# INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

\*Indexed & Listed at:\*\*

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A., Google Scholar,

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 5555 Cities in 190 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

### **CONTENTS**

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	COMPREHENDING AND IMPLEMENTING BEST PRACTICES OF QUALITY MANAGEMENT ACROSS INDUSTRIES	1
2.	BALAJI GOPALAN & DR. REVATHI IYER  INVENTIVE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY IN THE OPEN AND DISTANCE LEARNING SYSTEM: AN EMPIRICAL STUDY	2
3.	B. RUPINI  A STUDY ON PROBLEM FACED BY VEGETABLE PRODUCING FARMERS IN NILIGIRI - DISTRICT  DR. S. NAMASIVAYAM & K. ARTHI	3
4.	STUDY ON CONSUMER BEHAVIOUR TOWARDS FROZEN FOOD IN JAMMU CITY OF J & K STATE  TAVLEEN KAUR, JYOTI KACHROO & NAVEED HAMID	4
5.	OPINION DIFFERENCE OF TEACHERS ON EXISTING PERFORMANCE APPRAISAL PRACTICES IN PRIVATE ENGINEERING INSTITUTIONS CHANDRA MOHAN SINGH, DR. ASHOK CHANDRA & DR. SANJAY SHARMA	5
6.	COOPERATIVE INDUSTRIAL ESTATES: THE GOLDEN PLATFORM FOR SMALL SCALE INDUSTRIES  DR. ARVIND CHAUDHARI	6
7.	ECONOMIC GROWTH, EDUCATION EXPENDITURE AND INCOME INEQUALITY IN INDIA ANIRUDDHA KAYET & DEBASISH MONDAL	7
8.	LEADER MEMBER EXCHANGE QUALITY INFLUENCING COMMITMENT AND TRUST AMONG EMPLOYEES  OWAIS AHMED & DR. MUSHTAQ AHMED SIDDIQI	8
9.	EFFECTIVENESS OF TECHNOLOGY ENABLED LEARNING (TEL) IN LEARNING SCIENCE AT D.T.Ed. LEVEL P. JAYANTHI NIRMALA & DR. K. S. PREMILA	9
10.	ROLE OF FIXED ASSETS MANAGEMENT RAMESH VANKADOTH	10
11.	A REVIEW OF LITERATURE ON THE INTER-LINKAGES OF STOCK MARKET DEVELOPMENT WITH ECONOMIC GROWTH TANUJ NANDAN & NIVEDITA SRIVASTAVA	11
<b>12</b> .	A STUDY ON EMPLOYEE ATTRITION AND RETENTION IN BPO SECTOR DR. SHAMSHER SINGH & RAVEENA RANA	12
13.	A STUDY ON THE INFLUENCE OF ATTITUDINAL AND ENVIRONMENTAL FACTORS ON ENTREPRENEURIAL INTENTION DR. JOHNEY JOHNSON & DR. SONIA KATHERIN MATHEW	13
14.	E-GOVERNANCE: A BOON OR BLISS TO SOCIETY: A RESEARCH DR. SHALINI SRIVASTAV, DR. SUMIT AGARWAL & DR. GARIMA BHARDWAJ	14
<b>15</b> .	BREXIT-AN END IN ITSELF OR THE BEGINNING OF A NEW ERA  DEEPA SHARMA	15
16.	ROLE OF BUYER CHARACTERISTICS IN ONLINE SHOPPING DR. ADIL RASOOL	16
17.	FOREIGN INSTITUTIONAL INVESTORS (FIIs) FLOWS AND VOLATILITY IN STOCK MARKETS OF INDIA DURING SUB-PRIME CRISIS AND POST FPI ACT RAJNISH KLER	17
18.	ASSESSMENT OF KNOWLEDGE LEVEL, NEED AND IMPACT OF ICTS AMONG FARMERS IN DIFFERENT ASPECTS OF AGRICULTURE AT TALERA BLOCK OF BUNDI DISTRICT IN RAJASTHAN  DR. SUSMIT JAIN & NEERAJ KUMAR PRAJAPATI	18
19.	ESSENTIAL FACTORS FOR TRAINING TRANSFER: A STUDY OF PHARMACEUTICAL REPRESENTATIVES IN LUCKNOW AREA ANA RIZVI & DR. SURENDRA KUMAR	19
20.	EXPLORING PSYCHOLOGICAL CAPITAL IN INDIAN CONTEXT AMONG MSME ENTREPRENEURS  MARIA TRESITA PAUL V. & DR. N. UMA DEVI	20
21.	FRUIT PROCESSING INDUSTRY IN MURSHIDABAD DISTRICT OF WEST BENGAL - PRESENT STATUS AND FUTURE PROSPECTS  MADHAB KUMAR BISWAS & DR. SUDIPTA SARKAR	21
22.	A COMPARATIVE STUDY ON REPORTING OF MERGERS AND ACQUISITIONS ACTIVITIES UNDER IGAAP AND IND AS  NARAYAN KAFLE	22
23.	CULTURAL INTELLIGENCE: AN INTEGRAL PART OF CROSS CULTURAL ORGANISATIONS  JASLEEN KAUR ANEJA, VAISHALI JOSHI & PRIYANKA MARWA	23
24.	BILATERAL RELATION BETWEEN INDIA AND THAILAND  DR. SHEETAL ARUN KHANDRE	24
<b>25</b> .	AN EVALUATION OF THE STATUS OF HIGHER EDUCATION IN INDIA  DR. YOGESH H S & DR. KIRAN S P	25
<b>26</b> .	STOCK PERFORMANCE OF AMERICA'S LARGEST BANKS AFTER MERGERS & ACQUISITIONS  SAL VILLEGAS	26
27.	CORPORATE SOCIAL RESPONSIBILITY (CSR) AND CUSTOMER'S PERSPECTIVE OF INDIAN BANKS PUNEET KAUR	27
28.	WIRELESS ROUTING PROTOCOLS AND ITS SECURITY ISSUES IN AD HOC NETWORK  NEHA CHUGH	28
29.	POLICY SUPPORT TO AUGMENT THE AGRIBUSINESS POTENTIAL OF KARNATAKA  NAGARAJA K.	29
30.	WORK-LIFE BALANCE: ITS CORRELATION WITH JOB SATISFACTION, LIFE SATISFACTION AND STRESS LEVEL AMONGST EXECUTIVES OF PUBLIC SECTOR BANKS IN PUNJAB  JASPREET KAUR	30
	REQUEST FOR FEEDBACK & DISCLAIMER	31

### CHIEF PATRON

### Prof. (Dr.) K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur

(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)

Chancellor, K. R. Mangalam University, Gurgaon

Chancellor, Lingaya's University, Faridabad

Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi

Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

### FOUNDER PATRON

### Late Sh. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana Former Vice-President, Dadri Education Society, Charkhi Dadri Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

### FORMER CO-ORDINATOR

Dr. S. GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

### ADVISOR.

### Prof. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

### **EDITOR**

### Dr. R. K. SHARMA

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

### CO-EDITOR

### Dr. BHAVET

Faculty, Shree Ram Institute of Engineering & Technology, Urjani

### EDITORIAL ADVISORY BOARD

### Dr. S. P. TIWARI

Head, Department of Economics & Rural Development, Dr. Ram Manohar Lohia Avadh University, Faizabad

