

# INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

I  
J  
R  
C  
M



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

*Indexed & Listed at:*

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A., Google Scholar,

Indian Citation Index (ICI), J-Gate, India [link of the same is duly available at Inlibnet of University Grants Commission (U.G.C.)],

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 (2012) & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 6185 Cities in 195 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

<http://ijrcm.org.in/>

# CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	<p><b>IMPACT OF MAHATMA GANDHI NATIONAL RURAL EMPLOYMENT GUARANTEE SCHEME (MGNREGS) ON INCOME, SAVINGS AND EXPENDITURE PATTERN OF BENEFICIARIES AT CUDDALORE DISTRICT</b></p> <p><i>T. VALLI &amp; Dr. K. RAMAKRISHNAN</i></p>	1
2.	<p><b>A STUDY ON WELFARE FACILITIES PROVIDED IN PRIVATE SECTOR BANKS</b></p> <p><i>SENTHURIYA.R &amp; Dr. ILANGO VAN</i></p>	3
3.	<p><b>FORECASTING NATURAL GAS SPOT PRICES USING TIME SERIES SEASONAL AUTOREGRESSIVE INTEGRATED MOVING AVERAGE MODEL</b></p> <p><i>Dr. K. NIRMALA, SWARNA C &amp; SINDHU J</i></p>	8
4.	<p><b>A STUDY ON CUSTOMER SATISFACTION TOWARDS SHAKTHI SUPER MARKET IN ERODE</b></p> <p><i>S. SELVAMOORTHY &amp; Dr. K. RAJINI</i></p>	16
5.	<p><b>BLOCKCHAIN TECHNOLOGY - ROLE IN OIL AND GAS INDUSTRY</b></p> <p><i>Dr. S. RAJARAJESWARI &amp; K. SRINIVASAN</i></p>	19
6.	<p><b>BANK EMPLOYEES' PERCEPTION TOWARDS CRM PRACTICES IN BANKS: A STUDY IN ERODE DISTRICT</b></p> <p><i>Dr. T. KOKILAPRIYA</i></p>	23
	<b>REQUEST FOR FEEDBACK &amp; DISCLAIMER</b>	26

**CHIEF PATRON****Prof. (Dr.) K. K. AGGARWAL**

Chairman, Malaviya National Institute of Technology, Jaipur  
 (An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)  
 Chancellor, K. R. Mangalam University, Gurgaon  
 Chancellor, Lingaya's University, Faridabad  
 Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi  
 Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

**FOUNDER PATRON****Late Sh. RAM BHAJAN AGGARWAL**

Former State Minister for Home & Tourism, Government of Haryana  
 Former Vice-President, Dadri Education Society, Charkhi Dadri  
 Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

**CO-ORDINATOR****Dr. BHAVET**

Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

**ADVISOR****Prof. S. L. MAHANDRU**

Principal (Retd.), Maharaja Agrasen College, Jagadhri

**EDITOR****Dr. PARVEEN KUMAR**

Professor, Department of Computer Science, NIMS University, Jaipur

**CO-EDITOR****Dr. A. SASI KUMAR**

Professor, Vels Institute of Science, Technology & Advanced Studies (Deemed to be University), Pallavaram

**EDITORIAL ADVISORY BOARD****Dr. S. P. TIWARI**

Head, Department of Economics & Rural Development, Dr. Ram Manohar Lohia Avadh University, Faizabad

**Dr. CHRISTIAN EHIUBUCHE**

Professor of Global Business/Management, Larry L Luing School of Business, Berkeley College, USA

**Dr. SIKANDER KUMAR**

Chairman, Department of Economics, Himachal Pradesh University, Shimla, Himachal Pradesh

**Dr. JOSÉ G. VARGAS-HERNÁNDEZ**

Research Professor, University Center for Economic & Managerial Sciences, University of Guadalajara, Guadalajara, Mexico

**Dr. M. N. SHARMA**

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

**Dr. TEGUH WIDODO**

Dean, Faculty of Applied Science, Telkom University, Bandung Technoplex, Jl. Telekomunikasi, Indonesia

**Dr. M. S. SENAM RAJU**

Professor, School of Management Studies, I.G.N.O.U., New Delhi

**Dr. A SAJEEVAN RAO**

Professor & Director, Accurate Institute of Advanced Management, Greater Noida

**Dr. D. S. CHAUBEY**

Professor & Dean (Research & Studies), Uttaranchal University, Dehradun

**Dr. CLIFFORD OBIYO OFURUM**

Professor of Accounting & Finance, Faculty of Management Sciences, University of Port Harcourt, Nigeria

**Dr. KAUP MOHAMED**

Dean &amp; Managing Director, London American City College/ICBEST, United Arab Emirates

