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., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A., Google Scholar,

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

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 5771 Cities in 192 countries/territories are visiting our journal on regular basis.

CONTENTS

Sr.	TITLE & NAME OF THE AUTHOR (S)		
No.	TITLE & NAME OF THE AUTHOR (S)	Page No.	
1.	CHANGES IN EDUCATIONAL POLICIES: AFFECT ON STUDENTS ANJALI TRIVEDI	1	
2.	DEMONETIZATION: A GAME CHANGER FROM BLACK ECONOMY TO DIGITAL ECONOMY	5	
	POOJA MAKEN & Dr. SHASHI SHEKHAR		
3.	CARROLL'S PYRAMID AND THE IMPLEMENTATION OF CORPORATE SOCIAL RESPONSIBILITY IN "PT	10	
	PUPUK KALIMANTAN TIMUR"		
_	ADILLAH LAURA AYU NASTITI, Dr. EKO GANIS SUKOHARSONO & Dr. NURKHOLIS		
4.	IMPACT OF ADOPTING HRIS ON THREE TRIES OF HRM EVIDENCE FROM DEVELOPING ECONOMY Dr. C. M. JAIN & SUBHASH CHANDRA SONI	16	
5.	PERCEPTION OF RURAL CUSTOMERS ON THE FACTOR DETERMINANTS OF CRM PRACTICES OF PUBLIC	20	
Э.	BANKS: A STUDY WITH REFERENCE TO THENI DISTRICT, TAMILNADU	20	
	S. THOWFEEK KHAN & Dr. I. MOHAMED SHAW ALEM		
6.	STUDENT ENGAGEMENT AND EMPOWERMENT THROUGH PEDAGOGICAL APPROACH - A CASE OF	25	
	INTEGRATING CURRICULUM WITH COMMUNITY SERVICE		
	SMITA KAVATEKAR & Dr. G. S. VIJAYA		
7.	A STUDY ON CRM ACTIVITIES AND ITS IMPACT ON CUSTOMER SATISFACTION IN BIG BAZAAR,	29	
	VIJAYAWADA		
	Dr. D. PRASANNA KUMAR & KHAJA MOHIDIN SHAIK EFFECTS OF KNOWLEDGE MANAGEMENT FACILITATORS AND MECHANISMS ON ORGANIZATIONAL	27	
8.	PERFORMANCE IN THE HOSPITALITY INDUSTRY	37	
	JOSEPH MUSYOKI, THOMAS BOR & Dr. TIRONG ARAP TANUI		
9.	SOCIO-ECONOMIC DEVELOPMENT OF WOMEN'S SELF-HELP GROUPS (SHG) IN RURAL AREA	43	
	Dr. R. THIRUMOORTHI & S. SIVAKAMI		
10 .	THE EFFECTS OF CORPORATE GOVERNANCE PRACTICES ON FIRM PERFORMANCE: EMPIRICAL	45	
	EVIDENCE FROM TURKEY		
	GULHAN SUADIYE		
11.	FDI IMPACT UPON INDIA'S ECONOMIC DEVELOPMENT - WITH SPECIAL REFERENCE TO RETAIL SECTOR Dr. DHIRENDRA OJHA	51	
12.	A STUDY ON WASTE MANAGEMENT PRACTICES IN PRIVATE HOSPITALS IN KHAMMAM DISTRICT	53	
12.	LAGADAPATI LAKSHMANA PRASAD & P V VIJAY KUMAR REDDY	33	
13.	COUNTERFEIT PRODUCTS: A SERIOUS PROBLEM OF RURAL MARKET	58	
	Dr. APAR SINGH & RANU KUMAR		
14.	A STUDY ON INDIAN START-UPS AND HR CHALLENGES	63	
	V. HEMA ABHINAYA & JIKKU SUSAN KURIAN		
15 .	IMPACT OF GOODS AND SERVICE TAX (GST) ON DIFFERENT SECTORS	66	
1.0	RISHU KHERA A COMPARATIVE STUDY OF HUMAN RESOURCE DISCLOSURE AND REPORTING PRACTICES OF		
16.	SELECTED PUBLIC AND PRIVATE SECTOR BANKS IN INDIA	68	
	Dr. JAI PRAKASH GARG		
17.	A STUDY ON THE IMPACT OF CUSTOMER RELATIONSHIP MANAGEMENT IN HEALTH SECTOR: AN	72	
	EMPIRICAL APPROACH		
	GARIMA SHAH		
18.	A STUDY ON SUSTAINABILITY OF SHGs THROUGH FINANCIAL INCLUSION IN TELANGANA STATE	76	
40	M. NAGALAKSHMI THE IMPACT OF BRAND DEDSONALITY ON CONSUMED BLIVING BEHAVIOR	02	
19.	THE IMPACT OF BRAND PERSONALITY ON CONSUMER BUYING BEHAVIOR UTPAL CHAKRABORTY	83	
20.	COLLEGE STUDENTS' PERCEPTION ON LIFESTYLE PRODUCTS PURCHASED THROUGH E-COMMERCE	88	
	PLATFORMS		
	TANISHQ AGARWAL & ADITYA JHA		
	REQUEST FOR FEEDBACK & DISCLAIMER	94	

