INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT



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

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

Indian Citation Index (ICI), J-Gage, India [link of the same is duly available at Inflibnet of University Grants Commission (U.G.C.)

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 (2012) & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 6575 Cities in 197 countries/territories are visiting our journal on regular basis.

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	AN EMPIRICAL EVALUATION OF THE FACTORS AFFECTING PROFITABILITY OF PUNJAB NATIONAL BANK: SECOND FROM THE TOP IN NPA RAJIV G SHARMA & Dr. SEJALBEN R. CHRISTIAN	1
2.	CURRENT TRENDS OF SOCIAL RESPONSIBILITY OF BUSINESS AROUND THE WORLD WITH FOCUS ON AFRICA AND ETHIOPIA Dr. MICHAEL HARSHAVARDHAN BYNIPUDI	4
3.	CREATING VALUE THROUGH CUSTOMER RELATIONSHIP MANAGEMENT IN THE AUTOMOTIVE INDUSTRY IN INDIA PRIYA SAHA & ARUNA SHARMA	13
4.	WORK-LIFE BALANCE OF HIGHER EDUCATION TEACHERS: A STUDY ON THE PARTICIPANTS OF 72ND ORIENTATION PROGRAMME IN S. V. UNIVERSITY, TIRUPATI Dr. M. SRAVANI	20
5.	A COMPARATIVE STUDY OF THE BUYING BEHAVIOUR OF RURAL AND URBAN CONSUMERS TOWARDS MOBILE PHONE, COMPUTER AND TELEVISION IN BIHAR RAVIKESH KUMAR MAHTO	23
	REQUEST FOR FEEDBACK & DISCLAIMER	28

FOUNDER PATRON

Late Sh. RAM BHAJAN AGGARWAL

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

CO-ORDINATOR

Dr. BHAVFT

Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

<u>ADVISOR</u>

Prof. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

Dr. NAWAB ALI KHAN

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

CO-EDITOR

Dr. G. BRINDHA

Professor & Head, Dr.M.G.R. Educational & Research Institute (Deemed to be University), Chennai

EDITORIAL ADVISORY BOARD

Dr. SIKANDER KUMAR

Vice Chancellor, Himachal Pradesh University, Shimla, Himachal Pradesh

Dr. A SAJEEVAN RAO

Professor & Director, Accurate Institute of Advanced Management, Greater Noida

Dr. CHRISTIAN EHIOBUCHE

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

Dr. JOSÉ G. VARGAS-HERNÁNDEZ

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

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. KAUP MOHAMED

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

Dr. D. S. CHAUBEY

Professor & Dean (Research & Studies), Uttaranchal University, Dehradun

Dr. ARAMIDE OLUFEMI KUNLE

Dean, Department of General Studies, The Polytechnic, Ibadan, Nigeria

Dr. SYED TABASSUM SULTANA

Principal, Matrusri Institute of Post Graduate Studies, Hyderabad

Dr. MIKE AMUHAYA IRAVO

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

Dr. NEPOMUCENO TIU

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

Dr. BOYINA RUPINI

Director, School of ITS, Indira Gandhi National Open University, New Delhi

Dr. FERIT ÖLÇER

Professor & Head of Division of Management & Organization, Department of Business Administration, Faculty of Economics & Business Administration Sciences, Mustafa Kemal University, Turkey

Dr. SANJIV MITTAL

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

Dr. SHIB SHANKAR ROY

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

Dr. SRINIVAS MADISHETTI

Professor, School of Business, Mzumbe University, Tanzania

Dr. ABHAY BANSAL

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

Dr. KEVIN LOW LOCK TENG

Associate Professor, Deputy Dean, Universiti Tunku Abdul Rahman, Kampar, Perak, Malaysia

Dr. OKAN VELI ŞAFAKLI

Professor & Dean, European University of Lefke, Lefke, Cyprus

Dr. V. SELVAM

Associate Professor, SSL, VIT University, Vellore

Dr. BORIS MILOVIC

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

Dr. N. SUNDARAM

Associate Professor, VIT University, Vellore

Dr. IQBAL THONSE HAWALDAR

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

Dr. MOHENDER KUMAR GUPTA

Associate Professor, Government College, Hodal

Dr. ALEXANDER MOSESOV

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

RODRECK CHIRAU

Associate Professor, Botho University, Francistown, Botswana

Dr. PARDEEP AHLAWAT

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

Dr. DEEPANJANA VARSHNEY

Associate Professor, Department of Business Administration, King Abdulaziz University, Saudi Arabia

Dr. BIEMBA MALITI

Associate Professor, School of Business, The Copperbelt University, Main Campus, Zambia

