

## INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE AND MANAGEMENT

## **CONTENTS**

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	PRICING STRATEGY IN MARKETING OF B-SCHOOLS: A STUDY OF THE INDIAN CONTEXT DR. RAJESH S. MODI	6
2.	INDIAN TEACHER'S STRESS IN RELATION TO JOB SATISFACTION: AN EMPIRICAL STUDY  DR. B. V. PRASADA RAO, S. R. PDALA & WAKO GEDA OBSE	12
3.	INEFFECTIVE CORPORATE GOVERNANCE: CHALLENGES OF INTERNAL AUDIT FUNCTION	16
	DR. ISHOLA RUFUS AKINTOYE, DR. RICHARD O. AKINGUNOLA & JIMOH EZEKIEL OSENI	
4.	A NEXUS BETWEEN BOP ENTREPRENEURS AND BOP CONSUMERS: A SNAPSHOT FROM BANGLADESH KOHINOOR BISWAS & M SAYEED ALAM	23
5.	KAIZEN IN THE INDIAN CONTEXT- A CASE STUDY TUSHAR N. DESAI & N. K. KESHAVA PRASANNA	28
6.	STRATEGIC INTERVENTION FOR HUMAN RESOURCE PLANNING AND DEVELOPMENT: MANAGING CHANGE IN BRITISH AIRWAYS  DR. S. P. RATH, PROF. CHEF RAMESH CHATURVEDI & PROF. BISWAJIT DAS	37
7.	EMPLOYEE RETENTION: A COMPARATIVE STUDY OF INDIAN BPO COMPANIES  DR. SANGEETA GUPTA & MS. N MALATI	42
8.	NURTURING ENTREPRENEURSHIP IN RURAL COMMUNITIES SWAMY TRIBHUVANANDA H. V. & DR. R. L. NANDESHWAR	49
9.	EMPLOYER BRANDING FOR SUSTAINABLE GROWTH OF ORGANISATIONS DR. V. T. R. VIJAYAKUMAR, MRS. S. ASHA PARVIN & MR. J. DHILIP	53
10.	A STUDY ON THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND PERSONALITY OF PROFESSIONAL AND NON-PROFESSIONAL STUDENTS- AN EXPLORATORY EVIDENCE  G. M. ARCHANA DAS & T. V. ANAND RAO	58
11.	ORGANIZATION CULTURE IN MANAGEMENT INSTITUTIONS WITH SPECIAL REFRENCE TO JAIPUR, RAJASTHAN PROF. ANIL MEHTA, DR. PANKAJ NAGAR & BHUMIJA CHOUHAN	66
12.	AN ANALYTICAL STUDY OF EXPORT PERFORMANCE OF MINERALS AND METALS TRADING CORPORATION LTD. (MMTC) IN THE GLOBALISED ERA  DR. MANISH KUMAR SRIVASTAVA & DR. ASHISH KUMAR SRIVASTAVA	73
13.	SELECTION OF SUPPLIER EVALUATION CRITERIA: FROM THE PERSPECTIVE OF TRIPLE BOTTOM LINE THEORY AND APPLICATION OF FACTOR COMPARISON METHOD  DR. PADMA GAHAN & MANOJ MOHANTY	80
14.	COMMODITIES TRADING WITH SPECIAL REFERENCE TO ALUMINIUM  DR. A. VENKATA SEETHA MAHA LAKSHMI & RAAVI RADHIKA	91
15.	RESPONSIBILITY AND ROLE OF LINE MANAGERS: AN EMPIRICAL STUDY DR. DAVINDER SHARMA	99
16.	MARKET BASKET ANALYSIS TO THE RESCUE OF RETAIL INDUSTRY MR. R. NAVEEN KUMAR & DR. G. RAVINDRAN	104
17.	A STUDY OF VARIOUS SECTORS IN BLACK MONDAY AND GOLDEN MONDAY OF INDIAN STOCK MARKETS BLACK MONDAY: 21.01.2008 GOLDEN MONDAY: 18.05.2009  DR. N. SUNDARAM	108
18.	A COMPARATIVE STUDY ON CONSUMERS' ATTITUDE TOWARDS PRIVATE LABELS: A SPECIAL FOCUS IN SURAT  DR. AMIT R. PANDYA & MONARCH A. JOSHI	116
19.	CONSUMER SATISFACTION ON TWO WHEELER MOTOR BIKES: A STUDY ON NANDYAL, KURNOOL DISTRICT, A.P., INDIA  DR. P. SARITHA SRINIVAS	125
20	IMPACT OF SOCIO-CULTURAL DYNAMICS ON CONSUMER BEHAVIOUR AT FOOD OUTLETS: AN EMPIRICAL STUDY IN WESTERN MAHARASHTRA  PROF. PADMPRIYA ANAND IRABATTI	130
21	IMPACT OF DERIVATIVES TRADING ON MARKET VOLATILITY AND LIQUIDITY  GURPREET KAUR	135
22	IMPACT OF THE DEMOGRAPHICAL FACTORS ON THE PURCHASING BEHAVIOUR OF THE CUSTOMERS' WITH SPECIAL REFERENCE TO FMCG: AN EMPIRICAL STUDY  AMANDEEP SINGH	140
23	FINANCING STRATEGIES IN POWER PROJECTS FINANCING FOR THE DEVELOPMENT OF ECONOMY - INVESTMENT OPPORTUNITIES AND CHALLENGES – A STUDY OF INDO-CANADIAN EXPERIENCES  MR. K. S. SEKHARA RAO	144
24	EMERGENCY HEALTHCARE MANAGEMENT IN INDIA: A STUDY OF THE ROLE OF EMERGENCY MANAGEMENT RESEARCH INSTITUTE  NENAVATH SREENU	154
25	MEDIA COLLISION ON THE BRAIN FRAME: IMPACT OF MEDIA ON THE CONSUMER BUYING BEHAVIOUR SWATI CHAUHAN & YADUVEER YADAV	160
	REQUEST FOR FEEDBACK	176

## CHIEF PATRON

## PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi

Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

#### PATRON

## SH. RAM BHAJAN AGGARWAL

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

## CO-ORDINATOR

**DR. SAMBHAV GARG** 

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

#### **ADVISORS**

PROF. M. S. SENAM RAJU

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

PROF. M. N. SHARMA

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

**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. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

**PROF. MANOHAR LAL** 

Director & Chairman, School of Information & Computer Sciences, I.G.N.O.U., New Delhi

## EDITOR.

PROF. R. K. SHARMA

Dean (Academics), Tecnia Institute of Advanced Studies, Delhi

## CO-EDITORS

DR. SAMBHAV GARG

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

## EDITORIAL ADVISORY BOARD

DR. AMBIKA ZUTSHI

Faculty, School of Management & Marketing, Deakin University, Australia

DR. VIVEK NATRAJAN

Faculty, Lomar University, U.S.A.

PROF. SIKANDER KUMAR

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

PROF. SANJIV MITTAL

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

PROF. SATISH KUMAR

Director, Vidya School of Business, Meerut, U.P.

**PROF. RAJENDER GUPTA** 

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

**PROF. ROSHAN LAL** 

Head & Convener Ph. D. Programme, M. M. Institute of Management, M. M. University, Mullana

**PROF. ANIL K. SAINI** 

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

**PROF. S. P. TIWARI** 

 ${\bf Department\ of\ Economics\ \&\ Rural\ Development,\ Dr.\ Ram\ Manohar\ Lohia\ Avadh\ University,\ Faizabad}$ 

DR. ASHOK KHURANA

Associate Professor, G. N. Khalsa College, Yamunanagar

**DR. TEJINDER SHARMA** 

Reader, Kurukshetra University, Kurukshetra

DR. KULBHUSHAN CHANDEL

Reader, Himachal Pradesh University, Shimla, Himachal Pradesh

DR. ASHOK KUMAR CHAUHAN

Reader, Department of Economics, Kurukshetra University, Kurukshetra

#### **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. VIVEK CHAWLA** 

Associate Professor, Kurukshetra University, Kurukshetra

**DR. VIKAS CHOUDHARY** 

Asst. Professor, N.I.T. (University), Kurukshetra

**DR. SHIVAKUMAR DEENE** 

Asst. Professor, Government F. G. College Chitguppa, Bidar, Karnataka

## ASSOCIATE EDITORS

**PROF. NAWAB ALI KHAN** 

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

**PROF. ABHAY BANSAL** 

Head, Department of Information Technology, A mity School of Engineering & Technology, A mity University, Noidand & Technology, A mity University, Noidand & Technology, A mity University, Noidand & Technology, Noidand & Technology

DR. PARDEEP AHLAWAT

Reader, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

**PARVEEN KHURANA** 

Associate Professor, Mukand Lal National College, Yamuna Nagar

**SHASHI KHURANA** 

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

**SUNIL KUMAR KARWASRA** 

Vice-Principal, Defence College of Education, Tohana, Fatehabad

**BHAVET** 

Lecturer, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana

## TECHNICAL ADVISORS

**DR. ASHWANI KUSH** 

Head, Computer Science, University College, Kurukshetra University, Kurukshetra

**DR. BHARAT BHUSHAN** 

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

DR. VIJAYPAL SINGH DHAKA

Head, Department of Computer Applications, Institute of Management Studies, Noida, U.P.

DR. ASHOK KUMAR

Head, Department of Electronics, D. A. V. College (Lahore), Ambala City

**DR. ASHISH JOLLY** 

Head, Computer Department, S. A. Jain Institute of Management & Technology, Ambala City

MOHITA

Lecturer, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadhola, Yamunanagar

**AMITA** 

Lecturer, E.C.C., Safidon, Jind

**MONIKA KHURANA** 

Associate Professor, Hindu Girls College, Jagadhri

**ASHISH CHOPRA** 

Sr. Lecturer, Doon Valley Institute of Engineering & Technology, Karnal

SAKET BHARDWAJ

Lecturer, Haryana Engineering College, Jagadhri

NARENDERA SINGH KAMRA

Faculty, J.N.V., Pabra, Hisar

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

## **CALL FOR MANUSCRIPTS**

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects. The above mentioned tracks are only indicative, and not exhaustive.

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

## **GUIDELINES FOR SUBMISSION OF MANUSCRIPT**

1. COVERING LETTER FOR SUBMISSION:			
The Editor	Dated:		
IJRCM Subject: Submission of Manuscript in the Area of (Computer/Finance/Marketing/H	IRM/General Management/other, please specify).		
Dear Sir/Madam,			
Please find my submission of manuscript titled '	' for possible publication in your journal.		
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 anywhere.			
I affirm that all author (s) have seen and agreed to the submitted version of the man	nuscript and their inclusion of name(s) as co-author(s).		
Also, if our/my manuscript is accepted, I/We agree to comply with the formalities our contribution to any of your two journals i.e. International Journal of Research Research in Computer Application & Management.	, , ,		
Name of Corresponding Author:			
Designation:			
Affiliation:			
Mailing address:			
Mobile & Landline Number (s):			
E-mail Address (s):			
2. INTRODUCTION: Manuscript must be in English prepared on a standard			

- 2. **INTRODUCTION:** Manuscript must be in English prepared on a standard A4 size paper setting. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 12 point Calibri Font with page numbers at the bottom and centre of the every page.
- 3. MANUSCRIPT TITLE: The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.
- 4. **AUTHOR NAME(S) & AFFILIATIONS**: The author (s) full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email address should be in 12-point Calibri Font. It must be centered underneath the title.
- 5. **ABSTRACT**: Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain background, aims, methods, results and conclusion.
- 6. **KEYWORDS**: Abstract must be followed by list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
- 7. **HEADINGS**: All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
- 8. **SUB-HEADINGS**: All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
- 9. MAIN TEXT: The main text should be in a 8 point Calibri Font, single spaced and justified.

- 10. **FIGURES &TABLES:** These should be simple, centered, separately numbered & self explained, and titles must be above the tables/figures. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.
- 11. **EQUATIONS**: These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
- 12. **REFERENCES**: The list of all references should be alphabetically arranged. It must be single spaced, and at the end of the manuscript. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
- Use (ed.) for one editor, and (ed.s) for multiple editors.
- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
- The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
- For titles in a language other than English, provide an English translation in parentheses.
- Use endnotes rather than footnotes.
- The location of endnotes within the text should be indicated by superscript numbers.

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

#### Books

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

## **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

• Chandel K.S. (2009): "Ethics in Commerce Education." Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

## **Unpublished dissertations and theses**

• Kumar S. (2006): "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.

## Website

• Kelkar V. (2009): Towards a New Natural Gas Policy, Economic and Political Weekly, Viewed on February 17, 2011 http://epw.in/epw/user/viewabstract.jsp

# REQUEST FOR FEEDBACK

## **Esteemed & Most Respected Reader,**

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

I would like to take this opportunity to request to your good self to supply your critical comments & suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. info@ijrcm.org.in or infoijrcm@gmail.com for further improvements in the interest of research.

If your good-self have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

Hoping an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours** 

Sd/-

Co-ordinator