INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & 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.

Index Copernicus Publishers Panel, Polandwith 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 2840 Cities in 164 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

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.				
1. THE LEADERSHIP PRACTICES OF COMBINED ARMY ACADEMY'S DEAN MATEBE TAFERE						
2.	ELECTRONIC GROCERY SHOPPING: MODELS AND METHODS FOR THE URBAN CONSUMER DELIGHT AMOL RANADIVE & DR. HRUDANAND MISHRA					
3.	STUDY ON IMPLEMENTING ASSOCIATION RULE MINING IN PARTICLE SWARM OPTIMIZATION T. BHARATHI & DR. P. KRISHNAKUMARI					
4.						
5.	LAND USE AND LAND COVER DETECTION FOR THREE DECADES USING GIS AND RS -A CASE STUDY OF ERODE DISTRICT C. LALITHA & DR. S. P. RAJAGOPALAN					
6.	APPRAISAL OF LIQUIDITY PERFORMANCE IN LANCO INDUSTRIES LIMITED: A CASE STUDY N. K. PRADEEP KUMAR & P. MOHAN REDDY					
7.	ORGANIZATIONAL CULTURE AS A DETERMINANT OF CUSTOMER SERVICE DELIVERY IN LOCAL AUTHORITIES IN KENYA ROBERT K.W. EGESSA, PETER KIBAS & THOMAS CHERUIYOT					
8.	EMPLOYEE JOB SATISFACTION: A CASE STUDY ON ONGC DR. MEGHA SHARMA	35				
9.	SUPPLY CHAIN MANAGEMENT: A STUDY OF PADDY IN ANDHRA PRADESH DR. I. SAI PRASAD	39				
10.	PERFORMANCE APPRAISAL PROCESS AT ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION (APSRTC) RAKHEE MAIRAL RENAPURKAR & DR. SUDHAKAR B INGLE	44				
11.	DETECTION OF BRAIN TUMOR USING THRESHOLDING AND MORPHOLOGICAL OPERATIONS SHRIJA MADHU & T.M.SIRISHA	51				
12.	ANTECEDENTS OF CUSTOMER RELATIONSHIP MANAGEMENT AND ITS IMPACT ON CUSTOMER LOYALTY IN BANKING SECTOR V.KRISHNAMOORTHY & DR. R. SRINIVASAN	54				
13.	ASSESSMENT OF CUSTOMERS' SERVICE EXPECTATIONS AND PERCEPTIONS IN GEM HOSPITAL: GAPS MODEL V. KANIMOZHI & DR. R. ANITHA	60				
14.	IMPACT OF CLOUD COMPUTING ON INDIAN SMEs: ADOPTION, BENEFITS AND FUTURE SCOPE NAZIR AHMAD & JAMSHED SIDDIQUI	64				
15.	A STUDY ON THE EFFECTIVENESS OF TRAINING AND DEVELOPMENT PRACTICES ON THE BASIS OF LEVEL OF TRUST, COMMUNICATION AND MORALE OF EMPLOYEES AT LIBERTY SHOES LIMITED DR. VANDANA KHETARPAL & REETI ATREJA	67				
16.	A SURVEY OF THE DIMENSIONALITY REDUCTION TECHNIQUES IN DATA MINING: A REVIEW PAPER TARANMEET KOUR, AMITPREET KOUR & DR. SANDEEP SHARMA	73				
17 .	AN IMPERATIVE STUDY ABOUT HUMAN COMPUTER INTERACTION: TRENDS AND TECHNOLOGIES DR. ASHU GUPTA & SAKSHI DUA	76				
18.	A REVIEW ON THE COST MANAGEMENT STRATEGIES ADOPTED BY AIRLINES GLOBALLY DR. BINDU NAIR					
19.	APPLICATION OF ARTIFICIAL BEE COLONY ALGORITHM TO INDEPENDENT COMPONENT ANALYSIS AMRESH KUMAR SINGH	84				
20.	ACTIVITY BASED COSTING & TRADITIONAL COST ACCOUNTING SYSTEM: A COMPARATIVE STUDY OF OVERHEAD COST ALLOCATION MONIKA KHEMANI	93				
21.	E-MARKETING: CHALLENGES AND OPPORTUNITIES RUCHIKA NACHAAL	97				
22.	PERFORMANCE EVALUATION OF TURKISH PENSION FUNDS BY USING ELECTRE METHOD HASAN UYGURTÜRK	100				
23.	FROM CHANGE MANAGEMENT TO CHANGE READINESS: KEYS TO SUCCESSFULLY IMPLEMENTING CHANGE AJIT KUMAR KAR & LOPAMUDRA PRAHARAJ	108				
24.	A STUDY TO MAXIMIZE INTERPERSONAL EFFECTIVENESS TO OVERCOME GENERATION GAP USING AURA AS A TOOL V. VAIDEHIPRIYAL & DR. N. RAMKUMAR	113				
25.	APPLICATION OF ROLE OF PROFESSIONAL MARKETING MANAGERS IN A DYNAMIC BUSINESS ENVIRONMENT DR. ABDULSALAM JIBRIL & DR. MUHAMMAD ISA BAZZA	118				
26.		122				
27.	M-LEARNING CONTEXTS COUPLED WITH CONNOTATION OF 4G CONNECTIVITY B.AYSHWARYA & M.DHANAMALAR	130				
28.		133				
29.	VIRTUAL LEARNING ENVIRONMENT: ISSUES AND SUGGESTIONS SUNIL KUMAR SHARMA	136				
30.	THE IMPACT OF INTEREST RATES ON THE PERFORMANCE OF BANKS: A CASE STUDY OF CANARA BANK AND HDFC BANK MANASA ELURU, SAHLE YEIBIYO ASGHEDE & SHIFERAW MITIKU TEBEKA	139				
	REQUEST FOR FEEDBACK	142				