Dr. CHRISTIAN EHIOBUCHE

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

### **Dr. SIKANDER KUMAR**

Chairman, Department of Economics, Himachal Pradesh University, Shimla, Himachal Pradesh

### Dr. JOSÉ G. VARGAS-HERNÁNDEZ

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

### Dr. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

### **Dr. TEGUH WIDODO**

Dean, Faculty of Applied Science, Telkom University, Bandung Technoplex, Jl. Telekomunikasi, Indonesia

### Dr. M. S. SENAM RAJU

Professor, School of Management Studies, I.G.N.O.U., New Delhi

### Dr. CLIFFORD OBIYO OFURUM

Professor of Accounting & Finance, Faculty of Management Sciences, University of Port Harcourt, Nigeria

### Dr. KAUP MOHAMED

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

### **SUNIL KUMAR KARWASRA**

Principal, Aakash College of Education, ChanderKalan, Tohana, Fatehabad

### Dr. MIKE AMUHAYA IRAVO

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

### Dr. SYED TABASSUM SULTANA

Principal, Matrusri Institute of Post Graduate Studies, Hyderabad

### Dr. NEPOMUCENO TIU

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

### Dr. SANJIV MITTAL

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

### Dr. ANA ŠTAMBUK

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

### **Dr. RAJENDER GUPTA**

Convener, Board of Studies in Economics, University of Jammu, Jammu

### **Dr. SHIB SHANKAR ROY**

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

### Dr. ANIL K. SAINI

Professor, Guru Gobind Singh Indraprastha University, Delhi

### **Dr. SRINIVAS MADISHETTI**

Professor, School of Business, Mzumbe University, Tanzania

### Dr. NAWAB ALI KHAN

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

#### **MUDENDA COLLINS**

Head, Operations & Supply Chain, School of Business, The Copperbelt University, Zambia

### Dr. EGWAKHE A. JOHNSON

Professor & Director, Babcock Centre for Executive Development, Babcock University, Nigeria

### Dr. A. SURYANARAYANA

Professor, Department of Business Management, Osmania University, Hyderabad

### **Dr. MURAT DARCIN**

Associate Dean, Gendarmerie and Coast Guard Academy, Ankara, Turkey

### Dr. ABHAY BANSAL

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

### **Dr. YOUNOS VAKIL ALROAIA**

Head of International Center, DOS in Management, Semnan Branch, Islamic Azad University, Semnan, Iran **WILLIAM NKOMO** 

### Asst. Head of the Department, Faculty of Computing, Botho University, Francistown, Botswana Dr. JAYASHREE SHANTARAM PATIL (DAKE)

Faculty in Economics, KPB Hinduja College of Commerce, Mumbai

### **SHASHI KHURANA**

Associate Professor, S. M. S. Khalsa Lubana Girls College, Barara, Ambala

### Dr. SEOW TA WEEA

Associate Professor, Universiti Tun Hussein Onn Malaysia, Parit Raja, Malaysia

### Dr. OKAN VELI ŞAFAKLI

Associate Professor, European University of Lefke, Lefke, Cyprus

### Dr. MOHENDER KUMAR GUPTA

Associate Professor, Government College, Hodal

### **Dr. BORIS MILOVIC**

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

### Dr. MOHAMMAD TALHA

Associate Professor, Department of Accounting & MIS, College of Industrial Management, King Fahd University of Petroleum & Minerals, Dhahran, Saudi Arabia

### Dr. V. SELVAM

Associate Professor, SSL, VIT University, Vellore

### Dr. IQBAL THONSE HAWALDAR

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

### Dr. PARDEEP AHLAWAT

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

### **Dr. ALEXANDER MOSESOV**

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

### Dr. ASHOK KUMAR CHAUHAN

Reader, Department of Economics, Kurukshetra University, Kurukshetra

### **YU-BING WANG**

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

### **SURJEET SINGH**

Faculty, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

### Dr. MELAKE TEWOLDE TECLEGHIORGIS

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

### Dr. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

### Dr. SAMBHAVNA

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

### Dr. THAMPOE MANAGALESWARAN

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

### **Dr. SHIVAKUMAR DEENE**

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

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

### FORMER TECHNICAL ADVISOR

### **AMITA**

### FINANCIAL ADVISORS

### **DICKEN GOYAL**

Advocate & Tax Adviser, Panchkula

### **NEENA**

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

### LEGAL ADVISORS

### **JITENDER S. CHAHAL**

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

### **CHANDER BHUSHAN SHARMA**

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

**SURENDER KUMAR POONIA** 

1.

Nationality

### **CALL FOR MANUSCRIPTS**

We invite unpublished novel, original, empirical and high quality research work pertaining to the recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets: Financial Services: Fiscal Policy: Government & Non Profit Accounting: Industrial Organization: International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography: Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. **infoijrcm@gmail.com** or online by clicking the link **online submission** as given on our website (**FOR ONLINE SUBMISSION, CLICK HERE**).

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

COVERING LETTER FOR SUBMISSION:	
	DATED:
THE EDITOR	
URCM	
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
<mark>specify</mark> )	
DEAR SIR/MADAM	
Please find my submission of manuscript titled 'your journals.	
I hereby affirm that the contents of this manuscript are original. Furthermore fully or partly, nor it is under review for publication elsewhere.	e, it has neither been published anywhere in any language
I affirm that all the co-authors of this manuscript have seen the submitted v their names as co-authors.	ersion of the manuscript and have agreed to inclusion of
Also, if my/our manuscript is accepted, I agree to comply with the formalitie discretion to publish our contribution in any of its journals.	es as given on the website of the journal. The Journal has
NAME OF CORRESPONDING AUTHOR	:
Designation/Post*	:
Institution/College/University with full address & Pin Code	:
Residential address with Pin Code	:
Mobile Number (s) with country ISD code	:
Is WhatsApp or Viber active on your above noted Mobile Number (Yes/No)	:
Landline Number (s) with country ISD code	:
E-mail Address	:
Alternate E-mail Address	:

\* i.e. Alumnus (Male Alumni), Alumna (Female Alumni), Student, Research Scholar (M. Phil), Research Scholar (Ph. D.), JRF, Research Assistant, Assistant Lecturer, Lecturer, Senior Lecturer, Junior Assistant Professor, Assistant Professor, Senior Assistant Professor, Co-ordinator, Reader, Associate Professor, Professor, Head, Vice-Principal, Dy. Director, Principal, Director, Dean, President, Vice Chancellor, Industry Designation etc. <u>The qualification of author is not acceptable for the purpose</u>.