**Dr. VIRENDRA KUMAR SHRIVASTAVA**

Director, Asia Pacific Institute of Information Technology, Panipat

**SUNIL KUMAR KARWASRA**

Principal, Aakash College of Education, ChanderKalan, Tohana, Fatehabad

**Dr. MIKE AMUHAYA IRAVO**

Principal, Jomo Kenyatta University of Agriculture &amp; Tech., Westlands Campus, Nairobi-Kenya

**Dr. SYED TABASSUM SULTANA**

Principal, Matrusri Institute of Post Graduate Studies, Hyderabad

**Dr. BOYINA RUPINI**

Director, School of ITS, Indira Gandhi National Open University, New Delhi

**Dr. NEPOMUCENO TIU**

Chief Librarian &amp; Professor, Lyceum of the Philippines University, Laguna, Philippines

**Dr. SANJIV MITTAL**

Professor &amp; Dean, University School of Management Studies, GGS Indraprastha University, Delhi

**Dr. RAJENDER GUPTA**

Convener, Board of Studies in Economics, University of Jammu, Jammu

**Dr. SHIB SHANKAR ROY**

Professor, Department of Marketing, University of Rajshahi, Rajshahi, Bangladesh

**Dr. ANIL K. SAINI**

Professor, Guru Gobind Singh Indraprastha University, Delhi

**Dr. SRINIVAS MADISHETTI**

Professor, School of Business, Mzumbe University, Tanzania

**Dr. NAWAB ALI KHAN**

Professor &amp; Dean, Faculty of Commerce, Aligarh Muslim University, Aligarh, U.P.

**MUDENDA COLLINS**

Head, Operations &amp; Supply Chain, School of Business, The Copperbelt University, Zambia

**Dr. EGWAKHE A. JOHNSON**

Professor &amp; Director, Babcock Centre for Executive Development, Babcock University, Nigeria

**Dr. A. SURYANARAYANA**

Professor, Department of Business Management, Osmania University, Hyderabad

**P. SARVAHARANA**

Asst. Registrar, Indian Institute of Technology (IIT), Madras

**Dr. MURAT DARÇIN**

Associate Dean, Gendarmerie and Coast Guard Academy, Ankara, Turkey

**Dr. ABHAY BANSAL**

Head, Department of Information Technology, Amity School of Engg. &amp; Tech., Amity University, Noida

**Dr. YOUNOS VAKIL ALROAIA**

Head of International Center, DOS in Management, Semnan Branch, Islamic Azad University, Semnan, Iran

**WILLIAM NKOMO**

Asst. Head of the Department, Faculty of Computing, Botho University, Francistown, Botswana

**Dr. JAYASHREE SHANTARAM PATIL (DAKE)**

Faculty in Economics, KPB Hinduja College of Commerce, Mumbai

**SHASHI KHURANA**

Associate Professor, S. M. S. Khalsa Lubana Girls College, Barara, Ambala

**Dr. SEOW TA WEEA**

Associate Professor, Universiti Tun Hussein Onn Malaysia, Parit Raja, Malaysia

**Dr. OKAN VELI ŞAFAKLI**

Professor &amp; Dean, European University of Lefke, Lefke, Cyprus

**Dr. MOHENDER KUMAR GUPTA**

Associate Professor, Government College, Hodal

**Dr. BORIS MILOVIC**

Associate Professor, Faculty of Sport, Union Nikola Tesla University, Belgrade, Serbia

**Dr. LALIT KUMAR**

Faculty, Haryana Institute of Public Administration, Gurugram

**Dr. MOHAMMAD TALHA**

Associate Professor, Department of Accounting &amp; MIS, College of Industrial Management, King Fahd University of Petroleum &amp; Minerals, Dhahran, Saudi Arabia

**Dr. V. SELVAM**

Associate Professor, SSL, VIT University, Vellore

**Dr. IQBAL THONSE HAWALDAR**

Associate Professor, College of Business Administration, Kingdom University, Bahrain

**Dr. PARDEEP AHLAWAT**

Associate Professor, Institute of Management Studies &amp; Research, Maharshi Dayanand University, Rohtak

**Dr. ALEXANDER MOSESOV**

Associate Professor, Kazakh-British Technical University (KBTU), Almaty, Kazakhstan

**Dr. ASHOK KUMAR CHAUHAN**

Reader, Department of Economics, Kurukshetra University, Kurukshetra

**Dr. BHAVET**

Former Faculty, Shree Ram Institute of Engineering &amp; Technology, Urjani

**YU-BING WANG**

Faculty, department of Marketing, Feng Chia University, Taichung, Taiwan

**SURJEET SINGH**

Faculty, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

**Dr. MELAKE TEWOLDE TECLEGHIORGIS**

Faculty, College of Business &amp; Economics, Department of Economics, Asmara, Eritrea

