business	Beneficial Tax System		Total
	GST System	Earlier System	
Grocery	8 (57.14)	6 (42.86)	14
Stationary	7 (53.85)	6 (46.15)	13

Hardware	5	1	6
	(83.33)	(16.67)	
Cloth	8	9	17
	(47.06)	(52.94)	
Hotel	1	2	3
	(33.33)	(66.67)	
Elect	7	3	10
	(70.00)	(30.00)	
Others	4	4	8
	(50.00)	(50.00)	
Column Total	40	31	71
	(56.34)	(43.66)	

Source : Compiled from field survey inputs

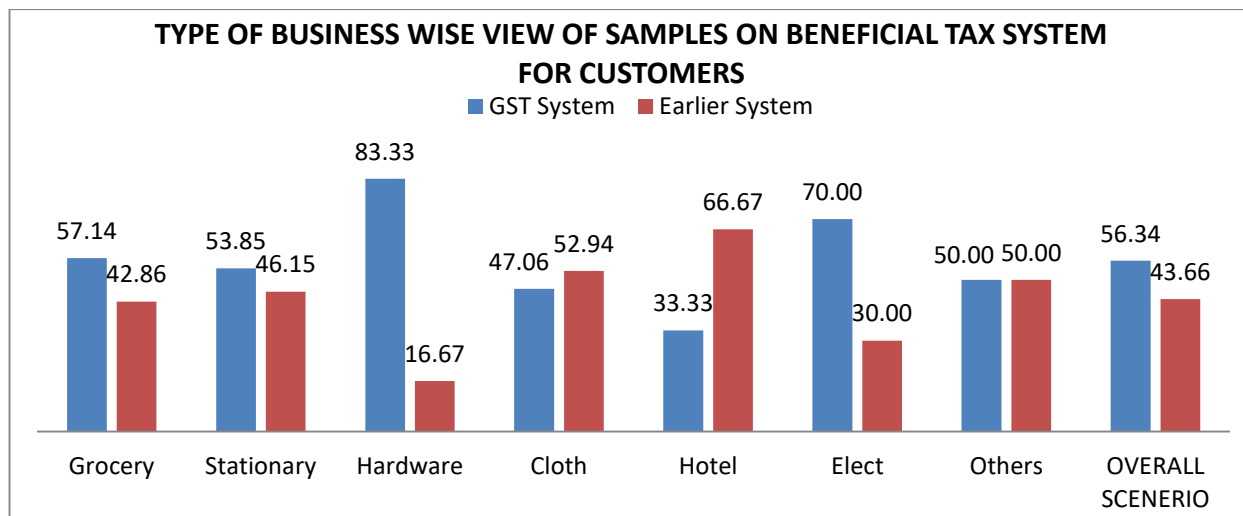


Fig.10

6. Easier tax system to follow

The opinion of the sample businessmen on easier tax system are shown in Table 12 & 13. The Tables show that according to majority (52.11%) of the samples, GST system is easier to follow. It is however noticeable that 64.29 percent of the grocery shop owners found the GST system to be difficult to follow.

TABLE : 12

ANNUAL TURNOVER WISE VIEW OF SAMPLES ON TAX SYSTEM EASIER TO FOLLOW

Annual Turnover	Beneficial Tax System		Total
	GST System	Earlier System	
Below 200000	7	5	12
	(58.33)	(41.67)	
200000 - 500000	13	16	29
	(44.83)	(55.17)	
500000 - 1000000	9	8	17
	(52.94)	(47.06)	
1000000 - 1500000	3	3	6
	(50.00)	(50.00)	

1500000 - 2000000	3	0	3
	(100.00)	(0.00)	
Above 2000000	2	2	4
	(50.00)	(50.00)	
Column Total	37	34	71
	(52.11)	(47.89)	

