# **INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT**



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, Open J-Gage, India [link of the same is duly available at Inflibnet of University Grants Commission (U.G.C.)], 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 4767 Cities in 180 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/

ii

## **CONTENTS**

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	IMPACT OF ASSET QUALITY ON SOLVENCY & LIQUIDITY OF BANKS: A COMPARATIVE STUDY OF PUBLIC SECTOR AND PRIVATE SECTOR BANKS IN INDIA NARASIMHA PRAKASH & DR. S. RAMESH	1
<b>2</b> .	AN ANALYSIS OF ATTITUDES OF EMPLOYEES TOWARDS OVERTIME PRACTICES IN PHARMACEUTICAL INDUSTRY DR. VIJAYALAKSHMI KANTETI	6
3.	A COST EFFECTIVE ANALYSIS OF TECHNICAL TRAINING IN POWER SUPPLY COMPANY COLLINS MUDENDA & PRISCA KAPUTO	9
4.	A STUDY OF PROGRESS AND CHALLENGES OF SHGs IN KARJAT TALUKA DR. B.S.RUPNAWAR & SNEHA G. UPADHYE	14
5.	CYBER-BULLYING: VICTIMIZATION OF ADOLESCENT GIRLS DR. AARTI TOLIA	17
6.	FINANCIAL PERFORMANCE EVALUATION OF KARNATAKA CO-OPERATIVE MILK PRODUCERS FEDERATION LTD. IN KARNATAKA WITH SPECIAL REFERENCE TO DAKSHINA KANNADA MILK UNION JAYALAKSHMI H. Y. & DR. P. N. UDAYACHANDRA	19
<b>7</b> .	SOFTWARE EVOLUTION: PAST, PRESENT AND FUTURE M. VENKATESWARA RAO	23
8.	CUSTOMER PERSPECTIVE OF RELATIVE IMPORTANCE OF VISUAL MERCHANDISING VARIABLES: A CASE OF ELECTRONIC GOODS RETAILER IN HYDERABAD <i>M. HIMABINDU</i>	28
9.	CUSTOMER EXPECTATIONS & HEALTHCARE PROFESSIONALS PERCEPTION OF CUSTOMER EXPECTATION OF SERVICE QUALITY: A GAP ANALYSIS SWETA DCUNHA, SUCHARITA SURESH & DR. VIJAYA KUMAR	31
<b>10</b> .	HR PRACTICES AND PERFORMANCE ON THE HOTEL INDUSTRY IN INDIA DR. V. SIVAKUMAR & ABDUL SIBIRIL	38
11.	EFFECT OF PEOPLE PRACTICES ON TEACHER'S PERCEIVED ORGANIZATIONAL SUPPORT NITHYAGOWRI.P. & DR. KIRUPA PRIYADARSHINI.M	40
12.	ISSUES AND TRENDS CHANGING SUPPLY CHAIN MANAGEMENT A. KIRAN KUMAR	44
13.	FINANCIAL ANALYSIS OF CHHATTISGARH RENEWABLE ENERGY DEVELOPMENT AGENCY (CREDA) SUMONA BHATTACHARYA & DR. R. P. AGARWAL	47
14.	E-COMMERCE: THE INNOVATIVE FACE OF MARKET PARUL GABA & KANCHAN WADHWA	57
15.	GROWTH AND PERFORMANCE OF SELECT NON BANKING FINANCE COMPANIES IN INDIA V. THILAGAVATHI & M. LALITHA	60
<b>16</b> .	ROLE OF OUTSIDERS IN DISTRIBUTION OF INFORMATION OVER THE INTERNET HARPREET SINGH WALIA	64
17.	CSR AS A MEASURE FOR ENHANCED REPUTATION: A REVIEW OF WORLD RENOWNED SELECT COMPANIES BHAWNA KAPOOR	66
<b>18</b> .	A STUDY ON FACTORS INFLUENCING COMPACT CAR CUSTOMERS IN DECISION MAKING AND BUYING OF COMPACT CAR WITH SPECIAL REFERENCE TO COIMBATORE CITY DR.V.RANGANATHAN, K.MANGAIYARKKARASI & M. KOVARTHINI	71
<b>19</b> .	IN SEARCH OF EXCELLENCE IN SOFTWARE DEVELOPMENT PROJECT: A STUDY AMIT KUMAR PARMAR	77
<b>20</b> .	LIVELIHOOD ANALYSIS OF HANDLOOM COMMUNITY: A CASE STUDY OF BALARAMAPURAM HANDLOOM WEAVERS OF KERALA MUHAMMED JABIR M M	83
	REQUEST FOR FEEDBACK & DISCLAIMER	87

