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

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 1866 Cities in 152 countries/territories are visiting our journal on regular basis.

CONTENTS

| Sr. No. | TITLE & NAME OF THE AUTHOR (S) | Page No. |
|-------------|--|-------------|
| 1. | AN INSIGHT ON CONSUMER CHOICE AND MARKETING OPPORTUNITIES FOR BREAKFAST- CEREALS SIMI SIMON & DR. MURALI MANOHAR | 1 |
| 2. | RECOGNITION OF THE INCOME TAX DEPARTMENT OF THE DISCLOSED PROFITS LISTED ACCORDING TO THE LEGISLATIONS OF THE COMMISSION OF REGULATING THE BUSINESS OF THE JORDANIAN INSURANCE COMPANIES DR. SULEIMAN HUSSIEN AL-BESHTAWI | 4 |
| 3. | A CRITICAL ASSESSMENT OF THE CONTRIBUTION OF MARINE INSURANCE TO THE DEVELOPMENT OF NIGERIAN ECONOMY DR. I. A. NWOKORO | 10 |
| 4. | APPLICATION OF 'BALANCED SCORECARD', IN PERFORMANCE MEASUREMENT OF NATIONAL OIL-RICH SOUTH COMPANY ESMAIL HAMID | 17 |
| 5. | FIRMS' CHARACTERISTICS AND CAPITAL STRUCTURE: A PANEL DATA ANALYSIS FROM ETHIOPIAN INSURANCE INDUSTRY SOLOMON MOLLA ABATE | 21 |
| 6. | IMPACT OF CELEBRITY ENDORSEMENT ON BRAND EQUITY WITH MEDIATING ROLE OF BRAND TRUST SABIR HUSSAIN, RAJA WASIF MEHMOOD & FAIZA SAMI KHAN | 28 |
| 7. | PERCEPTION OF EXPORT DIFFICULTY IN SMEs AND EXPORT PERFORMANCE: A STUDY OF NIGERIAN SMEs IN THE LEATHER INDUSTRY ABUBAKAR SAMBO JUNAIDU | 33 |
| 8. | INVESTORS PERCEPTIONS ON PUBLIC AND PRIVATE LIFE INSURANCE COMPANIES IN INDIA - WITH SPECIAL REFERENCE TO LIFE INSURANCE INVESTORS IN KARNATAKA DR. SREENIVAS.D.L & ANAND M B | 37 |
| 9. | MICROFINANCE IN INDIA: CHALLENGES AND OPPORTUNITIES S.RAVI & DR. P. VIKKRAMAN | 46 |
| 10. | DIFFERENCES IN ORGANIZATIONAL COMMITMENT IN PRIVATE AND PUBLIC SECTOR BANK EMPLOYEES DR. SARITA SOOD, DR. ARTI BAKHSHI & SHIKHA SHARMA | 50 |
| 11. | FINANCIAL INCLUSION AND WOMEN EMPOWERMENT: A STUDY ON WOMEN'S PERCEPTION OF EAST GODAVARI DISTRICT, ANDHRA PRADESH | 53 |
| 12. | A STUDY ON UNDERSTANDING THE LEVELS OF JOB SATISFACTION, JOB MOTIVATION, ORGANIZATIONAL COMMITMENT, PERCEIVED ORGANIZATION SUPPORT AMONG FRESHER'S AND EXPERIENCED ACADEMICIANS DR. M. S. PRIYADARSHINI & S. PADMANATHAN | 58 |
| 13. | IMPACT OF FII's INVESTMENT ON THE INDIAN CAPITAL MARKET DR. K. B. SINGH & DR. S. K. SINGH | 61 |
| 14. | RETAIL BANKING: EFFECT OF FACTORS ON CUSTOMER SWITCHING BEHAVIOUR NEETHA J. EAPPEN & DR. K. B. PAVITHRAN | 64 |
| 15 . | PATTERN OF CAPITAL STRUCTURE IN AMARA RAJA BATTERIES LIMITED, TIRUPATI - AN ANALYSIS K. KALYANI & DR. P. MOHAN REDDY | 68 |
| 16. | PROSPECTS OF MEDICAL TOURISM - A STUDY ON THE MANAGEMENT TRENDS AND PRACTICES OF THE PROMINENT PARTICIPANTS OF HOSPITAL SECTOR IN SOUTH INDIA DR. BINDI VARGHESE | 73 |
| 17. | IMPACT OF LEADERSHIP STYLES ON ORGANIZATIONAL EFFECTIVENESS IN HANDLOOM SECTOR | 77 |
| 18. | DR. SOPNA V. MUHAMMED STRATEGIC IMPLICATIONS IN AGRO-TOURISM WITH SPECIAL REFERENCE TO PUNJAB DR. CARITA RALL | 81 |
| 19. | DR. SARITA BAHL LIQUIDITY ANALYSIS OF INDIAN HOTEL INDUSTRY DR. K. KARTUWEYAN B. K. DAMAGAAY | 85 |
| 20. | DR. K. KARTHIKEYAN & K. RAMASAMY SATISFACTION LEVEL OF ADVERTISING AWARENESS AMONG COLLEGE STUDENTS — A FACTOR ANALYSIS | 92 |
| 21. | S. JEYARADHA, DR. K. KAMALAKANNAN & V. SANGEETHA FACET OF GLOBAL RISKS | 94 |
| 22. | A CASE STUDY ON THE GAPS BETWEEN EXPECTATIONS AND EXPERIENCES OF THE EMPOYEES IN APHDC LTD ON 'PERFORMANCE APPRAISAL' | 101 |
| 23. | DO PEOPLE PLAN? WHY ARE THEY SO NEGLIGENT ABOUT THEIR OWN FINANCES | 104 |
| 24. | VISHWAS SRINIWAS PENDSE STRATEGIC ANALYSIS AND IMPLEMENTATION OF SELF EMPLOYMENT GENERATION SCHEMES IN JAMMU AND KASHMIR STATE | 108 |
| 25. | ENTREPRENEURSHIP IN NORTH EASTERN REGION OF INDIA-THE MSME PERSPECTIVE | 111 |
| 26. | DR. KH. DEVANANDA SINGH CONTEMPLATION OF ISLAMIC BANKING IN LUCKNOW: A CRITICAL ANALYSIS | 116 |
| 27. | IMRAN SIDDIQUEI, TUSHAR SINGH & SAIF REHMAN FOI IN ORGANIZED RETAIL IN INDIA: LOOK TO THE MULTIBRAND OPPORTUNITIES | 122 |
| 28. | MOHD. IMTIAZ & SYED AHMED WAJIH NON PERFORMING ASSETS MANAGEMENT IN KARNATAK CENTRAL CO-OPERATIVE BANK LTD. DHARAWAD | 126 |
| 29 . | DR. RAMESH.O.OLEKAR & CHANABASAPPA TALAWAR A CRITICAL EVALUATION OF FINANCIAL PERFORMANCE OF RAJASTHAN TOURISM: A CASE STUDY OF RAJASTHAN TOURISM DEVELOPMENT CORPORATION | 131 |
| 30. | DR. LAXMI NARAYAN ARYA & DR. BAJRANG LAL BAGARIA GREEN INVESTMENT BANKS: A NEW PHASE OF CORPORATE INVESTMENT | 138 |
| | NISCHITH.S | |

