

# INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

I  
J  
R  
C  
M



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

*Indexed & Listed at:*

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

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

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

Circulated all over the world & Google has verified that scholars of more than 4456 Cities in 177 countries/territories are visiting our journal on regular basis.

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

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

## CONTENTS

| Sr. No. | TITLE & NAME OF THE AUTHOR (S)   | Page No. |
|---------|--|----------|
| 1.      | <b>AWARENESS AND RISK PERCEPTION OF ATM CARD USERS: AN EMPIRICAL INVESTIGATION</b><br><i>PRIYODARSHINI DHAR &amp; SAMIRENDRA NATH DHAR</i>   | 1        |
| 2.      | <b>BRAND LOYALTY AND CUSTOMER SATISFACTION OF INTERNET SERVICE PROVIDERS</b><br><i>R.MUTHUKUMAR &amp; DR. V. VIJAYALAKSHMI</i>   | 7        |
| 3.      | <b>LINKAGE BETWEEN ATTITUDE, PERCEIVED DESIRABILITY AND THE ROLE OF SELF EFFICACY AS A MODERATING VARIABLE OF SUBJECTIVE NORM ON INTENTION OF ENTREPRENEURSHIP</b><br><i>SYAHRAN, MUGI HARSONO &amp; TULUS HARYONO</i> | 12       |
| 4.      | <b>ESTIMATION OF DAILY EXCHANGE RATE VOLATILITY: A COMPARATIVE STUDY OF INDIAN CURRENCY WITH TOP TRADABLE CURRENCIES OF THE WORLD</b><br><i>NISCHITH. S &amp; DR. MAHESH.R</i>   | 17       |
| 5.      | <b>INVESTOR SAFEGUARDS ACTIONS IN CAPITAL MARKET</b><br><i>DR. K.VS.N.JAWAHAR BABU &amp; K. GIRIDHAR</i>   | 24       |
| 6.      | <b>A STUDY ON CUSTOMER SATISFACTION TO BSNL 3G MOBILE SERVICES IN MYSORE</b><br><i>KIRANA D.V &amp; SRI RANJINI S</i>  | 28       |
| 7.      | <b>COMMITMENT OF INDUSTRIAL HOUSES TO NEIGHBOURING WORLD</b><br><i>DR. MARIYA T CHEERAN, GEORGE JOSEPH &amp; RENJITH T A</i>   | 32       |
| 8.      | <b>IMPACT OF ANNUAL INFLOW OF FOREIGN DIRECT INVESTMENT WITH SELECTED ECONOMIC GROWTH FACTORS</b><br><i>R.MAHESH &amp; A.PALANISAMY</i>  | 35       |
| 9.      | <b>FUNDAMENTAL ANALYSIS OF OLD GENERATION PRIVATE SECTOR BANKS IN INDIA</b><br><i>R. CHANDRASEKARAN &amp; C. KANDASAMY</i>   | 39       |
| 10.     | <b>A COMPARATIVE ANALYSIS OF EMPLOYEES WORK VALUES OF GEN X AND GEN Y IN COMPANIES</b><br><i>DR. BHAGIRATHI NAYAK &amp; DR. PRATIMA SARANGI</i>  | 44       |
| 11.     | <b>A STUDY ON PERCEPTION OF PU STUDENTS TOWARDS EATING JUNK FOOD WITH SPEICAL REFERENCE TO BANGALORE CITY</b><br><i>ASHA RANI.K</i>  | 49       |
| 12.     | <b>INCLUSIVE GROWTH IN INDIA: ISSUES AND CHALLENGES</b><br><i>PADALA SANDYA RANI</i>   | 56       |
| 13.     | <b>EVALUATION OF THE REALIZATION OF SCIENTIFIC SPECULATIONS ON FUTURE ADVANCEMENT IN COMPUTER TECHNOLOGY</b><br><i>FITHANEGEST KASSA DAGNEW</i>  | 61       |
| 14.     | <b>PROBLEMS AND PERFORMANCE OF SHGs IN SHIVAMOGGA DISTRICT</b><br><i>SHIVAPRASAD D T</i>   | 64       |
| 15.     | <b>ONLINE BUYING AND CONSUMER BEHAVIOUR: AN ANALYSIS OF FLIPKART.COM SHOPPERS</b><br><i>RAMYA R &amp; JYOTHI A N</i>   | 72       |
| 16.     | <b>A COMPARATIVE STUDY ON PHARMACEUTICAL COMPANIES' SHARE PRICES</b><br><i>PRATHYUSH VISWANATH &amp; VIDHYA AVADHANI</i>   | 77       |
| 17.     | <b>CUSTOMERS' PERCEPTION TOWARDS e-BANKING SERVICES OF THE COMMERCIAL BANKS IN KOLLAM DISTRICT</b><br><i>DR. PRADEEPKUMAR, K.S</i>   | 81       |
| 18.     | <b>THE IMPACT OF THE INTERNET NETWORK TECHNOLOGY ON ACCOUNTING INFORMATION SYSTEMS</b><br><i>CARLITO BILI CAEIRO</i>   | 85       |
| 19.     | <b>EFFICIENCY OF THE SUGAR MANUFACTURING FIRMS OF INDIA</b><br><i>RAMA RANI</i>  | 88       |
| 20.     | <b>A STUDY ON CUSTOMER SATISFACTION OF FASTRACK WATCHES IN MYSORE</b><br><i>PRAVEEN KUMAR L</i>  | 98       |
|         | <b>REQUEST FOR FEEDBACK &amp; DISCLAIMER</b>   | 104      |