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

<u>EDITORIAL ADVISORY BOARD</u>

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. 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. 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. ANIL K. SAINI

Professor, Guru Gobind Singh Indraprastha University, Delhi

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. ANA ŠTAMBUK

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

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. NAWAB ALI KHAN

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

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. KIARASH JAHANPOUR

Research Adviser, Farabi Institute of Higher Education, Mehrshahr, Karaj, Alborz Province, Iran

Dr. SAMBHAVNA

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

YU-BING WANG

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

Dr. MELAKE TEWOLDE TECLEGHIORGIS

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

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

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

Residential address with Pin Code
Mobile Number (s) with country ISD code

F-mail Address

Nationality

Alternate E-mail Address

Landline Number (s) with country ISD code

Is WhatsApp or Viber active on your above noted Mobile Number (Yes/No)

1.

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 <u>M.S. Word format</u> 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

doing in the population of	
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
specify)	
DEAR SIR/MADAM	
Please find my submission of manuscript titled 'your journals.	
I hereby affirm that the contents of this manuscript are original. Furthermore, it fully or partly, nor it is under review for publication elsewhere.	t has neither been published anywhere in any language
I affirm that all the co-authors of this manuscript have seen the submitted vers their names as co-authors.	sion of the manuscript and have agreed to inclusion of
Also, if my/our manuscript is accepted, I agree to comply with the formalities a discretion to publish our contribution in any of its journals.	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	:

* 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> <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.
- 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

A STUDY ON SUSTAINABILITY OF SHGs THROUGH FINANCIAL INCLUSION IN TELANGANA STATE

M. NAGALAKSHMI RESEARCH SCHOLAR OSMANIA UNIVERSITY AMBERPET

ABSTRACT

The study conducted in districts of Telangana state and data was collected from a statistically selected sample of 1035 Self help group (SHG) members. The study is aimed to finding the facts of members who sustained in the SHGs from a long time. The study was to find the factors responsible for their sustenance and the role of financial inclusion those who are socially, economically and financially excluded. The study is conducted in districts of Telangana state.

KEYWORDS

VOs, SHGs, sustainability.

1. INTRODUCTION

oor and the vulnerable groups viz., especially women should enhance financially support the family and strengthen their institutions through the activity chosen by them with the resources available by combining with the technical experience and skills and in the process of meeting their daily needs independently.

The Self Help Groups (SHG) is playing an important role in empowerment of rural women in social, economical and financial. There are various programmes through which women of homogenous community brought together provided assistance for their development viz., SHGs, DWACRA etc. The groups should meet regularly at least once in a week or month so that they can help each other by understanding their difficulties better. The group members will deposit what they have generated as income in the course of business in the meetings only. They maintain the books of records and mobile technology is also used for their transactions.

The members of SHG are effectively managing a small bank. Members of SHGs can themselves decide who gets loans, when and at what interest cost. They are indirectly remunerated for their management time and effort, in that the spread between their cost of funds and the interest they decide to charge themselves is retained by the micro-bank of which they are the owners.

