



INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION AND MANAGEMENT

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FEASIBILITY STUDY OF E-SERVICING ON IRANIAN MUNICIPALITIES (G2C): A CASE STUDY OF AHWAZ MUNICIPALITY

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ABSTRACT

Since the late 1990s, governments at all levels have launched electronic government projects aimed at providing electronic information and services to citizens and businesses. The objective of this study is to study the feasible and usage of public e-services to citizens in Ahwaz municipality. E-business has enabled the development of e-services and thus establishes a new service for citizens is needed and necessary. Thus, the purpose of the feasibility study is that Ahwaz Municipality can establish electronic service for its citizens. Data were collected from managers, experts and employees of Ahwaz municipality about e-service. The method of conducting the research is descriptive and for gathering data we used questionnaire. The results obtained from the data analysis show that all the relations are meaningful at the %5 of deviation using single sample T-test were confirmed in spectrum of the greatest possibility respectively in five operational, temporal, legal, Financial and economical, and technical variables and all hypothesizes are accepted. Also, using freedman test, the ideal position of variables in the given municipality from the managers' perspectives is as follows: 1) Operational 2) temporal 3) legal 4) Financial and economical 5) technical.

**ANALYSIS OF MOBILE AGENT BASED E-SUPPLY CHAIN MANAGEMENT SYSTEM USING QUEUING THEORY:
A COMPARATIVE STUDY BETWEEN M/M/1 AND M/D/1 MODELS**

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ABSTRACT

The product reaches at dispense of consumer through diverse segments. The amalgamation of all these phases is often being phrased as Supply Chain. Effective and Efficient utilization of these phases assists an organization to optimize the overall outlay of production activities. SCM utilizes technology to manage these supply chain in a methodical approach resulting in enhanced deployment of resources thereby improved operational efficiency and effectiveness. Advent of Internet technologies added a new aspect to SCM, by connecting the enormous network of supply chain through Internet, often being referred to as e-SCM. e-SCM initiated the notion of “anyone, anything, anywhere”, which influences a product’s time-to-market, price, quality, information exchange, delivery, amid other activities of SCM. In this manuscript, a Mobile Agent based Electronic Supply Chain Management (e-SCM) is being proposed. The anticipated model consists of a set of mobile agents functioning cooperatively to uphold supplying, manufacturing, inventory and distributing. Another imperative task performed in the manuscript is to uncover the relevancy of the proposed architecture using Queuing theory. The complete model is being tested on M/M/1 and M/D/1 Queuing models and the comparative study is being conducted based on four queuing parameters, namely, waiting time for customer request in the system, number of customers in the system at a time, time for each customer in the queue, and, total number of customers waiting. Finally, the associated simulations and numeral results are provided to appraise the queuing parameters.

PREPARING PRE-SERVICE TEACHERS TO INTEGRATE EDUCATIONAL TECHNOLOGY IN THE COLLEGES OF EDUCATION CURRICULUM IN THE CENTRAL REGION OF GHANA

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ABSTRACT

The enclave of education through educational technology continues to raid the whole wide world with its attendant benefits. If how 21st century classroom pre-service teachers in the colleges of education teach with educational technology is our bother then how teacher educators prepare pre-service to teach with technology should be the utmost concern. Recent changes in basic qualifications for teacher educators to teach in Ghanaian colleges of education as well as the acceptable qualification for teachers who wish to teach at the basic school level has necessitated an assessment of teacher know-how on technology integration. This study used survey method to explore 128 out of 140 teacher educators' (tutors) opinion on how they go about integrating educational technology in their pre-service teacher preparation. The findings of the study suggest that little or nothing is being done to teach pre-service teacher candidates how to integrate technology in their classroom practices. It was consequently recommended that policy makers, researchers, curricula developers and other policy publics must take advantage of the high awareness of the usefulness of educational technology to proliferate this ubiquitous tool to education's advantage.

