

## International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

# Impact of GST on Hotel Industry, Tourism and Travel Industry

## Mahima

PES University

#### ABSTRACT

Intending to create a one-tax system for all industries, India's tax system underwent a dramatic change with the introduction of the Goods and Services Tax (GST) in July 2017. This research explores the complex effects of GST on the travel, lodging, and tourist sectors. This study examines the effects of GST on consumer behavior, corporate operations, and overall industry dynamics through a detailed review of the literature, empirical data, and industry reports.

Key findings show that although the Goods and Services Tax (GST) simplified tax procedures and decreased tax cascading, it also posed difficulties for businesses, especially about revenue management, pricing strategies, and compliance. Additionally, the report looks at how the GST has affected demand for tourism, noting changes in traveler tastes, spending trends, and destination selections.

This study also examines the policy implications and suggestions for reducing difficulties and maximizing possibilities brought about by the adoption of the GST. The research's findings add to a more complex knowledge of how the Goods and Services Tax (GST) affects the hotel, tourist, and travel sectors. These insights are beneficial to scholars, policymakers, and industry practitioners.

Keywords: GST, Hotel Sector, Tourism, Travel, and Taxes

### 1: INTRODUCTION

On July 1, 2017, India enacted a substantial tax change known as the Goods and Services Tax (GST). It was intended to replace various taxes imposed by the federal and state governments to simplify the indirect taxation structure. One of the most important areas of the Indian economy, the travel, tourist, and hospitality sector, saw significant changes as a result of the introduction of the Goods and Services Tax (GST).

The hotel, tourist, and travel sectors provide substantial contributions to India's foreign exchange revenues, GDP, and employment creation.

Effect on Hotel Industry: Hotels have to adjust to new tax rates, compliance guidelines, and input tax credit programs under the GST regime. Based on the room tariffs, the tax rates were different for each category of hotel; various slabs applied to different rates.

Impact on Tourism Sector: Travellers' decisions and spending patterns were impacted by changes in flight taxes, trip package prices, and associated charges. Moreover, for tour operators to be competitive in the market, the implementation of GST required changes to their pricing structures and marketing plans.

Effect on Travel Industry: Goods and Services Tax (GST), Travel service providers faced operating obstacles due to administrative problems and regulatory complexity, even though certain segments profited from the availability of input tax credits. The dynamics of the travel sector and travel demand were also impacted by the GST's effects on petrol prices, ticket pricing, and transportation services.

## **Need and Importance**

- Economic Significance: The travel, hotel, and tourist sectors play a significant role in the economies of many nations. Gaining an
  understanding of how GST impacts this industry may help one better understand its total economic effect, which includes GDP contribution,
  job possibilities, and revenue generation.
- Operational problems and Compliance: Businesses in the hotel, tourist, and travel industries now face operational problems as well as compliance needs as a result of the adoption of GST. Analyzing the effects of GST offers insights into compliance and operational efficiency tactics as well as aids in identifying these difficulties.
- Tourism Promotion and Development: In many places, tourism plays a major role in promoting economic growth and development.
   Recognizing the effects of GST on the travel and tourist industry facilitates the identification of investment possibilities, tourism promotion strategies, and sustainable development initiatives.

**4.** Revenue Generation and Tax Compliance: Governments rely heavily on GST as a source of income. Assessing its effects on the lodging, travel, and tourist sectors aids in determining trends in revenue production, the degree of tax compliance, and the general efficacy of tax administration.

#### Theoretical implication of topic:

- Tax Incidence Theory: Goods and Services Tax (GST) affects the hotel, tourist, and travel sectors and can assist in determining whether
  customers bear the majority of the tax burden, companies, or both. It can also reveal how companies in these sectors modify their pricing
  policies.
- Consumer Behaviour: How the Goods and Services Tax (GST) has affected the hotel, tourist, and travel sectors might shed light on how customers react to price increases for travel and lodging. This may entail assessing shifts in consumer spending trends, travel inclinations, and the general demand for products and services connected to tourism.

#### 2: Literature review

1. Impact of GST on Hotel Industries

### International Journal of Management, IT & Engineering. (Vol.7. Issue 8)

#### Anish Chandra Mishra (2017)

The Indian tourism and hotel industry is a vital pillar of the economy. GST necessitates a thorough examination of its implications on the restaurant and food industry, crucial components of the broader tourism and hotel landscape. GST is a destination based consumption tax which is a levy of tax on all goods and services to expand the tax base.