Dr. SHIKHA GUPTA

Associate Professor, Lingaya's Lalita Devi Institute of Management & Sciences, New Delhi

Dr. KIARASH JAHANPOUR

Dean of Technology Management Faculty, Farabi Institute of Higher Education, Karaj, Alborz, I.R. Iran

Dr. SAMBHAVNA

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

YU-BING WANG

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

Dr. TITUS AMODU UMORU

Professor, Kwara State University, Kwara State, Nigeria

Dr. SHIVAKUMAR DEENE

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

Dr. THAMPOE MANAGALESWARAN

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

Dr. JASVEEN KAUR

Head of the Department/Chairperson, University Business School, Guru Nanak Dev University, Amritsar **SURAJ GAUDEL**

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

Dr. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

Dr. BHAVET

Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

FORMER TECHNICAL ADVISOR

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; Dewelopment 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						
IJRCM						
Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF						
(e.g. Finance/Mkt./HRM/General Mgt./Engineering/Economics/Computer/	IT/ Education/Psychology/Law/Math/other, please					
<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.	, it has neither been published anywhere in any languag					
I affirm that all the co-authors of this manuscript have seen the submitted vertheir names as co-authors.	ersion of the manuscript and have agreed to inclusion o					
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 ha					
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. The qualification of author is not acceptable for the purpose.

NOTES:

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. <u>pdf.</u> <u>version</u> is liable to be rejected without any consideration.
- b) The sender is required to mention the following in the SUBJECT COLUMN of the mail:
 - **New Manuscript for Review in the area of** (e.g. Finance/Marketing/HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)
- c) There is no need to give any text in the body of 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. <u>grammatical</u>, <u>spelling</u> or <u>punctuation</u>. 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

AN EMPIRICAL EVALUATION OF THE FACTORS AFFECTING PROFITABILITY OF PUNJAB NATIONAL BANK: SECOND FROM THE TOP IN NPA

RAJIV G SHARMA RESEARCH SCHOLAR & ASST. PROFESSOR DEPARTMENT OF COMMERCE IDAR ANJANA PATIDAR H.K.M. ARTS & P. N. PATEL COMMERCE COLLEGE IDAR

Dr. SEJALBEN R. CHRISTIAN INCHARGE PRINCIPAL SHRI D. N. INSTITUTE OF P. G. STUDIES IN COMMERCE ANAND

ABSTRACT

This research examines the effect of desecrating independent variable Rate of return on shareholder's fund, provision coverage ratio, Net Non-Performing assets, Credit to deposit ratio, Net interest margin, profit per employee and unique dependent variable rate of return on assets of Punjab national bank. Secondary data has been considered in the study. The data has been collected from official websites of the Reserve bank of India and published by Punjab National Bank. To get the concrete results researcher has collected the data for the period of 1st April 2009 to 31st March 2018. The study reveals that the Rate of Return on assets has an extremely positive co-relation with the bank's net interest margin, Rate of return on shareholder's fund and credit to deposit ratio. On the other hand, Rate of return on assets has a partial positive relation to the bank's provision coverage ratio and credit to deposit ratio. Vice versa rate of return on assets has perfect negative co-relation with bank's net non-performing assets. Similarly, the rate of return on assets has a partial negative relation with the bank's profit per employee. The study also concludes that due to the high provision of Non-performing assets, net profit the company continuously decreases.

KEYWORDS

non-performing assets, profitability, banking sector reforms, provision coverage ratio, credit risk.

JEL CODES

G21, G29, G33.

INTRODUCTION

he Reserve bank of India frequently emphasizes to the slowdown increasing speed of NPA, especially in a nationalized bank. In India, major two banks are top in the context of NPA. State bank India has the highest NPA in 2018-19 and Punjab National Bank ranks second in the NPA. The NPA is a very hard nut to crack for Reserve bank India. Presently an act of Punjab & Maharashtra Co-operative Bank Ltd, it will just like adding fuel to fire. Everyone has come to know that Govt. Of India and RBI has not a single restriction over bank operation weather it is scheduled bank and non-scheduled bank. It is a very panic situation for RBI to deal with those people who had a blind trust in such a co-operative bank. People who trust an annual statement which is published by the bank and audited by the reputed audit firm are absolutely manipulated. Since 2012, PNB is constantly going into loss and of course, there is a base factor that bank is ignoring, therefore, the researcher selects PNB to find the way that how to overcome from the loss in the banking business?

OBJECTIVES

- 1. To find out various elements effects on profitability.
- 2. To study the impact of the Rate of return on assets on the various independent variable such as profitability, capital leverage and quantum data.
- 3. To establish the significance model of profitability.