THE RELATIONSHIP BETWEEN THE INFORMAL AND FORMAL FINANCIAL SECTOR IN NIGERIA: A CASE STUDY OF SELECTED GROUPS IN LAGOS METROPOLIS

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ABSTRACT

This paper investigates the links between the informal and the formal financial sectors in Nigeria. The objectives are two folds. The first is to ascertain the deposit and credit links between the informal and the formal financial sectors of the economy. The second objective is to determine the strength and significance of such links between informal and formal financial institutions with respect to saving mobilization and the process of credit dispersion in the informal sector. To realize these twin objectives, the study focused on moneylenders and savings & credit associations in the informal and semi-formal financial sectors in Nigeria. The study employed primary data, which is obtained through random sampling of the various association and groups in the informal financial sector of the economy such as moneylenders, rotational savings and credit associations, traditional mutual aid groups, credit & thrift societies and semiformal savings organizations within Lagos metropolis. The data was analyzed using descriptive and analytical techniques. We find that there is a strong link between the formal and the informal financial sector on the savings side but there is a weak link between the formal and the informal financial sectors on the credit side in Nigeria. We recommend government should put policy measure in place that will ensure their access to more capital as this will assist to facilitate rapid industrialization of the nation. And banks should remove the stringent conditions and excessive documentation that discourage operators in the informal sector to seek for loans in the bank.

AN APPRAISAL OF SERVICE QUALITY MANAGEMENT IN MANAGEMENT EDUCATION INSTITUTIONS: A FACTOR ANALYSIS

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ABSTRACT

LPG (Liberalization, Privatization, and Globalization) has brought phenomenal transformation in all sectors of the economy especially service sector. Among Services, Education is one of the fastest growing industries. Education is a powerful instrument of social, economic and political change. Service quality is new area that interests the scholars, service providers, and researchers as service is different form of the product than that of the goods. All the economy of the world either developing or developed is basically dominated by the service sectors. This paper attempt to find out the Service Quality dimensions related to the Management Education Institution in Delhi which not only satisfy the students but also important for the service provider for the long time sustainability and success of the institutions. A comprehensive scale /questionnaire were designed to evaluate the service quality with respect to management education institutions. The questionnaire was pre tested and pilot test was carried out with the sample size of 52 students in the west Delhi from two institutes offering two year full time PGDM programme. The pilot test was analyzed using SPSS 17.0 for factor analysis. Twelve factors are derived through factor analysis that is categorized as the parameter of service quality. The Service quality is very important. There is general acceptance that quality is the most important for the customer satisfaction and provider competitive advantage in this competitive world of market.

AN EFFECTIVE TOOL FOR BETTER SOFTWARE PRODUCT

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ABSTRACT

Metrics are more accurate when they are derived from well defined completion criteria for software products and their intermediate modules. Product metrics are also known as quality metrics and are used to measure the properties of the software. Weighted defect are derived from defect information. Weighted defects are calculated with the help of severity of errors found in the software. Each open defect is associated with a number as its severity.

HUMAN RESOURCE MANAGEMENT ISSUES FOR IMPROVING THE QUALITY OF CARE IN HEALTH SECTOR: AN EMPIRICAL STUDY

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ABSTRACT

Several studies have highlighted the relationship between health sector reform and human resources issues arising in that process. These studies have concentrated on the method adopted by new processes to modify the manner of interaction between health workers. Yet, few studies have given sufficient considerations to the ways in which workers have influenced the reforms. Crucial facets of the health workforce, such as labor conditions, extent of decentralization of management, needed expertise and the overall system of wages and incentives have been altered by the impact of the health sector reform. Human resources in health, are vital in realizing alterations in the delivery system, have expressed their opinion in several indirect and direct manner, retorting to changes, supporting, stopping and deforming the proposed ways of action. This article has inspected the facts related to shaping of health reforms by individual or combined actions of human resources, emphasizing the reform activity, workforce counteraction and the factors deciding effective human resources contribution. Provision of a more robust way of anticipating the effects of diverse "technical designs" has been attempted when they interact with the human resources they affect.

