

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT

I
J
R
C
M



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.,

Open J-Gate, India [link of the same is duly available at Infilbnet of University Grants Commission (U.G.C.)],

The American Economic Association's electronic bibliography, EconLit, U.S.A.,

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 3480 Cities in 174 countries/territories are visiting our journal on regular basis.

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

<http://ijrcm.org.in/>

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	HARD HIT INVESTORS: GOVERNANCE LAPSES OF NSEL SCAM <i>ABHAY KUMAR & DR. SHILPA RASTOGI</i>	1
2.	TESTING EFFICIENT MARKET HYPOTHESIS IN THE FOREIGN EXCHANGE MARKET <i>DR. V. RAJESH KUMAR & GOWRISHA JOSHI</i>	4
3.	MARKET TIMING OF CORPORATE CAPITAL ISSUES: THE INDIAN EXPERIENCE <i>DR. L. GANESAMOORTHY & DR. H. SHANKAR</i>	17
4.	BLOCKHOLDER OWNERSHIP STRUCTURE OF SRI LANKAN LISTED COMPANIES <i>KOPERUNTHEVY KALAINATHAN & VIJAYARANI KALIAPERUMAL</i>	24
5.	UNREVEALED 'LADAPURAM' <i>SANJEEB PAL</i>	31
6.	IMPACT OF STRESS AND JOB SATISFACTION TOWARDS WORK LIFE BALANCE OF IT PROFESSIONALS AND PRIVATE SECTOR EXECUTIVES: AN EMPIRICAL STUDY <i>DR. BEULAH VIJI CHRISTIANA.M & ER. JOSEPH SASI RAJAN.M</i>	36
7.	SELF HELP GROUP SCHEME: A CATALYTIC AGENT TO PROMOTE SOCIAL ENTREPRENEURSHIP <i>P.NAGESWARI</i>	40
8.	ETHICAL INVESTING ON THE STOCK MARKET: SHARI'AH-COMPLIANT INDEXES – A DYNAMIC INVESTMENT MECHANISM <i>DR. SIRAJUDDIN CHOUGLE</i>	42
9.	POVERTY ALLEVIATION THROUGH MICRO FINANCE <i>J. KARTHIKEYANI & DR. S. BENJAMIN CHRISTOPHER</i>	49
10.	IMPACT OF GLOBALIZATION ON WORK LIFE BALANCE IN IFFCO, AONLA, BAREILLY <i>DR. D. N. TIWARI & SONAL TYAGI</i>	55
11.	A STUDY ON MARKET POTENTIAL OF RURAL BANKING AMONG CUSTOMERS IN POLLACHI <i>PADMAAVATHY.PA & S.BRINDHA</i>	59
12.	CORPORATE PHILANTHROPY Vs. CORPORATE SOCIAL RESPONSIBILITY: AN INDIAN INSIGHT <i>RITIKA GUPTA & DR. PANKAJ JAIN</i>	65
13.	A STUDY TO DETERMINE IF STATISTICAL DIFFERENCE EXISTS IN SATISFIED MOTORCYCLE PILOTS IN GOA <i>CEDRIC THOMAS SILVEIRA</i>	70
14.	DIRECT TAXES CODE 2013: AN OVERVIEW <i>ALOKE GUPTA</i>	73
15.	IMPLEMENTATION OF E-CRM PRACTICE IN A NATIONALIZED BANK <i>SWAYAMBHU KALYAN MISHRA</i>	76
	REQUEST FOR FEEDBACK & DISCLAIMER	82

CHIEF PATRON

PROF. K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur
(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)
Chancellor, K. R. Mangalam University, Gurgaon
Chancellor, Lingaya's University, Faridabad
Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

FOUNDER PATRON

LATE SH. RAM BHAJAN AGGARWAL

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

CO-ORDINATOR

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

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. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

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

CO-EDITOR

DR. BHAVET

Faculty, Shree Ram Institute of Business & Management, Urjani

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

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

PROF. ANIL K. SAINI

Chairperson (CRC), GuruGobindSinghI. P. University, Delhi

DR. SAMBHAVNA

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

DR. MOHENDER KUMAR GUPTA

Associate Professor, P.J.L.N.GovernmentCollege, Faridabad

DR. SHIVAKUMAR DEENE

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

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

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

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. V. SELVAM

SSL, VIT University, Vellore

PROF. N. SUNDARAM

VITUniversity, Vellore

DR. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, MaharshiDayanandUniversity, Rohtak

