INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT



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,

The American Economic Association's electronic bibliography, EconLit, U.S.A.,

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 & number of libraries all around the world. Circulated all over the world & Google has verified that scholars of more than 5555 Cities in 190 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.	SERVICE QUALITY OF HOTEL FLATS – EXPERIENCE OF PHILIPINO TOURISTS MAYA MADHAVAN & DR. A.P. GEORGE	1
2 .	CHALLENGES AND OPPORTUNITIES OF SELF HELP GROUPS IN MARKETING THEIR PRODUCTS K. LAKSHMI & DR. S. RAMACHANDRAN	6
3.	A STUDY OF COMMERCIAL BANKING SERVICE QUALITY AND CUSTOMER SATISFACTION ABDUL KHALIQUE TALUKDER & DR. AMALESH BHOWAL	10
4.	INFLUENCE OF 'GREEN ATMOSPHERICS' ON ECO – FRIENDLY CONSUMERS – A STUDY WITH REFERENCE TO TAMIL NADU K. SHARIFA NIZARA & DR. I. MOHAMED SHAW ALEM	14
5.	AN EMPIRICAL INVESTIGATION OF RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND JOB PERFORMANCE IN INDIAN MANUFACTURING SECTOR DR. DEVENDER SINGH MUCHHAL & DR. AJAY SOLKHE	18
6.	A STUDY OF CUSTOMER PERCEPTIONS TOWARDS SELECT MALLS IN INDIA GRISHMA PATEL & DR. RAJENDRA JAIN	22
7.	TIME VALUE OF MONEY: ISSUES & CHALLENGES WITH REFERENCE TO E-PAYMENT SERVICES IN PRIVATE BANKING COMPANIES IN BANGALORE DR. MAHESHA KEMPEGOWDA & SUJATHA.S.L	28
8.	THE EFFECT OF REAL EXCHANGE RATE ON INDIA'S TRADE BALANCE DR. AMAL SARKAR	32
9.	TEAM-LEVEL ANALYSIS OF STUDENT TEAMS ON CRUCIAL CHARACTERISTIC FACTORS FOR CREATIVITY YEH, YU-MEI, LI, FENG-CHIA & LIN, HUNG-YUAN	38
10 .	A COMPARATIVE STUDY OF PROFITABILITY OF PUBLIC AND PRIVATE SECTOR BANKS POONAM & V.K. GUPTA	41
11.	SURVIVAL OF EARTHEN DOLL PRODUCTS AND THE CONTEMPORARY TRADE - AN ARGUMENT ON POTENCY OF BENGAL POTTERY KANDARPA KANTI HAZRA & DR. ARUP BARMAN	45
12 .	CELEBRITY ENDORSEMENT: A REVIEW AND RESEARCH AGENDA AJIT KUMAR NANDA & PUSHPENDRA KHANDELWAL	49
13 .	BEHAVIOURAL ACCOUNTING PRACTICES IN STEEL AUTHORITY OF INDIA LIMITED TAJINDER KAUR	55
14.	IMPACT OF ORGANIZATIONAL COMMITMENT ON BURNOUT: A STUDY AMONG THE EMPLOYEES IN RETAIL SECTOR IN INDIA DR. AMAN KHERA	58
15 .	TQM AND ECONOMIC PERFORMANCE AT WORKING IRON AND STEEL FIRMS OF HYDERABAD-KARNATAKA REGION K C PRASHANTH	63
16 .	THE EMERGING ORGANIZED JEWELRY RETAILERS IN INDIA AND THEIR CHALLENGES: A QUALITATIVE STUDY APPROACH DR. TANU NARANG	69
17 .	A STUDY ON THE SCOPE OF SUSTAINABLE ALTERNATIVE EMPLOYMENT GENERATION IN KADMAT ISLAND, LAKSHADWEEP PAZHANISAMY.R	72
18 .	PRIORITY SECTOR LENDING BY COMMERCIAL BANKS IN RAJASTHAN DR. POONAM NAGPAL, SHACHI GUPTA & PRACHI GUPTA	78
19 .	A STUDY OF IMPACT OF RAW MATERIAL PRICES ON SHARE PRICES WITH SPECIAL REFERENCE TO CRUDE OIL PRICE AND NIFTY ENERGY INDEX SHALINI SAGAR & DR. RAKESH KUMAR	82
20 .	EMPIRICAL STUDY ON LABOUR WELFARE PRACTICES IN ORGANISED RETAIL TEXTILE SHOPS IN TIRUCHIRAPPALLI CORPORATION LIMIT DR. A. JOHN PETER & D. ALLEN ROSE SHAMINI	85
21 .	IMPACT OF GST ON COMMON MAN PARASURAMAN SUBRAMANI & DR. N. SATHIYA	91
22.	LIQUIDITY & PROFITABILITY ANALYSIS OF THE PHARMACEUTICAL COMPANIES OF INDIA MINTIBAHEN BIJENDRA SINHA & DR. DEEPIKA SINGHVI	97
23 .	A STUDY ON FOREIGN INVESTMENT & ITS IMPACT ON GROWTH OF FOOD & AGRICULTURE SECTOR IN INDIA POOJA KUMARI & DR. P.SRI RAM	100
24.	ENUMERATION OF SERVICES AND CATEGORIZATION OF CUSTOMER'S PROBLEM ON MOBILE BANKING: A REVIEW P. SARAVANA GUPTA & DR. K. SUBRAMANIAM	104
25 .	CONSUMER PREFERENCE TOWARDS F M RADIO IN NORTH KARNATAKA SHIVASHARANA G B & SURESH ACHARAYA	106
26 .	MOTIVATION AND ITS IMPACT ON INDIVIDUAL PERFORMANCE: A COMPARATIVE STUDY BASED ON MCCLELLAND'S THREE NEED MODEL HANSIKA KHURANA & VAISHALI JOSHI	110
27 .	RELATIVE IMPORTANCE OF SERVQUAL DIMENSIONS – A STUDY ON RETAIL BANKING SERVICES OF INDIA POST ANINDRA KUMAR HALDAR	117
28 .	MODELING THE CAUSES OF STAGNATION OF A MATURED CAPITALIST ECONOMY WITH OPEN ECONOMY SAIKAT BHATTACHARYA	122
29 .	CORPORATE SOCIAL RESPONSIBILITY AND THEIR IMPACT ON IT COMPANIES PAVOJ RAJ SINGH	127
30 .	A STUDY ON STRESS MANAGEMENT OF EMPLOYEES WITH SPECIAL REFERENCE TO STERLING HOLIDAYS, OOTY K. SINDUJA & S. SUGANYA	130
	REQUEST FOR FEEDBACK & DISCLAIMER	134