Source : Compiled from field survey inputs

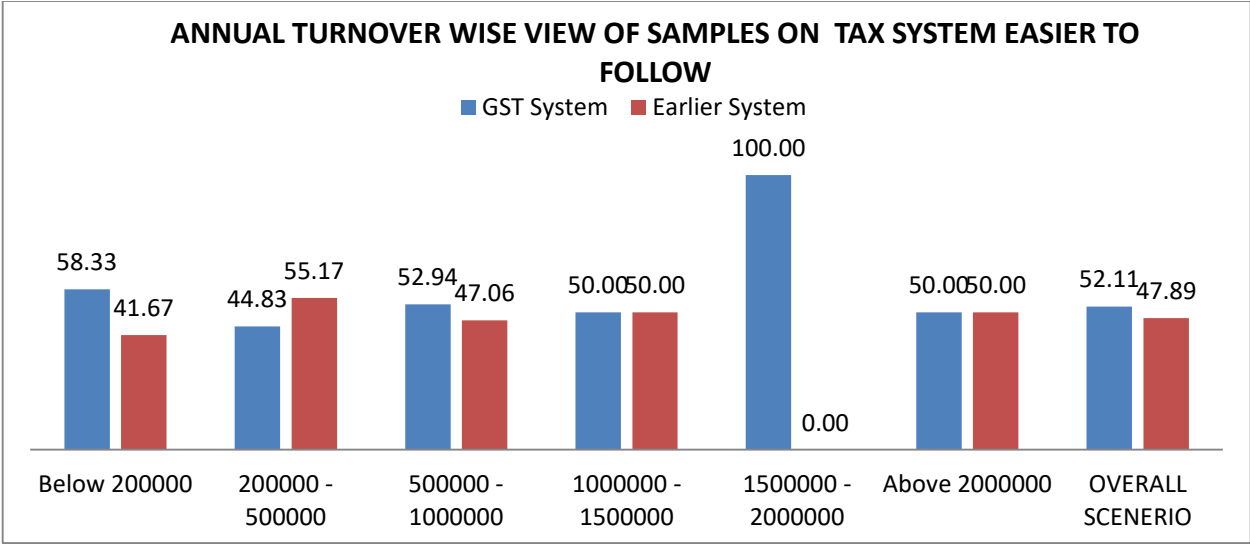


Fig.11

TABLE : 13			
TYPE OF BUSINESS WISE VIEW OF SAMPLES ON TAX SYSTEM EASIER TO FOLLOW			
Type of Business	Beneficial Tax System		Total
	GST System	Earlier System	
Grocery	5	9	14
	(35.71)	(64.29)	
Stationary	5	8	13
	(38.46)	(61.54)	
Hardware	5	1	6
	(83.33)	(16.67)	
Cloth	12	5	17
	(70.59)	(29.41)	
Hotel	2	1	3
	(66.67)	(33.33)	
Elect	5	5	10
	(50.00)	(50.00)	
Others	3	5	8
	(37.50)	(62.50)	
Column Total	37	34	71
	(52.11)	(47.89)	