DR. S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

TECHNICAL ADVISOR

AMITA

Faculty, Government M. S., Mohali

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

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

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

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

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript** **anytime** in **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

1. **COVERING LETTER FOR SUBMISSION:**

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript entitled ' _____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:
Affiliation with full address, contact numbers & Pin Code:
Residential address with Pin Code:
Mobile Number (s):
Landline Number (s):
E-mail Address:
Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

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

<http://ijrcm.org.in/>

5. **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 stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. 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 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
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 follow the following sequence:

INTRODUCTION**REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESES****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****SCOPE FOR FURTHER RESEARCH****ACKNOWLEDGMENTS****REFERENCES****APPENDIX/ANNEXURE**

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure. Sources of data should be mentioned below the table/figure.** It should be ensured that the tables/figures are referred to from the main text.
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. 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 the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use **(ed.)** for one editor, and **(ed.s)** for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - 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, 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, 19-22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- 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 Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

A STUDY TO DETERMINE IF STATISTICAL DIFFERENCE EXISTS IN SATISFIED MOTORCYCLE PILOTS IN GOA

CEDRIC THOMAS SILVEIRA
ASST. PROFESSOR
DON BOSCO COLLEGE
PANAJI

ABSTRACT

The study was conducted on motor cycle pilots who form an integral part of the transportation in Goa. Although other means of transport exist in Goa, it is the motorcycle pilot who can drop you at the remotest part of Goa at any hour at nominal rates. The study was conducted to find out if any difference existed among the satisfied motorcycle pilots in terms of number of years working, insurance cover, in educating their children and income levels. The study was conducted on 100 motorcycle pilots from across Goa. Of them the number of satisfied pilots was 45 whereas 55 showed dissatisfaction. From these 45 pilots, the Chi square tests were done to ascertain whether differences existed among satisfied pilots in terms of insurance coverage, number of years of work, income and in educating their children. The study concluded that among satisfied pilots, there existed a statistical difference in those having an insurance cover and those without it, that is pilots with insurance cover were found to be more than those without, further pilots with 5 or more years of experience were found to be more than those with less experience, and the satisfied pilots were also found to educate their children to a large extent only upto 12th std. No difference was found between satisfied pilots who had income above or below 10,000.

KEYWORDS

education, insurance, motorbike pilots, satisfaction, subsidy.

1. INTRODUCTION

The motorcycle pilots are certainly unique to Goa. In no other state in India or in the world will you find them, although one will find rickshaws and taxis galore. They are at all the prominent locations from early morning to well into the night. Although in the year 1985, the concept of the motorcycle pilot was to be introduced in Andhra Pradesh and around 40 graduates started the business out there after observing how it was run in Goa, it never clicked and hence discontinued.

Many motorcycle pilots do not possess a license to ride a bike for ferrying passengers, and their bikes do not carry the black and yellow colours. Some have full time Government jobs and do the business when the cops are not around, which is early in the morning or after sunset. But these intruders so as to say have a bad effect on those motorcycle pilots who depend totally on the motorbike business to earn their livelihood, as they undercharge/overcharge the clients, or tend to treat the passengers in a shabby manner.

When the motorcycle pilot came on the scene in Goa is a question nobody really knows, but Goa being a tourist destination, and with the tourists finding it difficult to get to the city by bus in most times at night the answers are plenty. Perhaps a tourist may have asked a kind soul for a lift and paid him on reaching his destination. This could have led the person who gave the lift to realize that this could be a good profession and so it could all have begun. Although the motorcycle pilots came on the scene soon after liberation, their bikes were registered as motorcycle taxis only in 1979. Today in Goa there are no less than 2500 motorcycle pilots, around half of which are registered with the Motorcycle Association of Goa while others are not. With the demand for their services on a decline with the increase in rent a bike motorbikes, and the buses going even in the interior regions, the number of motorcycle pilots have dropped drastically from over 6000 some years back to its current number.

Most of the motorcycle pilots as of today are well equipped with mobile phones, so as to receive calls from their clients. On a day they run many trips which includes also reaching children to school and bringing them back. They also charge waiting charges and to any person they appear pretty well off. But looks can be deceptive, as they lead a rather dangerous life. With accidents a plenty and the wear and tear of sitting and driving on the roads which are not always kind, their life span tends to take a beating. Insurance can be taken but the premiums to be paid regularly seem unimaginable with their uncertain income.