CHIEF PATRON

PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi
Founder Vice-Chancellor, 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. SAMBHAV GARG

Faculty, M. M. Institute of Management, MaharishiMarkandeshwarUniversity, Mullana, Ambala, Haryana

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., HaryanaCollege of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), MaharajaAgrasenCollege, Jagadhri

EDITOR

PROF. R. K. SHARMA

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

CO-EDITOR.

DR. BHAVET

Faculty, M. M. Institute of Management, MaharishiMarkandeshwarUniversity, Mullana, Ambala, Haryana

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, YanbuIndustrialCollege, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

UniversitySchool of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

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

DR. MOHENDER KUMAR GUPTA

Associate Professor, P.J.L.N.GovernmentCollege, Faridabad

DR. SHIVAKUMAR DEENE

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

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. V. SELVAM

SSL, VIT University, Vellore

PROF. N. SUNDARAM

VITUniversity, Vellore

DR. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, MaharshiDayanandUniversity, Rohtak

DR. S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

TECHNICAL ADVISOR

AMITA

Faculty, Government M. S., Mohali

FINANCIAL ADVISORS

DICKIN 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

d)

e)

2.

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; 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; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Management Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor 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; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript **anytime** in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email address: infoijrcm@gmail.com.

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

| CO | OVERING LETTER FOR SUBMISSION: DATED: |
|-----|---|
| | IE EDITOR RCM |
| Su | bject: SUBMISSION OF MANUSCRIPT IN THE AREA OF . |
| (е | .g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify) |
| DE | EAR SIR/MADAM |
| Ple | ease find my submission of manuscript entitled ' |
| | ereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it ider review for publication elsewhere. |
| I a | ffirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s). |
| | so, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our ntribution in any of your journals. |
| | AME OF CORRESPONDING AUTHOR: esignation: |
| | filiation with full address, contact numbers & Pin Code: |
| | rsidential address with Pin Code: |
| | obile Number (s): ndline Number (s): |
| | mail Address: |
| Alt | ternate E-mail Address: |
| NC | DTES: |
| a) | The whole manuscript is required to be in ONE MS WORD FILE only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript. |
| b) | The sender is required to mention the following in the SUBJECT COLUMN of the mail: New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/ Engineering/Mathematics/other, please specify) |
| c) | There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript. |

Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.

MANUSCRIPT TITLE: The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

AUTHOR NAME (S) & AFFILIATIONS: The author (s) full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email

ABSTRACT: Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods,

The total size of the file containing the manuscript is required to be below 500 KB.

address should be in italic & 11-point Calibri Font. It must be centered underneath the title.

results & conclusion in a single para. Abbreviations must be mentioned in full.

- 5. **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 stops at the end.
- 6. MANUSCRIPT: Manuscript must be in <u>BRITISH ENGLISH</u> prepared on a standard A4 size <u>PORTRAIT SETTING PAPER</u>. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
- 7. **HEADINGS**: All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
- 8. **SUB-HEADINGS**: All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
- 9. MAIN TEXT: The main text should follow the following sequence:

INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESES

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

SCOPE FOR FURTHER RESEARCH

ACKNOWLEDGMENTS

REFERENCES

APPENDIX/ANNEXURE

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed 5000 WORDS.

- 10. **FIGURES & TABLES**: These should be simple, crystal clear, centered, separately numbered &self explained, and **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.
- 11. **EQUATIONS**: These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
- 12. **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 are supposed to follow **Harvard Style of Referencing**. 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 italics. 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 parentheses.
- The location of endnotes within the text should be indicated by superscript numbers.

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, 19–22 June.