### NOTES:

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. <u>pdf.</u> version is liable to be rejected without any consideration.
- b) The sender is required to mention the following in the SUBJECT COLUMN of the mail:
  - **New Manuscript for Review in the area of** (e.g. Finance/Marketing/HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)
- c) There is no need to give any text in the body of the mail, except the cases where the author wishes to give any **specific message** w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is expected to be below 1000 KB.
- e) Only the **Abstract will not be considered for review** and the author is required to submit the **complete manuscript** in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email within twenty-four hours and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of the manuscript, within two days of its submission, the corresponding author is required to demand for the same by sending a separate mail to the journal.
- g) The author (s) name or details should not appear anywhere on the body of the manuscript, except on the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.
- 2. MANUSCRIPT TITLE: The title of the paper should be typed in **bold letters**, **centered** and **fully capitalised**.
- 3. AUTHOR NAME (S) & AFFILIATIONS: Author (s) name, designation, affiliation (s), address, mobile/landline number (s), and email/alternate email address should be given underneath the title.
- 4. ACKNOWLEDGMENTS: Acknowledgements can be given to reviewers, guides, funding institutions, etc., if any.
- 5. **ABSTRACT:** Abstract should be in **fully Italic printing**, ranging between **150** to **300 words**. The abstract must be informative and elucidating the background, aims, methods, results & conclusion in a **SINGLE PARA**. **Abbreviations must be mentioned in full**.
- 6. **KEYWORDS**: Abstract must be followed by a list of keywords, subject to the maximum of **five**. These should be arranged in alphabetic order separated by commas and full stop at the end. All words of the keywords, including the first one should be in small letters, except special words e.g. name of the Countries, abbreviations etc.
- 7. **JEL CODE**: Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at www.aea-web.org/econlit/jelCodes.php. However, mentioning of JEL Code is not mandatory.
- 8. **MANUSCRIPT**: Manuscript must be in <u>BRITISH ENGLISH</u> prepared on a standard A4 size <u>PORTRAIT SETTING PAPER</u>. It should be free from any errors i.e. grammatical, spelling or punctuation. It must be thoroughly edited at your end.
- 9. **HEADINGS**: All the headings must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
- 10. **SUB-HEADINGS**: All the sub-headings must be bold-faced, aligned left and fully capitalised.
- 11. MAIN TEXT:

### THE MAIN TEXT SHOULD FOLLOW THE FOLLOWING SEQUENCE:

INTRODUCTION

**REVIEW OF LITERATURE** 

**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 be in **2000** to **5000 WORDS**, But the limits can vary depending on the nature of the manuscript.

- 12. **FIGURES & TABLES**: These should be simple, crystal **CLEAR**, **centered**, **separately numbered** & self-explained, and the **titles must be above the table/figure**. **Sources of data should be mentioned below the table/figure**. *It should be ensured that the tables/figures are*referred to from the main text.
- 13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, left aligned with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word may be utilised. If any other equation editor is utilised, author must confirm that these equations may be viewed and edited in versions of Microsoft Office that does not have the editor.
- 14. **ACRONYMS**: These should not be used in the abstract. The use of acronyms is elsewhere is acceptable. Acronyms should be defined on its first use in each section e.g. Reserve Bank of India (RBI). Acronyms should be redefined on first use in subsequent sections.
- 15. **REFERENCES**: The list of all references should be alphabetically arranged. *The author (s) should mention only the actually utilised references in the preparation of manuscript* and they may follow Harvard Style of Referencing. Also check to ensure that everything that you are including in the reference section is duly cited in the paper. The author (s) are supposed to follow the references as per the following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
- Use (ed.) for one editor, and (ed.s) for multiple editors.
- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc., in chronologically ascending
  order.
- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
- The title of books and journals should be in italic printing. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
- For titles in a language other than English, provide an English translation in parenthesis.
- Headers, footers, endnotes and footnotes should not be used in the document. However, you can mention short notes to elucidate some specific point, which may be placed in number orders before the references.

### PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

### **BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

### **CONTRIBUTIONS TO BOOKS**

• Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

### JOURNAL AND OTHER ARTICLES

• Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

### **CONFERENCE PAPERS**

Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–23

### **UNPUBLISHED DISSERTATIONS**

• Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

### **ONLINE RESOURCES**

Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

### **WEBSITES**

• Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

### COMPREHENDING AND IMPLEMENTING BEST PRACTICES OF QUALITY MANAGEMENT ACROSS INDUSTRIES

BALAJI GOPALAN

PROFESSOR

KIRLOSKAR INSTITUTE OF ADVANCED MANAGEMENT STUDIES

YANTRAPUR, HARIHAR, KARNATAKA

# DR. REVATHI IYER DEAN & PROFESSOR KIRLOSKAR INSTITUTE OF ADVANCED MANAGEMENT STUDIES YANTRAPUR, HARIHAR, KARNATAKA

### **ABSTRACT**

The paper aims to comprehend the quality co-creators and documents how quality philosophies applicable to automotive manufacturing are definitely distinct from quality implementations in the healthcare services industry and how the study may extend to research in other sectors. This study does a review available on the differences associated with quality implementations, challenges and differentiating quality in the manufacturing and healthcare services industry. There are successes and challenges of comprehending and implementing quality in the manufacturing and health care services sector. There are valuable discussions on developing paradigms and quality concepts for both these sectors and how the customer becomes the value co-creator for innovation in products and services. The manufacturing and the healthcare services industry provide perfect instances of quality in their processes. The Japanese manufacturing provides a learning opportunity in customizing for health care services in making quality profitable and quality implementation effective and the healthcare industry, an example on delivering care processes and methodology for improving businesses by eliminating waste, reducing expenses and enhancing satisfaction. The research is limited to literature that is available and future studies require further research on how quality standards gets developed for different sectors. Future studies may explore on customer as a quality co-creator for innovation of products and services. Integrating customers in the social innovations development for quality improvements in the innovation of products and services may require study. This study explores the differences between quality implementations in two sectors and provides valuable discussions on extending the studies to other industries.

## INVENTIVE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY IN THE OPEN AND DISTANCE LEARNING SYSTEM: AN EMPIRICAL STUDY

### B. RUPINI DIRECTOR SCHOOL OF INTER-DISCIPLINARY AND TRANS-DISCIPLINARY STUDIES INDIRA GANDHI NATIONAL OPEN UNIVERSITY NEW DELHI

#### **ABSTRACT**

This study aimed to use inventive ICT tools in Open and Distance Learning system (ODL) to generate awareness among the people, on the issues of environment and their adverse impact, technological deficiencies, skills gap in implementing the various environmental assessment tools, and the preventive measures to stop the further deterioration of the environment by proposing a "technology-centric skill learning model". By using the developed model need assessment survey has been done on the required ICT related competencies a teacher should possess under Technological Operations & Concepts domain, Professional domain and Social & ethical domains, from the University teachers, researchers, NGOs working in the environmental sector. Data was collected and analyzed using various statistical techniques. Findings of the study reveal that all the teachers agreed to possess those competencies to develop and deliver the ICT based skill development programmes through ODL mode.