### CHIEF PATRON

#### **PROF. 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>ADVISORS</u>

PROF. M. S. SENAM RAJU Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi PROF. S. L. MAHANDRU Principal (Retd.), Maharaja Agrasen College, Jagadhri

### <u>EDITOR</u>

PROF. R. K. SHARMA Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

### EDITORIAL ADVISORY BOARD

DR. RAJESH MODI Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia PROF. PARVEEN KUMAR Director, M.C.A., Meerut Institute of Engineering & Technology, Meerut, U. P. PROF. H. R. SHARMA Director, Chhatarpati Shivaji Institute of Technology, Durg, C.G. PROF. MANOHAR LAL Director & Chairman, School of Information & Computer Sciences, I.G.N.O.U., New Delhi PROF. ANIL K. SAINI Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi PROF. R. K. CHOUDHARY Director, Asia Pacific Institute of Information Technology, Panipat DR. ASHWANI KUSH Head, Computer Science, University College, Kurukshetra University, Kurukshetra

INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories http://ijrcm.org.in/ **DR. BHARAT BHUSHAN** 

Head, Department of Computer Science & Applications, Guru Nanak Khalsa College, Yamunanagar

**DR. VIJAYPAL SINGH DHAKA** 

Dean (Academics), Rajasthan Institute of Engineering & Technology, Jaipur

**DR. SAMBHAVNA** 

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

**DR. MOHINDER CHAND** 

Associate Professor, Kurukshetra University, Kurukshetra

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

#### **DR. SHIVAKUMAR DEENE**

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

**DR. BHAVET** 

Faculty, Shree Ram Institute of Engineering & Technology, Urjani

### ASSOCIATE EDITORS

PROF. ABHAY BANSAL Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida PROF. NAWAB ALI KHAN Department of Commerce, Aligarh Muslim University, Aligarh, U.P. ASHISH CHOPRA Sr. Lecturer, Doon Valley Institute of Engineering & Technology, Karnal

### FORMER 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



SURENDER KUMAR POONIA

iv

### CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to 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 (<u>FOR ONLINE SUBMISSION</u>, <u>CLICK HERE</u>).

### **GUIDELINES FOR SUBMISSION OF MANUSCRIPT**

#### 1. COVERING LETTER FOR SUBMISSION:

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

v

#### 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 entitled '\_\_\_\_\_' for possible publication in one of your journals.

I hereby 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 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 their inclusion of 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	:
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	:

#### 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 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) Abstract alone 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 manuscript, within two days of 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 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 **bold typed**, 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 italicized text**, ranging between **150** to **300 words**. The abstract must be informative and explain 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.
- 7. **JEL CODE**: Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at www.aeaweb.org/econlit/jelCodes.php, however, mentioning 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 NEED/IMPORTANCE OF THE STUDY STATEMENT OF THE PROBLEM OBJECTIVES HYPOTHESIS (ES) RESEARCH METHODOLOGY RESULTS & DISCUSSION FINDINGS RECOMMENDATIONS/SUGGESTIONS CONCLUSIONS LIMITATIONS SCOPE FOR FURTHER RESEARCH REFERENCES APPENDIX/ANNEXURE

The manuscript should preferably range from 2000 to 5000 WORDS.

vi

- 12. **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*.
- 13. **EQUATIONS/FORMULAE**: These should be consecutively numbered in parenthesis, horizontally centered with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word should 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: 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 are supposed to follow Harvard Style of Referencing. Also check to make sure 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 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 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 after 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