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. S. L. MAHANDRU

Principal (Retd.), MaharajaAgrasenCollege, Jagadhri

EDITOR

PROF. R. K. SHARMA

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

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, YanbulndustrialCollege, Kingdom of Saudi Arabia

PROF. PARVEEN KUMAR

Director, M.C.A., Meerut Institute of Engineering & Technology, Meerut, U. P.

PROF. H. R. SHARMA

Director, Chhatarpati Shivaji Institute of Technology, Durg, C.G.

PROF. MANOHAR LAL

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

PROF. ANIL K. SAINI

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

PROF. R. K. CHOUDHARY

Director, Asia Pacific Institute of Information Technology, Panipat

DR. ASHWANI KUSH

Head, Computer Science, UniversityCollege, KurukshetraUniversity, Kurukshetra

DR. BHARAT BHUSHAN

Head, Department of Computer Science & Applications, GuruNanakKhalsaCollege, Yamunanagar

DR. VIJAYPAL SINGH DHAKA

Dean (Academics), Rajasthan Institute of Engineering & Technology, Jaipur

DR. SAMBHAVNA

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

DR. MOHINDER CHAND

Associate Professor, KurukshetraUniversity, Kurukshetra

DR. MOHENDER KUMAR GUPTA

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

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

DR. SHIVAKUMAR DEENE

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

DR. BHAVET

Faculty, Shree Ram Institute of Business & Management, Urjani

<u>ASSOCIATE EDITORS</u>

PROF. ABHAY BANSAL

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

PROF. NAWAB ALI KHAN

Department of Commerce, AligarhMuslimUniversity, Aligarh, U.P.