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT

<u>CHIEF PATRON</u>

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

FORMER CO-ORDINATOR

Dr. S. GARG Faculty, Shree Ram Institute of Business & Management, Urjani

<u>ADVISOR</u>

Prof. S. L. MAHANDRU Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

Dr. R. K. SHARMA

Professor & Dean, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

<u>CO-EDITOR</u>

Dr. BHAVET

Faculty, Shree Ram Institute of Engineering & Technology, Urjani

EDITORIAL ADVISORY BOARD

Dr. CHRISTIAN EHIOBUCHE

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

Dr. JOSÉ G. VARGAS-HERNÁNDEZ

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

dalajara, 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. KAUP MOHAMED

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

Dr. ANIL K. SAINI

Professor, Guru Gobind Singh Indraprastha University, Delhi

Dr. ARAMIDE OLUFEMI KUNLE

Dean, Department of General Studies, The Polytechnic, Ibadan, Nigeria

Dr. SYED TABASSUM SULTANA

Principal, Matrusri Institute of Post Graduate Studies, Hyderabad

Dr. MIKE AMUHAYA IRAVO

Principal, Jomo Kenyatta University of Agriculture & Tech., Westlands Campus, Nairobi-Kenya Dr. NEPOMUCENO TIU

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

Dr. ANA ŠTAMBUK

Head of Department of Statistics, Faculty of Economics, University of Rijeka, Rijeka, Croatia

Dr. FERIT ÖLÇER

Professor & Head of Division of Management & Organization, Department of Business Administration, Faculty of Economics & Business Administration Sciences, Mustafa Kemal University, Turkey