The food and beverage sector stands to gain substantially from GST implementation within the hotel industry. GST undermines uniformity, leading to double compliance.

2. Impact of GST on the travel & tourism sector in India

#### International Journal of Gastronomy (Vol.30)

#### Mrityunjay Acharjee (2018)

Tourism ranks as the world's third-largest export sector, It's integral to socio-economic progress, generating one in every 11 jobs and contributing 10% to global economic output. Tourism stimulates growth across diverse industries like food, services, construction, and handicrafts.

GST streamline taxation for the Hotel and Tourism Industry, offering cost optimization and smoother transaction. ensuring better input credit utilization and affordability for end-users.

3. Impact of GST on Travel and Tourism Industry

### International Journal of Science and Research (IJSR) Volume 6 Issue11,

### Sahil Gupta , Akhil Swami (2017)

GST, the place of supply for Hotels, Restaurants, and Monuments shifts to where immovable property resides, benefiting states hosting such establishments. This change consolidates revenue streams for states, potentially boosting income for areas with significant tourist attractions, hotels, and restaurants.

The GST implementation Hotel and Restaurant had hoped for a 5% GST rate to attract more tourists and foster competitiveness against global chains, but the GST Council settled on 18%.

4.Impact of Goods and Services Tax on the Restaurants and Food Service Businesses in India

## International Journal of Applied Business and Economic Research

#### Diksha Panwar and Sidheswar Patra -Volume 15 Number 23 (2017)

The introduction of Goods and Services Tax (GST) in India has significantly impacted the restaurant and food service businesses, aiming to streamline taxation and eliminate extra charges. While GST reduces compliance costs and standardizes tax structures across states, confusion persists among restaurant owners regarding the interpretation and application of tax rates.

The restaurant business faces challenges with multiple taxes spanning from raw material acquisition to final sales, deterring customers with complex billing. Indirect taxes at Central and State levels, along with additional duties.

5.Effect of GST in Hotel Industry

#### Akshay R. Rakhunde, Dr. Priti Rai

#### International Journal of Scientific Research in Engineering and Management Volume: 03 Issue: 10 | Oct -2019

India, renowned for its diverse culture and cuisine, attracts both domestic and international tourists. However, government efforts to bolster tourism were lacking until the introduction of the Goods and Services Tax (GST) on July 1, 2017. GST streamlines state taxes, potentially reducing the tax burden on tourists and impacting tourism prices and numbers.

garnered support from hoteliers in Nagpur. Research on 3, 4, and 5-star hotels reveals positive impacts, removing dual taxation and enhancing financial management, fostering cost optimization, and transactional efficiency.

6.GST and Indian Tourism Sector

#### INTERNATIONAL RESEARCH JOURNAL OF MULTIDISCIPLINARY STUDIES

### Vol. 3, Issue 9, September, 2017 Dr. B.S. Vhankate

India, a top tourist destination, attracts both domestic and international visitors with its attractions and cuisine. However, the tourism sector faces burdensome taxes. The introduction of Goods and Services Tax (GST) was expected to alleviate this, but initial impacts suggest otherwise. Despite temporary inflation, experts anticipate long-term benefits for the sector. This article explores contrasting views with data. Tourism industry anticipated relief from GST but initial impacts were adverse. Optimists foresee long-term positive effects once settled.

#### 7. An Investigation study on the Influence of Goods and Service Tax (GST) in the Hotel Industry

#### Harshita Bhargave, Anjali Xess, Gurjeet Kaur March - April 2020 ISSN: 0193-4120

The authors conducted a study on GST implementation in the hotel industry via 40 in-depth interviews with industry personnel in India. Results show benefits in uniformity and transparency, challenges in tax rate structure, and compliance burden, with suggestions for clear GST regulations to benefit the hotel economy.

This study examined GST implementation in hotels via 40 in-depth interviews, revealing benefits such as transparency and cost reduction. Challenges include time constraints and compliance burdens. Authorities suggest departments should understand GST regulations.

### 8. AN EVALUATION OF INDIAN TOURISM INDUSTRY UNDER GST REGIME

## Vinaya Kumara K S Dr. Binoy T A Vol: I. Issue LVI, October (2017)

India's implementation of the Goods and Service Tax (GST) has drawn both praise and criticism. While promising benefits like cost reduction and tax integration, it also increases compliance burdens. The hospitality and tourism sector, a significant contributor to India's economy, is assessing the implications of GST. This paper explores GST's impact on the industry using secondary data sources.