THE EFFECT OF E-MARKETING AND ITS ENVIRONMENT ON THE MARKETING PERFORMANCE OF MEDIUM AND LARGE FINANCIAL SERVICE ENTERPRISES IN ETHIOPIA

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ABSTRACT

Despite the increased interest in e-marketing, there is limited data in the literature explaining its link to marketing performance and so remains an unexplored field in scientific literature. The study, thus, aims to investigate the effect of e-marketing and its environment, as measured by internal and external related factors to the firms, on the marketing performance of medium and large financial service enterprises (MLFSEs) in Ethiopia. Accordingly, data were generated from a randomly selected sample of 200 middle and top-level managers in financial service enterprises with stratified random sampling method. The approach of the study is analytical survey method. The collected data are examined and analyzed by using multiple regression method. The results suggest that the environmental factors as measured by internal and external variables along with e-marketing implementation have a positive significant impact on the overall and six amalgam measurement dimensions of marketing performance. Of interest is the e-marketing implementation's highly significant impact on marketing performance than antecedents do. These findings also establish the need for both researchers and practitioners to be aware of the leveraging influence of e-marketing when it is well integrated in to a firm's marketing activities. Therefore, the researchers' hypotheses have support from the findings and are consistent with the preceding research findings in similar areas. Finally, conclusions, managerial implications along with future research directions are presented here thereof.

ERGONOMICS RELATED CHANGES ON TRADITIONAL BANKS IN KERALA CONSEQUENT ON CHANGES IN TECHNOLOGY AND ITS IMPACT ON EMPLOYEES

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ABSTRACT

Advent of computer technology has meant greater flexibility and increased efficiency for office workers. The widespread use of computers has contributed to an exponential rise in the number of injuries owing to its user interfaces. This paper discussed the way in which the office computer monitors, keyboard, mouse etc. are arranged, lighting facilities in the office, disturbance by the sounds from IT devices, employee free time to stand up and relax, employee experience on colour combination of the office, eye problems and headache as they look long hours at computer monitor etc. The main Objective of this study is to understand employees' perception on ergonomics related changes to accommodate technological transformation of traditional banks. All traditional banks with more than hundred branches in Kerala are taken for the study. The Statistical tools of Percentage analysis, Chi-Square Test, Arithmetic Mean are used for analysis of the data. Most of the respondents have positive perception on ergonomically friendly environment of the office in which they work.

MODERN FACES OF FINANCIAL CRIMES IN ELECTRONIC BANKING SYSTEM

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ABSTRACT

The globalisation and liberalization of Indian Economy during 90s has forced the traditional Indian Banks to change their legacy face with deployment of numerous Information Technology enabled banking products and service delivery channels. For banks, the electronic banking (eBanking) is consolidation and accessibility of transactional database at a central location but for general customers; it is accessibility of banking services at their doorstep, 24 hrs a day and 7 days in a week. This paper discusses that the increasing dependence on Information Technology has significantly enhanced the risks of financial crimes (FCs) in addition to the traditional ones. The FCs include unauthorised access and alteration of information, changing of information path in middle way, cheating, frauds, money laundering, virus attacks, denial of services, email threats, etc. There is a need to deploy secure computing and communication infrastructure, controlled accessibility, maintaining of confidentiality & integrity of customers' information against unauthorised usage within the internal as well as external network environment as well as to enhance awareness among customers for safe and secure eBanking.

QUALITY OF SERVICE (QOS) BASED SCHEDULING ENVIRONMENT MODEL IN WIMAX NETWORK WITH OPNET MODELER

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ABSTRACT

The name "WiMAX" was created by the "WiMAX Forum", which was formed in June. WiMAX (Worldwide Interoperability for Microwave Access) standards define formal specifications for deployment of broadband wireless metropolitan area networks (wireless MANs). Wireless MANs as needed in WiMAX standards provide wireless broadband access anywhere, anytime, and on virtually any device. Introducing the various type of scheduling algorithm, like FIFO, PQ, WFQ, for comparison of four type of scheduling service, with its own QoS needs and also introducing OPNET modeler support for Worldwide Interoperability for Microwave Access (WiMAX) network. The simulation results indicate the correctness and the effectiveness of these algorithm. This paper presents a WiMAX simulation model designed with OPNET modeler 14 to measure the delay, load and the throughput performance factors.