**Dr. RAJESH MODI**

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

**Dr. SAMBHAVNA**

Faculty, I.I.T.M., Delhi

**Dr. THAMPOE MANAGALESWARAN**

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

**Dr. SHIVAKUMAR DEENE**

Faculty, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

**SURAJ GAUDEL**

BBA Program Coordinator, LA GRANDEE International College, Simalchaur - 8, Pokhara, Nepal

**FORMER TECHNICAL ADVISOR****AMITA****FINANCIAL ADVISORS****DICKEN GOYAL**

Advocate &amp; Tax Adviser, Panchkula

**NEENA**

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

**LEGAL ADVISORS****JITENDER S. CHAHAL**

Advocate, Punjab &amp; Haryana High Court, Chandigarh U.T.

**CHANDER BHUSHAN SHARMA**

Advocate &amp; Consultant, District Courts, Yamunanagar at Jagadhri

**SUPERINTENDENT****SURENDER KUMAR POONIA**

## CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to the recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography; Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript** **anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. [infoijrcm@gmail.com](mailto:infoijrcm@gmail.com) or online by clicking the link **online submission** as given on our website ([FOR ONLINE SUBMISSION, CLICK HERE](#)).

## GUIDELINES FOR SUBMISSION OF MANUSCRIPT

### 1. **COVERING LETTER FOR SUBMISSION:**

DATED: \_\_\_\_\_

#### **THE EDITOR**

IJRCM

**Subject:** SUBMISSION OF MANUSCRIPT IN THE AREA OF \_\_\_\_\_.

**(e.g. Finance/Mkt./HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)**

#### **DEAR SIR/MADAM**

Please find my submission of manuscript titled ' \_\_\_\_\_ ' for likely publication in one of your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published anywhere in any language fully or partly, nor it is under review for publication elsewhere.

I affirm that all the co-authors of this manuscript have seen the submitted version of the manuscript and have agreed to inclusion of their names as co-authors.

Also, if my/our manuscript is accepted, I agree to comply with the formalities as given on the website of the journal. The Journal has discretion to publish our contribution in any of its journals.

#### **NAME OF CORRESPONDING AUTHOR**

Designation/Post\* :

Institution/College/University with full address & Pin Code :

Residential address with Pin Code :

Mobile Number (s) with country ISD code :

Is WhatsApp or Viber active on your above noted Mobile Number (Yes/No) :

Landline Number (s) with country ISD code :

E-mail Address :

Alternate E-mail Address :

Nationality :

\* i.e. Alumnus (Male Alumni), Alumna (Female Alumni), Student, Research Scholar (M. Phil), Research Scholar (Ph. D.), JRF, Research Assistant, Assistant Lecturer, Lecturer, Senior Lecturer, Junior Assistant Professor, Assistant Professor, Senior Assistant Professor, Co-ordinator, Reader, Associate Professor, Professor, Head, Vice-Principal, Dy. Director, Principal, Director, Dean, President, Vice Chancellor, Industry Designation etc. **The qualification of author is not acceptable for the purpose.**

**NOTES:**

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. **pdf. version is liable to be rejected without any consideration.**
  - b) The sender is required to mention the following in the **SUBJECT COLUMN of the mail:**  
**New Manuscript for Review in the area of** (e.g. Finance/Marketing/HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)
  - c) There is no need to give any text in the body of the mail, except the cases where the author wishes to give any **specific message** w.r.t. to the manuscript.
  - d) The total size of the file containing the manuscript is expected to be below **1000 KB**.
  - e) Only the **Abstract will not be considered for review** and the author is required to submit the **complete manuscript** in the first instance.
  - f) **The journal gives acknowledgement w.r.t. the receipt of every email within twenty-four hours** and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of the manuscript, within two days of its submission, the corresponding author is required to demand for the same by sending a separate mail to the journal.
  - g) The author (s) name or details should not appear anywhere on the body of the manuscript, except on the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.
2. **MANUSCRIPT TITLE:** The title of the paper should be typed in **bold letters, centered and fully capitalised**.
  3. **AUTHOR NAME (S) & AFFILIATIONS:** Author (s) **name, designation, affiliation (s), address, mobile/landline number (s), and email/alternate email address** should be given underneath the title.
  4. **ACKNOWLEDGMENTS:** Acknowledgements can be given to reviewers, guides, funding institutions, etc., if any.
  5. **ABSTRACT:** Abstract should be in **fully italic printing**, ranging between **150 to 300 words**. The abstract must be informative and elucidating the background, aims, methods, results & conclusion in a **SINGLE PARA. Abbreviations must be mentioned in full.**
  6. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of **five**. These should be arranged in alphabetic order separated by commas and full stop at the end. All words of the keywords, including the first one should be in small letters, except special words e.g. name of the Countries, abbreviations etc.
  7. **JEL CODE:** Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at [www.aea-web.org/econlit/jelCodes.php](http://www.aea-web.org/econlit/jelCodes.php). However, mentioning of JEL Code is not mandatory.
  8. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER. It should be free from any errors i.e. grammatical, spelling or punctuation. It must be thoroughly edited at your end.**
  9. **HEADINGS:** All the headings must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
  10. **SUB-HEADINGS:** All the sub-headings must be bold-faced, aligned left and fully capitalised.
  11. **MAIN TEXT:**