2. OBJECTIVES

- 1. To study the functioning of self help groups at base level viz., individual level
- 2. To study the demographic variable's impact on sustainability of SHG members in financial inclusion.

3. ORGANIZATION STRUCTURE

The leadership role has an impact on the sustainability of SHGs. The SHGs are informal groups of 10-20 members of homogenous characteristics. The structure and functioning of these groups vary from community/area, mandal and district level. Leader inspires confidence and support among the people to achieve SHG goals. Leader motivates and coordinates the group members in the accomplishment of its objectives of Inclusion. So the 10-20 member groups will have two leaders, who coordinate, communicate and conduct meetings on regular basis. Depending on the population of the village, the groups are formed. According to John P.Kotter, managers must know how to lead and manage. Leader creates a vision to direct the organization while manager implements that vision. The vision of SHGs is member's empowered to overcome the social, economic, cultural and psyschological barriers.

The SHG-Bank linkage programme helps these groups empower financially. The groups function as a small bank by depositing savings in their accounts, maintaining the records. They lend internally depending on the requirement of the member/members. The repayment will be done in 10-24 installments. The members lend at the rate of discretion of members and it's usually range from Rs.1.50-2.00.

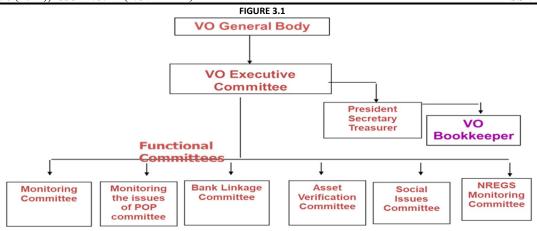
Leader elicits cooperation and teamwork from a group of people and keeping them motivated, using every manner of affiliation (Dubrin, 2002). He specifies the far reaching goal as well as the strategy for goal attainment. The 20 groups form a village organization (VO). Leaders of these 20 groups elect two leaders as VOAs. These VO lend to the members at village level at Rs.1 interest. The members repay to VO in 50-60 installments.

Effective leaders have to be good managers themselves or be supported by effective managers. The 20-30 VO form MS (mandal samakya), elect two leaders from those VOs. The members can get credit at mandal level through MS. The repayment of credit will in 100-120 installments. The 20-30 MS form ZS and members will get credit at Rs.0.25p. The members who pay regularly can take the credit with no interest. Leadership is the partnership between leader and group members. According to Peter Block, leader and group members should connect with each other in such a way that the power between them is approximately balanced. Exchange of purpose, a right to say no, joint accountability and absolute honesty are necessary between leader and group members. Leadership deals with change, inspiration, motivation and influence. In practical, the SHGs are becoming the victims of more debt as they are informally formed. At group level the members regularly meet on a day in a week/month and conduct meetings. At the same time, the leaders collect the saving amount along with travelling expenses to deposit in the Banks which are situated at a distance not less than 1km from their meeting place. At group level, members in some cases pay Rs.50-100 for recording their deposits, credits, EMIs in the books. Every month they organize on a day, VO to communicate the schemes, coordinate in getting loans with the members. They also try to know their necessities and startup of small enterprises. Accordingly, they lend to the members. The SERP has provided training in maintaining records at VO level. VOAs maintain records and make entries respectively. As the VOAs are spending valuable personal time in writing them, they collect Rs.100-200 from members for each record. 'Leadership isn't something you do to people. It's something you do with them' (J. Dubrin, 2012). VOAs think they are doing something to the group members by sending the proposal to the MS/ZS. This school of thought led to deviate from the objectives of the SHG. The members requirement and proposal for loan sent to MS and sanctioned to members by VOA and they charge Rs.1500-2000 from each loan observed in M.Venkatayapalem, Eknuru, Pittalagudem in Khammam district; Pasra, govindraopet, tadwai villages in Warangal; Nadargul, turkayamjal, gurramguda, injapur in Rangareddy district; in Mahaboobnagar district; rajapet in nalgonda district.