Dr. SANJIV MITTAL

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

Dr. SHIB SHANKAR ROY

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

Dr. NAWAB ALI KHAN

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

Dr. SRINIVAS MADISHETTI

Professor, School of Business, Mzumbe University, Tanzania

Dr. ABHAY BANSAL

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

Dr. KEVIN LOW LOCK TENG

Associate Professor, Deputy Dean, Universiti Tunku Abdul Rahman, Kampar, Perak, Malaysia

Dr. OKAN VELI ŞAFAKLI

Associate Professor, European University of Lefke, Lefke, Cyprus

Dr. V. SELVAM

Associate Professor, SSL, VIT University, Vellore

Dr. BORIS MILOVIC

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

Dr. N. SUNDARAM

Associate Professor, VIT University, Vellore

Dr. IQBAL THONSE HAWALDAR

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

Dr. MOHENDER KUMAR GUPTA

Associate Professor, Government College, Hodal

Dr. ALEXANDER MOSESOV

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

RODRECK CHIRAU

Associate Professor, Botho University, Francistown, Botswana

Dr. PARDEEP AHLAWAT

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

Dr. DEEPANJANA VARSHNEY

Associate Professor, Department of Business Administration, King Abdulaziz University, Saudi Arabia

Dr. BIEMBA MALITI

Associate Professor, School of Business, The Copperbelt University, Main Campus, Zambia

Dr. KIARASH JAHANPOUR

Research Adviser, Farabi Institute of Higher Education, Mehrshahr, Karaj, Alborz Province, Iran

Dr. SAMBHAVNA

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

YU-BING WANG

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

Dr. MELAKE TEWOLDE TECLEGHIORGIS

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

Dr. SHIVAKUMAR DEENE

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

Dr. THAMPOE MANAGALESWARAN

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

Dr. JASVEEN KAUR

Head of the Department/Chairperson, University Business School, Guru Nanak Dev University, Amritsar

SURAJ GAUDEL

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

Dr. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

FORMER TECHNICAL ADVISOR

ΑΜΙΤΑ

FINANCIAL ADVISORS

DICKEN GOYAL Advocate & Tax Adviser, Panchkula NEENA Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL Advocate, Punjab & Haryana High Court, Chandigarh U.T. CHANDER BHUSHAN SHARMA Advocate & 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 <u>M.S. Word format</u> after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. <u>infoijrcm@gmail.com</u> 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. <u>The qualification of</u> <u>author is not acceptable for the purpose</u>.

NOTES:

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. <u>**pdf.**</u> <u>**version**</u> 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. However, mentioning of JEL Code is not mandatory.
- 8. **MANUSCRIPT**: Manuscript must be in <u>BRITISH ENGLISH</u> prepared on a standard A4 size <u>PORTRAIT SETTING PAPER</u>. 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
REVIEW OF LITERATURE
NEED/IMPORTANCE OF THE STUDY
STATEMENT OF THE PROBLEM
OBJECTIVES
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

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

- 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

BEHAVIOURAL ACCOUNTING PRACTICES IN STEEL AUTHORITY OF INDIA LIMITED

TAJINDER KAUR SR. ASST. PROFESSOR POSTGRADUATE GOVERNMENT COLLEGE CHANDIGARH

ABSTRACT

With the passage of time there is change in every aspect of knowledge. "Accounting" which was considered the method of recording only monetary transactions is the story of past. Business is transforming from production to service industry where the difference in two organizations is mainly of human resource. Today productive means working smarter than working harder. In the new era the time, talent and energy of the people of the company along with the ideas they generate is the foundation of the superior performance. The companies that apply real discipline in their management of human capital are on average 40% more productive than the rest. The article explores the voluntary disclosures by SAIL in its annual report with respect to human resources. This information is analyzed with the help of various ratios. It is observed that such information is of immense use for stakeholders and there is an urgent need to make strict rules for incorporation of such information in annual reports.

KEYWORDS

service industry, human resource accounting, voluntary disclosures.