Source : Compiled from field survey inputs

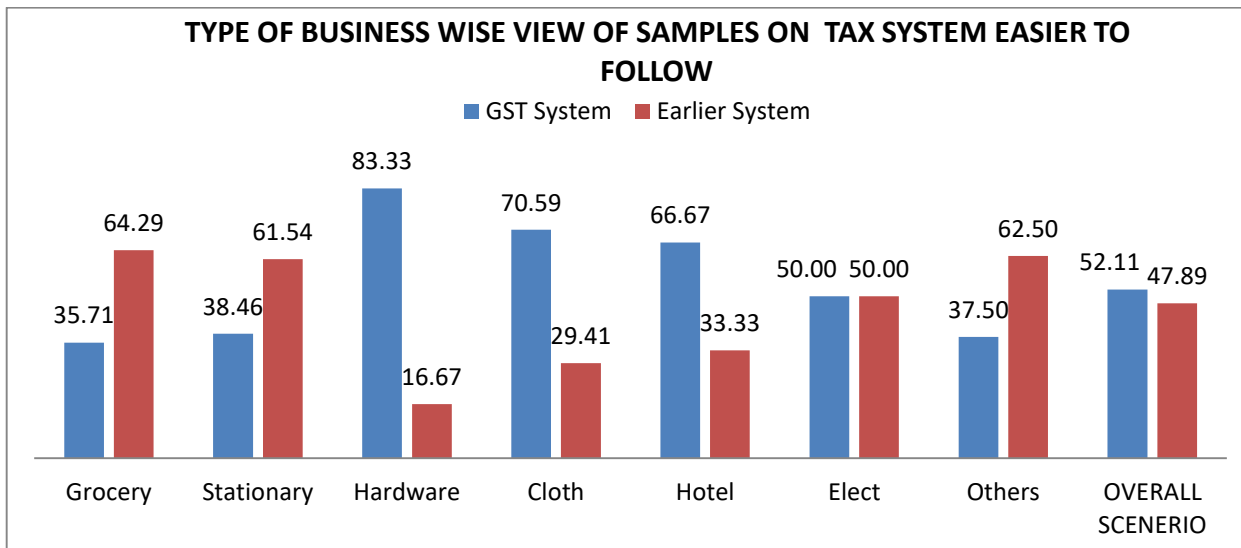


Fig.12

7. Practical difficulties faced in compliances under the current GST requirements

The opinion of the sample businessmen being analysed in the Table 14 and 15 show that majority (60.56%) of them have not faced difficulty in compliance under the current GST system. It is also revealed that in case of the businessmen having annual turnover below Rs. 200000.00, the difficulty faced is minimum (16.67%). Similarly the businessmen dealing with hotels are not facing any difficulty in the GST system.

Those who have faced difficulty under the GST regime have given their explanations also and those are as follows:

- (a) The laws and systems are changing regularly, so small business establishments are not able to acquire knowledge of present system of GST. GST system is good but its implementation should be easier because in India most of the people are illiterate.
- (b) Due to implementation of GST the supply of money in the market has slowed down resulting in higher inflation in the economy
- (c) The businessmen have to give extra effort at the end of every month and the monthly paying system is very difficult.

TABLE : 14

ANNUAL TURNOVER WISE VIEW OF SAMPLES ON PRACTICAL DIFFICULTY IN FOLLOWING GST SYSTEM

Annual Turnover	Facing Practical Difficulty		Total
	Yes	No	
Below 200000	2 (16.67)	10 (83.33)	12
200000 - 500000	13 (44.83)	16 (55.17)	29
500000 - 1000000	7 (41.18)	10 (58.82)	17

1000000 - 1500000	3	3	6
	(50.00)	(50.00)	
1500000 - 2000000	1	2	3
	(33.33)	(66.67)	
Above 2000000	2	2	4
	(50.00)	(50.00)	
Column Total	28	43	71
	(39.44)	(60.56)	

Source : Compiled from field survey inputs

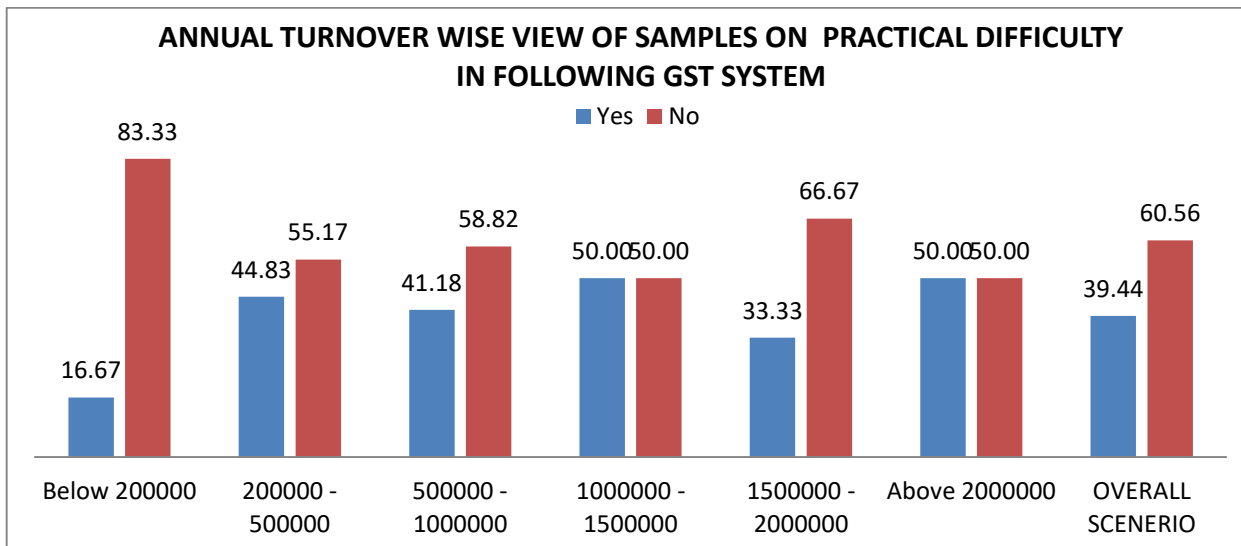


Fig.13

TABLE : 15			
TYPE OF BUSINESS WISE VIEW OF SAMPLES ON PRACTICAL DIFFICULTY IN FOLLOWING GST SYSTEM			
Type of Business	Facing Practical Difficulty		Total
	Yes	No	
Grocery	4	10	14
	(28.57)	(71.43)	
Stationary	5	8	13
	(38.46)	(61.54)	
Hardware	4	2	6
	(66.67)	(33.33)	
Cloth	10	7	17
	(58.82)	(41.18)	
Hotel	0	3	3
	(0.00)	(100.00)	
Elect	2	8	10
	(20.00)	(80.00)	
Others	3	5	8
	(37.50)	(62.50)	
Column Total	28	43	71
	(39.44)	(60.56)	