The SHGs will be sustainable when there is a susbstitute for leadership makes the leadership style unnecessary or redundant. Task-oriented and people oriented leadership substituted by professional education and socialization. As the members are not regularly attending the meetings and are unfamiliar of the government schemes. To maintain the norms, the VOs started collecting late fee/absence fee of Rs.100. This is observed in M.Venkatayapalem village. When the members asked about the account of late fee, VOA has vexed and suspended members from getting loans from VO/MS. Unlike substitute, a neutralizer counteracts the leadership style and the leader's ability to direct their subordinates greatly reduces. In Pasra, the late fee collected from members is added to the accounts of fine paid members respectively.

Instead of informal procedure, formal process will reduce the cost and the SHGs sustain. Group members expect to have some control over methods used. Formalized rules and procedures substitute for task—leadership orientation because the rules tell the people what to do.

SERP is an autonomous society, set up by government in 2000. Chief Minister is the chairman of general body of SERP. They induce social mobilization, provide facilitation support to institutions of poor, and sensitize all line departments to be inclusive of the needs of the poor, banks, insurance companies and other service providers.



Legal Frame work:

Village Organisations - registered as Primary Cooperatives under APMACs Act-1995

Source taken from SERP website

4. MICROCREDIT PLAN

There are seven steps for providing micro credit to the members of the SHGs:

- 1. Comprehensive information of the group
- 2. Comprehensive information of the members of the group
- 3. Individual income and expenditure statement of the member
- 4. Estimate of the income generating activities of the members (MCP)
- 5. Details of the members availing the loan in first priority
- 6. Details of the members availing the loan in second priority
- 7. Memorandum of understanding between:
 - a. Members and SHG
 - b. SHG and Village Organization (VO)
 - c. VO and Mandal Samakya (MS)

5. DATA ANALYSIS

INTORDUCTION

The data and information collected by way of administering the questionnaire are summarized and made further analysis to draw interpretations. The data was collected from a statistically selected sample 1035 SHG members from rural Telangana. The respondents were administered a pre-structured questionnaire personally by the researcher to collect the data. After being collected, the data was analyzed using SPSS version 23 and Microsoft Excel. The results of the analysis and interpretation are presented as follows:

DEMOGRAPHIC PROFILE OF RESPONDENTS

In this section demographic profile of the respondents is presented.

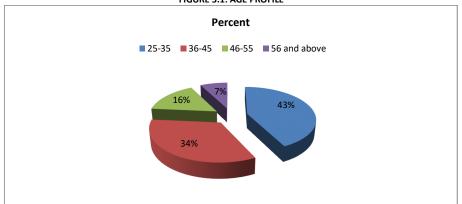
5.1 AGE PROFILE OF THE RESPONDENTS

The table 5.1 and figure 5.1 shows the age profile of the respondents.

TABLE 5.1: AGE PROFILE

		Frequency	Percent
Valid	25-35	441	42.6
	36-45	350	33.6
	46-55	165	15.9
	56 and above	79	7.6
	Total	1035	100

FIGURE 5.1: AGE PROFILE



Interpretation: The table 5.1 and figure 5.1 shows the age wise distribution of the sample. The sample consists of 43% respondents between age 25 and 35, 34% respondents belong to age group between 36 and 45, 16% respondents belong to age group 46-55 and 8% belong to age group of above 55 years.

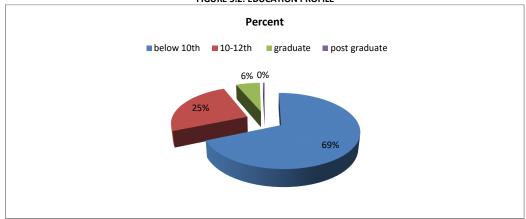
5.2 EDUCATION PROFILE OF THE RESPONDENTS

Table 5.2 and Figure 5.2 explains the education profile of the respondents.

TABLE 5.2: EDUCATION PROFILE

		Frequency	Percent
Valid	below 10th	709	68.7
	10-12	260	25.0
	graduate	62	6.0
	post graduate	4	.4
	Total	1035	100

FIGURE 5.2: EDUCATION PROFILE



Interpretation: The table 5.2 and figure 5.2 shows that sample consists of 68% illiterates or high school education, 25% respondents who completed their Intermediate education, 6% respondents who completed graduates and 0.4% who finished their post graduation.