**THE MAIN TEXT SHOULD FOLLOW THE FOLLOWING SEQUENCE:****INTRODUCTION****REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESIS (ES)****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****LIMITATIONS****SCOPE FOR FURTHER RESEARCH****REFERENCES****APPENDIX/ANNEXURE****The manuscript should preferably be in 2000 to 5000 WORDS, But the limits can vary depending on the nature of the manuscript.**



12. **FIGURES & TABLES:** These should be simple, crystal **CLEAR, centered, separately numbered** & self-explained, and the **titles must be above the table/figure. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.**
13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, left aligned with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word may be utilised. If any other equation editor is utilised, author must confirm that these equations may be viewed and edited in versions of Microsoft Office that does not have the editor.
14. **ACRONYMS:** These should not be used in the abstract. The use of acronyms is elsewhere is acceptable. Acronyms should be defined on its first use in each section e.g. Reserve Bank of India (RBI). Acronyms should be redefined on first use in subsequent sections.
15. **REFERENCES:** The list of all references should be alphabetically arranged. **The author (s) should mention only the actually utilised references in the preparation of manuscript** and they may follow Harvard Style of Referencing. **Also check to ensure that everything that you are including in the reference section is duly cited in the paper.** The author (s) are supposed to follow the references as per the following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
  - Use (ed.) for one editor, and (ed.s) for multiple editors.
  - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc., in chronologically ascending order.
  - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
  - The title of books and journals should be in italic printing. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
  - For titles in a language other than English, provide an English translation in parenthesis.
  - **Headers, footers, endnotes and footnotes should not be used in the document.** However, **you can mention short notes to elucidate some specific point**, which may be placed in number orders before the references.

**PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**

**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

**CONTRIBUTIONS TO BOOKS**

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

**JOURNAL AND OTHER ARTICLES**

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

**CONFERENCE PAPERS**

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–23

**UNPUBLISHED DISSERTATIONS**

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

**ONLINE RESOURCES**

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

**WEBSITES**

- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>



**BLOCKCHAIN TECHNOLOGY - ROLE IN OIL AND GAS INDUSTRY****Dr. S. RAJARAJESWARI****HEAD****DEPARTMENT OF BUSINESS ADMINISTRATION****SRI MEENAKSHI GOVERNMENT ARTS COLLEGE FOR WOMEN (A)****MADURAI****K. SRINIVASAN****RESEARCH SCHOLAR****MADURAI KAMARAJ UNIVERSITY****MADURAI****ABSTRACT**

Blockchain is a public digital and distributed database solution providing decentralized management of transaction data. Since the introduction of Bitcoin cryptocurrency, which was the first implementation of the Blockchain technology in 2008, the interest in Blockchain technology has been constantly increasing. Blockchain is not applicable only in financial transaction systems but it is transforming our society from the way we use our cars, smartphones, healthcare, vote, and even personal identification. As such, when the Blockchain implementation, it is really observed in three different things: Blockchain ledger, Blockchain network and clients. Modern Blockchain implementations have to adapt and modify to technical challenges and limitation in Blockchain technology. In this paper, author aims to analyze the evaluation of blockchain application of blockchain in oil and gas and finally the current quality issues in the Blockchain implementation. A literature review is conducted to investigate the current quality requirements for Blockchain implementation. This paper identified the quality requirements for Blockchain implementation is still in its early stage and the future study may enhance better implementation of blockchain in various sectors successfully.

**KEYWORDS**

Blockchain, Bitcoin and Oil &amp; Gas.

**JEL CODE**

O30.

**INTRODUCTION**

Blockchain technology is commonly associated with Bitcoin and other cryptocurrencies, but that is only the tip of the iceberg. Some people think blockchain could end up transforming a number of important industries, from health care to politics.

**PICTURE 1**Source-[http://www.bankingexchange.com/media/k2/items/cache/f12f05b17122114651e5fe6f3bc9c81c\\_M.jpg?t=1516840359](http://www.bankingexchange.com/media/k2/items/cache/f12f05b17122114651e5fe6f3bc9c81c_M.jpg?t=1516840359)**BLOCKCHAIN BEYOND BITCOIN**

Bitcoin is the beginning, but it is far from the end. To help you wrap your head around why, we are taking a deep dive into the world of blockchain. In this article, we will go beyond Bitcoin and hone on blockchain applications that could reshape oil and gas industry.