Source : Compiled from field survey inputs

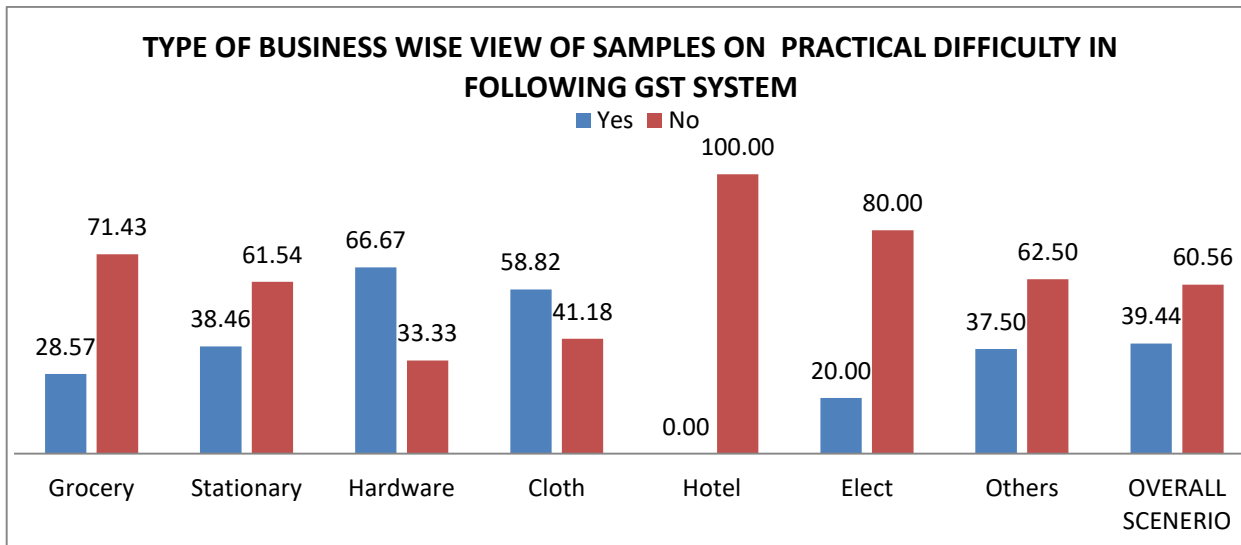


Fig.14

8. GST as an instrument to curb tax evasion.

The view of sample businessmen regarding GST's role in curbing tax evasion are shown in Table 16 and 17. The tables show that majority (76.06%) of the businessmen are hopeful about GST's positive role in tax evasion.

TABLE : 16			
ANNUAL TURNOVER WISE VIEW OF SAMPLES ON GST SYSTEM AS AN INSTRUMENT AGAINST TAX EVASION			
Annual Turnover	GST System May Curb Tax Evasion		Total
	Yes	No	
Below 200000	8 (66.67)	4 (33.33)	12
200000 - 500000	23 (79.31)	6 (20.69)	29
500000 - 1000000	14 (82.35)	3 (17.65)	17
1000000 - 1500000	4 (66.67)	2 (33.33)	6
1500000 - 2000000	2 (66.67)	1 (33.33)	3
Above 2000000	3 (75.00)	1 (25.00)	4
Column Total	54 (76.06)	17 (23.94)	71