Hotel associations in Western India advocate for a 5% GST rate, aiming to attract tourists and compete globally.

## 9. A STUDY ON IMPACT OF GST ON HOTEL INDUSTRY

#### A Global Journal of Interdisciplinary Studies (ISSN - 2581-5628)

This research assesses the impact of Goods and Services Tax (GST) on the Indian Hospitality Industry, aiming to unify the market and reduce business costs. With a focus on Ahmedabad, the study collects data from 22 hotels to evaluate owners' perceptions and customer interactions post-GST implementation. The impact of GST on hotels varies based on tax slab rates. While it benefits budget hotels, those under higher slabs face challenges. Clarity on GST rates affects customer behavior and hotel revenues, impacting both consumers and hoteliers.

#### 10. IMPACT OF GST ON HOTEL INDUSTRY

## Dr. Davendra Kumar Sharma

#### International Journal of Psychosocial Rehabilitation, Vol. 24, Issue 06, 2020

GST, implemented in India on July 1, 2017, is a comprehensive, multi-stage, destination-based tax replacing various indirect taxes. This study, utilizing both primary and secondary data from hotels, including three-star Arya Niwas, examines the descriptive and analytical aspects of GST's impact on the hotel industry and its stakeholders.

The study reveals insights into taxation and hospitality, showcasing resilience of top hotel companies post-GST, amidst fierce competition, prioritizing customer-centric approaches.

### 11. A STUDY ON IMPACT OF GST ON HOTEL INDUSTRY

A Global Journal of Interdisciplinary Studies (ISSN - 2581-5628)

Sunny S. Mirchandani, Dr. Gurudutta P. Japee

The implementation of GST in India since July 1, 2017, aimed at unifying the country's indirect tax system. This research assesses the impact of GST on the Indian hospitality industry, particularly in Ahmedabad. By collecting data from 22 hotels, it aims to understand hoteliers' perceptions and experiences in customer dealings post-GST implementation.

GST affects hotels differently based on slab rates; it influences customer satisfaction, buying behavior, and hotelier challenges, impacting government revenue and employment.

#### 12. Impact of GST on Hotel Industry

### International Journal of Innovative Research in Engineering & Management (IJIREM)

#### Aditya Prasad Sahoo ISSN: 2350-0557, Volume-8, Issue-3, May 2021

The GST implementation in India on July 1, 2017, aimed for uniform taxation nationwide. This study analyzes its impact on the Indian hospitality sector, particularly in Bhubaneswar, through data collected from 15 hotels. It evaluates hoteliers' experiences post-GST in consumer interactions.

The impact of GST on hotels varies: benefits for food and budget hotels at 12%, but challenges for those at 18-28%. Customer satisfaction correlates with GST clarity, affecting hoteliers financially amid increased consumer consumption and job prospects.

#### 13. The Study Of Impact Of GST on Hotel Industry

#### The University of Mumbai for partial completion of the Degree of B.COM

#### Vaibhav Hari Bunde March 2019

The Goods and Services Tax (GST), implemented on July 1, 2017, marks India's most significant indirect tax reform since 1947. It aims to replace multiple taxes like VAT, excise duty, and service tax, heralding a transformative impact on the economy. The historic launch event was attended by the President and Prime Minister.

Food and beverage-focused companies in the hotel sector benefit most from GST, with budget hotels gaining significantly, while those under 18-28% face challenges.

#### 14. Impact of Tourism on the Economy:

### Mr. Anuj Kumar, ISSN NO:2231-3990 2020

Tourism encompasses various activities and services, contributing significantly to India's economic growth by boosting GDP, creating jobs, and enhancing citizen well-being. Its potential to stimulate other sectors through linkages and synergies makes it instrumental for national wealth and development.

Tourism, the world's largest industry, fosters cultural exchange, boosts economies, and relies on collaboration between governments and private sectors for sustainable growth. The Indian government's focus on tourism development and infrastructure connectivity underscores the positive impact of stability on tourism. Commercial ventures in India offer vast employment and economic opportunities, while also promoting the preservation of natural and cultural heritage.

#### 15. STUDY ON THE IMPACT OF GST ON THE HOTEL INDUSTRY

### International Journal of Innovations & Research Analysis (IJIRA) 57 ISSN:2583-0295,

The GST, implemented on July 1, 2017, aimed to streamline India's indirect tax system. This research examines its impact on the hospitality industry. With structured interviews and secondary data, it evaluates customer responses and cost implications. Overall, GST is seen as attracting more customers and increasing government revenues.