INTRODUCTION

esearch is an integral part of every development be it science art or commerce. Behavioral Accounting is the voluntary disclosure of information in its books of accounts which is not mandatory. Human resource accounting is one of such information. Such information is not made compulsory in any company till now. Although this concept is very old yet its implementation is still not made mandatory. Likert very rightly said "Every aspect of a firm's activities is determined by the competence, motivation and general effectiveness of human organization." It shows the ability, motivation, style of work, thinking etc. which makes an organization a success. In India few service industries have recognized the relevance and need of such accounting and they voluntarily had disclosed information related to human resources in their annual reports.

OBJECTIVES OF THE STUDY

- 1. To study the human resource Accounting of SAIL Ltd.
- 2. To study the effect of human resource accounting on the organizational growth by applying techniques of ratio analysis.

RESEARCH METHODOLOGY

To study the human resource accounting of the company the data is collected from the web site of the company, its annual reports for the period of 2014-15 and 2015-16.

REVIEW OF LITERATURE

The concept human resource accounting was for the first time was given by **Rensis Likert** in the year 1960 when it was realized by social scientist that beside other assets human resource also plays an important role in development of an organization. **The American Accounting Association** in the year 1973 defined human resource accounting as "The process of identifying and measuring data about human resources and communicating this information to the interested parties. With this definition it is evident that human resource accounting is not only concerned with recruitment, placement, training and development of employees but also measuring the economic value of people in the organization. In 1971 **Flamholtz** also has given a similar definition of HRA. According to him "HRA is the measurement and reporting of the cost and value of the people in the organization". **Dinesh Kumar** (1990) in his Ph.D. thesis concluded that HRA helps in taking managerial decisions. **European commission** (1995) prepared guidelines for the disclosure of human resource accounting information. **Dr. Yagnesh M Dalvadi** (**2012**) This paper also compares the public and private companies in context of human resource accounting and **Conclusion was made** that there is significant difference between average disclosures of selected companies. **Dr. Nidhi Sharma and Hitendra Shukla** (**2012**) This paper also compares the public and private companies in context of human resource accounting and **Conclusion was made** that there is significant difference between Public and Private in context of human resource accounting. **Darsari Pandurangarao**, **Dr. S. Chand Basha and Devarapalli Rajasekh (2013**) the article describes the relevance of Human Resource above the other factors of production as the skills, creativity and ability of human being cannot be replaced by the machines. **Dinesh B. Raghuwanshi (2014)** This paper was an effort to study the use of HRA in Education sector in a similar way as it is used by corporate houses. It was concluded that when t

BASIC PREMISES OF HUMAN RESOURCE ACCOUNTING

- 1. Human are valuable resource of an enterprise.
- 2. The success of an organization is determined by the manpower in which way it is managed.
- 3. Information on investment and value of human resource is useful for stakeholders.

OBJECTIVES OF HUMAN RESOURCE ACCOUNTING

- 1. Identification of human resource value.
- 2. Measurement of cost and value of people to organization.
- 3. Investigation of the behavioral impact of such information.
- 4. To reflect fairness in presentation, distribution and disclosure of all material facts of the business enterprise.

DEVELOPING EMPLOYEES IN SAIL

The Credo of the company is to chart a challenging career for employees with opportunities for advancement and rewards. It values the opportunity and responsibility to make a meaningful difference in people's life. One of its guiding principles is to maintain commitment to business and people for quality, health and safety in every aspect.

SAIL PROVIDE

1. AMIABLE WORK PLACE

Its human resource policy gives utmost importance to innovation, involvement and creative work culture for all human resources. It provides equal opportunity to employees irrespective of gender, caste, religion or marital status.

2. PARTICIPATIVE WORK CULTURE

All employees of SAIL are covered by collective bargaining agreements. National Joint committee for steel industry consists of worker's representatives from major central trade union organizations. Representatives from major central trade unions as well as representatives unions of plants/units meet periodically and jointly recommend action plans.

3. HUMAN RESOURCE SYSTEM AND PROCESS

The company provides monetary and non monetary benefit to its workforce with the help of National Joint committee for steel industry (NJCS) which is a bipartite forum comprising of members representing both the employer as well as employees. It decides wages and benefits of non executive employees.