Source : Compiled from field survey inputs

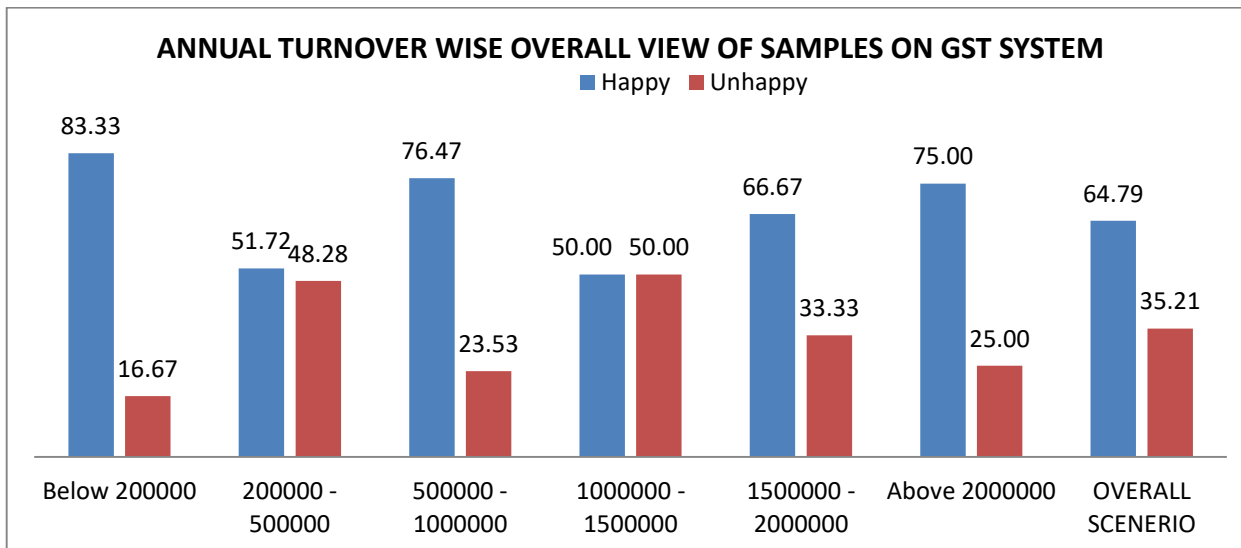


Fig.15

TABLE : 17			
TYPE OF BUSINESS WISE VIEW OF SAMPLES ON GST SYSTEM AS AN INSTRUMENT AGAINST TAX EVASION			
Type of Business	GST System May Curb Tax Evasion		Total
	Yes	No	
Grocery	11	3	14
	(78.57)	(21.43)	
Stationary	12	1	13
	(92.31)	(7.69)	
Hardware	6	0	6
	(100.00)	(0.00)	
Cloth	10	7	17
	(58.82)	(41.18)	
Hotel	2	1	3
	(66.67)	(33.33)	
Elect	8	2	10
	(80.00)	(20.00)	
Others	5	3	8
	(62.50)	(37.50)	
Column Total	54	17	71
	(76.06)	(23.94)	

Source : Compiled from field survey inputs

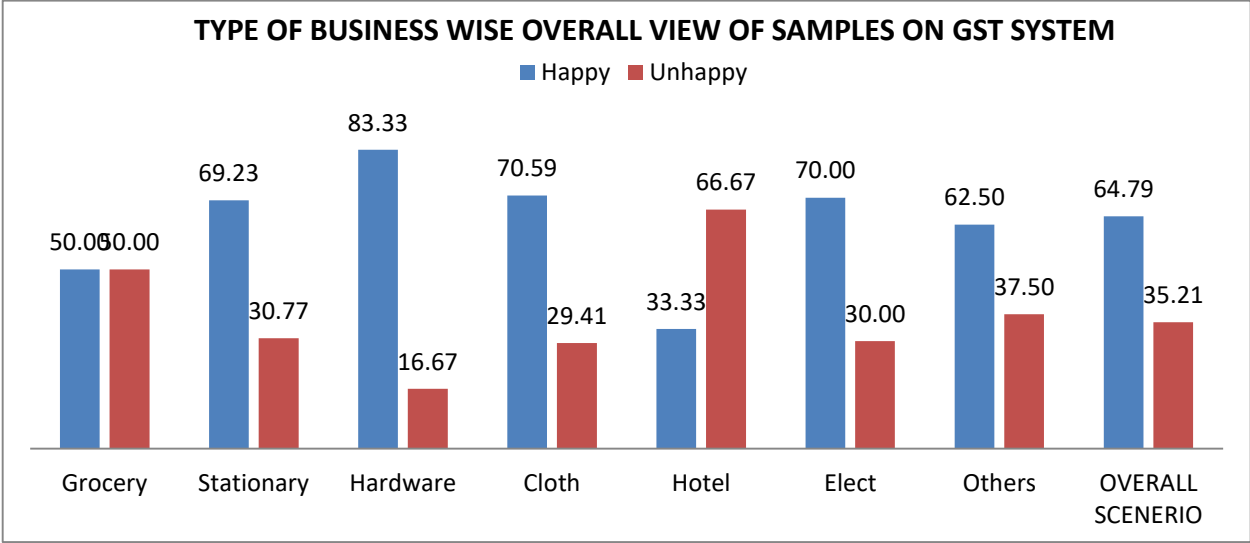


Fig.16

9. GST as an instrument to controlling black money.

The view of sample businessmen regarding GST’s role in controlling black money are shown in Table 18 and 19. The tables show that majority (67.61%) of the businessmen are hopeful about GST’s positive role in controlling black money.