Hotels benefit in F&B and budget sectors under 12% slab, but face challenges at 18-28%. There's a significant link between customer satisfaction and buying behavior post-GST. Clarity on GST rates aids customers. Increased consumption boosts govt. revenue and job prospects but poses financial challenges for hoteliers.

### 16. IMPACT OF GST ON INDIAN HOTEL AND RESTAURANT BUSINESS

## Dr. S.K.Khatik Dr. Amit Kumar Nag

### International Journal of Management, IT & Engineering Vol. 9 Issue 3, March 2019,

The long-awaited Goods and Services Tax (GST) reform, implemented on July 1, 2017, aimed at unifying India's indirect tax system. This research assesses its impact on the Indian Hospitality and Tourism Industry, including pricing changes and overall pros and cons.

GST reform aimed at unifying India's indirect tax system. This research evaluates its impact on Hospitality and Tourism Industry.

#### Recent trends

- 1. Standardization of Taxes: One of the primary objectives of implementing GST was to standardize taxes across the country. Previously, different states had different tax rates, which made compliance complex for businesses operating in multiple states. With GST, there is a uniform tax structure, which has simplified tax compliance to some extent.
- 2. Tax Rates: Initially, there were concerns in the hotel industry about the tax rates under GST. Hotels with room tariffs below a certain threshold were subject to lower tax rates, while luxury hotels faced higher tax rates. This impacted the pricing strategies of hotels, especially those catering to different segments of customers.
- 3. Input Tax Credit (ITC): GST allows businesses to claim input tax credit on the taxes paid on inputs used in the business. This was expected to benefit the hotel industry as they could claim credit for the taxes paid on inputs such as raw materials and services. However, the implementation of ITC provisions has faced challenges, leading to concerns among businesses.
- 4. Impact on Tourism: The impact of GST on the tourism industry has been mixed. While some segments of the industry have benefited from the simplified tax regime and reduced cascading effect of taxes, others have faced challenges due to higher tax rates or operational complexities.
- 5. Compliance Burden: Despite the intended simplification, GST compliance has been a challenge for many businesses, especially smaller establishments. The complexity of GST filing procedures and the transition from the previous tax regime have required businesses to invest time and resources in understanding and implementing the new system.
- 6. Recent Trends: In recent years, there have been discussions and debates about further rationalizing the GST structure to address the concerns of various sectors, including the hotel, tourism, and travel industry. The government has periodically revised tax rates and procedures to address industry feedback and streamline the implementation of GST.

Overall, the impact of GST on the hotel, tourism, and travel industry continues to evolve as businesses adapt to the new tax regime and as the government makes adjustments. For the most current insights and trends, it's advisable to consult recent industry reports, expert analyses, and government announcements.

#### Company profile

An accounting firm is a group of accounting professionals that provides clients with financial management services. These services could include auditing, tax preparation and planning, payroll processing, bookkeeping, and advisory services. Some of these accountants could be certified public accountants. A corporate internship is a temporary work experience program offered by companies to provide students or recent graduates with hands-on training and exposure to the corporate world. It is designed to give interns practical knowledge, skills, and insights into a particular industry or company.

Anant H. Mutalik & Co is an accounting-based firm in Bangalore, India. The membership number as per official records is 204110.

Its registered office address is #2094 5th main 9th cross RPC layout Bangalore-560040 Focused on Income Tax,GST, and Consultations.



#### Services Rendered.

- Accounting
- Auditing Services
- Taxation Services
- Legal Consultation
- GST
- Financial Reporting
- Book Keeping.

The size of an accounting industry can vary widely depending on several factors, including the firm's location, client base, range of services, and overall market positioning. Generally, accounting firms are categorized into different tiers based on their size and revenue. These tiers are often called the Big Four, mid-tier, and small firms. Financial Reporting, Tax Services, Advisory and Consultancy, Financial Management, and Bookkeeping are some of the nature. Financial Services, Legal Services, Technology and Software, Audit, and Assurance are some of the related accounting industries. Deloitte, PricewaterhouseCoopers (PwC), Ernst & Young (EY), and KPMG are the major players in the accounting industry.

Industry profile

#### Hotel Industry

A Hotel is a managed building or establishment that provides guests with a place to stay overnight – on a short-term basis – in exchange for money. The precise features and services provided to guests can vary quite drastically from one hotel to another.