## A STUDY ON PROBLEM FACED BY VEGETABLE PRODUCING FARMERS IN NILIGIRI - DISTRICT

DR. S. NAMASIVAYAM

HEAD

DEPARTMENT OF COMMERCE IN BUSINESS PROCESS SERVICES

DR. NGP ARTS & SCIENCE COLLEGE

COIMBATORE

K. ARTHI
M. Phil. RESEARCH SCHOLAR
DEPARTMENT OF COMMERCE
DR. NGP ARTS & SCIENCE COLLEGE
COIMBATORE

### **ABSTRACT**

Agriculture may be defined as an integrated system of techniques to control the growth and harvesting of animal and vegetables. It is an uncomplicated endeavor comprising of technical and practical processes that helps in the maintenance of the ecological balance and protects human resources; and most importantly it is a viable food production system. Human beings started practicing farming/cultivation some 10,000 years ago. Since then, agriculture as a practice and as a process has undergone substantial changes which have had consequential impact on human progress and lifestyle The present study is intended to study the socio economic of characteristics of vegetable producing farmer's. It also given importance to know the satisfaction regarding the farmers and the problems faced by the vegetable producing farmers by which they can improve the vegetable growing and motivated their self farming.

## STUDY ON CONSUMER BEHAVIOUR TOWARDS FROZEN FOOD IN JAMMU CITY OF J & K STATE

TAVLEEN KAUR STUDENT

DIVISION OF AGRICULTURAL ECONOMIC & AGRI BUSINESS MANAGEMENT
SHER-E-KASHMIR UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY OF
JAMMU
JAMMU

JYOTI KACHROO PROFESSOR & HEAD

DIVISION OF AGRICULTURAL ECONOMIC & AGRI BUSINESS MANAGEMENT
SHER-E-KASHMIR UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY OF
JAMMU
JAMMU

NAVEED HAMID

ASST. PROFESSOR

DIVISION OF AGRICULTURAL ECONOMIC AND AGRI BUSINESS MANAGEMENT

SHER-E-KASHMIR UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY OF

JAMMU

JAMMU

### **ABSTRACT**

The present investigation was conducted in Jammu city in which customers were selected at different supermarkets in Jammu city through convenience sampling. The research was conducted with 150 respondents. A likert-scale based schedule was developed & data was collected accordingly. The information from various retail outlets and distributors was collected with the help of structured schedule and the data was analyzed by using descriptive statistics, regression analysis and cross tab analysis to analyze the behavior of consumer regarding frozen foods. The analysis reflects that respondents neither agree nor disagree (median=3.00) to the fact that they often buy frozen foods because of health, safety, price, impulsiveness. This indicates that consumer's attitude is neutral towards frozen foods. It was also found that consumers in Jammu city were neutral towards the pricing of frozen foods.

## OPINION DIFFERENCE OF TEACHERS ON EXISTING PERFORMANCE APPRAISAL PRACTICES IN PRIVATE ENGINEERING INSTITUTIONS

CHANDRA MOHAN SINGH
ASST. PROFESSOR & PH. D. RESEARCH SCHOLAR
KRUTI INSTITUTE OF TECHNOLOGY & ENGINEERING
CHHATTISGARH SWAMI VIVEKANANDA TECHNICAL UNIVERSITY
DURG

DR. ASHOK CHANDRA SR. ASST. PROFESSOR BHILAI INSTITUTE OF TECHNOLOGY DURG

DR. SANJAY SHARMA
PROFESSOR
BHILAI INSTITUTE OF TECHNOLOGY
DURG

#### **ABSTRACT**

The content and pedagogy is continuously changing in higher education especially engineering study and this makes updating of engineering teachers very crucial. Teachers need to do this by themselves but there is chance of reduction of quality and standard. To overcome this, institutions must take its initiation. For this, the first step is of course the performance appraisal and later the training and development with help of knowledge management. This paper takes performance appraisal factor for study. The teaching staffs in engineering institutions are categorized gender wise and designation wise. The teachers were asked to evaluate the present performance appraisal practices in their colleges through structured and closed ended questionnaire. The proportional sample is drawn through convenient sampling. The data was collected through 5 point likert scale. The opinions of respondents were derived through the two top box scores method and later using mean value. Analysis of category wise difference in opinion was carried through t – test. The findings highlight that mostly the opinion of male and female teachers were having least variance. Further, the opinion of associate professor and assistant professor are also similar. The opinion of professor as compared to associate professor and assistant professor is different. The overall findings suggest that there is very little difference of opinion of teaching staff on the existing practices of performance appraisal in private engineering institutions.

## COOPERATIVE INDUSTRIAL ESTATES: THE GOLDEN PLATFORM FOR SMALL SCALE INDUSTRIES

# DR. ARVIND CHAUDHARI PROFESSOR & HEAD BHUSAWAL ARTS, SCIENCE & P. O. NAHATA COMMERCE COLLEGE BHUSAWAL

#### **ABSTRACT**

In India like other developing nations, the business climate is more informal in nature. The entrepreneurs are not interested to register their businesses, the society is conservative and never "doing business" had been seen with a great value, though culturally we had been rich for several hundred years with many intellectual capabilities. We always preferred doing jobs over businesses, India is burgeoning as the neo youth power which needs lots of job opportunities. By 2020 the median of the age of India would be 27, hence young India needs enough jobs to feed this aspiring youth to maintain their living as well as a healthy family life. To take the advantage of the age dividend, India needs to promote a better business climate. To evolve the businesses as part of culture, Indian Government already has taken many steps, including giving many incentives and subsidies to encourage youth to opt for business. Entrepreneurs are to be given information that would facilitate to take best advantage of the schemes. Development of enterprises in terms of establishment, expansion, modernisation, acquisitions and mergers can take place. Organisation structure in terms of proprietary, partnership, cooperatives, corporations, etc., can be planned. Issues like state development, infrastructure, fiscal issues, export prospects, etc., paves way for economic prospects. To establish cooperative industrial estate at anywhere by the people, to the people and for the people is one of the best opportunity to develop industrial sector. Actually this is golden platform for small scale entrepreneurs through this study researcher want to search the status of cooperative industrial estates and to check perception of small scale owners about cooperative industrial estates.

## ECONOMIC GROWTH, EDUCATION EXPENDITURE AND INCOME INEQUALITY IN INDIA

ANIRUDDHA KAYET

RESEARCH SCHOLAR

DEPARTMENT OF ECONOMICS WITH RURAL DEVELOPMENT

VIDYASAGAR UNIVERSITY

MIDNAPORE

DEBASISH MONDAL
PROFESSOR
DEPARTMENT OF ECONOMICS WITH RURAL DEVELOPMENT
VIDYASAGAR UNIVERSITY
MIDNAPORE

### **ABSTRACT**

Many researchers report a negative association between economic growth and economic inequality. If it is true, what are the considerations for this relation? What are the expected reasons for linking these two? Using the data across 15 major states of India from 1983 to 2011-12 this paper explores one such mechanism; growth rate of output raises public expenditure on education and it decreases inequality with growth of public education expenditure in India. Economic inequality can be measured by both a singular measure of inequality (either relative measure or absolute measure of inequality) and plural measure of inequality (both relative measure and absolute measure of inequality) that can be captured by different families of inequality measures; a measure from the Lorenz-Gini family or from any other family. To check the robustness of the results, in this paper we consider the plural measure of inequality from the Lorenz-Gini family as well as from another family, viz., the SD-CV family.