TABLE : 18			
ANNUAL TURNOVER WISE VIEW OF SAMPLES ON GST SYSTEM AS AN INSTRUMENT AGAINST BLACK MONEY			
Annual Turnover	GST System May Curb Black Money		Total
	Yes	No	
Below 200000	9 (75.00)	3 (25.00)	12
200000 - 500000	20 (68.97)	9 (31.03)	29
500000 - 1000000	10 (58.82)	7 (41.18)	17
1000000 - 1500000	4 (66.67)	2 (33.33)	6
1500000 - 2000000	2 (66.67)	1 (33.33)	3
Above 2000000	3 (75.00)	1 (25.00)	4
Column Total	48 (67.61)	23 (32.39)	71

Source : Compiled from field survey inputs

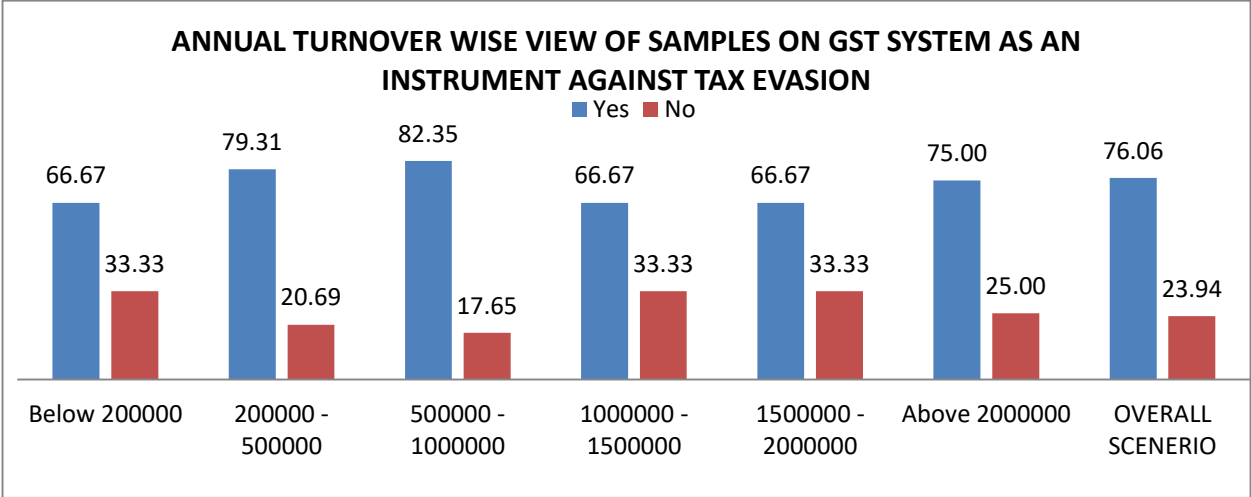
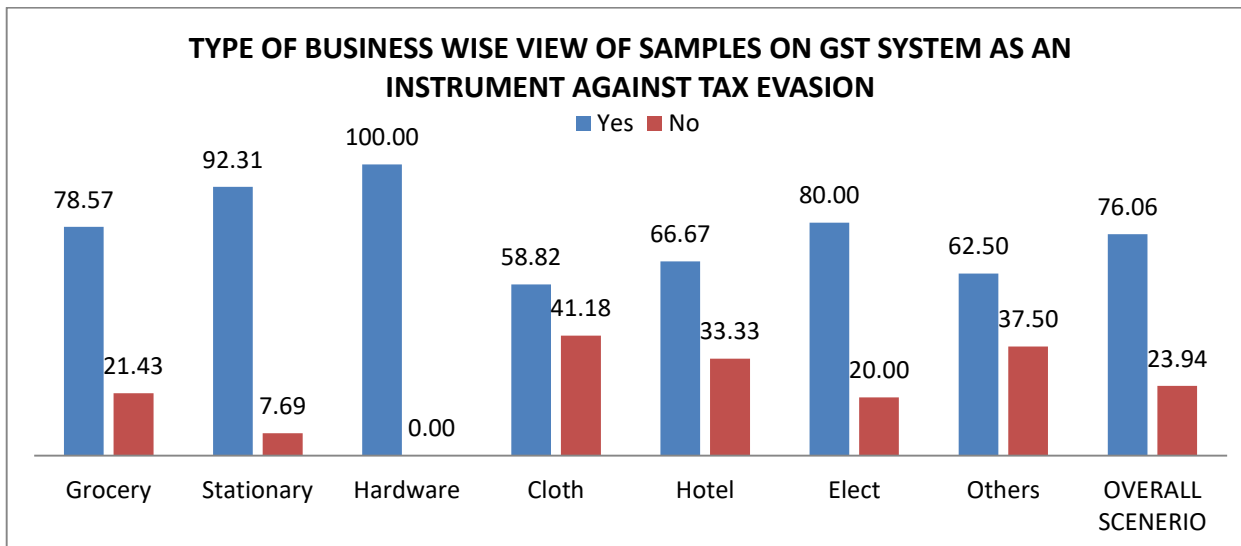