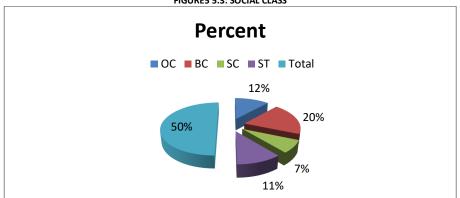
5.3 SOCIAL CLASS OF THE RESPONDENTS

Table 5.3 and figure 5.3 shows the social class of the respondents to which they belong to:

TABLE 5.3: SOCIAL CLASS

		Frequency	Percent
Valid	OC	241	23.3
	BC	403	38.9
	SC	157	15.1
	ST	226	21.8
Missing s	ystem	8	8.0
Total		1035	100.0

FIGURE5 5.3: SOCIAL CLASS



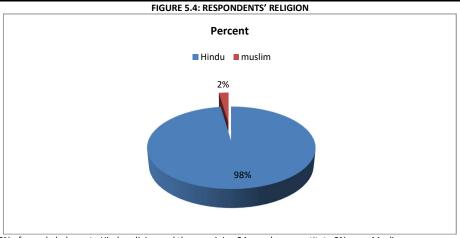
Interpretation: Table 5.3 and figure 5.3 shows that the sample consists of 39% of respondents who belong to Upper Class (OC), 23% of Other Backward Class (OBC), 22% of Scheduled Social Class, and 15% respondents who belong to Scheduled Tribes. The other 1% may belong to Muslim category.

5.4 RELIGION PROFILE OF THE RESPONDENTS

Table 5.4 & Figure 5.4 shows the religion of the respondents

TABLE 5.4: RESPONDENTS' RELIGION

		Frequency	Percent
Valid	Hindu	1011	97.2
	muslim	24	2.3
	Total	1035	99.5



Interpretation: About 98% of sample belongs to Hindu religion and the remaining 24 members constitute 2% were Muslims.

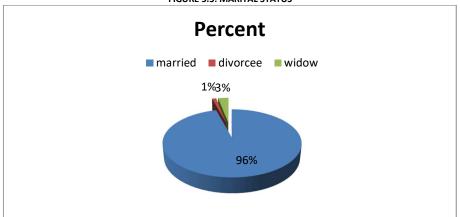
5.5 MARITAL STATUS OF THE RESPONDENTS

The following table 5.5 and Figure 5.5 shows the marital status of the respondents.

TABLE 5.5: MARITAL STATUS

		Frequency	Percent
Valid	married	992	95.4
	divorcee	12	1.2
	widow	31	3.0
	Total	1035	100

FIGURE 5.5: MARITAL STATUS



Interpretation: The table 5.5 and figure 5.5 shows that the sample consists of 95.4% of respondents married, 3% who are widowed and 1.2% respondents who are divorced.

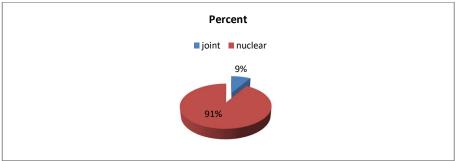
5.6 FAMILY TYPE OF THE RESPONDENTS

The following table 5.6 and figure 5.6 shows the family type of the respondents

TABLE 5.6: FAMILY STATUS

		Frequency	Percent
Valid	joint	89	8.6
	nuclear	946	91.4
	Total	1035	100

FIGURE 5.6: FAMILY STATUS



Interpretation: The table 5.6 and figure 5.6 shows that the sample consists of 91% of respondent's nuclear, 9% Joint family.