## LEADER MEMBER EXCHANGE QUALITY INFLUENCING COMMITMENT AND TRUST AMONG EMPLOYEES

OWAIS AHMED
Ph. D. RESEARCH SCHOLAR
I. K. GUJRAL PUNJAB TECHNICAL UNIVERSITY
JALANDHAR

DR. MUSHTAQ AHMED SIDDIQI
PROFESSOR
THE BUSINESS SCHOOL
UNIVERSITY OF KASHMIR
HAZRATBAL

#### **ABSTRACT**

Leader-Member Exchange refers to relationships between immediate supervisor and subordinate. Supervisors form high quality and low quality relationships with their subordinates. High quality relationships are characterized by mutual sharing of resources, responsibility, access to confidential information, participation in decision making etc while as low quality are characterized by contractual commitments and obligations. LMX influences employee trust and commitment, besides other favourable job attitudes and outcomes. The study examined relationship between LMX, organizational commitment and employee trust.

## EFFECTIVENESS OF TECHNOLOGY ENABLED LEARNING (TEL) IN LEARNING SCIENCE AT D.T.Ed. LEVEL

P. JAYANTHI NIRMALA PH. D. RESEARCH SCHOLAR DRAVIDIAN UNIVERSITY KUPPAM

DR. K. S. PREMILA
HEAD
SCHOOL OF EDUCATION
TAMIL NADU OPEN UNIVERSITY
CHENNAI

### **ABSTRACT**

The main objective of the study is to find out the effectiveness of technology enabled learning (TEL) in learning science at D.T.Ed level. The sample consists of 60 students of second year Teacher Training Programme (D.T.Ed.) in and around Chennai. The tool namely "Attitude of students towards technology in education" has been developed by the investigator used for collecting data. The major finding is that there is a significant difference between the students of control and experimental group - exposed to Technology based learning.

### ROLE OF FIXED ASSETS MANAGEMENT

# RAMESH VANKADOTH ASSOCIATE PROFESSOR SIDDHARTHA INSTITUTE OF ENGINEERING & TECHNOLOGY VINOBHA NAGAR

#### **ABSTRACT**

The study finds out that F.A.M. is an accounting process that seeks to track fixed assets for the purposes of financial accounting, preventive maintenance, and theft deterrence. F.A.M. is useful for many organizations face a significant challenge to track the location, quantity, condition, maintenance and depreciation status of their fixed assets. F.A.M. is useful for Some Enterprise Resource Planning systems are available with fixed assets modules. Some tracking methods automate the process, such as by using fixed scanners to read bar codes on railway freight cars or by attaching radio-frequency identification (RFID) tag to an asset.

## A REVIEW OF LITERATURE ON THE INTER-LINKAGES OF STOCK MARKET DEVELOPMENT WITH ECONOMIC GROWTH

TANUJ NANDAN

ASSOCIATE PROFESSOR

SCHOOL OF MANAGEMENT STUDIES

MOTILAL NEHRU NATIONAL INSTITUTE OF TECHNOLOGY

ALLAHABAD

NIVEDITA SRIVASTAVA

RESEARCH SCHOLAR

SCHOOL OF MANAGEMENT STUDIES

MOTILAL NEHRU NATIONAL INSTITUTE OF TECHNOLOGY

ALLAHABAD

#### **ABSTRACT**

Stock markets play a pivotal role in the growth and development of an economy. With the continuous rise in stock market operations worldwide, it is impossible to imagine a world without stock markets. Over the past two decades, stock markets have seen significant growths in market capitalisation globally. The relationship between the development of stock markets and economic growth has been an issue of debate for long. There have been studies defining the relationships between financial development and economic growth, but empirical and theoretical evidence pertaining to the clearly defining the relationship between stock market and economic growth is still limited. Growth–finance controversy is confined only to the examination of relationship between financial development (represented by only banking sector development) and real economy. It ignored the role of stock market in economic growth and development process of the country. The present paper seeks to assess the relationship between stock market development and economic growth, summarising the study conducted based on theory as well as empirical work. The present study tries to include around 118 papers which have been taken from various referred journals and reports covering different economies and countries world over. 89 studies conclude that stock market development positively impacts and accelerates the process of economic development, while 29 studies claim that development of stock market has negative or no impact whatsoever on economic growth. Based on extensive literature review, variables for measuring stock market development and economic growth have also been identified The study also highlights and classifies studies based on positive and negative impact of stock market development on economic growth.

### A STUDY ON EMPLOYEE ATTRITION AND RETENTION IN BPO SECTOR

# DR. SHAMSHER SINGH ASSOCIATE PROFESSOR BANARSIDAS CHANDIWALA INSTITUTE OF PROFESSIONAL STUDIES DWARKA

RAVEENA RANA
STUDENT
LADY SHRI RAM COLLEGE FOR WOMEN
DELHI UNIVERSITY
NEW DELHI

### **ABSTRACT**

The objective of this research is to identify the causes of attrition in BPOs. Employee retention is more than just keeping employees on the job. It is also about sustaining employees, primarily by enhancing their job satisfaction. Failings to retain a key employee is a costly proposition for any organization. Employee retention is commonly considered to mean the ability to maintain a stable workforce. Business process outsourcing (BPO) offered opportunities for employment to a large number of persons with diverse skill sets in India. The industry is plagued by high employee attrition which gives sleepless nights to Human Resources managers (HR). This study is conducted to find out the predominate factors that causes high employee attrition in BPO sector and to find out the ways to control attrition. This study was carried out in BPO companies in Delhi NCR by obtaining response of 100 employees. ANOVA and frequency analysis were employed to analyze the responses. Study found that employees are not satisfied with reward & recognition of achievement system and welfare measure followed by these organisations. Bonus and games & cultural events have positive impact and leads to higher level of motivation and increased performance. Implementation of three R's (respect, recognition and reward) will increase employee retention.

## A STUDY ON THE INFLUENCE OF ATTITUDINAL AND ENVIRONMENTAL FACTORS ON ENTREPRENEURIAL INTENTION

DR. JOHNEY JOHNSON

ASST. PROFESSOR

SCHOOL OF MANAGEMENT & BUSINESS STUDIES

MAHATMA GANDHI UNIVERSITY

KOTTAYAM

# DR. SONIA KATHERIN MATHEW ASST. PROFESSOR MUSALIAR COLLEGE OF ENGINEERING & TECHNOLOGY PATHANAMTHITTA

### **ABSTRACT**

The main purpose of this paper was to understand the influence of attitudes and the external environmental factors on students entrepreneurial intentions. To study the attitudinal factors, students general attitude i.e. their (attitude towards money, attitude towards change, and attitude towards competiveness) and the attitude toward entrepreneurship is taken in the study. To study the influence of external environmental factors the study employed variables like university environment, environment support and environment barriers of the students. A questionnaire form was developed with statements related to attitudes and external environment conditions. Convenience sampling method was used to collect the data. A total of 300 students were taken for the study. Factor analysis and regression analysis was used to test the hypotheses. The findings of the study proved that in case of general attitude - attitude towards money had significant influence on student's entrepreneurial intention. But attitude towards competitiveness and attitude towards change did not show significant influence on entrepreneurial intention. Attitude of students towards entrepreneurship also had significant influence on entrepreneurial intention. Pertaining to the external environment conditions, university environment, environment support and environment barriers showed an impact on entrepreneurial intention among students in Kerala.

