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TOURISM - LEISURE AND HOSPITALITY MANAGEMENT

SUMAIYA FATHIMA PRINCIPAL BET SADATHUNNISA DEGREE COLLEGE BISMILLAHNAGAR, BENGALURU – 560 029

ABSTRACT

Tourism is defined as travel for pleasure or business, movement from one place to another with an intention to return for a minimum period of 24 hours for leisure or pleasure, and has become a major source of income to many countries. The world of travel has changed, Mass tourism is the concept of tour companies, hotels and airlines working in conjunction to provide tour packages. Things can be done easier, faster and better now, booking flights, hotels from the place of stay has become easier now

CUSTOMER SATISFACTION TOWARDS THE NATIONALIZED BANKS

Dr. M. SENTHILRAJKUMAR HEAD DEPARTMENT OF COMMERCE AMBAI ARTS COLLEGE AMBASAMUDRAM

ABSTRACT

The purpose of the present study was to analyse the customer satisfaction towards the nationalized banks in Tirunelveli District. To achieve the purpose of the study, the total of 378 customers representing 7 from each of the 54 nationalized bank branches in Tirunelveli district were selected for the study for collection of data by adopting the convenient sampling method. In the light of the specific objective set, all information and data were collected from the sample respondents through direct personal interviews employing structured interview schedule. The application of one sample t-test is used to compare the computed mean value based on the perception of customers. In this one sample t-test, the computed mean value of the customer is compared with the hypothesized mean value 15 to obtain the significance or insignificance value. The primary data collected were analyzed using the Statistical Package for Social Sciences (SPSS 21). The results revealed that most of the customers satisfied with the nationalized banks regarding its attitude of staff members and the products whereas they have not satisfied on the service provided and communications and after-care of the nationalized banks. Keeping in view of the above it is suggested that the nationalized banks should develop their services and communications and after-care with means of modern technologies.

A STUDY ON HERBAL COSMETIC PRODUCTS TOWARDS CUSTOMER PERCEPTION IN BANGALORE CITY

ISMAILAMIYA Ph. D. RESEARCH SCHOLAR AVS COLLEGE OF ARTS & SCIENCE SALEM

Dr. P. ASHOK KUMAR HEAD AVS COLLEGE OF ARTS & SCIENCE SALEM

ABSTRACT

An herbal cosmetic has growing demand in the world market and is on invaluable gift of nature. The concept of beauty and cosmetics is an ancient as mankind and civilization women are obsessed with looking beautiful. So they use various beauty products that have herbs to look charm and young. Theoretical frame work of the research revolves around the customer perception as how cosmetics consumers based on brand personality association, differ in their perception towards brands. The research helps herbal cosmetic companies to know the factors that revolve around the potential consumers while making the herbal cosmetic purchase decisions. According to the research, products physical qualities, price, advertisement and promotion plays in important role. Consumers of this millennium have become more concerned about their health and also inclined to maintain quality of life which is reflected through the preferential consumption of those products that protects the good state of their health as well as provide maximum satisfaction. A healthy lifestyle Indian has become more inclined to Ayurvedic or Herbal cosmetic therapy as alternative health care for natural cure.

PERCEPTION OF MOTHER TOWARDS BABY FOOD PRODUCTS

ANUPAMA SUNDAR D ASST. PROFESSOR JSS CENTRE FOR MANAGEMENT STUDIES SRI. JAYACHAMARAJENDRA COLLEGE OF ENGINEERING JSS SCIENCE & TECHNOLOGY UNIVERSITY MYSORE

ABSTRACT

Food is an important component of health care for infants. Parents always try to give their baby nutritious food. Commercially produced infant food has a different taste profile and nutritional content compared to homemade baby food and its consumption is now very widespread. Baby food behaviour has been expressed in various ways because of recent changes in the family environment. Thus, this study was performed to investigate quality research on the mother's perception on baby food products. It describes the result of the data collected through survey, 250 mixed category respondent consisting married women. The major findings were that that respondent does not consider all the variables to fulfilled their dependent variables. Likert scale is used to collect data and to enter the data to excel sheet, SPSS is software used to analyse the collected data. The statistical tool used is factor analysis, descriptive, regression, reliability, ANOVAs. This study was designed in four steps of planning, collection of participant's process and analysis. Due to lack of time, home prepared foods cannot be given to the children always by the parents, so they go for tinned foods available in the market. The parents prefer tinned food not only for quality but also for some additional nutrients provided by the manufacturers. Hence at this point, it is essential to study the mother's perception towards the baby food and the factors determining their satisfaction. The major focus areas of the baby food industry are mothers. This has resulted in this highly competitive environment of baby food products laying all their emphasis and concentration in providing quality products at nominal prices to their customers which in turn improves their level of satisfaction.

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AN ANALYTICAL STUDY OF ROLE OF FINANCIAL LITERACY IN RURAL DEVELOPMENT WITH SPECIAL REFERENCE TO KALMESHWAR DISTRICT IN MAHARASHTRA STATE

SHEFALI RAI ASST. PROFESSOR Dr. AMBEDKAR COLLEGE DEEKSHABHOOMI

NIKITA WAGH STUDENT Dr. AMBEDKAR COLLEGE DEEKSHABHOOMI

ABSTRACT

India has around 6lakh villages, and 7933 towns. The total rural population of India accounts for almost 70% of the total population of the country. Therefore, a huge part of India lives in its villages. This population contributes for more than 50% of the nation's total GDP. Therefore, owing to its size, its ability to supply raw materials, its GDP contribution, its literacy rate and rate of computer literacy, huge developmental measures are to be focused on the rural India's population for the overall development of the nation. Literacy cannot always be measured in terms of educational qualification, but even the fact that the people have a basic understanding of managing their needs, expenses and most importantly 'money'. Many people are seen to have no knowledge of managing their money, where to invest and many such problems. This results in them being deceived. It even hampers their development. Financial literacy is nothing but the knowledge about finance. Financial literacy involves imparting knowledge about the risk and return of financial products to the users and providers of these products. The paper highlights the role and contribution of financial literacy in the development of rural areas and analyzes the level of financial literacy in a specific area and the impact it has had on the development of that specific area.

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