#### **GROWTH AND PERFORMANCE OF SELECT NON BANKING FINANCE COMPANIES IN INDIA**

#### V. THILAGAVATHI ASST. PROFESSOR VELLALAR COLLEGE FOR WOMEN ERODE

#### M. LALITHA ASST. PROFESSOR VELLALAR COLLEGE FOR WOMEN ERODE

#### ABSTRACT

A growing economy requires a progressively rising volume of savings and adequate institutional arrangements for the mobilization and allocation of savings. A financial system consisting of financial institutions, instruments and markets provides an effective payment and credit supply network and thereby assists in channeling of funds from savers to the investors in the economy. Financial institutions are divided into the banking and non-banking ones. The distinction between the two has been highlighted by characterizing the former as "creators" of credit, and the latter as mere "purveyors" of credit. The examples of non-banking financial institutions are Life Insurance Corporation (LIC), Unit Trust of India (UTI), and Industrial Development Bank of India (IDBI). Non-Banking Financial Companies (NBFCs) are fast emerging as an important segment of Indian financial system. The purpose of the study period the Non banking finance companies in India during the period 2011 to 2014. This study found that during the study period the Non banking companies. With respect to the banking performance measures the 2 non banking companies have shown an increasing trend. The study concludes that the HDFC have better managerial efficiencies than the other non banking companies.

#### **KEYWORDS**

non banking finance companies, growth performance.

#### INTRODUCTION

The financial sector is the engine that drives economic growth through effective allocation of resources to productive units. As a developing country, India in order to narrow the gap between the actual and potential national output. The concept of productivity is linked closely with the issues of efficiency and encompasses several efficiency elements such as pure efficiency, scale efficiency and technical efficiency. The overall productivity level of an organization depends on all elements. Improvements in efficiency and productivity gains can be considered as one of the goals of a firm in a competitive market. Therefore, measurement in efficiency and productivity gains can be considered as one of the goals of a firm in a competitive market. Therefore, measurement in efficiency and productivity gain contributors to the firm's performance. These measurements can be considered as one-financial performance indicators as they consider all of the contributors to the firm's performance. In any organization, whether it is profit oriented or not, measurements of productivity help to analyze the efficiency of resource use in the organization. The specific reforms were the development of efficient and transparent money markets, promotion of professional competition through free entry or exist in financial sector, recapitalizing the financial health of banks, restructuring poor performing banks, improvement and institutionalization of proper quality improvement systems through development of human resources, information technology etc [Aruna kumari (2002)].

Indian economies have been significantly influenced by non banking sector over the years. The non banking sectors become an important segment of Indian economy for money market dynamics. Financial sector controlled and managed by banking industry works as a source for generating money supply. The non banking financial companies play a dominant role in the economic development of the country. It is well known that the rapid growth in the various sectors of the economy can be brought through efficient, effective, disciplined banking system (RBI report (2010)). Now in Indian economy the non banking sector is considered to be the nerve system with the modern technological advancements. Financial system is decomposed of into two basic types of institutions. One is the banking financial institutions (BFIs) and the other is the non-banking financial institutions (NBFIs). These two financial institutions are different in respect of their activities and treatment of the assets and liabilities in the financial market. For a well functioning financial market along with the BFIs, NBFIs have an important role to uplift the economic activity. These two financial sectors can simultaneously build up and strengthen the financial system of the country. In spite of several challenges in domestic and international conditions, performance of non-banking finance companies remind robust.

#### **REVIEW OF LITERATURE**

There have been many studies related to Non Banking Finance Companies both in India and outside India. To have a comprehensive on operational, a brief review of them is desirable and an attempt is made in this chapter.