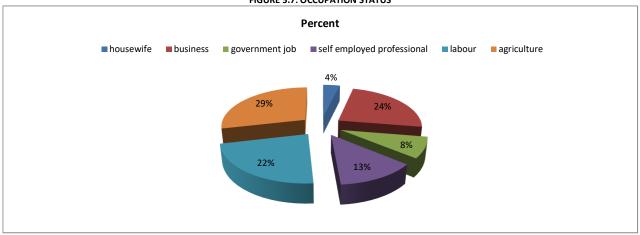
5.7 OCCUPATION PROFILE OF THE RESPONDENTS

Table 5.7 and Figure 5.7 shows the occupation profile of the respondents

TABLE 5.7: OCCUPATION

IABLE SITE OCCUPATION				
		Frequency	Percent	
Valid	housewife	40	3.8	
	business	246	23.7	
	government job	86	8.3	
	self employed professional	133	12.8	
	labour	234	22.5	
	agriculture	296	28.5	
	Total	1035	99.5	

FIGURE 5.7: OCCUPATION STATUS



Interpretation: The table 5.7 and figure 5.7 shows that the sample consists of 29% of respondent's agriculture, 24% who were business, 22% respondents who were labour, 13% respondents were self-employed professional, 8% respondents were government jobs and 4% respondents are house wives.

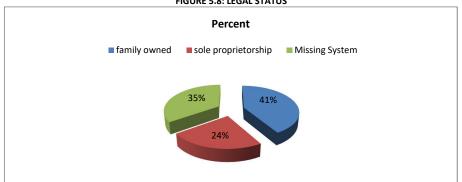
5.8 LEGAL STATUS OF THE RESPONDENTS

Table 5.8 and Figure 5.8 shows the Legal status of the respondents

TABLE 5.8: LEGAL STATUS

	Frequency	Percent	
Family owned	431	41.4	
sole proprietorship	244	23.5	
Missing System	360	34.7	

FIGURE 5.8: LEGAL STATUS



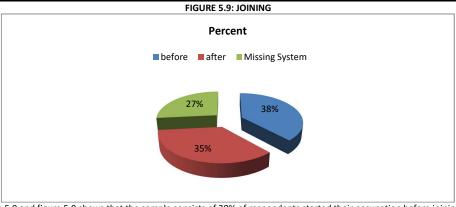
Interpretation: The table 5.8 and figure 5.8 shows that the sample consists of 41% of respondents invest in family owned, 35% who were sole proprietors and 24% respondents belong to labour/Housewives.

5.9 ENTERPRISE ESTABLISHED BEFORE JOINING THE SHG OR AFTER JOINING THE SHG

Table 5.9 and Figure 5.9 shows the respondents established enterprises before joining the SHG or after joning the SHG

TABLE 5.9: JOINING

		Frequency	Percent	
Valid	before	396	38.1	
	after	365	35.1	
Missing	System	274	26.5	
Total		1035	100.0	



Interpretation: The table 5.9 and figure 5.9 shows that the sample consists of 38% of respondents started their occupation before joining the SHG, 35% respondents started their occupation after joining the SHG and 27% respondents belong to labour/Housewives.

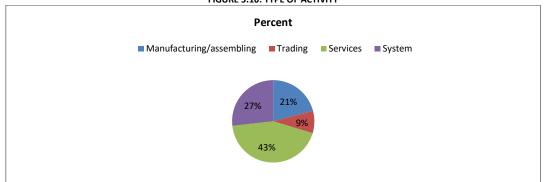
5.10 TYPE OF ACTIVITY OF THE RESPONDENTS

Table 5.10 and figure 5.10 shows the type of activity of the respondents of SHG.

TABLE 5.10: TYPE OF ACTIVITY

	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
		Frequency	Percent		
Valid	Manufacturing/assembling	217	20.9		
	Trading	92	8.8		
	Services	452	43.5		
	Missing System	274	26.5		
Total		1035	100.0		

FIGURE 5.10: TYPE OF ACTIVITY



Interpretation: The table 5.10 and figure 5.10 shows that the sample consists of 43% respondent's service oriented activity, 21% respondents involved in Manufacturing/assembling activity, 9% respondents involved in trade related activity and 27% respondents belong to labour/Housewives.