Suresh Thakur, the President of the Goa Motorcycle Taxi Rider's Association has plenty to say regarding the plight of the pilots. "Most of them are totally dependent upon this business but wish to join the association only if they see some benefit coming to them. The Jeevan Dayini Scheme and the Group Insurance scheme are not being taken full advantage of as they just cannot save to pay the premium each year. Some of them had very old bikes for which the Government gave a subsidy and allowed them to purchase new ones. We are all along asking the Government to provide shelters to the pilots which is going on deaf ears. However we managed to give our association members helmets, which has saved many lives. We also give talks at various places so as to make the pilots more sensitive to their clients in terms of mannerism, good service and ways and means to build up the confidence of the client in the pilot." "With all that we are doing we hope that the Government pays heed to some of our demands" he adds.

2. IMPORTANCE OF THE STUDY

To conduct a study on the satisfaction levels of the unique motorcycle pilots in Goa in terms of number of years working, income, educating their children and insurance cover.

3. STATEMENT OF THE PROBLEM

The satisfaction levels among the pilots are on the decrease. It was therefore required to determine among the satisfied pilots if there existed any statistical difference among different variables.

4. OBJECTIVES

1. To determine if a statistical difference exists among satisfied pilots in having an insurance cover or not.
2. To determine if a statistical difference exists among satisfied pilots in terms of number of years of work.
3. To determine if a statistical difference exists among satisfied pilots in terms of income levels.
4. To determine if a statistical difference exists among satisfied pilots in terms of children education.

5. HYPOTHESIS

The chi square hypothesis was made use of in analyzing these objectives. The Null hypothesis states that no difference exists between two variables A & B.

$$\text{Formula: } \frac{f_1}{A} - \frac{F_1}{B} = \frac{(f_1 - F_1)^2}{50}$$

Where A & B are the variables, f₁ is the observed frequency, F₁ is the theoretical frequency, and (f₁-F₁)²/50 is the final result. The final result of both A and B are added together to arrive at the calculated chi sq value. If the calculated chi sq is less than the tabular chi sq at (k-1) degrees of freedom where K stands for number of variables and at 95% confidence level, then the null hypothesis is said to be true.

6. RESEARCH METHODOLOGY

A random, direct, structured questionnaire was utilized wherein a personal interview was conducted on 100 motorcycle pilots spread across Goa. The research design was of an exploratory design.

7. FINDINGS

Four Chi square analysis were conducted.

7a.The first was to find out if any difference exists among the satisfied pilots in having an insurance cover or not

Null Hypothesis: There is no difference among satisfied pilots in having an insurance cover or not

Of the 45 satisfied pilots sampled, 80%(A) had insurance cover whereas 20% did not have

	f1	F1	f1-F1	(f1-F1) ² /F1	
A	80	50	30	900/50	= 18
B	20	50	-30	900/50	= 18
					= 36 - computed calculation

At k-1 degrees of freedom and at 95% confidence(.05), the null hypothesis will be true if the probability of getting a chi square less than 3.84 is seen in the computed calculation. Since the calculated value (36) is more than 3.84, we can conclude that the Null hypothesis is false and a difference exists among pilots who have and do not have an insurance cover

Analysis of the findings: Satisfied motorcycle pilots with an insurance cover are more than without an insurance cover. This stems from the fact that in today's uncertain world, one is unsure of reaching home safely. Coupled with the fact that you are driving a motorcycle day in and day out, it becomes a serious concern for motorcycle pilots who can meet with an accident at any point of time. I recently encountered a motorcycle pilot who met with an accident in Mapusa who is with a foot cast for over a year. To add to his woes, his wife is a homemaker and he has 3 small children in the age group of 7-14 years. The fear of facing such a situation makes a majority of motorcycle pilots go in for an insurance.

7b.The second Chi square analysis was conducted to find out if any difference exists among the satisfied pilots in the number of years of working as a motorcycle pilot

Null Hypothesis: There is no difference between satisfied pilots in the number of years they are working in this field.

Of the 45 satisfied pilots sampled, 85%(A) were working for more than 5 years whereas 15 % were working for less than 5 years

	f1	F1	f1-F1	(f1-F1) ² /F1	
A	85	50	35	1225/50	= 24.5
B	15	50	-35	1225/50	= 24.5
					= 49 – computed calculation

At k-1 degrees of freedom and at 95% confidence(.05), the null hypothesis will be true if the probability of getting a chi square less than 3.84 is seen in the computed calculation. Since the calculated value (49) is more than 3.84, we can conclude that the Null hypothesis is false and a difference exists among pilots who have 5 years experience and those who do not have.