METHODOLOGY

The researcher has used secondary data in his study, which is available on PNB websites. In this study, the researcher has considered the last ten-year financial data to find out how PNB gain loss year to year. To analysis obtained financial data Person correlation model, Multi Linear regression, ANOVA-F Test Value, and Normality test is conducted to find a relation between the dependent variable and independent variable as well as data normality.

PEARSON CORRELATION COEFFICIENT (PEARSON'S R) MODEL

As we know that Pearson's *R*- Model is used to identify that Is there any relation between one variable to another or not? In this study, the researcher has made the best effort to find out the relation between dependent variable ROA between independent variables RRSF, BPCR, BNNPA, BDCR, BCD, BNIM, and BPPE whether it is positive co-relation of negative correlation between two or more variable.

TABLE NO. 1: DEPENDENT AND INDEPENDENT VARIABLE

Dependent Variable		Independent Variable					
Parameter	Formula	Parameter	Formula				
RRA stands for	Net Profit of the	RRSF stands for Rate of Return on Shareholder's Fund)	Total Net profit of the year/ Total Shareholders fund incl.				
Rate of Return	year for inves-		E.S.H and P.S.H.				
on Assets)	tors/Total Assets	BPCR stands for Bank Provision coverage ratio	Total Equity – Net N.P.A. / Total Factual Assets				
		BNNAPA stands for Bank's Net Non-Performing Assets	N.P.A Provision/G. Advances-Provision				
		BCDR stands for Banks Credit to Deposit Ratio	Total Credit/Total Deposit				
		BNIM stands for Bank's Net Interest Margin	Total Rec. Interest- Total Paid Interest/Average invest-				
			ment				
		BPPE stands for Bank's Profit per Employee	Total Revenue/Total No. of average Employees				

TABLE NO. 2: TESTS OF NORMALITY

<u>-</u>	Shapi	Shapiro-Wilk			
Parameter	Statistic	df	Sig.		
Rate of Return on Assets	0.873	10	0.11		
Rate of Return on Shareholders Fund	0.841	10	0.05		
Bank Provision Coverage Ratio	0.908	10	0.27		
Banks Net Non-Performing Assets	0.917	10	0.33		
Banks Credit Deposit Ratio	0.806	10	0.06		
Banks Cost of Deposit	0.822	10	0.63		
Banks Net Interest Margin	0.905	10	0.55		
Banks Profit per Employee	0.429	10	0.02		
a. Lilliefors Significance Correction					

Before applying any test on the relevant data whether it is time-series data, cross-sectional data or panel data, the researcher should make sure that sample data is normally distributed from the population. presently profuse normality test available like Shapiro-Wilk test, Kolmogorov-Smirnov test, Chen-Shapiro test, Lillifors test, Anderson-Darling test, Students T-test, One Way ANOVA, Two-way ANOVA and Chi-Square Test among them Shapiro Wilk test is used due to get more precise result for small sample size. Table no. 1 divulge that the significance value of the Shapiro Wilk test in terms of RRA, RRSF, BPCR, BNNPA, BCDR, BCD, BNIM is greater than 0.05. thus it can be said that all parameters of profitability except BPPE are normally distributed vice versa, the BPPE significance value is 0.02 which is lower than 0.05. it indicates that the data of BPPE is not irrelevant to the population. the logic behind lower significance value in BPPE is indicating that the bank is not performing well and as a result, constant loss leads investors to losses their certain income.

*. This is a lower bound of the true significance.

TABLE NO. 3: ANALYTICAL STATISTICS OF STANDARD DEVIATION AND SAMPLING ERROR

	TABLE HOLD THE ELECTRICATES OF STATES AND SECURITION AND SAME ELECTRICAL								
Para	meter	RRSF	BPCR	BNNPA	BCDR	BCD	BNIM	BPPE	
N Valid		10	10	10	10	10	10	10	
	Missing	0	0	0	0	0	0	0	
Mea	n	316.3940	60.5770	4.6350	73.9097	5.4730	3.1030	2445.4000	
Std.	Error of Mean	410.3555	4.59123	1.16770	1.43386	.41062	.20898	1192.91042	
Med	ian	874.4100	58.8200	3.4550	75.3550	5.6150	3.2950	1301.0000	
Std.	Deviation	1297.65802	14.51876	3.69259	4.53427	1.29850	.66086	3772.31397	
Varia	ance	1683916.335	210.794	13.635	20.560	1.686	.437	14230352.711	
Mini	mum	-2225.50	28.83	.53	67.47	2.24	2.16	808.00	
Maximum		1440.71	81.17	11.24	78.86	6.82	3.96	13159.00	