UNPUBLISHED DISSERTATIONS AND THESES

• 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 Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

LIQUIDITY ANALYSIS OF INDIAN HOTEL INDUSTRY

DR. K. KARTHIKEYAN
ASSOCIATE PROFESSOR OF COMMERCE
VIVEKANANDA COLLEGE
TIRUVEDAGAM WEST

K. RAMASAMY
ASST. PROFESSOR
JSN SCHOOL OF MANAGEMENT
KALAKATTUR

ABSTRACT

The present study describe that it is one of the important measurements of the financial position of the business organization. The concept and nature of working capital or current assets denotes that "Investment in current assets is turned over many times in a year. Investment in current assets such as inventories and book debts (accounts receivable) is realized during the firm's operating cycle which is usually less than year." Therefore measurement of liquidity has its own importance. Importance of liquidity describes that it's lifeblood and controlling nerve centre of the business. Without circulation of blood no one can live, just like without circulation of liquidity business can't maintain. The performance of liquidity can be judged by investment in current assets and short-term creditors. In the present study, three types of ratios were calculated, that is, current ratio, liquid ratio and cash ratio. Thus above analysis describe that the need for liquidity to rub day-to-day business activities can't be over emphasized.

KEYWORDS

liquidity analysis, Indian hotel industry.

1. INTRODUCTION

ourism has been a major social phenomenon of societies all over the world. It is driven by the natural urge of every human being for new experiences, and the desire to be both educated and entertained. The motivations for tourism also include religious and business interests; the spread of education has fostered a desire to know more about different parts of the globe. The importance of Tourism, as an instrument of economic development and employment generation, particularly in remote and backward areas, has been well recognized the world over. It is a large service industry globally in terms of gross revenue as well as foreign exchange earnings.

Tourism has the potential to grow at a high rate and ensure consequential development of the infrastructure of the destinations. It has the capacity to capitalize on the country's success in the services sector and provide sustainable models of growth. Tourism sector stimulates other economic sectors like agriculture, horticulture, poultry, handicrafts, transport and construction, through its backward and forward linkages and cross-sectoral synergies.

Of the many and diverse components of the tourist industry, hotels constitute the most important segment. Hotels are the vital and essential part of the tourist industry. Without an adequate development of hotel resources, all the national scenery, all the climatic virtues and all the sporting and recreational facilities will not suffice to sustain a good volume of tourist trade. Economically, tourism brings in foreign exchange as it is an invisible export. Tourists from foreign countries bring foreign currency into our land as they spend it here in paying for food or services or in buying goods in shops. It also has its own sociological aspects.

Hotels are important employers of labour. Thousands of jobs are provided by hotels in the many occupations, which make up the hotel industries in most countries; many others in the industry are self-employed and proprietors of smaller hotels.

The role of hotels as employers is particularly important in areas with few alternative sources of employment, where they contribute to regional development. Therefore, it is significant to evaluate the liquidity position of Indian Hotel Industry.

2. REVIEW OF LITERATURE

A financial ratio is a number that expresses the value of one financial variable relative to another. It is the numeric result gained by dividing one financial number by another. Calculated this way, financial ratio allows an analyst to assess not only the absolute value of a relationship but also to quantify the degree of change within the relationship (Lawder, 1989).

Liquidity ratios measure the company's ability to maintain sufficient liquidity to pay its obligations as they arise. The traditional ratios used for this purpose are the current ratio and the quick ratio. While the former indicates how well current assets cover current liabilities, the latter concentrates on the more liquid current assets in relation to current obligations.

With particular reference to the hospitality industry, and in an attempt to identify the most useful financial ratios as perceived by lodging general managers, corporate executives, bankers, and owners of lodging companies, Schmidgall (1989) found that these different groups attach varied degrees of importance to the various financial ratios. For example, general managers consider the operating and activity ratios as the most useful, owners give profitability ratios more importance. Liquidity ratios were considered more useful by corporate executives. The study indicated that solvency ratios are the most important to bankers; and for the financial executes, profitability and activity ratios were perceived as more useful than others.

Singh & Schmidgall (2002) investigated the importance of liquidity, solvency, activity, profitability and operating ratios as perceived by 500 lodging financial executives. Importance and frequency of usage of these ratios were measured by a questionnaire employing a six-point semantic differential measurement scale. The final analysis indicated that operating and profitability ratios are the most important ratios for lodging managers. However, no calculations of these ratios with regard to the lodging companies were carried out, and no other segments of the hospitality industry than the hotel segment were included in their study.

3. OBJECTIVES OF THE STUDY

The main objective of the present study is to analyse the liquidity position of the selected hotel companies in India.

4. SCOPE OF THE STUDY

There are about 1408 such hotel companies which are working in India on 31st December 2008. Hence the present study is confined to Hotel companies consisting of one central public sector and three private sectors only.

5. RESEARCH METHODOLOGY

5.1 RESEARCH DESIGN

The present study is an analytical study on Liquidity Analysis of Indian hotel Industry. The study is primarily analytical in the sense that it analyses the various financial variables based on secondary data. The methodology adopted for the study is presented in the following paragraphs.

5.2 SAMPLING DESIGN

The present study is undertaken based on a sample of four Indian Hotel companies which share is about 10 per cent of total share of Indian Hotel Industry. The entire analysis is based on the data relating to liquidity analysis of the following hotel companies only.

- Indian Hotels Company Limited (IHC)
- 2. East Indian Hotels Limited (EIH)
- 3. India Tourism Development Corporation Limited (ITDC)
- Hotel Leela Venture Limited (HLV) 4.