Kantawala (1997) studied on "Financial Performance of Non Banking Finance Companies in India" for the period from 1985-86 to 1994-95 based on secondary data collected from RBI Bulletins regarding financial and Investment Companies. In this study various ratios and one way analysis of variance (ANOVA) have been applied and concluded that different categories of NBFCs behave differently and it is entrepreneur's choice in the light of behavior of some the parameters which go along with the category of NBFC. Khalil and Group (2011) observed on the topic "Financial Performance of Non Banking Finance Companies in Pakistan" to analyze the financial performance of those non-bank finance companies (NBFCs) which are providing the services of investment advisory (IAS), asset management (AMS), leasing and investment finance (IF) for two year from 2008 to 2009. Ratio analysis method has been used to analyze the financial performance of non-bank financial institutions. The study concludes that the financial performance of NBFCs was better in 2008 as compared to the overall decline in 2009 caused by many factors. Vadde (2011) investigated on the topic "Performance of Non-Banking Financial Companies in India – An Evaluation" after analyzing the performance of nongovernment financial and investment companies (other than banking, insurance, and chit fund companies) during the year April 2008 to March 2009 based on the audited Annual Accounts of 1215 companies. The data have been collected from various issues of RBI Bulletin. Financial and Investment Companies" growth in income, both main as well as other, decelerated during the period and growth of total expenditure also decelerated but it was higher than the income growth. Samal and Pande (2012) examined on the topic "A Study on Technology Implications in NBFCs: Strategic Measures on Customer Retention and Satisfaction" by using primary and secondary data & using both descriptive and analytical Research design. The authors concluded that technology on services and technology care for beneficiary have more influencing potentiality in increasing beneficiary satisfaction. But NBFCs must look to all other factors to increase its potentiality in technology, as new beneficiary are more accustomed with new technology to save their time and energy. Kaur and Tanghi (2013) investigated on the topic "Non Banking Financial Companies, Role & Future Prospects" with a focus to analyze role and significance of NBFCs in India. The paper concludes that NBFCs have to focus more on their core strengths and must constantly endeavour to search for new products and services in order to survive and grow constantly. Khan and Fozia (2013) have researched on the topic "Growth and Development in Indian Banking Sector Introduction" based on the secondary data. The purpose of the

#### VOLUME NO. 6 (2016), ISSUE NO. 02 (FEBRUARY)

study was to show the growth and technological development in Indian Banking sector. Statistical tables and charts have been used by the researcher and concluded that banks need to optimally leverage technology to increase penetration, improve the productivity and efficiency, better customer service and contribute to the overall growth and development of the country. **Arun kumar (2014)** has made an attempt on the topic "Non Banking Financial Companies: A Review" and after observing twelve studies of different authors he concluded that due to the regulations of the Reserve Bank of India, still the NBFCs are not entering into more credit and suggested to the NBFC credit policy to reduce rates of interest. The study finds a research gap which is "evaluation of performance of NBFCs in India". **Mohan (2014)** observed on the topic "Non Banking Financial Companies in India: Types, Needs, Challenges, and Importance in Financial Inclusion" and suggested to improve Corporate Governance Standards and concluded that NBFCs have turned out to be engines of growth and are integral part of the Indian financial system, enhancing competition and diversification in financial sector, spreading risks specifically at times of financial distress and have been increasingly recognized as complementary of banking system at competitive prices.

#### **RESEARCH METHODOLOGY**

The present study focuses on the growth performance evaluation non banking finance companies in India. The study based on secondary data that has been collected from annual reports and other public information. For this purpose the parameters such as investments, advances, total assets, operating profit, Net profit, and investment deposit ratio are considered.

A Non-Banking Financial Company (NBFC) is a company incorporated under the Companies Act, 1956 and conducting financial business as its principal business. In contrast, companies incorporated under the same Act but conducting other than financial business as their principal business are known as non-banking nonfinancial Companies. NBFCs are different from banks in that an NBFC cannot accept demand deposits, issue checks to customers, or insure deposits through the Deposit Insurance and Credit Guarantee Corporation (DICGC). In India, the non-banking financial sector comprises a multiplicity of institutions, which are deemed under Section 45 I (a) of the Reserve Bank of India Act, 1934. These are equipment-leasing companies (EL), hire purchase companies (HP), investment companies(ICs), loan companies (LCs), mutual benefit financial companies (MBFC), miscellaneous non-banking companies (MNBC), housing finance companies (HFC), insurance companies (IC), stock broking companies (SBC) and merchant banking companies (MBC). NBFCs have recently gained popularity amongst institutional investors, since they facilitate access to credit for semi-rural and rural India and it have also had a major impact in developing small business in rural India through strong customer relationship. The growth performance of various categories of Non Banking Finance Company is carried by computing the compound growth rates of various parameters.