Hotel owners aim to attract a particular type of customer through their pricing model and marketing strategy or via the range of services they offer.

The hotel industry is a sector of the service industry that focuses on providing lodging and related services to travelers and tourists. It encompasses a wide range of accommodations, from budget motels to luxury resorts. The industry is characterized by its service-oriented nature, with a primary goal of ensuring guest comfort, safety, and satisfaction during their stay.

The hotel industry is a significant contributor to the global economy, providing employment, generating tax revenue, and stimulating growth in related sectors such as construction, real estate, and tourism.

The hotel industry offers a diverse range of accommodations to cater to various preferences and budgets. These include budget hotels, which provide basic amenities at an affordable price; mid-range hotels, which offer a balance of comfort and cost; boutique hotels, known for their unique style and personalized service; and luxury hotels, which provide high-end amenities and exceptional service. Additionally, there are extended-stay hotels for longer visits, resorts for leisure-focused stays, and bed-and-breakfasts for a more intimate and homey experience.

#### Scope of the study.

- 1. Impact on Pricing and Cost Structures.
- Tax Compliance and Administrative Burden.
- 3. Consumer Behaviour and Demand Patterns.
- 4. Competitiveness and Market Dynamics.
- 5. Regulatory Framework and Policy Implications.

## Need of the study

- 1. Regulatory changes.
- 2. Financial implications.
- 3. Consumer behavior and demand.
- 4. Pricing and competitiveness.
- 5. Industry Sustainability.

### Limitations of the study

- 1. Sample Size and Selection Bias.
- 2. Geographic Scope.
- 3. Data Accuracy and Reliability.
- 4. External Factors.
- 5. Timeframe.

### Research Objectives

- Assess the competitiveness of the Indian hotel industry and tourism sector globally after the implementation of GST.
- Identify challenges faced by hotels, resorts, and travel agencies in complying with GST regulations.
- Evaluate the effectiveness of policy interventions aimed at mitigating challenges and leveraging opportunities.
- Investigate the impact of GST on various segments of the hotel industry and travel sector, including luxury, mid-range, and budget accommodations.

#### Research Gap

- 1. This study examines the interdependencies among tour operators, hotel, and restaurant services within the tourism industry to understand their collective impact on the travel, recognizing the complex interactions among verticals shaping the overall tourism experience.
- 2. The paper aims to analyze the challenges encountered by the tourism industry post-GST implementation, focusing on distinct segments such as impacts on tour operators, costing of tourism products, hotels, and restaurants. It seeks to assess both the positive and negative implications of GST on the tourism sector after nearly three years of implementation.

#### Limitations of the study

- Sample Size and Selection Bias.
- Geographic Scope.
- Data Accuracy and Reliability.
- · External Factors.
- Timeframe.
- Increased burden of Compliance.

#### Research Methodology

- · Population: Hotel owners, Tourists.
- Sample size: 100
- Sample method: Random sampling.
- · Method of data collection: Primary data secondary data
- · Instrument for data collection: Through Questionnaires
- · Drafting of questionnaire

#### Findings

### 1. Income Fluctuations:

After the introduction of GST, the study may discover variations in income within the hotel, tourist, and travel sectors. This can include both rises and falls in earnings for various industry sectors.

## 2. Impact on Prices:

There could be data indicating that the sector has adjusted its pricing tactics in reaction to the GST. To account for changes in tax responsibilities, this may include adjusting lodging rates, tour package costs, or other service charges.

#### 3. Competitive Landscape:

The analysis may point to changes in the industry's competitive environment as a result of GST. This can involve shifts in the market shares of various lodging providers, tour operators, or travel agents.

## 4. Consumer Behaviour Changes:

Based on GST-related criteria like price sensitivity or perceived value for money, findings may point to changes in consumer behavior patterns, such as adjustments to travel preferences, spending patterns, or destination selections.

## 5. Compliance Costs:

Data may indicate that different companies in the hotel, travel, and tourist industries have to pay different amounts of compliance costs as a result of the adoption of the GST. This might include staff training costs, software updates for accounting, and administrative costs associated with filing taxes.

### Recommendations

## 1. Longitudinal Analysis:

Carry out long-term research to monitor how the GST has affected the sector over time. To evaluate trends and distinguish long-term impacts from transient variations, this could include comparing the pre-and post-GST eras.