5.3 COLLECTION OF DATA

The present study is mainly based on secondary data on hotel industry. Only hotel group-wise data are used. In order to carry out the aforesaid objectives, the secondary data were collected relating to hotel industry. The secondary data were collected from published sources like the published annual reports of companies which have been collected from the official website of the selected hotel companies, various publications of Hotel Company's association and individual companies, various books, periodicals, journals, thesis, news paper and websites. The papers presented by experts in various conferences have also been reviewed.

5.4 PROCESSING OF DATA

All the data have been classified, tabulated for better comprehension and analysis. Simple mathematical tools like ratios, percentage and averages and statistical tools such as regression analysis, standard deviation and One-way analysis of variance have been applied for analysis of data. All the analysis has been done using SPSS for windows release 16.00 statistical package.

5.5 FRAMEWORK OF ANALYSIS

In the present study some mathematical and statistical tools have been applied in order to realize the objectives of the study. The tools applied and the relevance of its applications is described below.

The techniques of Ratio analysis has been used to study the magnitude and trend of profit and loss account and balance sheet of hotel companies during the study period.

Standard deviation has been used to determine the variation in the ratios among the hotel companies.

5.6 HYPOTHESES

The liquidity of the selected hotel companies in India have been analysed by the testing the following null hypotheses.

- 1. There is no significant difference in current ratios of selected hotel companies during the study period.
- 2. There is no significant difference in quick ratio of the selected hotel companies under study.
- 3. There is no significant difference in absolute liquidity ratio of the selected hotel companies under study.

5.7 PERIOD OF STUDY

A period of 11 years from 1999-2000 to 2009-2010 has been covered under the present study.

6. LIQUIDITY RATIOS

Liquidity is a Company's ability to meet its maturing short-term obligations. Liquidity is essential to conducting business activity, particularly in times of adversity, such as when a business is shut down by a strike or when operating losses ensue due to an economic recession or a steep rise in the price of a raw material or part. If liquidity is insufficient to cushion such losses, serious financial difficulty may result. Poor liquidity is analogous to a person having a fever-it is a symptom of a fundamental problem.

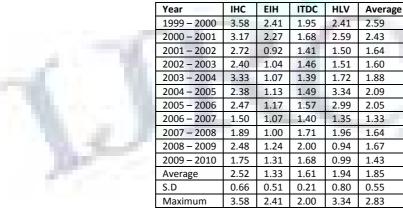
6.1 CURRENT RATIO

It is the most widely used measure of testing liquid position of a concern. It is applied to test solvency and short-term financial strength of a concern. It indicates the relationship between firm's current assets to current liabilities. In the form of equation the current ratio may be expressed as:

Total Current Assets Current Ratio = Total Current Liabilities

This ratio is also known as current assets and current liabilities ratio, solvency ratio, "working capital ratio or 2 to 1 ratio." "Current ratio is a tool for measuring the short-term stability or ability of a company to carry on day-to-day work and meet the short-term commitments earlier".

TABLE 1: CURRENT RATIO OF THE INDIAN HOTEL INDUSTRY FROM THE YEAR 1999-2000 TO 2009-2010



Minimum

0.92 Source: Data compiled and computed from annual reports and accounts from the year 1999-2000 to 2009-2010

1.39

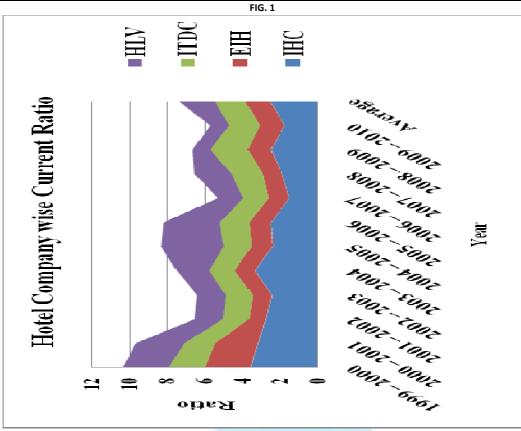
0.94

1.19

1.50

Inference

It is inferred from table 1 that the current ratio of the Indian Hotels Company Limited showed downward and fluctuating trend during the study period. The average ratio was 2.52. The ratio ranged between 3.58 in 1999-2000 and 1.50 in 2006-2007. The ratio of East Indian Hotels Limited ranged between 2.41 in 1999-2000 and 0.92 in 2001-2002 with fluctuating trend during the study period. The average ratio of the India Tourism Development Corporation Limited was 1.61. The ratio ranged between 2.00 times in 2008-09 and 1.39 times in 2003-04 with fluctuating trend during the study period. The ratio of the Hotel Leela Venture Limited was minimal of 0.94 in 2008-2009 and maximum of 3.34 in 2004-05 with an average of 1.94. The ratio showed highly fluctuated trend during the study period. The industry average is 1.85 which is not up to the standard because the selected companies have not maintained the standard of 2:1.



TESTING OF HYPOTHESIS - ANOVA

Null Hypothesis: There is no significant difference in the current ratios of the selected hotel companies in Indian Hotel Industry during the study period.

TABLE 2: ANALYSIS OF CURRENT RATIO - ONE WAY ANOVA

| | Sum of Squares | df | Mean Square | F | P Value |
|----------------|----------------|----|-------------|-------|---------|
| Between Groups | 8.547 | 3 | 2.849 | 8.274 | .000* |
| Within Groups | 13.773 | 40 | .344 | | |
| Total | 22.320 | 43 | | | |

Source: Computed from table 4.1

Inference

It is inferred from the above analysis that there is significant difference in current ratios of selected hotel companies during the study period at 1 per cent level of significant.