SAIL also take care of the succession planning and career development aspect of its employees. Regular performance and career development reviews are done for all employees.

An employee is to serve three months notice before leaving the organization. Employees are also given appropriate leaves. All regular employees enjoy healthcare, disability coverage, maternity leave, retirement benefits etc. Company provides maternity leave of 180 days and 730 days child care leave to women employees. The company has developed fully fledged township over the years at all its plant locations with modern infrastructural facilities along with premier schools, super specialty hospitals, shopping malls etc.

Company strictly follows laws relating to child labour and trains its employees through workshops and seminars regarding this aspect.

GRIEVANCE REDRESSAL MECHANISM

Company is having three stage grievance handling system and employees are given an opportunity at every stage to raise grievances relating to wages matters, working conditions, leave, work assignments and welfare amenities etc.

WELL BEING OF EMPLOYEES 5

Company provides provident fund, gratuity and employees pension schemes.

6. MEDICAL FACILITIES TO SERVING EMPLOYEES

It provides medical facilities to all its employees and their dependents. The company has 18 multi speciality hospitals and more than 33 primary health care centers located across its plants.

Company provides life cover schemes to its employees. In such scheme monetary benefit is paid to the nominee of the employee in case of death.

HUMAN CAPITAL

In SAIL the work profile of all the roles are analyzed and gap between the job requirements and employee's skills are identified from employee's development programme.

The training programmes are to strengthen the organization. The training programme are identified under different heads

- (a) New entrants
- (b) Competence enhancement
- (c) Specific area
- (d) Other areas

Re

Employees are required to undergo training once in three years. QUANTITATIVE MEASURES TO ACCESS HUMAN RESOURCE EFFECTIVENESS

1. **REVENUE FACTOR**

It is the aggregate result of all drivers of human resource management that influence employee behavior.

Revenue factor =Total revenue/Total number of employees

	<i>c</i> .			
venue	factor	ot	Infosys	

2014-15	2015-16
47083.79/93,352	40105.57/88,655
= 0.542	= 0.452

The revenue factor of Infosys shows that there is decrease in revenue factor from.542 crore to.452 crore this is due to decrease in total revenue. As it can be seen that number of employees in the year 2014-15 was 93,352 and it decreased to 88,655 in the year 2015-2016 even then the ratio has decreased. It is due to decrease in the total revenue.

EXPENSE FACTOR 2.

It shows the operating expense per each employee in the organization

		0
Expense factor of Infos	sys = Total operating expense	e/Total number of Employees

2014-15		2015-16	
=	41395/93352	=	33362/88655
=	0.443	=	0.367

The above ratio shows decrease in expense factor from 0.443 crore to 0.367 crore which is a good sign.

INCOME FACTOR 3.

It measures the operating income of the organization for each employee.

Income factor of Infosys =Total operating profit before tax/ Total no. of Employees

	sys rotal operating profit before		no. or Employees
2014-15		2015-16	
=	3813/93352	=	5152/88655
=	0.0408	=	0.0581

In the above ratio the income factor of SAIL is showing an increasing trend from 0.0408 to 0.0581 crore.

PRODUCTION FACTOR 4

It measures the cost of production per employee of the organization.

Production factor of Infosys= Total cost of Production/ Total No. of Employees

	2014-201	5	2015-16	
	=	20,733.67/93352	=	18,533.5/88655
	=	0.209	=	0.222
+: -	a factor of	CALL is showing a descensing trend because .	. f alla a tha anna	

Production factor of SAIL is showing a decreasing trend because of the increase in total cost of production.

CONCLUSION AND SUGGESTIONS

From the above ratio It can be concluded that the fall in revenue factor from 2014-15 is due to fall in the steel prices. It also affected the profitability of the concern because of that the production has also decreased which reduced the production factor from 2014. In spite of these the company managed its expenses so the expense factor is showing decreasing trend whereas income factor is showing an increasing trend which is a good sign.

To conclude it can be said that Human Resource Accounting is not yet fully developed throughout the world; stress is needed for more research in this field to overcome the problems faced by corporate in Accounting of Human Resource. Steel Authority of India limited is one of the wonderful example in the field of Human Resource Accounting. It not only records information regarding human resource but also spend in training and development of its employees by considering it as an asset.