#### 2. Regional Comparative Studies:

Examine how the GST affects the travel, hotel, and tourist sectors differently across different regions. Comparative research across other states or nations may shed light on how regional variables influence the impact of the GST.

#### 3. Qualitative Research:

Use techniques like focus groups, interviews, and case studies in addition to quantitative analysis. A deeper understanding of stakeholders' opinions, experiences, and reactions to GST-related developments can be gained using qualitative methods.

#### 4. Policy Evaluation:

Assess the efficacy of GST laws and rules that affect the lodging, travel, and tourist industries. Evaluate how well the GST provisions meet the demands of the industry and pinpoint possible areas for policy simplification or improvement.

#### 5. Industry Collaboration:

Encourage cooperation between governmental organizations, trade organizations, and scholarly investigators to enable information exchange, discussion, and sharing regarding the effects of the Goods and Services Tax and its mitigating measures.

#### Conclusion

In summary, our research has yielded a significant understanding of the effects of the Goods and Services Tax (GST) on the lodging, travel, and tourism sectors. Some important conclusions have been drawn from a thorough examination of numerous variables, including changes in income, pricing tactics, customer behavior, and compliance expenses.

First of all, the sector has faced both possibilities and problems as a result of the introduction of the GST. Although there have been early interruptions in revenue and operational procedures for certain organizations, others have effectively adjusted to the new tax system, making use of it to drive innovation and strategic expansion.

Second, the industry-wide nuances of the GST's effects have been highlighted by geographical differences and how small and large enterprises are impacted differently. To create tailored interventions and support systems to meet particular needs and issues, policymakers, industry stakeholders, and enterprises must have a thorough understanding of these variances.

The study has also emphasized how crucial it is to continue monitoring and evaluating to follow the changing effects of GST over time. Insights into trends, patterns, and new challenges may be gained through longitudinal analyses and regional comparison studies, which can help guide the development of evidence-based industry strategies and policy choices.

In conclusion, the full effects of GST are still being felt, even though it has changed the hotel, tourist, and travel industries. Stakeholders can effectively traverse the complicated tax framework and capitalize on its potential to promote sustainable growth and sector competitiveness by embracing cooperation, innovation, and strategic adaptation.

To ensure a robust and prosperous hotel, tourist, and travel sector in the years to come, it will be crucial to carry out more research, advocate for policies, and collaborate with the business.

#### Appendix

A Study on the Impact of GST on the Hotel Industry, Tourism, and Travel Industry

- Gender
- A) Male B)Female C)Prefer not to say
- 2. Age
- A) 15-20 B)20-35 C)35 and above.
  - 3. How has GST affected your decision to travel domestically? How has GST affected your decision to travel domestically?
    - A) It has increased my travel expenses significantly.
    - B) It has had no noticeable impact on my travel expenses.
    - C) It has decreased my travel expenses.
  - 4. Has the introduction of GST influenced your choice of accommodation?

A)Yes, I now prefer budget hotels to save money.

B) No, my choice of accommodation remains the same.

- C) Yes, I now prefer luxury hotels due to better value.
  - 5. How do you feel about the GST rates on hotel rooms?
  - A) They are too high and discourage me from staying in hotels.
  - B) They are reasonable and do not affect my decision.
  - C) They are beneficial and provide good value for money.
  - 6. Has GST impacted your overall travel spending (including food, activities, etc.)
    - A) Yes, it has increased my overall travel costs.
    - B) No, it has not made a difference.
    - C) Yes, it has decreased my overall travel costs.
  - 7. Do you find the GST rates on travel services (flights, train tickets, etc.) reasonable?
  - A) No, they are too high and make travel expensive.
  - B) Yes, they are fair and do not affect my travel plans.
  - C) Yes, they are low and make travel more affordable.
- 8. How has GST impacted your dining experiences while traveling?
- A) It has increased the cost of dining out significantly.
- B) It has had no impact on my dining choices.
- C) It has improved the quality of dining options.
  - 9. Do you feel that GST has improved the transparency of costs in the hotel and travel industry?
  - A) No, it has made costs more confusing.
  - B) Yes, it has made costs clearer and more transparent.
  - C) It has made no difference to my understanding of costs.
  - 10. Has GST affected your preference for booking travel packages or individual components (flights, hotels, activities separately)?
  - A) I now prefer booking travel packages due to cost savings.
  - B) It has not changed my booking preferences.
  - C) I now prefer booking individual components to manage costs better.