TABLE 3: ANALYSIS OF VARIANCE OF CURRENT RATIO BY DUNCAN METHOD

| Name of the Company | | Subset for alpha = 0.05 | | | | | |
|---|----|-------------------------|--------|--------|--|--|--|
| | | 1 | 2 | 3 | | | |
| East Indian Hotels Limited | 11 | 1.3300 | | | | | |
| India Tourism Development Corporation Limited | 11 | 1.6127 | | , | | | |
| Hotel Leela Venture Limited | 11 | | 1.9364 | | | | |
| Indian Hotels Company Limited | 11 | | | 2.5155 | | | |

Source: Computed from table 1

From the table 3 it is observed that the results of ANOVA test are fully supported by Duncan method. There are three subsets, where Indian Hotels Company Limited falls under the third subset, Hotel Leela Venture Limited falls under the second subset and the other hotel companies form the first subset. That is, the mean value of current ratio of Indian Hotels Company Limited is higher than that of other three hotel companies. It exceeds the standard norm of 2:1.

The mean value of current ratio of Hotel Leela Venture Limited is satisfying the standard norm. The other two hotel companies are not fulfilling the standard norm. This is because; the cash and bank balance and the inventory are at decreasing trend during the study period. Hence, it is better to increase the cash and bank balance and inventory of East Indian Hotels Limited and India Tourism Development Corporation Limited to meet their short term obligations. In order to increase the cash and bank balance, those companies are advised to increase their profit.

6.2 LIQUID RATIO

This ratio is also known as acid test or quick ratio and is another widely used device for judgment of true short-term solvency of a business. This ratio establishes a relationship between the quick assets (liquid assets) and current liabilities of a firm. Liquid assets for accounting purpose include all current assets except stock and prepaid expenses. This way liquid ratio overcomes the drawbacks of the current ratio. It may be expressed as:

$$Liquid Ratio = \frac{Liquid Assets}{Current Liabilities}$$

A quick ratio of 1:1 is the standard norm for evaluating the accuracy of the information pertaining to going concern solvency of a business. This ratio specifically indicates the extent to which the liquid assets are available to set off the current obligations of a concern during a period of time.

^{*}Note: Significant at 1 per cent level

TABLE 4: LIQUID RATIO OF THE INDIAN HOTEL INDUSTRY FROM THE YEAR 1999-2000 TO 2009-2010

| Year | IHC | EIH | ITDC | HLV | Average |
|-------------|------|------|------|------|---------|
| 1999 – 2000 | 3.47 | 2.23 | 1.56 | 2.15 | 2.35 |
| 2000 – 2001 | 3.08 | 2.08 | 1.28 | 2.32 | 2.19 |
| 2001 – 2002 | 2.60 | 0.78 | 1.09 | 1.35 | 1.45 |
| 2002 – 2003 | 2.29 | 0.89 | 1.15 | 1.07 | 1.36 |
| 2003 – 2004 | 3.24 | 0.94 | 1.18 | 1.16 | 1.63 |
| 2004 – 2005 | 2.32 | 0.99 | 1.32 | 3.02 | 1.91 |
| 2005 – 2006 | 2.39 | 1.05 | 1.31 | 2.79 | 1.89 |
| 2006 – 2007 | 1.43 | 1.01 | 1.30 | 1.02 | 1.19 |
| 2007 – 2008 | 1.81 | 0.88 | 1.63 | 1.82 | 1.54 |
| 2008 – 2009 | 2.40 | 1.14 | 1.88 | 0.82 | 1.56 |
| 2009 – 2010 | 1.57 | 1.25 | 1.52 | 0.86 | 1.30 |
| Average | 2.42 | 1.20 | 1.38 | 1.67 | 1.67 |
| S.D | 0.66 | 0.49 | 0.24 | 0.79 | 0.55 |
| Maximum | 3.47 | 2.23 | 1.88 | 3.02 | 2.65 |
| Minimum | 1.43 | 0.78 | 1.09 | 0.82 | 1.03 |

Source: Data compiled and computed from annual reports and accounts from the year 1999-2000 to 2009-2010

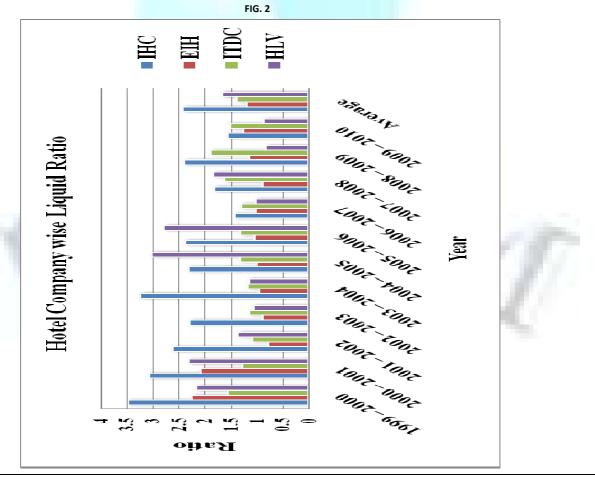
Inference

It is observed from the Table 4 that the quick ratio of Indian Hotels Company Limited was fluctuating trend during the research period. The ratio was 3.47 times in 1999-2000 and then it decreased to 2.29 times in 2002-2003. The ratio was 3.24 times in 2003-2004 and it went up to 1.43 times in 2006-2007. The ratio was 2.40 times in 2008-2009 and 1.57 times in 2009-2010. The ratio ranged between 3.47 times in 1999-2000 and 1.43 times in 2006-07 with an average of 2.42 times. The standard deviation of this ratio is 0.66 times. The ratio showed that during the whole study period company could not maintain the quick ratio according to the norms. During the period of study, the ratio was higher than the standard norm of 1:1. It indicates that the Indian Hotels Company Limited is keeping the quick assets in an idle position.