#### **GROWTH AND PERFORMANCE OF NON BANKING FINANCE COMPANIES IN INDIA**

The NBFCs of the country diverts its savings towards more productive usage and so it help to increase the output of the economy. Besides linking savings and investment the financial companies help in accelerating the rate of savings and investment by offering diversified financial services and instruments. Financial Institutions play a crucial role in economic development and growth. The Non banking sector has manifested capital base improvement and profit maintenance with respect to the parameters such as credit, liquidity and interest rate remain at respectable levels even under extreme shocks of global economy. This healthy phenomenon of Non banking is due to the economic reforms made by Indian government during post liberalization era (RBI Report on trend and progress of banking in India).

#### **INVESTMENTS**

Investment of a non banking finance company is one of the most important parameters for analyzing the performance of the firm. The non-banking companies gets fund through deposits from public, paid-up capital and reserves. NBFCs have to pay interest to the public at the contract rate at the end of the period. They have to pay dividends to their share holders and they have to meet their staff expenses and other expenses. Only getting mobilization of deposits does not serve the objectives of the non banking companies. The NBFCs have to get income to meet their expenses. So they have to invest their funds for the schemes with good ROI. The basic purpose of investment of a non banking company is to get better income to their funds. Hence, to understand the trend in investments of various categories of non banking companies the data on investments is presented in Table 1.

Category of NBFCs	2011	2012	2013	CGR (11-12)	2014	CGR (13-14)	
HDFC	7579.15	8811.15	3385.97	16.87	9051.55	19.77	
IDFC	2955.26	2956.01	1043.47	3.25	8317.5	5.61	
IFCI	918.43	900.96	3602.07	9.91	1093.3	12.57	
BAJAJ HOLDINGS	357.67	422.020	2104.3	10.92	5259.2	11.8	

#### TABLE 1: GROWTH IN INVESTMENTS OF SELECT NON-BANKING FINANCE COMPANIES

From Table 1 the investments in HDFC has increased from 16.87% in 2010-2011 to 19.77% in 2012-2013, where as IDFC the investments have raised from 3.25% in 2010-2011 to 5.61% in 2013-2014. Among all the non banking finance companies Bajaj holdings have increased their investments during 2012 to 2013 with a compound growth rate of 11.8%, where as in IFCI the compound growth rate has increased from 9.91% to 12.57% during the periods 2010-2011 and 2013-2014 respectively. However, the investments in HDFC have increased during 2013-2014.

#### ADVANCES

Advances in banks are also known as loans. The advances carry interest rates depending on the risk involved. The income earned through advances is the main sources of income to non banking finance companies. The advances can be categorized into two types namely, 1) short term loans and 2) long term loans. The short term loans are working capital loans and long term loans purchase of house hold articles for setting up small scale units, agricultural capital needs etc,. Usually non banking companies provide the advances depending on purpose ability and other strategy requirement. Table 3 shows the advances of various Non Banking Finance Companies during 2011-14.

#### TABLE 2: GROWTH IN ADVANCES OF SELECT NON-BANKING FINANCE COMPANIES

TABLE 2: GROWTH IN ADVANCES OF SELECT NON-DANKING FINANCE COMPANIES							
Category of NBFCs	2011	2012	2013	CGR (11-12)	2014	CGR (13-14)	
HDFC	1704.80	2153.81	3375.23	17.42	25451.3	14.77	
IDFC	631.14	756.19	125.7	2.64	867.79	5.61	
IFCI	226.23	237.34	225.2	8.56	484.2	6.47	
<b>BAJAJ HOLDINGS</b>	1382.2	157.98	254.37	11.53	1811.8	12.25	

From Table 2 it is observed that the non banking finance companies Bajaj Holdings have increased their advances from 11.53 in 2011 to 12.25% in 2014. Among these non banking finance companies the IFCI are having highest percentage of advances in 2012. The HDFC have marked a significant growth in advances from 2011 to 2014 with a compound growth of 14.77%. In IDFC the advances increased from 631.14 crores in 2011 to 867.79 crores in 2014 with the compound growth of 5.61%. In all types of non banking finance companies the IDFC is having a low increase in its CGR of advances, where as the Bajaj Holdings and HDFC have increased their CGR during the period 2011-2014.