**OBJECTIVES OF THE STUDY**

1. To explore the concept of the Blockchain technology.
2. To identify its applications in Oil and gas industries.

**RESEARCH METHODOLOGY**

1. Researcher used secondary data for research using magazines, web analysis, and articles.
2. Researcher developed the article based on qualitative method to deliver the concepts of Blockchain technology and its implications in Oil & gas industry.

**WHY ARE PEOPLE SO EXCITED ABOUT BLOCKCHAIN?**

In their pursuit of offering attractive environments for investment, many of the governments experimenting with blockchain seem to recognize the inherent advantage of being first movers in an emerging area. However, the gains will likely not just go to those who attract industry. What many public sector actors are realizing is at once profound and simple: Technology need not be revolutionary to be highly impactful. By reducing dependence on existing intermediary institutions and their accompanying layers and costs, blockchain can potentially eliminate significant resource burdens. Moreover, by accelerating transactions and simultaneously lowering their costs, blockchain can help to eliminate layers of redundancy, ease regulatory compliance burdens, and introduce recordkeeping efficiency and generally smooth government operations across a number of areas. Harnessing those advantages and applying them toward public institutions' mission goals provides an opportunity for realizing both agency-specific and whole-of-government benefits that can foster more efficient and effective mission

delivery in these challenging times. Three key characteristics of blockchain may help to explain the depth of public sector interest in the topic and many of the pilots taking place around the world (Distributed Ledger Technology, 2017).

### WHERE DID BLOCKCHAIN COME FROM?

Although blockchain technology has only been effectively employed in the past decade, its roots can be traced back far further. A 1976 paper on New Directions in Cryptography discussed the idea of a mutual distributed ledger, which is what the blockchain effectively acts as. That was later built upon in the 1990s with a paper entitled 'How to Time-Stamp a Digital Document'. It would take another few decades and the combination of powerful modern computers, with the clever implementation with a cryptocurrency to make these ideas viable.

Data security is failing and there has to be a better system. Blockchain creates a secure, unalterable public record and is poised to dramatically improve in the world around you. The blockchain is proposed and practiced to use in various industries like energy sector, oil and gas, government sector, finance industry and so on.

In order to validate the blocks in the same manner as a traditional private ledger, the blockchain employs complicated calculations. That, in turn, requires powerful computers, which are expensive to own, operate, and keep cool. That is part of the reason that bitcoin acted as such a great starting point for the introduction of blockchain technology, because it could reward those taking part in the process with something of financial value.

Bitcoin ultimately made its first appearance in 2009, bringing together the classic idea of the mutual distributed ledger, the blockchain, with an entirely digital currency that was not controlled by any one individual or organization. Developed by the still anonymous "Satoshi Nakamoto," the cryptocurrency allowed for a method of conducting transactions while protecting them from interference by the use of the blockchain.

### THE THREE CHARACTERISTICS OF BLOCKCHAIN

#### DECENTRALIZED AND DISTRIBUTED

##### *Ledger storage and integrity*

- Ledger replicated across parties, each keeping a full record of transactions
- Distributed system operation, no single point of failure
- Transactions verified cryptographically and updated immediately across all parties
- Provides unbroken and timely recordation of authoritative truth

#### IRREVERSIBLE AND IMMUTABLE

##### *Each transaction record is indelible*

- The ledger is append-only, invalid transaction errors are surfaced and rejected immediate reconciliation
- All transactions encrypted and include time, date, participants, and hash to previous block
- Trust enabled via consensus protocols, cryptography, and collective bookkeeping
- Allows trusted value exchange

#### NEAR REAL TIME

##### *Transactions verified and settled in minutes vs. days*

- Parties interact directly no third-party intermediary
- Moves parties from information exchange to value exchange
- A transaction may include code to run against the ledger
- Enables smart contract automation and enforcement

### WHAT IS BLOCKCHAIN

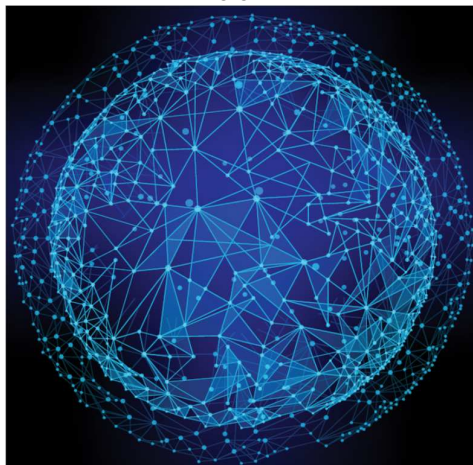
While blockchain technology is not simple when you dig into the practical details, the basic idea is not too hard to follow. It is effectively a database that is validated by a wider community, rather than a central authority. It is a collection of records that a crowd oversees and maintains, rather than relying on a single entity, like a bank or government, which most likely hosts data on a particular server. Of course, tens of thousands of peers could never manage a physical database kept on paper. That is where computers, and the internet, come in.