### E-GOVERNANCE: A BOON OR BLISS TO SOCIETY: A RESEARCH

DR. SHALINI SRIVASTAV
ASST. PROFESSOR
AMITY BUSINESS SCHOOL
AMITY UNIVERSITY
GREATER NOIDA

DR. SUMIT AGARWAL
ASST. PROFESSOR
AMITY BUSINESS SCHOOL
AMITY UNIVERSITY
GREATER NOIDA

DR. GARIMA BHARDWAJ

SR. LECTURER

AMITY BUSINESS SCHOOL

AMITY UNIVERSITY

GREATER NOIDA

#### **ABSTRACT**

The "e" in e-Governance stands for 'electronic'. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology). While Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance. However, this would require the government to change itself – its processes, its outlook, laws, rules and regulations and also its way of interacting with the citizens. It would also require capacity building within the government and creation of general awareness about e-Governance among the citizens. ICT provides efficient storing and retrieval of data, instantaneous transmission of information, processing information and data faster than the earlier manual systems, speeding up governmental processes, taking decisions expeditiously and judiciously, increasing transparency and enforcing accountability. It also helps in increasing the reach of government – both geographically and demographically.

### BREXIT-AN END IN ITSELF OR THE BEGINNING OF A NEW ERA

# DEEPA SHARMA ASST. PROFESSOR DEPARTMENT OF HUMANITIES & SOCIAL SCIENCES SIKKIM MANIPAL UNIVERSITY GANGTOK

### **ABSTRACT**

The referendum in Britain in June 2016 leading to its withdrawal from European Union has been a topic intensely covered and researched in recent times. In that context, this paper tries to briefly explore the troublesome relation that Britain had with European Union starting from the time it joined in 1973. It also tries to throw light on the important events that shaped the present situation in Britain with respect to Europe. The paper gives a brief view on the emergence of Euroscepticism in Britain and the various factors responsible for it. It also analyses the different predictions made about the economic results by the pro-Europeans for the period immediately after the result of referendum if Brexit was to happen and how these predictions have been true so far. Lastly, this paper lays down what is the current situation and decisions which have been made and also raises some questions for which the answers will be known as the journey will unfold in near future.

### ROLE OF BUYER CHARACTERISTICS IN ONLINE SHOPPING

# DR. ADIL RASOOL ASST. PROFESSOR SPMR COLLEGE OF COMMERCE JAMMU

#### **ABSTRACT**

Characteristics of buyers are an important constituent that can influence actual online buying decision. Some of the potential factors affecting the buyer characteristics include cultural factors, social factors, demographic factors and psychological factors. While Online Buyers have the distinctive ability to extract the advantages offered in e-Retailing, a survey was conducted and data were collected from three different sampling areas on the basis of social articulation levels. The results of the collected data reveal that Intensity levels of Actual Online Buying among Online Buyers is not found to be varying significantly with other online buyer characteristics such as Perceived Security on e-Payment and Intensity of Internet usage. However, it is found to be varying significantly with Other Online Buyer characteristics such as Perceived Security on e-Payment and Preference for Physical Payment among Online Buyers. Further, understanding level of e-Shopping among Online Buyers is not found to be varying significantly with other online buyer characteristics such as Actual Online Buying, Propensity of Online Buying and Preference for Physical Payment. However, it is found to be varying significantly with online buyer characteristics such as Intensity of Internet usage and Perceived Security on e-Payment among Online Buyers.

## FOREIGN INSTITUTIONAL INVESTORS (FIIs) FLOWS AND VOLATILITY IN STOCK MARKETS OF INDIA DURING SUB-PRIME CRISIS AND POST FPI ACT

RAJNISH KLER
ASST. PROFESSOR
MOTILAL NEHRU COLLEGE (EVENING)
UNIVERSITY OF DELHI
NEW DELHI

#### **ABSTRACT**

The portfolio investment by Foreign Institutional Investors (FIIs) has become a remarkable force behind the development of Indian stock market and is majorly perceived as a chief cause of stock market volatility. In order to ascertain the nexus between FIIs portfolio flows and stock market volatility the impact study of stock market returns and FIIs inflows and outflows relationship has been established. The present study is conducted on basis of daily time series of NIFTY, SENSEX and FIIs activity for a period of sixteen years spanning from January, 2001 to December, 2016. The primary motive of study is to explore relationship among a FII flows and volatility in stock markets during unlike situations and favourable situations of capital market. The data is divided according to certain important events in recent past such as great financial crisis during 2008-09 and introduction of new act known as FPI act, 2014. In present study, traditional statistical tools like mean, variance, standard deviation, skewness and kurtosis analysis are used to examine the impact of FIIs impact on Indian stock market volatility. In addition to these tools, the modern tool namely ARCH and GARCH model is also used to study the impact of FIIs capital flows on stock market volatility. To check the non-stationary of the time series the Augmented Dickey-Fuller (ADF) test is applied. The study reveals that there is a significant relationship between FIIs capital flows and stock market volatility. Moreover, FIIs investment has statistically significant influence on volatility in returns of NIFTY and SENSEX, used as biggest pointer to Indian stock market. The meticulous analysis has revealed that volatility prevails in both of the stock markets due to FIIs flows but has considerably reduced after stringent new act of FPI is introduced. The study has shown the similar results with historical method and the contemporary volatility estimators.

# ASSESSMENT OF KNOWLEDGE LEVEL, NEED AND IMPACT OF ICTS AMONG FARMERS IN DIFFERENT ASPECTS OF AGRICULTURE AT TALERA BLOCK OF BUNDI DISTRICT IN RAJASTHAN

DR. SUSMIT JAIN ASST. PROFESSOR IIHMR UNIVERSITY JAIPUR.

NEERAJ KUMAR PRAJAPATI PROJECT IN-CHARGE GAYATRI SEVA SANSTHAN UDAIPUR

#### **ABSTRACT**

Agriculture is a major part of our economy and its allied activities play a vital role in provide employment to rural and urban people. Now a day's Agriculture depends upon timely and accurate Information about agricultural inputs, weather forecasting and markets access etc. But due to lack of physical infrastructure, awareness and Information, farmers do not get proper Information about market, weather forecasting etc. Information and Communication Technology (ICT) is an effective way for develop and raise the Agriculture standard. The main objective of this study was to access the knowledge level of ICTs among farmers for getting different Agriculture Information and to identify the need of ICT for farmers and measure the attitudes of farmers towards ICT based Agricultural Services. The study also suggested an ICT based model for developing and strengthening the Agriculture standards. The research was conducted at Talera Block of Bundi District in Rajasthan and reviews the applications of ICTs in Agriculture. The research was a descriptive research based on probability sampling of different farmers of selected villages of block. The study concludes that majority of respondents do not have access to ICT facilities. Some of the respondents have knowledge about ICTs but they could not use them due time constraint and improper scheduling of programmes.