Fig.17

TABLE : 19			
TYPE OF BUSINESS WISE IEW OF SAMPLES ON GST SYSTEM AS AN INSTRUMENT AGAINST BLACK MONEY			
Type of Business	GST System May Curb Black Money		Total
	Yes	No	
Grocery	10	4	14
	(71.43)	(28.57)	
Stationary	9	4	13
	(69.23)	(30.77)	
Hardware	6	0	6
	(100.00)	(0.00)	
Cloth	9	8	17
	(52.94)	(47.06)	
Hotel	2	1	3
	(66.67)	(33.33)	
Elect	7	3	10
	(70.00)	(30.00)	
Others	5	3	8
	(62.50)	(37.50)	
Column Total	48	23	71
	(67.61)	(32.39)	

Source : Compiled from field survey inputs

**Fig.18****10. Overall view on GST**

The overall impression of the sample businessmen on GST system are depicted in Table 20 & 21. The tables show that majority (64.79%) of the sample businessmen are happy with the GST system.

TABLE : 20			
ANNUAL TURNOVER WISE OVERALL VIEW OF SAMPLES ON GST SYSTEM			
Annual Turnover	Happy with GST System		Total
	Happy	Unhappy	
Below 200000	10 (83.33)	2 (16.67)	12
200000 - 500000	15 (51.72)	14 (48.28)	29
500000 - 1000000	13 (76.47)	4 (23.53)	17
1000000 - 1500000	3 (50.00)	3 (50.00)	6
1500000 - 2000000	2 (66.67)	1 (33.33)	3
Above 2000000	3 (75.00)	1 (25.00)	4
Column Total	46 (64.79)	25 (35.21)	71

Source : Compiled from field survey inputs

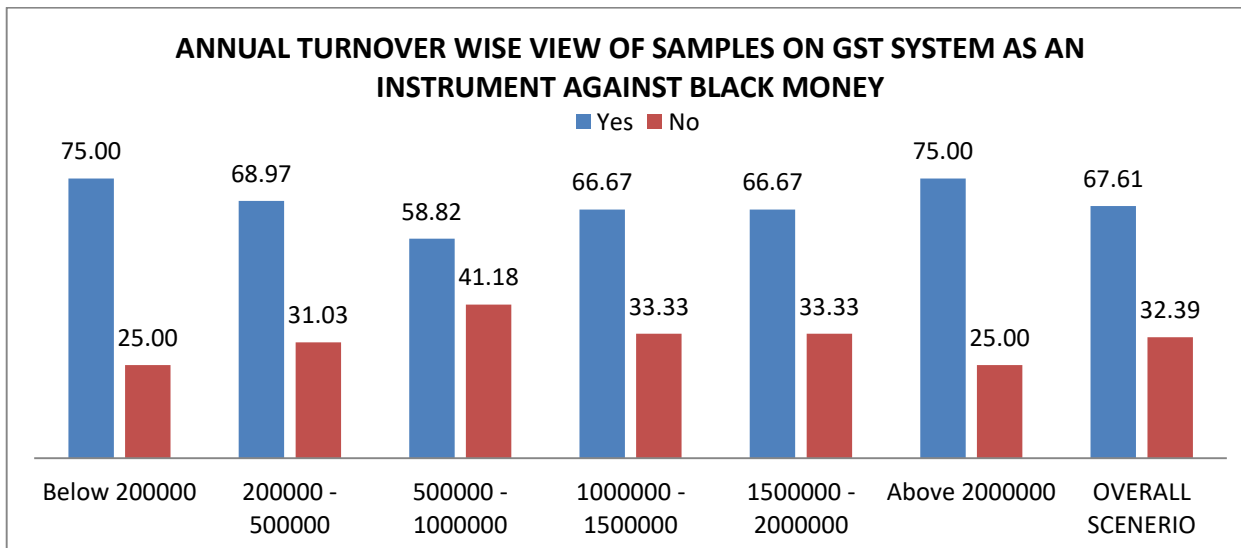


Fig.19

TABLE : 21			
TYPE OF BUSINESS WISE OVERALL VIEW OF SAMPLES ON GST SYSTEM			
Type of Business	Happy with GST System		Total
	Happy	Unhappy	
Grocery	7	7	14
	(50.00)	(50.00)	
Stationary	9	4	13
	(69.23)	(30.77)	
Hardware	5	1	6
	(83.33)	(16.67)	
Cloth	12	5	17
	(70.59)	(29.41)	
Hotel	1	2	3
	(33.33)	(66.67)	
Elect	7	3	10
	(70.00)	(30.00)	
Others	5	3	8
	(62.50)	(37.50)	
Column Total	46	25	71
	(64.79)	(35.21)	

Source : Compiled from field survey inputs

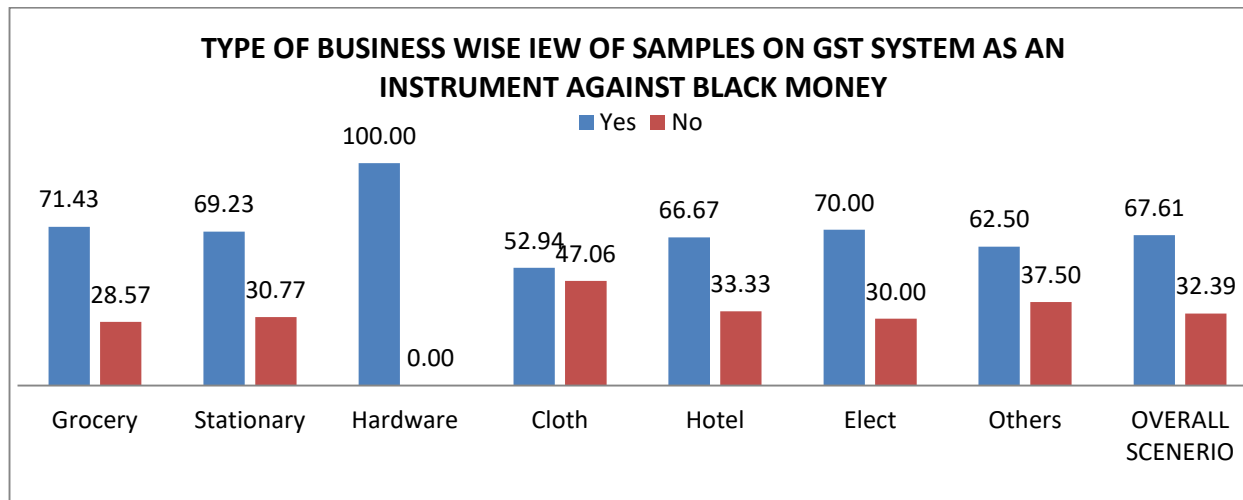


Fig.20

CONCLUSION

The study reveals that the introduction of GST has significantly reshaped the fiscal landscape in India, bringing both opportunities and challenges for small and medium enterprises. While the majority of respondents observed an increase in the prices of goods and services, their views on the overall tax burden remained divided. Notably, most business owners reported little direct impact on the scale of their operations, though some experienced a decline in business activity. Importantly, a substantial proportion of respondents considered the GST regime to be more beneficial than the earlier tax system, both for entrepreneurs and consumers, and found it comparatively easier to follow. Furthermore, many acknowledged its potential in reducing tax evasion and controlling black money. Overall, despite transitional difficulties, the study underscores that GST has been largely well-received, with most businessmen expressing satisfaction with the system. For GST to achieve its full potential, however, there remains a pressing need to simplify compliance procedures, reduce the burden on smaller enterprises, and ensure greater stability in policy implementation.

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