It is clear from Table 4 that the quick ratio of East Indian Hotels Limited was a fluctuated trend with an average of 1.20 times. The ratio was 2.23 times in 1999-2000 and then it went up to 0.78 times in 2001-2002. The ratio was 0.89 times in 2002-2003 and then it gradually increased to 1.05 times in 2005-2006. The ratio was 1.25 times in 2009-2010. The ratio ranged between 2.23 times in 1999-2000 to 0.78 times in 2001-2002 with the standard deviation of 0.49 times. The ratio was not according to the norms during the study period.

It is understood from Table 4 that the quick ratio of the India Tourism Development Corporation Limited was downward and upward trend during the research period. The ratio was 1.56 times in 1999-2000 and then it decreased to 1.09 times in 2001-02. The ratio was 1.15 times in 2002-2003 and then it gradually increased to 1.88 times in 2009-2010. The ratio ranged between 1.88 times in 2009 -10 and 1.09 times in 2001-02 with an average of 1.38 times. The standard deviation of this ratio is 0.24 times. The ratio showed that during the study period company could not maintain the quick ratio according the norms. The ratio was higher than the standard norms of 1:1 during the period of study. This is not advisable one.

It is inferred from the Table 4 that the quick ratio of Hotel Leela Venture limited with fluctuating trend during the study period. The ratio was 2.15 times in 1999-2000, which then slipped to 1.07 times in the year of 2002-03. The ratio again went up to 3.02 times in the year of 2004-05 and then went down to 0.86 times in the year of 2009-10. The ratio ranged between 3.02 times in 2004-05 and 0.82 times in the year 2008-2009. The average ratio was 1.67 times with standard deviation of 0.79. The ratio was higher than the standard norms of 1:1 during the study period except the year 2008-2009 (0.8) and 2009-2010 (0.86). Therefore it is not advisable.



TESTING OF HYPOTHESIS - ANOVA

Null Hypothesis: There is no significant difference in the liquid ratios of the selected hotel companies in Indian Hotel Industry during the period of study.

TABLE 5: ANALYSIS OF LIQUID RATIO - ONE WAY ANOVA

| | Sum of Squares | df | Mean Square | F | P Value |
|----------------|----------------|----|-------------|-------|---------|
| Between Groups | 9.452 | 3 | 3.151 | 9.284 | .000* |
| Within Groups | 13.574 | 40 | .339 | | |
| Total | 23.026 | 43 | | | |

Source: Computed from table 4

*Note: Significant at 1 per cent level

Inference

It is inferred from the Table 5 that the difference in the liquid ratios of the selected hotel companies during the study period is significant at 1 per cent level.

TABLE 6: ANALYSIS OF VARIANCE OF LIQUID RATIO BY DUNCAN METHOD

| TABLE OF ATTACKS OF VARIANCE OF EIGOID NATIO BY DOTCAN METHOD | | | | | | |
|---|----|-------------------------|--------|--|--|--|
| Name of the Company | N | Subset for alpha = 0.05 | | | | |
| | | 1 | 2 | | | |
| East Indian Hotels Limited | 11 | 1.2036 | | | | |
| India Tourism Development Corporation Limited | 11 | 1.3836 | | | | |
| Hotel Leela Venture Limited | 11 | 1.6709 | | | | |
| Indian Hotels Company Limited | 11 | | 2.4182 | | | |

Source: Computed from table 4

It is observed from the Table 6 that the results of ANOVA test are fully supported by Duncan method. There are two subsets, where Indian Hotels Company Limited falls under the second subset and the other hotel companies form the first subset. It shows that the mean value of liquid ratio of Indian Hotels Company Limited is higher than the other three hotel Companies. Totally the selected hotel companies have maintained the ratio above the standard norms. This is because they are keeping the inventory at low level. Hence these companies are advised to increase their inventory level to equalise the standard norm of the liquid ratio.

6.3 CASH RATIO

The cash ratio is the most stringent measure of liquidity. The financial analyst look at cash ratio, only because cash and bank balances and short term marketable securities are the most liquid asset of a firm, which is defined as follows.

Cash Ratio = $\frac{\text{(Cash and Bank Balance} + Current Investments)}}{}$

Current Liabilities

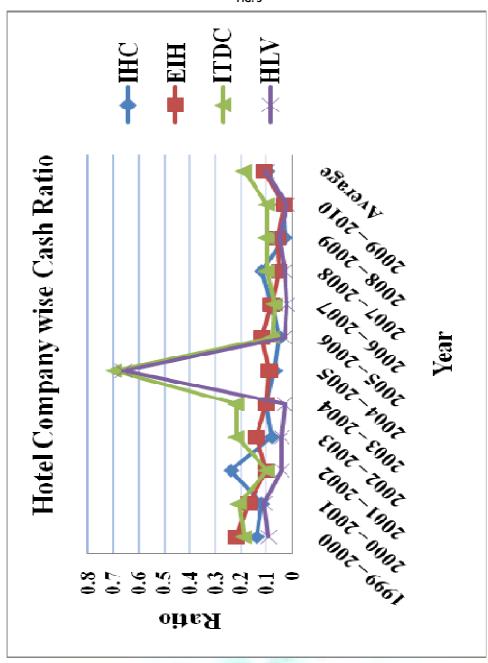
TABLE 7: CASH RATIO OF THE INDIAN HOTEL INDUSTRY FROM THE YEAR 1999-2000 TO 2009-2010