Each "block" represents a number of transactional records, and the "chain" component links them all together with a hash function. As records are created, they are confirmed by a distributed network of computers and paired up with the previous entry in the chain, thereby creating a chain of blocks, or a blockchain. The entire blockchain is retained on this large network of computers, meaning that no one person has control over its history. That is an important component, because it certifies everything that has happened in the chain prior, and it means that no one person can go back and change things. It makes the blockchain a public ledger that cannot be easily tampered with, giving it a built-in layer of protection that is not possible with a standard, centralized database of information.

While traditionally we have needed these central authorities to trust one another, and fulfill the needs of contracts, the blockchain makes it possible to have our peers guarantee that for us in an automated, secure fashion. Though generally not used for it yet, blockchain could be used to maintain a variety of information.

### POTENTIAL APPLICATIONS FOR OIL AND GAS MARKET

PICTURE 2



Source: <https://www2.deloitte.com/us/en/pages/about-deloitte/articles/press-releases/deloitte-survey-blockchain-reaches-beyond-financial-services-with-some-industries-moving-faster.html>

Big Oil is due for a disruption. The world's most important industry has been carrying on without any significant changes in its day to day routine for far too long. Now, the new tech on the block has its sights set on the multi-trillion-dollar oil and gas sector. It is official: Blockchain technology has infiltrated Big Oil. The hype behind blockchain has reached a full-blown frenzy.

The technology, which creates secure ledgers for digital transactions and rapidly accelerates the pace at which transactions can be made, has the potential to disrupt every major industry: real estate, shipping, banking and healthcare.

Blockchain is truly revolutionary, and Big Oil is finally catching on. In an industry that has used technology to reduce breakeven costs to all-time lows, create gigantic drilling rigs run by robots, and even tap reserves located 10 miles below the sea, the oil and gas sector has been slow to jump on the blockchain bandwagon until now.

According to a report from the World Economic Forum from 2017, a digital transformation has already swept across the energy industry. Major Corporates like BP and Shell are making headlines with plans to utilize blockchain technology to completely transform the process of buying and selling.

Smaller players with big ambitions like Canada's Petroteq are preparing to revolutionize the day to day operations of potentially every oil operation on the planet. Petroteq could utilize new technologies to tap massive new reserves of energy, such as the Utah oil sands, while radically reducing environmental risk. Integrating blockchain into supply-line management and logistics could dramatically cut costs.

## LEADING USE CASES OF BLOCKCHAIN AND POTENTIAL APPLICATIONS FOR OIL AND GAS COMPANIES

The oil and gas industry presents a particularly compelling opportunity to leverage blockchain technologies due to the high transactional values (and therefore risks) and economic pressures to reduce costs. A secure system that mitigates risk, increases transparency, provides an audit trail and speeds-up transactions and significantly, reduced cost may be appealing to oil and gas companies. Taking some of the main applications of blockchain, we will now explore how these could be applied to the oil and gas sector. Cross-border payments. One of the advantages of cryptocurrencies, such as bitcoin, is the significantly lower costs associated with cross-border payments, in addition to the instant transfer, cutting out the need for intermediaries and the time required for them to validate and clear the funds.

Oil and gas sold in large volumes and as such entail significant value, not unlike the size and scale of transactions between banks. The frequency of transactions is also high; for example, a 300,000 barrel per day oil refinery will need to source a large crude carrier every week to maintain adequate volumes, and cargos can cost as much as USD 100 million (two million barrels at USD 70 per barrel). Oil companies also need to be aware of where crude is ultimately sourced. Some exporting nations are from time-to-time under sanctions to prevent trade in this commodity. Blockchain could provide a fully transparent and secure record of the entire supply chain. Using a distributed ledger, digital tokens can be used to represent the asset being transacted. These tokens can be issued by a trusted authority for the needs of the companies or participating parties; for example, if oil and gas companies used a blockchain ledger to buy and sell barrels of oil, transactions could include digital tokens named Brent or WTI. These tokens would represent the underlying asset of a barrel of oil and would remain digitally attached throughout its supply chain journey. Currently, around nine percent of crude oil transactions are disputed, which equates to around USD 150 billion each year. By using tokens in a blockchain, payment could be processed more quickly, paper work such as title transfers would be eliminated, and disputed transactions could be significantly reduced. It is important to note that the token being exchanged will be subject to gains or losses based on the strength of the underlying fiat (local) currency. If 50 WTI tokens (Western Technology Investment) are purchased using US dollars, the value of these tokens are exposed to fluctuations in the US dollar. As the use of cryptocurrencies increases, governments are forming positions on the taxation implications of cryptocurrencies and their exchange for fiat currency.