TABLE NO. 4: CORRELATIONS AMONG DEPENDENT AND INDEPENDENT VARIABLE

	TABLE NO. 4: CORRELA	IIIONS A	IVIOIVG L	JEFEINDE	INI AND III	IDEFEIND	LIVI VAI	NADLL	
		RRA	RRSF	BPCR	BNNPA	BCDR	BCD	BNIT	BPPE
RRA	Pearson Correlation	1	.983	.011	911	.790	.007	.915	340
	Sig. (2-tailed)		.000	.976	.000	.007	.984	.000	.337
	N	10	10	10	10	10	10	10	10
RRSF	Pearson Correlation	.983	1	006	924	.766	.077	.892	404
	Sig. (2-tailed)	.000		.987	.000	.010	.833	.001	.247
	N	10	10	10	10	10	10	10	10
BPCR	Pearson Correlation	.011	006	1	196	273	546	.079	239
	Sig. (2-tailed)	.976	.987		.588	.445	.102	.829	.505
	N	10	10	10	10	10	10	10	10
BNNPA	Pearson Correlation	911	924	196	1	781	.028	950	.425
	Sig. (2-tailed)	.000	.000	.588		.008	.939	.000	.221
	N	10	10	10	10	10	10	10	10
BCDR	Pearson Correlation	.790	.766	273	781	1	.187	.884	.005
	Sig. (2-tailed)	.007	.010	.445	.008		.605	.001	.990
	N	10	10	10	10	10	10	10	10
BCD	Pearson Correlation	.007	.077	546	.028	.187	1	063	.109
	Sig. (2-tailed)	.984	.833	.102	.939	.605		.864	.763
	N	10	10	10	10	10	10	10	10
BNIT	Pearson Correlation	.915	.892	.079	950	.884	063	1	318
	Sig. (2-tailed)	.000	.001	.829	.000	.001	.864		.371
	N	10	10	10	10	10	10	10	10
BPPE	Pearson Correlation	340	404	239	.425	.005	.109	318	1
	Sig. (2-tailed)	.337	.247	.505	.221	.990	.763	.371	
	N	10	10	10	10	10	10	10	10

(SPSS Software is used to Data Compilation process)

Table no.4 reveals the perfect picture of a strong positive correlation between two same variables such as RRA to RRA, RRSF to RRSF, BPCR to BPCR so on. Another variable RRA has a strong positive relation with RRSF. It indicates that the higher the RRA, the higher would be RRSF. As well as RRA has a positive relation with BCDR. It indicates that higher the RRA, higher would be BCDR likewise RRA has a positive relation with BNIT. So, we can conclude that if RRA is higher than the BCDR and BNIT will also be higher, Vice versa RRA immensely cross negative relation with BNNPA. It indicates that the higher RRA lower would be BNNPA. Likewise, BPPE has a negative relation with RRA.

TABLE NO. 5: STATISTICAL SIGNIFICANCE: MODEL EXPOSITION^b

					Change Statistics					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	Sig. F Change	Durbin-Watson
1	.993ª	.986	.939	.26299	.986	20.705	7	2	.047	1.775

Assume (a): Predictors: (Cont.), BPPE, BCDR, BCDR, BPCR, RRSF, BNNPA, BNIM

Assume (b): Dependent Variable: RRA

The researcher has to deploy the Durbin-Watson test to find out that the sample should be free from any bias or not because the multi regression model can be used only if sample data must be selected randomly from the population. Durbin Watson's test value is between one and two, it indicates that the multi regression residuals are independent.

TABLE NO. 6: ANOVA^b (F-Value)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.024	7	1.432	20.705	.047a
	Residual	.138	2	.069		
	Total	10.163	9			

Assume (a): Predictors: (Cont.), BPPE, BCDR, BCDR, BPCR, RRSF, BNNPA, BNIM

Assume (b): Dependent Variable: RRA

The Researcher has used the ANOVA table to find out whether the multi-regression model is a good fit for the relevant data. Table no. 6 shows that independent variable RRA significantly predicts the dependent variable RRSF, BPCR, BNNAPA, BCDR, BCD, BNIT, BPPE, F (7,2) =20.70, p<. 005. It shows that the regression model is perfectly fit for the relevant data.

TABLE NO. 7: MULTIPLE REGRESSION MODEL FOR ANALYZING DATA

	Unstandardized Coefficients		Standardized Coefficients			95.0% Confidence Interval for B		Correlations		
Model	В	Std. Error	Beta	t	Sig.	Lower Bound	Upper Bound	Zero-order	Partial	Part
(Constant)	-0.956	6.233		-0.153	0.892	-27.774	25.862			
RRSF	0.001	0	1.012	3.829	0.062	0	0.002	0.983	0.938	0.316
BPCR	0.002	0.013	0.025	0.143	0.9	-0.053	0.057	0.011	0.1	0.012
BNNPA	0.11	0.124	0.381	0.883	0.47	-0.425	0.644	-0.911	0.53	0.073
BCDR	-0.029	0.099	-0.123	-0.292	0.798	-0.455	0.398	0.79	-0.202	-0.024
BCD	-0.017	0.094	-0.021	-0.183	0.872	-0.424	0.389	0.007	-0.128	-0.015
BNIM	0.811	0.858	0.505	0.945	0.444	-2.881	4.504	0.915	0.556	0.078
BPPE	2.15E-05	0	0.076	0.543	0.641	0	0	-0.34	0.359	0.045

Multiple Regression Model for analyzing data Y is equal to a + b1X1 +b2X2...... ϵ

Where *e* represent for Error term

The general standard form of the equation may predict that:

 $RRA = -0.956 + 0.001 \times RRSF + 0.002 \times BPCR + 0.110 \times BNNPA - 0.029 \times BCDR - 0.017 \times BCD + 0.811 \times BNIM + 2.15E - 05 \times BPPE.$

SUMMARY AND CONCLUSION

The act of evaluation of any bank performance is debatable and like an acid test. Every year lots of articles are published on it from the viewpoint of Government, Stakeholders, Depositors, and creditors, therefore, research needs to pay more attention while judges and comments on the performance of the bank.

The result shows that the Rate of Return on assets has an extremely positive co-relation with the bank's net interest margin, Rate of return on shareholder's fund and credit to deposit ratio. On the other hand, Rate of return on assets has a partial positive relation to the bank's provision coverage ratio and credit to deposit ratio. Vice versa rate of return on assets has perfect negative co-relation with bank's net non-performing assets. Similarly, the rate of return on assets has a partial negative relation with the bank's profit per employee. The study also concludes that due to the high provision of Nonperforming assets, net profit the company continuously decreases.

REFERENCES

- 1. An Empirical Evaluation of Linkages of Behaviour & Commitment of Hotel Staff in Improving Customer Relationship Management (CRM) Practices. (2018). *The Indian Journal of Commerce*, 71(03&04), 16–33. Retrieved from https://icaindia.info/journals/.
- 2. Chakroborty, R. and Aggarwal, N. (2008). Financial inclusion in China a review of Achievements with special reference to public sector companies. *International Journal of Management*, 18(5), 98-109.
- 3. Chauhan, R. and Mishra, J. (2018). Current financial situation of in Indian Banking sector and its future. *International Journal of Commerce and Sciences Research*, 3(9), 160-171.
- 4. Dixit, N. and Patel, M. (2010). An empirical study of current Financial scenario of financial Institutions and role of growth of India. *International Journal of Business Management & Research*, 4(5), 112-148.
- 5. Impact of Internal and External Factors on Profitability of Nepalese Commercial Banks. (2018). *The Indian Journal of Commerce*, 71(03&04), 1–15. Retrieved from https://icaindia.info/iournals/.
- 6. Kumari, R., Tanghi, R.D. (2002). Financial Inclusion: growth in India, Canny well Journal of Cambridge, 5(6), 25-33.
- 7. Mishra A. (2018). Financial purview and financial Measurement are aspects of efficiency Indian economy. *Journal of Finance, Accounting and Management*, 8(3), 77-85.
- 8. Mishra, I. M. and Khurana, G. R. (2015). Effectiveness of profitability on access to financial services in Indian Companies. *Indian Journal of Commerce and Social Science*, 5(20), 48-62.
- 9. Reserve Bank of India 2019, Master circular, 'Basel- III, capital reconstruction' https://www.rbi.org.in/
- 10. Sadciosli, P., Ricci, M., Niyugen, B., & Pscioli, G. C. (2018). Profitability: Its types and act of measurement., 5(6), 80-95.
- 11. Trivedi, R. and Sharma, S. (2011). Financial literacy an essential for financial inclusion. *Global Journal of Research Analysis*, 4(8), 76-30.

REQUEST FOR FEEDBACK

Dear Readers

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

I would like to request you to supply your critical comments and suggestions about the material published in this issue, as well as on the journal as a whole, on our e-mail infoijrcm@gmail.com for further improvements in the interest of research.

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

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

Looking forward 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.