| Year | IHC | EIH | ITDC | HLV | Average |
|-------------|------|------|------|------|---------|
| 1999 – 2000 | 0.14 | 0.22 | 0.19 | 0.09 | 0.16 |
| 2000 – 2001 | 0.12 | 0.17 | 0.21 | 0.11 | 0.15 |
| 2001 – 2002 | 0.24 | 0.10 | 0.10 | 0.04 | 0.12 |
| 2002 – 2003 | 0.08 | 0.14 | 0.22 | 0.04 | 0.12 |
| 2003 – 2004 | 0.10 | 0.10 | 0.22 | 0.03 | 0.11 |
| 2004 – 2005 | 0.07 | 0.09 | 0.70 | 0.66 | 0.38 |
| 2005 – 2006 | 0.05 | 0.12 | 0.08 | 0.03 | 0.07 |
| 2006 – 2007 | 0.08 | 0.08 | 0.07 | 0.02 | 0.06 |
| 2007 – 2008 | 0.12 | 0.05 | 0.10 | 0.03 | 0.08 |
| 2008 – 2009 | 0.03 | 0.06 | 0.10 | 0.05 | 0.06 |
| 2009 – 2010 | 0.04 | 0.03 | 0.10 | 0.02 | 0.05 |
| Average | 0.10 | 0.11 | 0.19 | 0.10 | 0.13 |
| S.D | 0.06 | 0.06 | 0.18 | 0.19 | 0.12 |
| Maximum | 0.24 | 0.22 | 0.70 | 0.66 | 0.46 |
| Minimum | 0.03 | 0.03 | 0.07 | 0.02 | 0.04 |

Source: Data compiled and computed from annual reports and accounts from the year 1999-2000 to 2009-2010

Inference

It is observed from the Table 7 that the cash ratio of Indian Hotel Industry in India was fluctuating trend and the ratio was lower than the standard norms of 0.50:1, throughout the study period. The minimum cash ratio of Indian Hotels Company Limited is 0.03 times (2008-2009), East Indian Hotels Limited is 0.03 times (2009-2010), India Tourism Development Corporation Limited is 0.07 times (2006-2007) and Hotel Leela Venture Limited is 0.02 times (2006-2007). The maximum cash ratio of Indian Hotels Company Limited is 0.24 times (2001-2002), East Indian Hotels Limited is 0.22 times (1999-2000), India Tourism Development Corporation Limited is 0.70 times (2004-2005) and Hotel Leela Venture Limited is 0.66 times (2004-2005). It implies that the four hotel companies carry a small amount of cash. It may lead to facing certain difficulties in meeting their current obligations.



TESTING OF HYPOTHESIS - ANOVA

Null Hypothesis: There is no significant difference in the cash ratios of the selected hotel companies in Indian Hotel Industry during the study period.

TABLE 8: ANALYSIS OF CASH RATIO - ONE WAY ANOVA

| | Sum of Squares | df | Mean Square | F | P Value |
|----------------|----------------|----|-------------|-------|---------|
| Between Groups | .065 | 3 | .022 | 1.175 | .331 |
| Within Groups | .737 | 40 | .018 | | |
| Total | .802 | 43 | | | |

Source: Computed from table 7

Inference

It is inferred from the Table 8 that the difference in cash ratios of the selected hotel companies during the study period is not significant.

TABLE 9: ANALYSIS OF VARIANCE OF CASH RATIO BY DUNCAN METHOD

| Name of the Company | | Subset for alpha = 0.05 |
|---|----|-------------------------|
| | | 1 |
| Indian Hotels Company Limited | 11 | .0973 |
| Hotel Leela Venture Limited | 11 | .1018 |
| East Indian Hotels Limited | 11 | .1055 |
| India Tourism Development Corporation Limited | 11 | .1900 |

Source: Computed from table 7

It is evident from the Table 9 that the results of ANOVA test are fully supported by Duncan method. There is one subset that is all the selected hotel companies fall in the same subset. It shows that there is no higher difference in the mean value of cash ratio of the selected hotel companies during the period of study. These companies are keeping this ratio below the standard norms (0.50:1). This may lead to face certain difficulties in meeting their short term obligations. These companies are advised to increase the cash position by reducing the debtors or by increasing the profit of the organisation.

7. SUMMARY OF FINDINGS

7.1 ANALYSIS OF LIQUIDITY

- **7.1.1** The current ratio of the selected hotel companies showed highly fluctuated trend during the study period. They have not maintained the standard norms of 2:1.
- **7.1.2** Indian Hotels Company Limited could not maintain the quick ratio according to the norms during the whole study period. The ratio was higher than the standard norm of 1:1. It indicates that they are keeping the quick assets in an idle position.
- **7.1.3** The quick ratio East Indian Hotels Limited ranged between 2.23 times in 1999-2000 to 0.78 times in 2001-2002 with the standard deviation of 0.49 times. The ratio was not according to the norms during the study period.
- **7.1.4** The quick ratio of India Tourism Development Corporation Limited showed that during the study period company could not maintain the quick ratio according the norms. The ratio was higher than the standard norms of 1:1 during the period of study. This is not advisable.
- **7.1.5** The quick ratio of East Indian Hotels Limited ranged between 3.02 times in 2004-05 and 0.82 times in the year 2008-2009. The average ratio was 1.67 times with standard deviation of 0.79. The ratio was higher than the standard norms of 1:1 during the study period except the year 2008-2009 (0.8) and 2009-2010 (0.86). Therefore it is not advisable.
- **7.1.6** The average cash ratio of India Tourism Development Corporation Limited is 0.19, followed by East Indian Hotels Limited (0.11), Indian Hotels Company Limited (0.10) and Hotel Leela Venture limited (0.10). It implies that the four hotel companies carry a small amount of cash. It may lead in facing certain difficulties in meeting their current obligations.