ASHISH CHOPRA

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

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

1

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

		DATED:
THE EDITOR		
JRCM		
Subject: SUBMISSION OF MANUSCRIPT	IN THE AREA OF	
(e.g. Finance/Marketing/HRM/General M	anagement/Economics/Psychology/Law/Comp	uter/IT/Engineering/Mathematics/other, please specify)
DEAR SIR/MADAM		
Please find my submission of manuscript er	ntitled '	' for possible publication in your journals.
hereby affirm that the contents of this mander review for publication elsewhere.	anuscript are original. Furthermore, it has neith	er been published elsewhere in any language fully or partly, nor i
affirm that all the author (s) have seen and	d agreed to the submitted version of the manusc	ript and their inclusion of name (s) as co-author (s).
	We agree to comply with the formalities as g	iven on the website of the journal & you are free to publish
contribution in any of your journals.	We agree to comply with the formalities as g	iven on the website of the journal & you are free to publish (
contribution in any of your journals. NAME OF CORRESPONDING AUTHOR:	We agree to comply with the formalities as g	iven on the website of the journal & you are free to publish (
contribution in any of your journals. NAME OF CORRESPONDING AUTHOR: Designation:		iven on the website of the journal & you are free to publish o
contribution in any of your journals. NAME OF CORRESPONDING AUTHOR: Designation: Affiliation with full address, contact numbe		iven on the website of the journal & you are free to publish
contribution in any of your journals. NAME OF CORRESPONDING AUTHOR: Designation: Affiliation with full address, contact numbe Residential address with Pin Code:		iven on the website of the journal & you are free to publish
contribution in any of your journals. NAME OF CORRESPONDING AUTHOR: Designation: Affiliation with full address, contact numbe Residential address with Pin Code: Mobile Number (s): Landline Number (s):		iven on the website of the journal & you are free to publish
Also, if my/our manuscript is accepted, ly contribution in any of your journals. NAME OF CORRESPONDING AUTHOR: Designation: Affiliation with full address, contact number Residential address with Pin Code: Mobile Number (s): Landline Number (s): E-mail Address: Alternate E-mail Address:		iven on the website of the journal & you are free to publish

- 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.

- 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 <u>BRITISH ENGLISH</u> prepared on a standard A4 size <u>PORTRAIT SETTING PAPER</u>. 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

THE IMPACT OF INTEREST RATES ON THE PERFORMANCE OF BANKS: A CASE STUDY OF CANARA BANK AND HDFC BANK

MANASA ELURU

STUDENT

COLLEGE OF CO-OPERATION BANKING & MANAGEMENT

KERALA AGRICULTURAL UNIVERSITY

THRISSUR

SAHLE YEIBIYO ASGHEDE

STUDENT

COLLEGE OF CO-OPERATION BANKING & MANAGEMENT

KERALA AGRICULTURAL UNIVERSITY

THRISSUR

SHIFERAW MITIKU TEBEKA
RESEARCH SCHOLAR
COLLEGE OF CO-OPERATION BANKING & MANAGEMENT
KERALA AGRICULTURAL UNIVERSITY
THRISSUR

ABSTRACT

This study analyzed the impact of Interest rate hike on the performance of Banks and Canara Bank and HDFC Bank in particular. In order to achieve the objectives, the study employed a comparative case study approach to address the particular phenomena in particular settings. The banks were selected purposefully to assess the impact of Interest rate on the performance of the commercial banks. Secondary source of data were used particularly, from RBI reports, Canara Bank and HDFC Bank annual reports as well as other published and unpublished reports and online materials has been used for the past three financial years (2010 to 2012). The impact of interest rates on the performance of the bank has been assessed on the basis of the bank's asset quality, profitability, liquidity and capital adequacy. Various types of data like interest rates which are applicable in India has been collected and analyzed in terms of its impact on the performance of bank. Percentage growth and Ratio analysis were employed to analyse the data. Accordingly, suggestions and conclusion have been drown in order to see the banks' competitiveness in the competitive banking industry.

JEL CODE

E5, E4, G1, G28, G32, G33

KEYWORDS

Asset quality ratio, Profitability ratio, Liquidity ratio, Capital adequacy.

INTRODUCTION

he economic progress of a country is sensitive to the monetary policy. Interest rate is a tool used by the RBI to monitor the money flow in the market. RBI has increased Repo Rate and Reverse Repo rate fourteen times within three financial years (2009-2012) to combat inflation. This has risen up the interest rates. This ultimately had impact on the deposit rate, base rate, bench mark prime lending rates and other lending rates of banks. Everything has cost and the cost of money is the interest rate. Hence, the cost of money due to the interest hike increased and the circulation of money have been slowed down. The bank performance is associated with the circulation of money in the market. Therefore, the performance of banks has been affected by the interest rate fluctuations.