## ESSENTIAL FACTORS FOR TRAINING TRANSFER: A STUDY OF PHARMACEUTICAL REPRESENTATIVES IN LUCKNOW AREA

ANA RIZVI
RESEARCH SCHOLAR
SCHOOL OF MANAGEMENT
BBD UNIVERSITY
LUCKNOW

DR. SURENDRA KUMAR
ASST. PROFESSOR
SCHOOL OF MANAGEMENT
BBD UNIVERSITY
LUCKNOW

### **ABSTRACT**

Through the study it is the endeavour of the researcher to bring to the fore the factors responsible for training transfer among the medical representatives in Lucknow area. For the purpose of the study a survey was conducted among the medical representatives with 203 participants. For the purpose of the study important factors acting in the work environment that impact training was identified through a literature review and their role in training transfer was analysed there from.

### EXPLORING PSYCHOLOGICAL CAPITAL IN INDIAN CONTEXT AMONG MSME ENTREPRENEURS

MARIA TRESITA PAUL V.

RESEARCH SCHOLAR

BHARATHIAR SCHOOL OF MANAGEMENT & ENTREPRENEUR DEVELOPMENT

BHARATHIAR UNIVERSITY

COIMBATORE

DR. N. UMA DEVI

ASST. PROFESSOR

BHARATHIAR SCHOOL OF MANAGEMENT & ENTREPRENEUR DEVELOPMENT

BHARATHIAR UNIVERSITY

COIMBATORE

### **ABSTRACT**

Major findings of the research paper indicate that the respondents differ on their scores on psychological capital. The demographic profiles except the age, educational qualification, years of experience, income, location of business, family type, business type and the entrepreneurial generation no other profiles had a significant difference in the MSME entrepreneur's psychological capital levels. So, hence it becomes necessary for the MSME development authorities, government and entrepreneur development bodies, to take necessary steps like creating a conducive environment, formulate training modules seminars and conferences, providing entrepreneurs with encouragement as growth of MSME entrepreneurs is deemed a vital source of employment creation and holistic development of India.

### FRUIT PROCESSING INDUSTRY IN MURSHIDABAD DISTRICT OF WEST BENGAL PRESENT STATUS AND FUTURE PROSPECTS

MADHAB KUMAR BISWAS
RESEARCH SCHOLAR (PH. D.), DEPARTMENT OF COMMERCE, UNIVERSITY OF KALYANI,
KALYANI; &
ASST. PROFESSOR OF COMMERCE
DUKHULAL NIBARAN CHANDRA COLLEGE
AURANGABAD

DR. SUDIPTA SARKAR

ASST. PROFESSOR

DEPARTMENT OF RURAL DEVELOPMENT STUDIES

UNIVERSITY OF KALYANI

KALYANI

### **ABSTRACT**

Fruits and Vegetable processing industry is a segment of the whole Food Processing Industry. The State of West Bengal with diverse agro-climatic zones is conducive for growing a wide variety of fruits. The district Murshidabad is rich in production of Mango and litchi and have huge amount of surplus fruits. Accordingly, besides micro and small fruit processing units so many home based fruit processing units have grown up in the district and created immense livelihood opportunities. In this background the present study makes an attempt to explore the problem and prospects of fruit processing industry in the Murshidabad district of West Bengal. The study concludes that there is ample scope of availability of raw material, market opportunity and profitability in fruit processing industry in this district. The basic problem for expansion is the lack of finance inspite of so many Govt. schemes in this regard. The study suggests that government schemes should be properly implemented so that the fruit processing industry can be a sunrise industry in the district.

## A COMPARATIVE STUDY ON REPORTING OF MERGERS AND ACQUISITIONS ACTIVITIES UNDER IGAAP AND IND AS

NARAYAN KAFLE
M. PHIL. RESEARCH SCHOLAR
ASSAM UNIVERSITY
DIPHU CAMPUS
DIPHU

#### **ABSTRACT**

The study finds out that there are large numbers of differences between the exiting AS 14 and the Ind AS 103 in accounting for mergers and acquisitions activities. The differences are large enough to bring changes in the reported performance indicators of companies. Though, the differences are accounting differences and will not have any impact on business fundamentals yet the corporates should be very much concerned about the planning of the mergers and acquisitions deal, execution of the deal and at the stage of post-acquisition. It is critical that organisations consider IND-AS accounting implications in each of the acquisition phases to avoid any accounting hurdle subsequently. Organisations should sensitise all departments – legal, tax, Mergers & acquisition team and other relevant stakeholders about nuances of IND-AS so that they are mindful of accounting issues and involve relevant experts in each phase of transaction.

## CULTURAL INTELLIGENCE: AN INTEGRAL PART OF CROSS CULTURAL ORGANISATIONS

JASLEEN KAUR ANEJA INDEPENDENT SCHOLAR CB-234, NARAINA RING ROAD NEW DELHI

VAISHALI JOSHI INDEPENDENT SCHOLAR H.NO. 2065 OUTRUM LANES NEW DELHI

PRIYANKA MARWA
ASST. PROFESSOR
JESUS AND MARY COLLEGE
UNIVERSITY OF DELHI
NEW DELHI

### **ABSTRACT**

With the increasing globalization it has become very important to understand the need of the organization with intercultural context. Cultural intelligence or cultural quotient is the capability to relate and work effectively across cultures. It helps to understand the ability to perform and function in an organization which has different cultural quotient. In this article we look upon the growing stream of cultural intelligence and its importance. We will review the models, the research work, importance, and the techniques used to measure the level of cultural intelligence. In the end we will conclude by discussing theoretical research work done and future research opportunities available in this context.

### BILATERAL RELATION BETWEEN INDIA AND THAILAND

### DR. SHEETAL ARUN KHANDRE RESEARCHER NANDANVAN COLONY, PLOT NO. 260, BHUSINGPURA ROAD AURANGABAD

#### ABSTRACT

The purpose of the research is in the current year India and Thailand are celebrated the 70<sup>th</sup> anniversary of the establishment of bilateral diplomatic relations. As such this paper aims to describe the trade relation between India and Thailand and to study of impact of FTA. Thailand is a key developing exporting country from Asia on the other hand, India is important its position with strong domestic and external demand, the developing countries considered are creation efforts to develop their exports during different paths with direct and indirect influence of government throughout innovative policies and trade liberalization programme. India has aimed to develop the relation and promote to increase a bilateral relation of India and Thailand. In 2016 PM Modi should tried to developed this relation that time the both countries PM was signed lot's of agreement and try to promote trade and cultural relationship.

### AN EVALUATION OF THE STATUS OF HIGHER EDUCATION IN INDIA

DR. YOGESH H S

POST DOCTORAL FELLOW

DEPARTMENT OF STUDIES IN ECONOMICS & CO-OPERATION

UNIVERSITY OF MYSORE

MANASAGANGOTHRI

DR. KIRAN S P
POST DOCTORAL FELLOW
DEPARTMENT OF STUDIES IN ECONOMICS & CO-OPERATION
UNIVERSITY OF MYSORE
MANASAGANGOTHRI

### **ABSTRACT**

Higher education system of India is the world's third largest in terms of students, next to China and the United States. India educates approximately 11 per cent of its youth in higher education as compared to 20 per cent in China. Apart from these higher education institutes there are several private institutes in India that offer various professional courses in India. Further, the main intension of the paper is to analyze the status of higher education in India and to capture the shortcomings of higher education system in India. The study has been prepared purely on the basis of secondary data and also used simple averages, analytical tables to assess the current issue. Finally, the paper concluded that, the overall scenario of higher education in India does not match with the global quality standards. Hence, there is enough justification for an increased assessment of the quality of the country's educational institutions.