## RECORD MANAGEMENT

Oil and gas companies need to acquire rights to access land to prospect for, explore, appraise, and then produce oil and gas. Property transactions provide an excellent example of how the use of blockchain can help business to keep accurate and readily accessible records. Understanding land provenance and reported value can be difficult and multiple records of conflicting ownership and value can exist within independent silos of data. There is often no accurate history of the transactions. In this mostly paper-based environment, land transactions are highly susceptible to fraud, especially in countries with higher levels of corruption (Anna Irrera 2017).

Blockchain technology can be employed to resolve this problem and is being trialed in certain countries, such as Georgia and Ghana, which experience high levels of undocumented land ownership and land seizures. Applying the same model to the oil and gas industry by recording sales and transfers of land in a blockchain will create an immutable audit trail of land movement, value, and ownership. This will reduce the occurrence of lost or mismatching titles, ownership disputes, and provide tax authorities with transparency in respect of land transactions, recording accurate transfers of value as they occur in real time.

Supply chain management, Global supply chains in the oil and gas industry comprise a complex web of suppliers, shippers, and contractors. The complexity and scale of this network requires substantial administration and creates opportunities for errors. From the tax authorities' and customers' perspectives, there also is a concern that suppliers might manipulate invoice values, potentially avoiding taxes or inflating costs, as goods are sold and shipped around the world. Utilizing blockchain technology to record and manage them movement of goods and related invoices will significantly mitigate the risk of errors and the opportunity to alter invoice values or recipients. Goods will be tracked from source to customer, reducing time, costs, and providing insight into the supply chain process that could be used to create efficiencies. Invoices will be recorded in the blockchain, creating an immutable record of its contents. The movement of invoices also can be addressed in the blockchain using public and private keys, preventing unapproved parties from accessing the invoices. This again could help to reduce the administrative burden on companies to report transactions to authorities and reduce the time taken by tax authority audits because of the reliability and transparency of data in the blockchain. The issue of security in data transfer is important to both individuals and companies. Public and private keys allow data to be encrypted and sent to another party, so that only that party can access the encrypted data. If the party can sign the invoice with its private key before sending, and any subsequent alteration of the invoice would invalidate the signature and the fraud would be apparent.

## SMART CONTRACTS

Oil and gas contracting can be complex, with lengthy contracts and agreements. A contract is often adjusted by a change order that needs to be tracked, and in some cases, contracts may be agreed some years before they are due to be completed. Smart contracts are self-executing contracts based on agreed criteria and written in code, removing the ambiguity of terms and reducing the requirement for lawyers to draft and interpret. When the criteria of the contract are fulfilled, ownership or payment, for example, will be automatically transferred. A smart contract could be amended if the parties agree, and would maintain a record of all versions and amendments to the contract. It then would automatically complete once the criteria of the most up to date version are satisfied. Criteria could include payment or even government approval for the transaction. This may save time and costs for interpreting legal terms and tracking records, and government authorities could potentially access relevant parts of contracts to audit or pre-approve the taxation treatment. Joint ventures are common in the oil and gas industry and generally require a suite of complex agreements (for example, relating to the sharing of costs or revenues), which could be implemented as smart contracts. Most contracts contain audit clauses giving the parties the right to audit each other to make sure that all parties are complying with the contract. Introducing a blockchain ledger to record joint venture transactions and using smart contracts to define, negotiate, and execute the contractual conditions will provide all involved parties, including the tax authorities, with transparency and consensus on what has occurred. This single audit trail, agreed upon by all participants, will significantly reduce the effort needed to ensure timely tax compliance and reporting, as well as the effort needed by the tax authorities to understand tax positions. As part of a global industry, oil and gas companies have to consider double taxation and transfer pricing implications. The use of smart contracts for transfer pricing profit allocation is another area of potential for simplification, increased transparency, and overall cost reduction.

## IMPLICATIONS

There are many ways the blockchain will impact commodity market participants that we did not begin to touch on. Intermediaries such as brokers, exchanges, price reporting agencies and clearing houses entire business models could be disrupted by widespread adoption of blockchain-based applications. The cost and

nature of fee based transacting will be impacted. The role of regulators and ability for market participants to meet compliance obligations will need to be examined in careful detail, and in some cases regulation may ultimately evolve in alignment with new ways of working. The issue of anonymity and payments will need to be addressed, as will the ultimate link between the digital conveyance of value over the blockchain and the actual conveyance of value through an acceptable means of payment (i.e. Currency). If certain regulatory hurdles can be overcome (and this will be no small task), access to markets will open up significantly. Marketplaces will consolidate, and accessibility will explode, significantly compressing margins at the transactional level. Trading activity may increasingly involve direct transactions with members of the public or public 'consortiums'. Further still, the role of the trader itself may be disintermediated as end users transact (organisations and/or individuals, and again likely in groups) directly with suppliers. The role of an energy trader in a world where a smart home hub can connect to a global energy market and continuously balance your home's energy use in real time by sourcing electricity or natural gas at market rates from a source supplier. The examples above are by no means exhaustive, but they provide some hint of the potential disruptive power of widespread adoption of blockchain technologies.