A DECENTRALIZED INDEXING AND PROBING SPATIAL DATA IN P2P SYSTEM**T. MAHESHWARI****M. TECH STUDENT****SREE CHAITANYA COLLEGE OF ENGINEERING
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SREE CHAITANYA COLLEGE OF ENGINEERING
KARIMNAGAR****ABSTRACT**

Peer-to-peer (P2P) networking technologies have gained popularity as a mechanism for users to share files without the need for centralized servers. In existing, research focused on P2P systems that host 1D data. At present, the need for P2P applications with multidimensional data has emerged, motivating research on P2P systems that manage such information. Our focus is on structured P2P systems that share spatial information. We present SPATIALP2P, a totally decentralized indexing and searching framework that is suitable for spatial data. SPATIALP2P supports P2P applications in which spatial information of various sizes can be dynamically inserted or deleted, and peers can join or leave. Our goal is to create from scratch a technique that is inherently distributed and also maintains the multidimensionality of data. Our focus is on structured P2P systems that share spatial information. The proposed technique preserves well locality and directionality of space and also it maintains the security while showing the information. We discuss cryptography techniques can be used to address the security issues.

CONVERGENCE TO IFRS - AN INDIAN PERSPECTIVE

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ABSTRACT

Accountants felt the necessity that they should talk the same language which paved for a accounting innovation "IFRS". IFRS stands for International Financial Reporting Standards which are uniform set of accounting standards propounded to be used globally with the aim to furnish useful information to different users such as shareholders, creditors, lenders, management, investors, suppliers, competitors, researchers, regulatory bodies and society at large. This article focuses on convergence on Indian Accounting Standards to International Financial Reporting Standards (IFRS), its current status and challenges.

COMPARING EFFICIENCY AND PRODUCTIVITY OF THE INDIAN AUTOMOBILE FIRMS – A MALMQUIST – META FRONTIER APPROACH

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ABSTRACT

Manufacturing industries in developing countries depends on intermediate inputs and technology. Both these factors play an important role in the productivity of industry. In the early phases of industrialization, the productivity in Indian industry was limited by the government policy such as reservation of production, high custom tariff, changes in domestic trade and excise duties. However, this situation is gradually changing during 1980s and 1990s due to the introduction of economic liberalization process. Therefore, it is essential to analyze the productivity of industry. In this study, an attempt has been made to assess the effects of economic reforms on productivity growth in Indian automobile companies using Malmquist Productivity Index, decomposes the TFP change in to technical and efficiency changes. The results of the study showed that most of the Indian automobile companies must increase their TFP and efforts must be made to provide a stable pattern to the productivity growth. However, the benefits of technological progress were not converted in to productivity gains, as there was no improvement in efficiency in the reform period. The results of the study suggest that there is need for the implementation of specific policies to improve technical progress and efficiency change, in order to precipitate a long-run balance in TFP growth.

EMERGING TRENDS IN KNOWLEDGE MANAGEMENT IN BANKING SECTOR

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ABSTRACT

Banking Sector all over the world is witnessing a paradigm shift. The computerization of financial operations, connectivity through World Wide Web and the support of automated softwares has completely changed the basic concept of banking. The irony of the situation is that in spite of collection of huge amount of data from the various transactions and other sources, the banks are not able to fully capitalize the benefits which can be reaped from these huge data bases. The survival mantra in the present day environment of globalization and cut throat competition is to find out the power of invisible force which runs the whole show i.e. the knowledge. The banks have realized that their biggest asset is the knowledge and not the financial resources and are using the techniques of knowledge management and data mining for customer segmentation and profitability, marketing, risk management and customer relationship management. This paper highlights the perspective applications of data mining for knowledge management to enhance the performance of some of the core business processes in the banking sector.