Analysis of the findings: Satisfied motorcycle pilots with 5 years and more experience outnumber those with less than 5 years experience. This is probably because with time one learns to accept realities and becomes satisfied with ones job. In contrast motorcycle pilots who have just joined are more driven by money and when they do not get it, they tend to get frustrated and quit the profession. They cannot wait for passengers for long periods which once again increases their frustration levels and this increases dissatisfaction. All of this implies that motorcycle pilots with more than 5 years experience in general outnumber those with less than 5 years experience in the satisfied motorcycle category.

7c.The third Chi square analysis was finally conducted to find out if any difference exists among the satisfied pilots in the income levels

Null Hypothesis: There is no difference between the number of satisfied pilots in terms of income

Of the 45 satisfied pilots sampled, 55%(A) had income levels of less than 10,000 whereas 45 % had incomes over 10,000

	f1	F1	f1-F1	(f1-F1) ² /F1	
A	55	50	5	25/50	= 0.5
B	45	50	-5	25/50	= 0.5
					= 1 -computed calculation

At k-1 degrees of freedom and at 95% confidence(.05), the null hypothesis will be true if the probability of getting a chi square less than 3.84 is seen in the computed calculation. Since the calculated value (1) is less than 3.84, we can conclude that the Null hypothesis is true and **no statistical difference exists among pilots who have incomes above or below 10,000.**

Analysis of the findings: This proves that money is not the sole motivator. True that 22% felt among the satisfied motorcycle pilots that money was important, yet 44% felt that freedom and no boss were important whereas 33% felt that kindness of customers was equally important.

7d.And the fourth Chi square analysis was finally conducted to find out if any difference exists among the satisfied pilots in educating their children

Null Hypothesis: There is no difference between the number of satisfied pilots in terms of educating their children beyond HSSC.

Of the 45 satisfied pilots sampled, 77%(A) had educated their children upto HSSC whereas only 23% had educated their children beyond HSSC

	f1	F1	f1-F1	(f1-F1) ² /F1	
A	77	50	27	529/50	= 10.58
B	23	50	-27	529/50	= 10.58
					= 21.16 -computed calculation

At k-1 degrees of freedom and at 95% confidence(.05), the null hypothesis will be true if the probability of getting a chi square less than 3.84 is seen in the computed calculation. Since the calculated value (21.16) is more than 3.84, we can conclude that the Null hypothesis is false and **a statistical difference does exist among pilots in terms of educating their children.**

Analysis of the findings: Since motorcycle pilots struggle to make ends meet, they are invariably unable to educate their children beyond HSSC. As a result it is seen that **a large number of pilots do not end up in educating their children beyond HSSC.**

8. CONCLUSIONS

1. Satisfied motorcycle pilots with an insurance cover are more than without an insurance cover.
2. Satisfied motorcycle pilots with 5 years and more experience outnumber those with less than 5 years experience.
3. No statistical difference exists among satisfied pilots who have incomes above or below 10,000, which proves that money is not the sole motivator.
4. A statistical difference does exist among pilots in terms of educating their children beyond HSSC. i.e lesser number of satisfied pilots educate their children beyond 12th Std.

9. LIMITATIONS

- a) The study was conducted on only 100 motorcycle pilots
- b) Other than chi square test no other test could be utilized.

10. SCOPE FOR FURTHER RESEARCH

A year later a study can once again be undertaken and the satisfaction levels could be once again tested to see if there is a difference between the present data and the data one year hence.

REFERENCES

1. Donald cooper, Pamela S. , (2006), " Business Research Methods" , Tata Mc Graw Hill, N.Delhi
2. Paul E Green, Donald S Tull, (1990), " Research for Marketing Decisions", Prentice Hall Int, INC, N.Delhi.

ANNEXURE**How does one become a motorcycle pilot**

1. A license to ride a motorcycle has to be first obtained .
2. A badge is then given to the person who wishes to ride a bike to transport passengers. This is given usually after 6 months and a requirement of 7th or 8th Std pass is essential
3. The license or permit to use the bike for transporting passengers is then given and the stand too is notified.

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 an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, nor 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 is 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 co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