### CHALLENGES

One of the most significant challenges of emerging markets is their ability to hire, train, and develop regulatory officials. In particular, finding and developing the officials to oversee and administer taxation affairs is a key concern. The application of tax laws to different pieces of the value chain is extremely complex and an overbearing burden for many developing countries. The application of blockchain can alleviate this acute pain point for developing countries and provide confidence in the application and regulation of their resource regime.

### FUTURE CONSIDERATIONS

The potential uses of blockchain are wide and varied, and the technology is becoming more prevalent. In the oil and gas industry, like many others, companies may face the choice of deciding whether to pioneer new technologies and in the process disrupt their own business model and industry, or to continue to focus on their core business and wait for the market to be disrupted by others. The pace at which blockchain will be adopted and will disrupt markets is unclear, and may be decided, to some extent, by the largest companies that will need to work together to drive innovation and solutions due to the global and collaborative nature of blockchain. Potential considerations for oil and gas companies are to set up or join working groups to explore blockchain and its potential applications or to launch a trial with an existing trusted business partner to better understand blockchain and the value it could create.

### REFERENCES

1. Anna Irrera, "Nasdaq successfully completes blockchain test in Estonia," Reuters, January 23, 2017, <http://reut.rs/2jIHDyZ>.
2. CB Insights 2017, "Deals to bitcoin & blockchain startups fall below 2014 levels," February 3, 2017, [www.cbinsights.com/research/bitcoin-blockchain-startup-funding/](http://www.cbinsights.com/research/bitcoin-blockchain-startup-funding/).
3. Distributed Ledger Technology in payment, clearing and settlement, February 2017: <http://www.bis.org/cpmi/publ/d157.pdf>
4. Distributed Ledger Technology: Implications of Blockchain for the Securities Industry, January 2017: [https://www.finra.org/sites/default/files/FINRA\\_Blockchain\\_Report.pdf](https://www.finra.org/sites/default/files/FINRA_Blockchain_Report.pdf)
5. Ian Allison 2016, "Consensus 2016: State of Delaware open for blockchain business," International Business Times, May 2, 2016, <http://ibt.uk/A6XGd>.
6. Ian Allison 2016, "Guardtime secures over a million Estonian healthcare records on the blockchain," International Business Times, March 3, 2016, <http://ibt.uk/A6UXX>.
7. Jeff John Roberts 2017, "Companies can put shareholders on a blockchain starting today," Fortune, August 1, 2017, <http://for.tn/2w1S0Uq>.
8. Jeff John Roberts 2017, "The SEC's big digital coin ruling: What it means," Fortune, July 26, 2017, <http://for.tn/2uXkp0i>.
9. Nikhil Lohade, 2017, "Dubai aims to be a city built on blockchain," Wall Street Journal, April 24, 2017, [www.wsj.com/articles/dubai-aims-to-be-a-city-built-on-blockchain-1493086080](http://www.wsj.com/articles/dubai-aims-to-be-a-city-built-on-blockchain-1493086080).
10. Stan Higgins, "Emirates NBD enlists UAE central bank in blockchain check trial," CoinDesk, March 29, 2017, <http://bit.ly/2vNZppx>.
11. Tom Arnold, "Dubai government, companies team up with IBM on blockchain project," Reuters, February 7, 2017, <http://reut.rs/2leyn9x>.
12. Vivienne Walt, "Is this tiny European nation a preview of our tech future?", Fortune, April 27, 2017, <http://for.tn/2q1kfQ6>.
13. World Bank 2017, "Identification for Development," [www.worldbank.org/en/programs/id4d](http://www.worldbank.org/en/programs/id4d), accessed August 17, 2017.

## REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue, as well as on the journal as a whole, on our e-mail [infoijrcm@gmail.com](mailto:infoijrcm@gmail.com) for further improvements in the interest of research.

If you have any queries, please feel free to contact us on our e-mail [infoijrcm@gmail.com](mailto:infoijrcm@gmail.com).

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward to an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours**

Sd/-

**Co-ordinator**

## DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, neither its publishers/Editors/ Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal are exclusively of the author (s) concerned.



## ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

### *Our Other Journals*