A STUDY ON CONSUMER ACCEPTANCE OF M-BANKING IN TIRUCHIRAPPALLI CITY**S .MOHAMED ILIYAS****ASST. PROFESSOR****PG & RESEARCH DEPARTMENT OF COMPUTER SCIENCE****JAMAL MOHAMED COLLEGE****TRICHY****ABSTRACT**

This paper mainly identify the key motivators for consumer acceptance of mobile phone banking (M-Banking), mostly those that affect the consumer attitude towards the intention to use the latest technology in banking sector – the self service banking technology. A web-based survey was undertaken where respondents completed questionnaire about their perception towards M-banking perceived usefulness, problems with use of M-banking, and the reason for using M-Banking service. The customer using Mobile banking technology effectively, the database was collected from the Bank and the questionnaire was sent through mail, and the customers return back through mail. Hence the sample size for the study is 500 respondents by adopting Purposive simple random sampling technique. Both primary and secondary data were used in the study. ANOVA, Correlation and multiple regressions were used to determine whether theses factors influence consumer's attitude and intention to use M-Banking. Perceived usefulness was found to influence the consumer to use the M-Banking technology. Awareness programmes should be organized by the Banks which attracts the customers to use the new technology M-Banking effectively and makes the Banking – Happy Banking safely and securely.

TECHNICAL ANALYSIS AS SHORT TERM TRADING STRATEGY IN THE INDIAN STOCK MARKET- AN EMPIRICAL EVIDENCE IN THE PUBLIC SECTOR BANKS

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ABSTRACT

Stock prices fluctuate widely in the market. The stock prices are determined by the supply of and demand for securities. It is very difficult to predict stock market behavior. It is driven by media news, corporate announcements and emotions of people. It can influence the price in either direction by up and down. Positive or upward trends are considered as bull markets; negative or down ward trends are referred to as bear markets. Technical analysis is useful for predicting the short-term price movements of stocks through various technical indicators. This paper attempts to study the short term price fluctuations through the use of Relative Strength Index, Rate of Change, Breadth of the Market, charts and quantitative techniques without considering the company's financial prospects. The technical analysis has been done for Punjab National Bank and Bank of Baroda, which helps the investors to make short term investment decision. The Punjab National Bank and Bank of Baroda scripts price movements were compared with NSE index to facilitate benchmarking comparison.. The analysis has been done for the period of 4 months to study the short term period price fluctuations. The chart makes it easier for the investor to analyze correctly the technical position of stock. It also analyzes the advances and declines that have occurred in the stock market by comparing NSE as a benchmarking technique. The researcher has made an attempt to emphasize the technical strength and weakness of Punjab National Bank and Bank of Baroda scripts through various technical indicators.

SOFTWARE DEFECTS IDENTIFICATION, PREVENTIONS AND AMPLIFICATION IN SDLC PHASES

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ABSTRACT

The present paper finds that to detect and cure software defects is one of the best and esteemed quality activity which saves time, cost and man power. It also delivers quality and more user friendly software product to customers.



A STUDY ON TIME MANAGEMENT IN EMERGENCY DEPARTMENT THROUGH NETWORK ANALYSIS IN A CORPORATE HOSPITAL

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ABSTRACT

Emergency Medicine Department is an area where an emergency patient, who need immediate medical or surgical treatment to preserve life and maintain vital functions. As the demands on the emergency medicine (EM) system continue to increase, improvements in the organization of work and the access to timely clinical and system information will be required for providers to manage their workload in a safe and efficient manner. The aim of the paper is to find the critical pathway, expected completion time and variance of path in the emergency department. The method used is primary data by direct observation through stop watch. Network analysis is drawn as per the activity process flow in the department. This paper discusses and evaluates the performance of the Emergency department in terms of its responsiveness to an emergency as the efficiency of an emergency service is measured by its quickness to provide care with the help of PERT and critical pathway. The result of this study suggest the critical pathway, activity slack time, path duration, expected completion time, variance of path and concludes with the suggestions and importance of golden hour in the life of emergency patient.

MAINTAINING CENTRALIZED BANK INFORMATION FOR GETTING QUICK ACCESS OF INFORMATION OF ALL OTHER ACCOUNTS USING DENORMALIZATION OF DATABASE CONCEPT OF COMPUTER

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ABSTRACT

Today in India many Nationalize and co-operative banks are working and a person can open account in any bank as per rules and regulations of respective bank. But some time a person may have more than 10 or 15 accounts it is very difficult to remember the account number and all account details and there is no any organization which can give the accounts information like balance in account, withdrawal of balance from account. So to overcome this problem we can use renormalizations of database concept from computer, which can provide all account information on a single click to person itself and the government for Taxation purpose.