#### TOTAL ASSETS

Non Banking Finance Companies assets include all its investments, other non- banking assets like building, furniture, fixtures etc. The total of all these assets of a NBFC is one of the important performance measures for the stability and growth of a firm. All types of non banking finance companies reported an increasing

trend in total assets during the periods 2011-2012 and 2013-2014 in spite of global financial disability and challenges. Table 3 shows the total assets of non banking finance companies in India.

Category of NBFCs	2011	2012	2013	CGR (11-12)	2014	CGR (13-14)	
HDFC	5624.3	8569.2	35486.4	14.28	1452.8	19.77	
IDFC	3658.2	2569.3	1456.2	4.92	7568.2	6.25	
IFCI	856.5	9562.2	4526.5	8.79	1258.3	13.45	
BAJAJ HOLDINGS	3652.4	3856.4	2546.2	11.76	6523.2	12.36	

TABLE 3: GROWTH IN TOTAL ASSETS OF SELECT NON-BANKING FINANCE COMPANIES

From Table 3 it is observed that the IFCI have contributed 66% distribution of total assets. The IDFC have recorded compound growth rates 4.92% in 2011-12 and 6.25% in 2013-14. The HDFC have increased their total assets with a compound growth rate of 19.77% in 2013-14. In Bajaj Holdings the total assets during 2011-12 amounts to 11.76% and 12.36% in the year 2013-14. This distribution was stable over all the three years during 20011 - 13.

#### OPERATING PROFIT

Operating profit is also known as gross profit. The operating profit can be computed as the total income earned by firms minus total expenditure. The total income is obtained through interest earned on advances, loans, commission on over drafts and other services and the interest earned on their assets etc. Usually the total income is calculated as interest earned income plus other income. Similarly the total expenditure is the sum of interest expanded and other expenditure. The total profit is one of the most important parameters for non banking finance companies. The gross profit will characterize the financial health of the firm. This operating profit is also an important factor for NBFCs sustainability in the market. Hence, the data on operating profit of all types of Non- banking finance companies is collected and presented in Table 4.

Category of NBFCs	2011	2012	2013	CGR (11-12)	2014	CGR (13-14)
HDFC	8569.4	9568.4	45896.2	14.25	10515	20.25
IDFC	3658.4	235.8	12548.2	5.67	8315	18.35
IFCI	956.7	7568.4	4562.7	10.25	1093.3	14.23
BAJAJ HOLDINGS	4625.7	5486.5	3658.2	13.24	5259.2	12.36

From Table 4 it is observed that there is an increasing trend in all types of non banking finance companies with respect to the operating profit from 2013 to 2014. In HDFC the operating profit is increased from 14.25% in 2012 to 20.25% 2014. Among all non banking finance companies have contributed 62 % of the total operating profit. The IFCI have increased their operating profit from 10.25% in 2011 to 14.23% 2014. Among all types of Non banking finance companies, the HDFC is having highest of annul compound growth rate in operating profit during 2013-14.

#### NET PROFIT

Net profit is the one of the most important performance measures for any Non banking finance companies. Some people argue that the performance of a finance company should be judged in terms of profitability alone. The net profit is usually influenced by the fulfillment of social objectives and spreading the non banking services. In spite of world economic crisis during 2009 to 2012 all types of non banking companies have recorded an increasing trend in net profit. The data on net profit of non banking finance companies over the periods 2011 to 2014 is shown in Table 5.

Category of NBFCs	2011	2012	2013	CGR (11-12)	2014	CGR (13-14)
HDFC	8542.7	9568.7	7426.9	14.87	12534	20.25
IDFC	2568.8	3256.4	1123.4	7.2	7524	8.23
IFCI	754.8	875.4	2536.4	16.74	1245.3	15.42
BAJAJ HOLDINGS	4256.1	3254.2	4356.2	11.26	5423.6	13.8

TABLE 5: GROWTH IN NET PROFIT OF SELECT NON-BANKING FINANCE COMPANIES

The non banking finance companies have also increased their net profit. Among all the select non banking companies IFCI has recorded highest CGR in 2011-12 with a compound growth rate of 16.74%. The same phenomenon is observed with respect to HDFC bank operating in India. Among the select non banking finance companies the 3 NBFCs have contributed 83% in the net profit. The net profits of Bajaj Holdings have increased from 4256.1 crores in 2011 to 5423.6 crores in 2014 with CGR 13.8% in 2014.