7.2 ANALYSIS OF LIQUIDITY USING ANOVA

- 7.2.1 As the significant value is lesser than 0.05 (0.000) the null hypothesis is rejected and it can be stated that there is significant difference in current ratio.
- 7.2.2 As the significant value is lesser than 0.05 (0.000) the null hypothesis is rejected and it can be stated that there is significant difference in liquid ratio.
- 7.2.3 As the significant value is greater than 0.05 (0.331) the null hypothesis is accepted and it can be stated that there is no significant difference in cash ratio.

8. SUGGESTIONS

8.1 SUGGESTIONS TO INDIAN HOTELS COMPANY LIMITED

8.1.1 The liquidity position of the Indian Hotels Company Limited was not satisfactory level, because they have kept the current ratio and liquid ratio higher than that of the standard norms (that is, current ratio 2:1 and liquid ratio 1:1) and the cash ratio below the standard norm of 0.50:1. Hence they may face certain difficulties in meeting their current obligations. In order to reduce the current and liquid ratio and to increase the cash ratio, this company is advised to reduce their debtors and to increase their profit margin.

8.2 SUGGESTIONS TO EAST INDIAN HOTELS LIMITED

8.2.1 The liquidity position of East Indian Hotels Limited was not satisfactory level, because they have kept the current ratio and cash ratio below the standard norms and the liquid ratio above the standard norms. It indicates that they have kept the inventory at very low level. Hence they may face difficulties in meeting their current obligations. In order to increase their current and cash ratio, this company is advised to increase the inventory level. This can be achieved only by increasing their sales volume.

8.3 SUGGESTIONS TO INDIA TOURISM DEVELOPMENT CORPORATION LIMITED

8.3.1 The liquidity position of India Tourism development Corporation Limited was not satisfactory level, because they have kept the current ratio and cash ratio below the standard norms and the liquid ratio above the standard norms. It indicates that they have kept the inventory at very low level. Hence they may face difficulties in meeting their current obligations. In order to increase their current and cash ratio, this company is advised to increase the inventory level. This can be achieved only by increasing their sales volume.

8.4 SUGGESTIONS TO HOTEL LEELA VENTURE LIMITED

8.4.1 The liquidity position of the Hotel Leela Venture Limited was not satisfactory level, because they have kept the current ratio equal to the standard norms. But they have not maintained the current and cash ratio equal to the standard norms. There were fluctuations in those ratios. Hence this company is advised to increase the inventory level and also reduce the debtors.

9. CONCLUSION

Chapter titled "Liquidity analysis of Indian Hotel Industry" describe that it is one of the important measurements of the financial position of the business organization. The concept and nature of working capital or current assets denotes that "Investment in current assets is turned over many times in a year. Investment in current assets such as inventories and book debts (accounts receivable) is realized during the firm's operating cycle which is usually less than year." Therefore measurement of liquidity has its own importance. Importance of liquidity describes that it's lifeblood and controlling nerve centre of the business. Without circulation of blood no one can live, just like without circulation of liquidity business can't maintain.

The performance of liquidity can be judged by investment in current assets and short-term creditors. In the present study, three types of ratios were calculated, that is, current ratio, liquid ratio and cash ratio. Thus above analysis describe that the need for liquidity to rub day-to-day business activities can't be over emphasized.

10. REFERENCES

- 1. Fred Lonson (1978), "Hotels, Motels and Cordominium Design, Planning and Maintenance", Prentice Hall Inc., London, P.12
- 2. Fred Lownson (1980), Hotels Motels Cordominium Design, Planning and Maintenance, Prentice Hall Inc., London, P.12
- 3. Fred Lownson (1980), Hotels Motels Cordominium Design, Planning and Maintenance, Prentice Hall Inc., London, P.12
- 4. Hotels and supplementary accommodation, Tourism and Hoteliering A World-wide Industry, JMS NEGI/ HITANJAI Publishing House, New Delhi, 1982, P.160.
- 5. Jac K. Shim, Joel G. Siegel (2004), "Theory and Problems of Financial Management", Tata McGraw Hill Publishing Company Limited, New Delhi, P.22
- 6. Prasanna Chandra (2004), "Financial Management Theory and Practice", Tata McGraw Hill Publishing Company Limited, New Delhi, P.76
- 7. "Tourism and Hospitality", available at http://www.ibef.org/industry/tourismhospitality.aspx; accessed in November 19, 20
- 8. "Tourism", available at http://pub.unwto.org/WebRoot/Store/Shops/Infoshop/Products/1034/1034-1.pdf; accessed in February 21, 2004
- 9. Walker & Boughn (1874), "Financial Planning and Policy", Harper International, London, P.51
- 10. William S, Gray and Selvatoe C. Liquori (1980) "Hotel and Motel Management and Operations", Prentice Hall Inc., London, P.5
- 11. Yorston. R. K, Smyth E. B. Brown and Rodger W. G (1953), "Advance Accounting", The Law Book Company, 3rd Edition, Australia, P.13

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce and 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 i.e. 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.

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

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

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.