It is apparent that banks are sensitive to minor change in interest rates. The continuous increment of interest rates was affected by the overall conditions of economic environment particularly inflation. The rise of interest rates, in turn, affect the condition of the economy in our case the performance of banks by escalating the price of money that results tightening the circulation of money, high spending on borrowing, and reducing the net income of the banks.

LITERATURE REVIEW

A study by John H. Boyd and Bruce Champ (2006), on Inflation, Banking, and Economic Growth and they found higher inflation can decrease the real rate of return on assets. Lower real rates of return discourage saving but encourage borrowing. CRISIL (2011) noted on the High interest rates to impact bank's asset quality. CRISIL believes that the significant increase in interest rates over the past three years can adversely impact the asset quality and profitability of India's banks. Ho and Saunders (1981) stated that a banking firm that maximizes the utility of shareholder wealth selects an optimum loans and deposits that minimize the risks

Bodie, Kane and Marcus (1996) made it clear that the demand for loans is importantly affected when interest rates increase since this implies higher interest payments. Consequently; the cost of capital is seen to be more expensive. Bank interest rate spreads are an adequate measure of bank intermediation efficiency (Sologoub 2006). Such spreads reflect the costs of intermediation that banks incur, inclusive of their normal profits (Robinson 2002). Mishkin (1977) also proved that lower interest rates increase stock prices which in turn reduce the probability of financial distress.

Ehrmann and Fratscher (2004) analyzed that monetary policy affects individual stocks in a strongly diversified manner. Rizwan and Khan (2007) also examined role of macroeconomic variables and global factors as a consequence of interest rate, exchange rate, industrial production, and money supply to investigate the effect of changes in interest rates on the stock returns and volatility in Karachi stock exchange and the study revealed that conditional market returns and variance parameters are very close to each other.

STATEMENT OF THE PROBLEM

The Reserve Bank of India (RBI) increased the repo and reverse repo and reverse repo rates for fourteen times with in three years to reduce inflation. Though, the involvement of regulatory bodies is essential to help to monitor free movement of market to the preferred direction (RBI home page). However, the interest rates hike causes immense challenge to the national economy in general and in the banking sector in particular. As finance is the blood line of the business, a

tight monetary policy with high and rising interest rates causes high pressure in the circulation of money in the market which adversely impacts the banks performance.

OBJECTIVE OF THE STUDY

The objective of the study was to analyze the impact of Interest rate hike on the performance of Banks.

SCOPE OF THE STUDY

To study the impact of interest rates on bank performance is all-embracing and complex since most bank parameters change with changes in the economic environment and interest rate is just one. Hence, the impact of interest rate on bank performance only covers those aspects concerning to Canara Bank and HDFC (Housing Development Funding Corporation) Bank performance in relation to interest rate hike.

MATERIALS AND METHODS

The study employed a comparative case study approach to address the particular phenomena in particular settings. The banks were selected purposefully to assess the impact of Interest rate on the performance of the commercial banks. The study employed secondary source of data particularly from RBI reports, Canara annual reports and HDFC annual reports as well as other published and unpublished reports including online materials for three financial years (2010 to 2012) in order to assess the impact of interest rates in asset quality, profitability, liquidity and capital adequacy. The data collected were those various types of interest rates applicable in India and analyzed in terms of its impact on the performance of bank. Accordingly, a three years data were measured the impact in the performance of Canara and HDFC banks. Finally, percentage growth and ratio analysis has been employed.

DISCUSSION AND FINDINGS OF THE STUDY

TABLE 1: FINANCIAL PERFORMANCE INDICATORS RATIOS OF THE BANKS (2010-2012)

	Canara Bank		HDFC Bank			
	FY 2010	FY 2011	FY 2012	FY 2010	FY 2011	FY 2012
Repo rate	5	6.75	8.5	5	6.75	8.5
Asset Quality Ratios						
NPA/gross loans & advances	1.53	1.48	1.73	1.05	1	1.42
NPA/total asset	0.97	0.93	1.06	0.61	0.59	0.82
Net NPAs / Net Loans	1.08	1.11	1.47	0.18	0.18	0.31
Total provisions/ total loans & advances	1.22	0.99	1.16	2.39	1.94	2.76
Profitability Ratios						
Net Interest Income(NII)/Total income	65.93	73.26	71.15	66.71	69.83	69.63
Noninterest income/ Total Income	34.07	26.74	28.85	4.14	30.37	33.29
NII /Net loans and advances	3.40	3.71	3.33	6.60	6.29	6.69
G. total income/total loans & Advances	5.08	5.01	4.62	68.55	9	9.87
Liquidity Ratios						
Liquid asset /total asset	7.40	9.07	7.45	10.74	6.21	13.49
Liquid asset/customer deposits	8.41	10.47	8.64	14.33	8.59	17.98
Total loans and advances/customer deposits	72.26	71.97	71.19	77.58	80.92	76.57
Capital Adequacy Ratios						
Tier I capital ratio	8.54	10.87	10.35	13.26	12.23	11.60
Tier II capital ratio	4.89	4.51	3.41	4.18	3.99	4.92

Note: figures in the tables are percentage, FY indicates financial year

Source: Annual report of Canara Bank and HDFC Bank

ASSET QUALITY RATIOS

The ratio of total provisions to total loans and advances grew from 1.22% to 1.16 % within three years in Canara Bank whereas, 2.39 % to 2.76% in HFDC bank from the year 2010 to 2012. While, the Net NPA to net loans and advances increased from 1.08 to 1.44 percent and from 0.18 to 0.31 percent in Canara bank and HDFC Bank respectively. These ratios reveal small increase in NPA ratios which results in bad Bank performance.

When the NPA ratio increases the asset quality also becomes more standard and substandard and assets become changing to loss assets. Hence, the bank has to make more provisions which are not expected to bear income. The increases in the provisions show the amount profit frozen to cover the loss in bad loans. The data from the table reveals that, there is a considerable increase in the non performing assets from the year 2010 to 2012. This is mainly because, the increase in the bad loans both in the form of interests and the principle amounts which is not paid back by the customers.

The asset performance of the HDFC bank from the past three years (2010 to 2012) was not the same as in case of Canara bank. In HDFC bank there is a considerable increase in the nonperforming assets which is less when compared to Canara bank. This problem could be mainly due to the increase in the interest rates. Comparing all the above ratios the Non performing asset has increased in the accounting year ended in 2012. Hence, this can bring to a close that the year 2012 has more bad debts compared to the preceding two years.

An increase in NPA account not only reduces profitability of banks by provisioning in the profit and loss account, but also their carrying cost is also increased which results in excess & avoidable management attention. With rising in interest rates the banks' interest incomes have declined considerably which would result in the poor asset performance of the bank. With rising in interest rates the banks' interest incomes has been declined considerably though, banks may not have enough profits to make provisions for NPAs.

PROFITABILITY RATIO

In Canara Bank the ratio of Net Interest Income (NII) to total income has slightly grown from 65.93% to 71.15% as the NII and total Income have equally grown at CAGR 16.15%. On the other hand, the ratio of noninterest income to total income also decreased from 34.85% to 28.07% at the same time the total income grew a bit better. The Ratio of NII to Net loans and advances and the gross total income to total loans and advances have also decreased from 5.08% to 4.62% and from 3.40% to 3.33% respectively. This is because of the loans has been increased higher than the NII and gross total income. Whereas, in HDFC Bank the ratio of NII to Total Income increased from 66.71% to 69.63% and the ratio of Noninterest income to total income decreased from 33.29% to 30.36%. Similarly, the ratio of NII to Net loans and advances slightly decreased from 6.69% to 6.20%. The ratio of gross income to total loans and advances has declined substantially from 9.87% to 9%. It has made it clear that the income has declined from its proportion in 2010.

The effort made by the bank to increase selling more advances did not yield enough income. Hence, the impact of interest rate is clearly marked on the deterioration of profitability in Canara Bank. This clearly shows that there was an increase in both interest and noninterest income while total income was much below than its proportion in 2010 and the interest and noninterest income has grown substantially. With rising in interest rates, the banks gross interest income increased but the net interest incomes declined considerably. Hence, the interest rate hike can be the reason. From the table it is clear that there is decrease in the percentage of gross income over loans and advances same as in Canara bank due to decisions taken by the bankers to maximize profits. In this case, a purely competitive bank issues loans such that the marginal cost of an additional loan equals the marginal revenue from such loans. The marginal revenue from an additional loan is simply the market determined interest rate. Profits are maximized when marginal cost equals interest rate. Therefore, it is evident that profits

can be maximized if more and more loans are extended at a given rate of interest. This may result in poor assessment of the borrower leading to new generation of NPAs. The increase in NPAs finally leads to decrease in profits and performance of the banks. There is increase in the noninterest income and net interest income. In the profitability ratio parameter the performance of HDFC bank accounts better than the performance of Canara bank but both banks were affected by the interest hike.

LIQUIDITY RATIOS

In Canara Bank the ratio of liquid asset to total asset and liquid asset to costumers' deposits grew especially in the financial year 2011 hence, higher liquidity is sign of bad performance. Whereas, the ratio of total loans and advances to the customers' deposits decreased gradually as the interest rates increases from 72.26% to 71.19%.

While, in HDFC Bank the ratio of liquid assets to total assets increased from 10.74% to 13.49% from year 2010 to 2012 while, the ratio of liquid asset to customer deposit increased from 14.33% to 17.98%. The ratio of total loans and advances to Customers deposits decreased from 77.58% to 76.57% from year 2010 to 2012. This is suggesting that the customers' deposits also grew slower than asset.

An increase in liquid assets is mainly because of the increase in the idle money with the bank which is not borrowed by the customers due to high interest rates. With the increase in the interest rates the customers should pay the more amounts in the form of interest to the banks. Because of the high interest, there is decline in the borrowings from the banks as well as there is liquid cash with the banks which is in greater proportion when compared with the deposits .Thus, the liquidity is un-invested money accumulated at the bank because of the cost of leverage money can't easily be lent to customers. The increase in the interest rates will leads to the declining trends in the loans taken by the customers which leads to the decrease in the proportion of loans and advances with deposits. Because of increase in interest rates customers may not willing to take loans from banks as they should have to pay the more interest to the banks.

CAPITAL ADEQUACY RATIOS

The Tier II capital in Canara Bank, which can absorb losses in the event of a winding-up decreased from 4.89% to 3.41% which is not desirable because, it provides a lesser degree of protection to depositors. While, in HDFC bank Tier II capital has improved from 4.18% to 4.92% which indicates that the bank is stronger in case it faced with the case of weathering away all the funds can be called back to save the business hence the funds are invested in safer projects. This increase can be attributed to the success of HDFC which has scored in noninterest income.

Hence, with the increase in interest rates the bank's financial strength seems to be weakened. The Reserve Bank of India (RBI), currently prescribes a minimum capital of 9% of risk-weighted assets, which is higher than the internationally prescribed eight percent.. Most banks in India have a capital adequacy of more than 12 %. A bank with a higher capital adequacy is considered safer because if its loans go bad, it can cover up from its capital. However, in the case of Canara bank most likely due to the interest rate hike, it is much less than industry average in terms of Tier I capital adequacy ratio. This indicates that the bank had really bad time that consumed or reduced the assets in both Teir I and Teir II capital. This shows the reduction in owned capital from 2011 to 2012.

SUGGESTIONS

The increase in the Interest rates was a mixed blessing while reducing the inflation which affected the performance of the banks and blocked the flow of fund in the market. Which has very bitter effect in the economic environment specially; in the recent times the impact has become clear when the industrial growth rate, GDP and exchange value of Rupee has been negatively impacted. It has also fuelled the sustainability of inflation due to loss in production capacities of industries. Although, money is pulled out of market, demand pulled inflation has been enhanced. Therefore, the increase of repo rate and reverse repo rate was not the best measure hence it has to be reversed back to the lowest possible to support the production capacity of the economy because, strong and well supported production can only heal inflation. The financial system has to establish an efficient and effective interest hedging mechanism that would enables the financial intermediations to be secure.

Additionally, it is suggestible area to be addressed for undertaking further studies on the impact of GDP, inflation and the devaluation of Value of domestic currency on the performance of banks and the impact of interest rate hike on Industrial growth, employment, entrepreneurial growth and foreign exchange.

CONCLUSION

In the context of escalated inflationary scenario increasing interest rate was introduced by RBI as a standardized strategy to fight inflation. Interest rate is major macroeconomic factor (like GDP, inflation and exchange rates) that affects the performance of banks in various ways. In Canara bank the spread percent of asset, the ROA, capital adequacy, and profitability declined while the NPA, interest expended and liquidity soared that led the bank to manifests the disadvantages of interest rate hike in the banks.

The effect of interest rates can be reduced by protecting the profit of the banks through other sources of income like in the case in HDFC bank which excelled in the investment income and other non-interest income. The strategy of maintaining the lending rates stable and as low as possible in volatile and interest rates hike scenario benefited HDFC bank. To conclude the elevated interest rates adversely affects the profitability, asset quality, and return on asset, liquidity, and capital adequacy of the banks.

LIMITATIONS OF THE STUDY

This is a Case Study for Canara and HDFC banks and some essential data were used from the annual reports of public sector banks. Further, the study largely depended on secondary data. Access to some data was not possible as it is considered confidential information; as a result the researchers could not perform certain analyses. For instance, data for computation of capital Adequacy Ratio of Tier I and Tier II were not accessible to the public.

REFERENCES

- 1. Bodie, Kane and Marcus; (1996), "Investments." 5th Ed., McGrow-Hill ,Irwin
- 2. Canara Bank Home Page: http://www.canarabank.com/English/Scripts/pblinternatbranches.aspx: accessed 25 january 2012
- 3. CRISIL home page of 2011 : http://www.crisil.com/
- 4. Ehrmahh, M. and Fratscher M.(2004), "Taking Stock: Monetary Policy Transmission to Equity Markets", Journal of Money, Credit and Banking, Vol.36, No.4. 719-737.
- 5. HDFC home page :http://www.hdfcbank.com/
- 6. John H. Boyd & Bruce Champ .(2006). Inflation, banking, and economic growth" Economic Commentary, Federal Reserve Bank of Cleveland, issue May 15
- 7. Mishkin, Frederic. (1977). "What Depressed the Consumer? The Household Balance Sheet and the 1973-1975 Recession," Brookings Papers on Economic Activity1, 123- 164.
- 8. RBI Bulleting.(2011). Supplement to RBI Bulleting , Financial stability report Published by Reserve Bank of India Mumbai.
- 9. Reserve Bank of India home page: http://www.rbi.org.in/ accessed 2 January 2012
- 10. Rizwan, Faisal M.; Khan, Ullah S. (2007). Stock Return Volatility in Emerging Equity Market (Kse): The Relative Effects of Country and Global Factors, International Review of Business Research Papers, Vol.3, No.2, pp. 362 375.
- 11. Robinson, J.W. (2002). Commercial Bank Interest Rate Spreads in Jamaica: Measurement, Trendand Prospects. www.boj.org.jm/uploads/pdf/papers pamphlets.pdf. accessed on 12 February 2012
- 12. Saunders and Schumacher.(2000). Regulatory Trends and Macroeconomic Factors, Source Economic survey (2011-12) .Financial Intimidation and Markets Echap 5(P 106).
- 13. Sologoub, D. (2006). The determinants of Bank Interest Margins and Profitability: Case of Ukraine.
- 14. www.bof.fi/bofit/seminar/bofcef06/sologub.pdf. 2 January 2012

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Computer Application and 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-mailinfoijrcm@gmail.com for further improvements in the interest of research.

If youhave 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

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.