REFERENCES

- 1. Abolfazl Danaei, Hossain Abdi, Hushang Mohagheghi and Majid Bajlan "Human resource Accounting And Financial Reporting" (2014), Indian Journal Of Fundamental and Applied life Sciences, ISSN-2231-6345(online)
- 2. Chiranjib Das "Intellectual Capital: Tomorrow's Asset, Today's Challenge" The Management Accountant (2009)
- 3. Dasari.Pandurangarao, Dr.S.Chand Basha, Devarapalli.Rajashekar "A Study of Human Resource Accounting Methods And Practices In India" (April 2013), International Journal of Social Science And Interdisciplinary Research Vol-2(4), ISSN-2277 3630
- 4. Dinesh B. Raghuvanshi, "Human Resource Valuation In Education Sector (Need, Challenges and possible solutions)" (July-December 2014) journal of management outlook, Vol-4, N0.2
- Dr. Ankita Chaturvedi, "Human Resource Accounting and Its Impact On organizational Growth: (A Case Study Of Steel Authority Of India Limited)". (April-May 2013) International Indexed and Referred Research Journal ISSN 0975-3486, Volume 4
- 6. Dr. Nidhi Sharma, Dr. Hitendra Shukla, "An Evaluation of Human Resource Accounting Disclosure Practices in Indian Companies" International Journal of Applied Research (July 2012) Vol-1, Issue-10, ISSN-2249-555X
- Dr. Yagnesh Dalwadi," Human Resource Accounting Practices in Selected Companies in India" International Journal of Research in Commerce and Management, (June 2010) Vol-1, Issue No.-2(June), ISSN 0976-2183
- 8. Dr.N.K. Sharma "Strategic HRM-An Impact of Organizational Capabilities on Community performance-An Empirical Study" (Indian Journal of Accounting Volume XLIV (2) June 2013
- 9. Enyi Patrick Enyi, Adebawojo Oladipupo Akindehinde "Human resource Accounting and Decision making in Post-Industrial Economy" (February 2014) American Journal of Contemporary Research, Vol-4, No-2
- 10. Md. Amirul Islam, Md. Kamruzzaman and Md. Redwanuzzaman "Human Resource Accounting: Recognition and Disclosure of Accounting methods and Techniques" (2013), Global Journal of management And Business Research, Vol-XIII, Issue- III, Version-1
- 11. Michael Mankins, Karen Hariris et el (March- April 2017) "Strategy in the age of super abundant capital" in Journal of Harward Business Review South Asia.
- 12. P. Usha "Human Resource Accounting-International Developmental Implications for Measurement of Human capital" (June 2013), International Journal of Social Science and Interdisciplinary Research, Vol-2(6) ISSN-2277 3630
- 13. Rakholiya Nisha Rasikbhai, Dr. Prashant Makwana "A Survey of Managerial Uses of Human Resource Accounting" (December 2012) Vol-2 ISSN-2249-555X
- 14. Raunak Narayan, "Human Resource Accounting: A new paradigm in the era of globalization" Asian Journal of Management Research Online Open Access publishing platform for management Research (2010), ISSN 2229-3795
- 15. Reza kouhy, Rishma Vedd, Takeo Yoshikawa and Jonn Innes, "Human Resource Policies, accounting and organizational performance" Research executive summaries series, Chartered Institute of Management Accountants, 24-03-2010 Vol-5, Issue 41

BOOKS

- 16. B.S. Bhatia and H.L. Verma "Developments In Accounting"
- 17. Garry Dessler, Biju Varkkey "Human Resource Management" (2012) Pearsons Publication
- 18. S.K. Gupta, R.K. Sharma "Management Accounting and Business Finance" (2013) Kalyani Publications

THESIS

19. Dinesh Kumar "Human Resource Accounting" Punjab University

WEBSITES

- 20. www.economictimes.com
- 21. www.icai.org.in
- 22. www.sail.co.in

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce & 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 <u>infoijrcm@gmail.com</u> 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.

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 cooperation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Fournals