## STOCK PERFORMANCE OF AMERICA'S LARGEST BANKS AFTER MERGERS & ACQUISITIONS

# SAL VILLEGAS DOCTORAL STUDENT GEORGE FOX UNIVERSITY USA

#### **ABSTRACT**

Since the dawn of the Great Recession, there has been much discussion and disagreement about the health of the banking system in the United States. Many of the nation's largest institutions were recipients of governmental funding through The Troubled Asset Relief Program (TARP) during the financial crisis and earned the moniker of too-big-too-fail (TBTF) (Brewer & Jagtiani, 2013). Even as large banks used bailout funds for liquidity purposes, they still managed to grow in size due to mergers and acquisitions of other firms. The research presented here explores the impact that these mergers have had on the stock performance of these large banking institutions when they acquire smaller organizations. By examining the stock price, quarterly dividend payments, and earnings per share (EPS) of ten largest bank in the nation, it is determined, that the overall impact of mergers on stock performance varies based on the variable tested. Stock price is not statistically affected by mergers/acquisitions; however, both dividend and EPS are significantly affected. This study affirms the findings of previous researchers in terms of limited stock price affect, however it also brings to light new information about how bank dividends and EPS are affected within this sample.

## CORPORATE SOCIAL RESPONSIBILITY (CSR) AND CUSTOMER'S PERSPECTIVE OF INDIAN BANKS

### PUNEET KAUR RESEARCH SCHOLAR I. K. GUJRAL PUNJAB TECHNICAL UNIVERSITY JALANDHAR

#### **ABSTRACT**

Corporate social responsibility is the continuing commitment by business to achieve commercial success in ways that honor ethical values, address legal issues and contribute to economic development while improving the quality of the workforce and their families as well as the local community and society at large. Although many such voluntary social measures have become legal requirements, a number of business leaders have gone further ahead by utilizing their wealth to improve the living conditions of many people in the society. Banking sector is reckoned as a hub and barometer of the financial system. As a pillar of the economy, this sector plays a predominant role in the economic development of the country. Thus the banking sector has been playing a significant role as growth facilitator. This research paper focuses on the CSR practices of some selected Indian commercial banks as well as the customer's perspective towards CSR practices of banks.

### WIRELESS ROUTING PROTOCOLS AND ITS SECURITY ISSUES IN AD HOC NETWORK

### NEHA CHUGH RESEARCH SCHOLAR BABA MASTNATH UNIVERSITY ROHTAK

#### **ABSTRACT**

A network is normally a sequence of points or nodes interconnected by communication paths in the information technology. Networks means interconnect networks and also contain sub-networks. The most common topology or general configurations of networks include the Bus topology, Star topology, token ring and Mesh topologies. An Ad hoc network is the network that composed of individual devices that can be communicate with each other directly. Ad hoc network has also had two definitions:-"the first can be using what is on hand," while on the other hand is "for one specific purpose." i.e. members of an ad hoc committee they are studying a specific issue that might discover that they are attending the same event and decide to have an ad hoc meeting. A wireless ad hoc network is a collection of independent nodes or stations which communicate with each other by creating a multihop radio network. A network where nodes are all connected to each other can be called mesh network. A significant fact is that the connection is maintained in a decentralized way. Every node of a wireless ad hoc network is a user terminal and a router at the same time. The management of the network is distributed between all nodes.

### POLICY SUPPORT TO AUGMENT THE AGRIBUSINESS POTENTIAL OF KARNATAKA

# NAGARAJA K. RESEARCH SCHOLAR DEPARTMENT OF STUDIES IN ECONOMICS DAVANGERE UNIVERSITY SHIVAGANGOTHRI

#### **ABSTRACT**

Agribusiness is one of the lucrative sectors in Indian economy; it is estimated to contribute to GDP around 30 % and also provides direct and indirect employment opportunities to masses of India. In the field of agriculture and allied activities, it has had greater role in terms of value addition to farm produce and converting the conventional agriculture into corporate agriculture. In fact, agribusiness is not only benefitting to farmer's community in the form of value addition, but also transforming the Indian economy into progressive one by achieving both economic development and growth. Agribusiness is multidimensional, which encompasses the activities pre and post-harvest, like, agricultural production, processing and distribution, etc. In the context of Karnataka state, the economy is radically agrarian economy and has ten agro-climatic zones. There has been significant improvement in productivity and quality in the food production. Through agribusiness, there is also change in the cropping pattern from conventional to commercial or high valued cropping pattern (fruits, vegetables, flowers and plantation) being adopted by farmers in the state. Meanwhile, state Govt. implemented several policies for promoting the agribusiness and improving the standard of living of poor farmers in the state. In this direction, this paper analyses the potentiality of agribusiness sector and support with special emphasis on recent policy in Karnataka state.

# WORK-LIFE BALANCE: ITS CORRELATION WITH JOB SATISFACTION, LIFE SATISFACTION AND STRESS LEVEL AMONGST EXECUTIVES OF PUBLIC SECTOR BANKS IN PUNIAB

# JASPREET KAUR RESEARCH SCHOLAR DEPARTMENT OF MANAGEMENT I. K. GUJRAL PUNJAB TECHNICAL UNIVERSITY JALANDHAR

### **ABSTRACT**

Work life balance has recently taken the attention of both researchers and executives. This subject interests almost everyone with a professional career. This widespread interest is partly due to its reflection on all aspects of life. For those who think that the main objective in life is to work, their career becomes the core of life. However, people have limited time and therefore have to perform many other activities other than their jobs. Without a balance between the two, many mishaps can be experienced in both the cases. In this study, Work —life balance is analyzed from the organizational context. The study has the potential to enable the working people to consider their part of stand in terms of work —life balance and to support the executives to gain new perspective in order to cope with such problems. The study attempts to investigate the relationship between the Work life balance and Job satisfaction, life satisfaction and stress level. One hundred executives of Public Sector Banks of Punjab State (50 males and 50 females) ranging age of 30 years and above were randomly selected from the district S.A.S Nagar, Mohali. The results have been discussed by conducting t-ratios, Inter-correlations and Factor analysis on different variables among males and females.

### REQUEST FOR FEEDBACK

### **Dear Readers**

At the very outset, International Journal of Research in Commerce, IT & 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 <a href="mailto:infoijrcm@gmail.com">infoijrcm@gmail.com</a> for further improvements in the interest of research.

If you have any queries, please feel free to contact us on our e-mail infoijrcm@gmail.com.

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

Looking forward to an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours** 

Sd/-

Co-ordinator

### **DISCLAIMER**

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, 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