DIGITAL OPPORTUNITIES IN NORTH INDIA: A STUDY ON DIGITAL OPPORTUNITY PARAMETERS AMONG NORTH INDIAN STATES**DEEP MALA SIHINT****LECTURER****JAYAWANT INSTITUTE OF MANAGEMENT STUDIES****TATHWADE****ABSTRACT**

This study is based on an empirical analysis of Information and Communications Technology (ICT) archival data. Some previous studies consider the impact of ICT on socio- economic development in the region. Using a set of regression analyses, this paper shows that ICT expansion in the North India has not only resulted in the reduction of the Digital Divide between this region but it has also had a positive impact on promoting democracy and freedom of expression in a region that suffers most from political, social and global conflicts. In recent years, several case studies have appeared on how mobile telephones, SMS and the Internet had an impact on political activities. It has been widely argued that information and communication technology (ICT) is influencing democracy all over the world. However, few studies provide any analysis of how ICT expansion correlates with measures of democracy.

BUSINESS ETHICS & GOVERNANCE**ARIF SULTAN****LECTURER****TECHNICAL EDUCATION & RESEARCH INSTITUTE
GHAZIPUR****FATI SHAFAT****LECTURER****TECHNICAL EDUCATION & RESEARCH INSTITUTE
GHAZIPUR****NEETU SINGH****LECTURER****TECHNICAL EDUCATION & RESEARCH INSTITUTE
GHAZIPUR****ABSTRACT**

Today due to different unethical practices done by the various big organizations, the stakeholders and customers are regularly showing negative responses. So it has become the need for every organization to create transparency in its business practices which can only be possible through ethics and good governance. It is only the recent years that Business Ethics & Corporate Governance have become almost a public issue and have started getting favourable responses from the corporations, government agencies, shareholders, employees, suppliers, customers, competitors, the news media, community residents etc. i.e.; the entire society. With the growing strength of consumer movements and rising levels of awareness among stakeholders, corporations are realizing that stakeholders and customers are no longer indifferent to unethical practices. So companies have now begun to integrate ethics into their corporate cultures and concentrate on appropriate corporate governance mechanisms in place. This paper covers the ethics and governance, essential governance principles, ethical codes and guidelines for an organization. It also shed light on, how ethics influence the corporate governance and how corporate governance affects firm performance.

**EMPLOYEES' PERCEPTION ON TRAINING AND DEVELOPMENT
(A STUDY WITH REFERENCE TO EASTERN POWER DISTRIBUTION OF AP LIMITED)**

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ABSTRACT

Training and Development practices are designed to improve organizational performance through enhancing knowledge and skills of employees. It is essential that all activities relating to training should be in tune with the specific needs of both the organization and the employees. The HRD policy of the organization is mainly aimed at all round development of its employees. The sample for the study of 265 respondents has been selected on stratified sampling method. In this study, Eastern Power Distribution of AP Limited has been covering a majority of the respondent employees through training programmes continuously for upgrading the skills of its employees. However, care need be taken to cover the training programmes to all cadres of employees in the light of growing competition in the power station.

AN OPTIMAL BROKER-BASED ARCHITECTURE FOR TRANSACTIONAL AND QUALITY DRIVEN WEB SERVICES COMPOSITION

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ABSTRACT

Web service composition consists of combining web services that supports business-to-business or enterprise application integration to offer more complex services. While performing web service composition, the selection of appropriate web service for each activity in the workflow from the discovered services that satisfy a given requirement has become an important problem. However, all the existing broker based architectures consider only QoS factors for web service composition. They do not consider the transactional constraints during the composition process. This paper proposes and implements a broker-based framework for web service composition not only according to their QoS characteristics but also to their transactional properties and thereby facilitates dynamic integration of atomic web services. This is verified for various inputs and results shows that the broker provides a better web service composition.

WEB USAGE MINING: A BOON FOR WEB DESIGNERS

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ABSTRACT

Web usage mining is one of the categories of web mining which extract useful usage patterns from web data particularly web servers. This paper provides a brief overview on Web Usage mining, its data sources, Processing techniques and Applications.

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Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator