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A study of the problems of petroleum dealer's and research hurdles - A sociological study

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Abstract

Petroleum dealers are those dealers selected by the respective oil companies and the union government of India. Under the union government of India three public sector oil companies and private companies are working. These companies will appoint their dealers through the Dealers selection board or from company directly while allotting the dealership the government or oil companies will conduct the interviews fully by announcing the subject in the newspaper on the basis of government guidelines. Some dealerships are meant for category, general, SC, ST, ex -servicemen's handicapped, ladies reservation war martyrs (Cargill war). The petroleum dealers are facing many problems. The consortium of India petroleum dealers association representing $\frac{3}{4}$ dealers networking in the country says the members are facing various issues including working dealers commission that have got reduced due to evaporation losses. The dealers are facing numerous problems are threatening dealers survival. Such as supplies from terminal to the dealer's outlet, working capital problems and heavy investment on the petroleum products to maintain the sufficient stocks, why extending the credit facilities retail customers and for institutions like KSRTC constricting company's aviation companies so on. While dispensing the petroleum products through the nozzle gun sales and everything depends on the pump attends and customers. The petroleum retail out lets generally should work from 6 AM to 11 PM (around 17 hours) for this he has to arrange two working shifts, and also he has to appoint one pump attendant for each nozzle gun. At that time dealers is facing shortage of manual labors in all areas.

To maintain the sufficient stocks he has to invest nearly 25 lacs capital. Now the nationalized bank interest rate are very high ranging from 11% to 15^¼ %, for that dealers has to pay heavy interest. For the transportation petroleum products from the terminal to the retail out let he has to hire or buy a tank truck for his own use it needs approximately 18 lacs capital. To open retail outlet adjacent to the rural roads, state highways, national highways dealer has to spent crore of rupees capital. After receiving the products dealer has sell the products on the basis of market disciplinary guild lines (MDG) issued by the union government of India and oil companies. The petroleum products will come under the purview of essential commodities Act incorporated by union government of India because it's a central subject. The institution of higher educations are responsible for nurturing the growth of knowledge managing development of social transformations by the research. The problems are faced by the researcher in India and remedial measures for promoting and improving the quality of higher education level. The research a study of "the petroleum dealers and research hurdles" petroleum issues are in academic field as major problems, like interest rates, working capital, competition and so on. The research area concerned the above topic is recent phenomenon. And this study mainly focused about research problems are faced in finding the petroleum dealers and their socio-economic conditions. We have objectives in this study to collect the information socio- economic conditions petroleum dealers through the conflict and development perspectives and also we have hypothesis in this study that socio-economic conditions of petroleum dealers are not so good and they are facing many problems.

Keywords: 1. Petroleum dealers, 2. Research hurdles 3. Industry system 4. Socio-economic condition 5. Conflict and development perspectives

1. Introduction

Definition: Petroleum products are useful materials derived from crude oil as it is processed in oil refineries, unlike petrochemicals, which are a collection of well-defined usually pure chemical compounds, petroleum products are complex mixtures. Use of petroleum, products: Petroleum, products include transportation, fuels, fuel oils for heating and Electricity Generation, asphalt and road oil, and the feed stocks used to make chemicals, plastics and

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synthetic materials found in nearly everything we use today, About 74% of the 6.89 billion barrels of petroleum that we used in 2013 were gasoline, heating oil/diesel fuel, and jet fuel.

There are various types of Refined petroleum products ; Gasoline, Kerosene, Fuel, Oil, Oil Lubricating Oil etc., and also partial List of Unexpected products Made from or containing petroleum, Ink, Upholstery, CD's, Vita-min Capsule, Denture, Adhesive, Putty, Guitar Strings, Etc., in oil products; we can see the various types oil products they are Aviation Gasoline, Bitumen, Fuel oil Gas/Diesel oil (Distilled fuel oil) Kerosene gas fuels, Liquefied petroleum gases(LPG) Lubricants Motor gasoline naphtha. Petroleum products are distributed to customers through public sector oil company dealers, and private company dealers. Through there retail outlets in retail outlets petrol, diesel and branded fuels including lubricants including auto domestic purposes both in subsidies rate and open market rate Aviation fuels are supplied by the oil companies to the aviation purposes.

Petrol stations in India

India has approx 45,000 petrol stations as of March 2012, Almost 16,000 of these belong to Indian to Indian Oil (IOCL), 5,000 each to Bharat petroleum (BPCL) and Hindustan Petroleum (HPCL), IOCL has more numbers of petrol Stations than whole of Canada or UK,. The Punjab state of India has approx 700 number of Petrol Stations or Retail outlets as discussed in official language. The state of Haryana has more than 500 Petrol Stations alone. A lot of Auto LPG Stations and CNG stations have been planned due to high crude prices.

Petrol Stations in Karnataka

Petrol stations		MS KL Per day	HSD KL Per day	Lubes KL Per day
IOC Petrol Stations	1200	2400	8000	100
HPC Petrol Stations	550	1000	3000	30
BPC Petrol Stations	600	1300	4000	45
Others/RIL/Essar Oil/Shell/ONGC	50	400	1200	15

Review of Earlier Studies

1) *Michel L. Ross. The Oil Curse > “How Petroleum Wealth Shapes the Development of Nations “Princeton University Press, September-2013;-*

Michel L. Rose in his above book says Countries that are which in petroleum products have less democracy, less economic stability, less social stability, Less Political Stability, and more frequent Civil wars when compare to countries without Petroleum Oil Resources. Ross shows that some of the Oil curse theses are incorrect. For instance, in Chapter Six he finds no evidence for oil acting as a curse for economic growth in the long term, highlighting the similar long-run growth rates between oil-rich and oil-scarce countries during the past five decades,. Although, he emphasizes that economic growth has been more volatile in oil-rich countries. The author also challenges the studies that have found a negative relationship between oil and the quality on institutions (Rule of law and effectiveness of public administration on methodological grounds. Overall Ross’s book covers a wide range of topics from the resource curse literature from upon which he builds his thesis. This book is highly recommended to scholars of development

studies and Middle Eastern studies, in particular, researchers and students who like this reviewer share a passion for studying oil.

2) Pranjal Sarma, A Sociologist study of an oil Industry in Assam: Oil and Natural Gas Corporation Limited, Omega Publication 2007.

In his book, he explained the Petroleum industry occupies a Unique and important role and place in national Economy, National Sociology, National Politics and National Standard of Living. “Industries occupy a unique place in a nation’s economy. They are the key source where goods are manufactures for the satisfaction of human wants. They provide employment and the social life of the people is to a large extent influenced by industries. A sociological study of an Oil industry in Assam (oil and natural Gas Corporation Limited) is an outcome of a doctoral research aimed to find out the social structure of ONGC in Assam, the social background of the employees of ONGC and the people residing in the surrounding areas and the worker=management relationship in ONGC. The study also focus on the interaction between the ONGC and its neighborhood in a sociological perspective, in particular, subjects like industrial sociology, sociology of personal management and industrial relations, organizational structure, recruitment and selection process, promotion, wage and salary administration, performance appraisal; employees training, transfer, absenteeism and turnover employees safety and industrial health, industrial disputes, discipline and disciplinary action, trade union grievances and grievance handling, rewards and incentives, benefits and employees services, social change and development have been discussed. The most outstanding features of the book is that it has attempted to reveal the social reality in terms of the values of the industrial society of India and Assam particular. This book will be of great interest to students, scholars, teachers, planners and administrators, sociologist’s psychologist and management thinkers while constituting an invaluable reference tool for all social scientists (jacket).

Objectives of studies

- 1) To collect the information of petroleum products and petroleum dealers.
- 2) To know about the problems of petroleum dealers in Karnataka State.
- 3) To find the research hurdles at the time of finding the problems of petroleum dealers.

Hypothesis

- 1) Petroleum dealers are facing so many problems.
- 2) At the time of studying the problems of petroleum dealers research hurdles will arise.

Scope of the Study: Geographical scope of the study area is all over Karnataka state this petroleum dealers are facing many problems.

Methodology

For this present Sociological Study we selected 50 Respondents from all over the Karnataka state through simple random sampling method. For this successful study we have conflict theoretical prospective. For this research primary and secondary data was collected. Primary data was collected with the support of interview schedule, direct interview was conducted and classified then it is analyzed.

Table 1: Personal Profile of the Respondents

Sl. No.	Personal Profile of the respondents					
1	Age	18-27	28-37		38-47	48-57
		00	00		20	30
2	Gender	Male			Female	
		40			10	
3	Education	High School	PUC	U.G.	P.G.	Others
		-	20	30	-	-
4	Marital Status	Unmarried	Married	Widow	Widower	Divorcee
		-	50	-	-	-
5	No. of Dependents	Below 4		5 to 8		8 and above
		45		05		-
6	Caste	a) Lingayath	b) Okkaliga	c) Kuruba	d) Ediga	SC Others
		10	10	10	-	10 10
7	Religion	Hindu	Muslim	Christian	Jain	Others
		50	-	-	-	-
8	Annual Income	Below200000/-	200001-500000		500001-800000	800001&Above
		-	20		10	20

For any sociological study specific information s like age, Gender, Education, marital Status, Number of Dependents, Caste, Religion, Sex, and Annual income of the Respondents are very important

Age: The Age of Respondents is an important Factor at the time of Interview I have found 40% of the Respondents belong to Age group from 38 years to 47 years. 60% of the respondents’ age group from 48 to 57 years.

Gender: 20% Female and 80% Male Respondents were found in research.

Education: 40% Respondents are studied up to Pre-University only. 60% respondents are studied up to under Graduation

Marital Status: 100% married respondents were found

No. of Dependents: 90% of the respondents have the number of dependents 4 only. I have interviewed 10% of the respondents have the number of dependents from 5 to 8 only.

Caste: 20% Lingayath Respondents, 20% Vakkaliga Respondents, 20% Kuruba Respondents, 20% S. C. Respondents, 20% other respondents.

Religion: 100% Hindu Respondents were found

Annual income: 40 % of the Respondents are from the Income group from 2.00,000-00 lakhs to 5,00,000-00 Lakhs Rupees only. 20% Respondents are from the income group from 5,00,001-00 to 8,00,000-00 only. 40% of the Respondents are from the Income group from 8, 00,001-00 and above.

Table 2: Problems of the Petroleum Dealers

Sl. No.	Problems of the Petroleum Dealers	Yes	No
1	Commissioning	-	100%
2	Selection of the A sites	20%	80%
3	Selection of the B sites	20%	80%
4	Capital Investments	50%	50%
5	Petroleum Products from Terminal to R.O.	90%	10%
6	Rented T/T	50%	50%
7	Company T/T	-	100%
8	Own T/T	30%	70%
9	Dispensing of the products	40%	60%
10	Of payments mode in cash	70%	30%
11	Payments mode in credit card	80%	20%
12	Problems of fleet card	10%	90%
13	Problems of Debit card	20%	80%
14	Payment to the Company through RTGS by Banks	60%	40%
15	Problem with the customer	70%	30%
16	Ransom payment	-	100%
17	Problems with related departments	-	100%
18	Weight and measurement Department	-	100%
19	Third party certification agency	-	100%
20	Department of Food and Civil supplies	10%	90%
21	Oil Company officials	-	100%
22	Anti Adulteration cell	-	100%
23	Quantity and quality checks	-	100%
24	Income Tax Payment	-	100%
25	VAT Payment	-	100%
26	Labor department	70%	30%
27	Problems from labors	80%	20%
28	Working hours	90%	10%
29	Night Security	70%	30%
30	Dispensing units	70%	30%
31	Power problems	70%	30%
32	Health problems	40%	60%
33	Are you facing work stress	100%	-
34	Are you have job satisfaction	-	100%
35	Your Profession is economically profitable	-	100%
36	Your profession is a respected profession.	100%	-

- 1) At the time of the Commissioning of the petrol Stations 100% dealers faced no Problems.
- 10) Regarding the payment mode in cash 70% of the respondents faced the problems remaining 30 % have faced no problems.
- 11) Regarding the credit sales of the petroleum 80% of the respondents faced problems remaining 20% did not face the problems.
- 12) Regarding the fleet cards sales 10% of the respondent faced the problems, 90% respondents did not face the problems.
- 13) Regarding the Debit card sales 20% of the respondent faced the problems 80% did not faced any problems.
- 2) At the time of the selection of A. sites 20% respondents faced the problems, 80% of respondents has not faced any problems
- 3) At the time of the selection of B. sites 20% respondents faced the problems, 80% of respondents has not faced any problems.
- 4) Regarding capital investment 50 % of the respondents faced problems and 50% of the respondents faced no problems.
- 5) Regarding the transportation of the petroleum products from terminal to their retail out lets 90% of the respondents faced the problems. 10% did not faced any problems.
- 6) Regarding the transportation of petroleum products in the rented Tank trucks % respondents faced problems and 50% faced no problems
- 7) Regarding the transportation of petroleum products from the company owned Tank trucks 100 % respondents faced no problems.
- 8) Regarding the transportation of petroleum products from the Own Tanker 30% of the respondents faced problems 70 % faced no problems.
- 9) Regarding dispensing of the petroleum products in the retail outlets 40 % of the respondents faced the problems remaining 60 % faced no problems
- 14) Payment of the [petroleum company through RTGS 60% of the respondent faced the problems 40% did not face any problems.
- 15) Regarding the customer behavior 70% of the respondents faced the problems, 30% did not face any problems.
- 16) Regarding the Ransom amount, 100% dealer faced No problems.
- 17) Regarding the weights and measurement departments: 100% respondents have not faced any problems.
- 18) Regarding the third party certification agency, 100% respondents have not faced any problems.
- 19) Regarding food and civil supplies: only 10% respondents faced the problems, 90% of the respondents not faced any problems.
- 20) Regarding Oil company officials: 100% of the respondents faced no problems.
- 21) Regarding Adulteration cell: 100% of the respondents not faced any problems.
- 22) Regarding quality and quantity check; 100 % of the respondents have not faced any problems.
- 23) Regarding the Income Tax payments 100% of the respondents faced no problems.
- 24) Regarding VAT payment taxes: 100% respondents have not faced any problem.
- 25) Regarding the labor Department: 70 % of the respondents faced the problems, 30% have not faced any problems.

- 26) Regarding the labor problems: 80% of the respondent faced the problems, 20% not faced any problems.
 - 27) Regarding the working hours problems: 90% of the dealers faced the problems, 10% of the dealers did not faced any problems.
 - 28) Regarding the Night Securities: 70% of the respondents faced the problems, 30% of the respondents did not faced any problems.
 - 29) Regarding dispensing unit; 70% of the respondents faced the problems, 30% of the respondents does not faced any problems.
 - 30) Regarding the Power problems: 70% of the respondents faced the problems, 30 % of the respondent did not faced the any problems.
 - 31) Regarding the health problem: 40% of the respondents faced the problems. 60% did not faced any problems.
 - 32) Regarding the work stress; 100% of the respondents faded the problems.
 - 33) Regarding the factor of Job satisfaction: 100% of the respondents are not satisfied.
 - 34) Regarding the profession whether it is economically profitable or not: 100% of the respondents replied it is not profitable profession.
 - 35) Regarding the profession is a respected profession: 100% of the respondents replied it is a respected profession.
- These petroleum dealers are facing many problems. The consortium of India petroleum dealers Association representing ¾ dealers networking in the country says the members are facing various issues including working dealers commission that have got reduced due to evaporation losses. The dealers are facing numerous problems are threatening dealers survival. Such a supplies from terminal to the dealer's outlet, working capital problems and heavy investment on the petroleum products to maintain the sufficient stocks, why extending the credit facilities retail customers and for institutions like KSRTC constricting company's aviation companies to on, While dispensing like petroleum products through the nozzle gun sales and everything depends on the pump attends and customers. The petroleum retail out lets generally should work from 6AM to 11Am (around 17 hours) for this he has to arrange two working shifts, and also he has to appoint one pump attendant for each nozzle gun. Sometimes dealers are facing shortage of employees in all areas.
- To maintain the sufficient stocks Dealers has to invest nearly 25 lakhs capital. Now the nationalized banks interest rate are very high ranging from 11% to 15% for that Dealers has to pay heavy interest,. For the transportation petroleum products from the terminal to the retail outlet dealers have to hire or by a tank-truck for their own use it needs approximately 18 Lakhs capital. To open retail outlet adjacent to the rural roads, state highways, and national highways dealers has to spend crores of rupees capital. After receiving the products dealer has sell the products on the basis of market disciplinary guide lines (MDG), issued by the union government of India and oil companies. The petroleum products come under the purview of essential commodities Act incorporated by union government of India it's a central subject. The Institution of higher educations is responsible for nurturing the growth of knowledge managing development of social Transformations by the research. The problems are faced by the researcher in India and remedial measures for promoting and improving the quality of higher education level. The research a study "The petroleum dealers

and research hurdles” petroleum issues are in academic field as major problems, like interest rates, working capital, competition and so on. The research are concerned the above topic is recent phenomenon. And this study mainly focused about research problems are faced in finding the problems of the petroleum dealers also research hurdles

Findings of Research Hurdles

In our research study we found petroleum dealers are facing so many problems like economical problems, labour problems, departmental problems health problems etc meanwhile we have facing the following research hurdles

- 1) Shortage of Time to answer for the researcher questions.
- 2) Suspicious character of the Dealers.
- 3) Inferiority complex of the dealers to explain all the problems with open heart.
- 4) Dealers are hesitating to disclose their business secrets to others openly or to the researcher.
- 5) Dealers will afraid to disclose the details of their business due to management personal administration.
- 6) It is an expensive to the re-researcher.

Conclusion

Personally I feel all the petroleum dealers will face one or the other problems and they will hesitate to explain each and everything in and out side of their petroleum business to the researchers openly. But anyhow it a duty of a researcher to find the problems of the petroleum dealers exactly and to find the appropriate for their problems is the main object of our study for the welfare of petroleum dealers in interest of the country. Totally Fifty thousand dealers (50,000-00) are nurturing the needy customers throughout India.

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