#### CONCLUSIONS

Non Banking Financial Company is one of the most attractive and biggest markets of Asia for the investment. In the present day competitive market environment retaining the customer and their goodwill is a major challenge. The need of NBFCs is making the customer happier by providing qualitative services that there is one to one correspondence between development of the economy and occupational structure.

Even though the performance of Non banking finance companies during the period 2011 - 14 is under challenges due to stressed financial conditions, the balance sheet and expansion of NBFCs remains stable and recorded steady growth in several performance matrices, such as advances, investments, total assets, total income, operating profits, provisions and contingencies, net profit, credit deposit ratio, investment deposit ratio etc.,. These parameters have a vital role in increasing the profitability and productivity of Non banking finance companies.

The NBFCs are reducing their operational cost and increasing quality of services. Many NBFCs are focusing their operations towards customer centric services. In the present competitive business environment the NBFCs are searching for new ways and means to provide an excellent experience to their customers for a cheaper cost. This study emphasizes the positive growth and stability of Non banking finance companies during global economic crisis.

#### REFERENCES

- 1. Arunkumar, B. (2014). Non Banking Financial Companies (NBFCs): A Review. Indian Journal of Research, Volume: 3, Issue: 10, 87-88.
- 2. Gumparthi, Srinivas and Manickavasagam, Dr. V. (2010). Risk Assessment Model for Assessing NBFCs" (Asset Financing) Customers. International Journal of Trade, Economics, and Finance (IJTEF), August.
- 3. Harikrishnan, K. (2008). Receivable Management in Non Banking Finance Companies with Special Reference to Vehicle Financing (Doctoral thesis, Cochin University of Science and Technology).
- 4. Kantawala, Amita S. (1997). Financial Performance of Non Banking Finance Companies in India. The Indian Economic Journal, Vol. 49, No.1, 86-92.
- 5. Kaur, Harsimram and Tanghi, Bhavdeep Singh (2013). Non Banking Financial Companies, Role & Future Prospects. International Journal of Global Research Analysis, Volume: 2, Issue: 8, 125-126.
- 6. Khalil Ahmed and Group (2011). Financial Performance of Non Banking Finance Companies in Pakistan, Interdisciplinary Journal of Contemporary Research in Business, Volume: 2, Number: 12, Page: 732-742.
- 7. Khan Nafees A. and Ms. Fozia (2013). Growth and Development in Indian Banking Sector Introduction. International journal of Advanced Research in Management and Social Sciences, Vol: 2, No. 2, p 197-211.

#### VOLUME NO. 6 (2016), ISSUE NO. 02 (FEBRUARY)

- 8. Mohan, Brij (2014). Non Banking Financial Companies in India: Types, Needs, Challenges, and Importance in Financial Inclusion. International Journal of in Multidisciplinary and Academic Research, Vol: 3, No. 6, 1-11.
- 9. Perumal, A. and Satheskumar, L. (2013). Non Banking Financial Companies. Asia Pacific Journal of Research, Vol. 2, Issue: VIII, 128-135.
- 10. Samal S. C. and Pande J. K. (2012). A Study on Technology Implications in NBFCs: Strategic Measures on Customer Retention and Satisfaction, International Business Research Journal, Volume 1, pp 49-62.
- 11. Sornaganesh, V. and Navis Soris, N. Maria (2013). A Fundamental Analysis of NBF inIndia. Outreach: A Multi- Disciplinary Refereed Journal, Vol. 6, 119-125.
- 12. Vadde, Suresh (2011). Performance of Non-Banking Financial Companies in India An Evaluation. Researchers World Journal of Arts Science & Commerce, Vol: II, Issue: 1,123-131.
- 13. www.rbi.org.in/
- 14. www.rural.nic.in/

## **REQUEST FOR FEEDBACK**

#### **Dear Readers**

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

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mail **infoijrcm@gmail.com** 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

## **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**

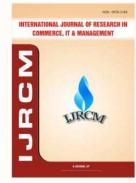
In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived 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

AL OF RESEAR

ERCE & MI





INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories http://ijrcm.org.in/