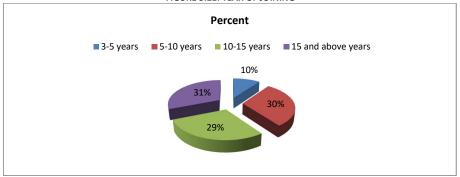
5.11 YEAR OF JOINING OF THE RESPONDENTS IN SHGs

Table 5.11 and Figure 5.11 shows the type of activity of the respondents

TABLE 5.11: YEAR OF JOINING

		Frequency	Percent		
Valid	3-5 years	104	10.0		
	5-10 years	310	30.0		
	10-15 years	300	29.0		
	15 and above years	321	31.0		
	Total	1035	100.0		

FIGURE 5.11: YEAR OF JOINING



Interpretation: The table 5.11 and figure 5.11 shows that the sample joined the SHG 31% respondent's fall into category of 15 and above years, 29% respondents fall into 10-15 years, 30% respondents fall into 5-10 years, 10% respondents fall into 3-5 years.

TESTING THE HYPOTHESIS1

Null Hypothesis (Ho): There is no significant correlation between demographic variables and year of joining the SHG.

Alternative Hypothesis (H1): There is a significant correlation between demographic variables and Year of joining the SHG.

TABLE 5.12: CORRELATIONS

		Year of joining	age	education	class	religion	marital	family	occupation	status	joining	activity
Year of joining	Pearson Correlation	1	.091**	144**	.105**	0.049	.063*	0.039	-0.061	0.068	.085*	-0.047
	Sig. (2-tailed)		0.003	0.000	0.001	0.114	0.044	0.215	0.051	0.077	0.019	0.197
	N	1035	1035	1035	1028	1035	1035	1035	1035	675	761	761

^{**.} Correlation is significant at the 0.01 level (2-tailed).

- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is a significant correlation between Age and sustainability of members in SHG. (P-value is greater than 0.003). The null hypothesis is rejected.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is a significant correlation between Education and Sustainability of members in SHG. (P-value is less than 0.00001). The null hypothesis is rejected.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is a significant correlation between Social Class and Sustainability of members in SHG. (P-value is greater than 0.001). The null hypothesis is rejected.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is no significant correlation between Religion and Sustainability of members in SHG. (P-value is less than 0.114). The null hypothesis is accepted.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is a significant correlation between Marital Status and Sustainability of members in SHG. (P-value is greater than 0.044). The null hypothesis is rejected.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is no significant correlation between type of Family and Sustainability of members in SHG. (P-value is less than 0.215). The null hypothesis is accepted.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is no significant correlation between Occupation and Sustainability of members in SHG. (P-value is less than 0.051). The null hypothesis is accepted.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is no significant correlation between legal status of the occupation and Sustainability of members in SHG. (P-value is less than 0.077). The null hypothesis is accepted.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is a significant correlation between starting of activities before and after joining the SHG and Sustainability of members in SHG. (P-value is greater than 0.019). The null hypothesis is rejected.
- The table 5.12 shows that at the 0.01 level of significance, there is a sufficient evidence to conclude that there is no significant correlation between type of activity and Sustainability of members in SHG. (P-value is less than 0.197). The null hypothesis is accepted.

FINDINGS

The SHGs are informally associated with formal institution to include those who are financially, economically, socially and politically excluded. The informal way of association charging high cost due to which some groups could not cope up. The others whose age is more than 55 years are again excluded from the groups, which make them insecure.

Age, education, social class, marital status and starting of microenterprises before and after joining the SHGs had an impact on the sustainability of SHG members.

ACKNOWLEDGEMENT

The author acknowledges the guidance of Dr. P. Narayana Reddy, Group Director of Sanskrithi Group of Institutions, Ananthapur.

REFERENCES

- 1. Dubrin. (2002). Leadership: Research Findings, Practice and skills (second ed.). chennai: All India Publishers and Distributors.
- 2. J.Dubrin, A. (2012). *Leadership- Research findings, Practice and skills* (seventh ed.). cengage learning.
- 3. SERP. (n.d.). www.serp.telangana.in. Retrieved may 31, 2016

^{*.} Correlation is significant at the 0.05 level (2-tailed)

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, indirect, 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.