## 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

## FORMER CO-ORDINATOR

**DR. S. GARG**

Faculty, Shree Ram Institute of Business & Management, Urjani

## ADVISORS

**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.), Maharaja Agrasen College, Jagadhri

## EDITOR

**PROF. R. K. SHARMA**

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

## EDITORIAL ADVISORY BOARD

**DR. RAJESH MODI**

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

**PROF. PARVEEN KUMAR**

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

**PROF. H. R. SHARMA**

Director, Chhatrapati 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), Guru Gobind Singh I. P. University, Delhi

**PROF. R. K. CHOUDHARY**

Director, Asia Pacific Institute of Information Technology, Panipat

**DR. ASHWANI KUSH**

Head, Computer Science, University College, Kurukshetra University, 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. SHIVAKUMAR DEENE**

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

**DR. BHAVET**

Faculty, Shree Ram Institute of Engineering & Technology, Urjani

***ASSOCIATE EDITORS***

**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

***FORMER TECHNICAL ADVISOR***

**AMITA**

Faculty, Government M. S., Mohali

***FINANCIAL ADVISORS***

**DICKIN GOYAL**

Advocate & Tax Adviser, Panchkula

**NEENA**

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

***LEGAL ADVISORS***

**JITENDER S. CHAHAL**

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

**CHANDER BHUSHAN SHARMA**

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

***SUPERINTENDENT***

**SURENDER KUMAR POONIA**

## **CALL FOR MANUSCRIPTS**

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

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript** **anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. [infoijrcm@gmail.com](mailto:infoijrcm@gmail.com) or online by clicking the link **online submission** as given on our website ([FOR ONLINE SUBMISSION, CLICK HERE](#)).

## **GUIDELINES FOR SUBMISSION OF MANUSCRIPT**

1. **COVERING LETTER FOR SUBMISSION:**

DATED: \_\_\_\_\_

**THE EDITOR**

IJRCM

**Subject:** SUBMISSION OF MANUSCRIPT IN THE AREA OF \_\_\_\_\_.

**(e.g. Finance/Mkt./HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)**

**DEAR SIR/MADAM**

Please find my submission of manuscript entitled ' \_\_\_\_\_ ' for possible publication in one of your journals.

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

I affirm that all the co-authors of this manuscript have seen the submitted version of the manuscript and have agreed to their inclusion of names as co-authors.

Also, if my/our manuscript is accepted, I agree to comply with the formalities as given on the website of the journal. The Journal has discretion to publish our contribution in any of its journals.

**NAME OF CORRESPONDING AUTHOR** :

Designation :

Institution/College/University with full address & Pin Code :

Residential address with Pin Code :

Mobile Number (s) with country ISD code :

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

Landline Number (s) with country ISD code :

E-mail Address :

Alternate E-mail Address :

Nationality :

**NOTES:**

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. **pdf. version 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 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) **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 within twenty four hours** 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 a separate mail to the journal.
- g) The author (s) name or details should not appear anywhere on the body of the manuscript, except the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.

2. **MANUSCRIPT TITLE:** The title of the paper should be **bold typed, 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 italicized text**, ranging between **150 to 300 words**. The abstract must be informative and explain 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.
7. **JEL CODE:** Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at [www.aeaweb.org/econlit/jelCodes.php](http://www.aeaweb.org/econlit/jelCodes.php), however, mentioning JEL Code is not mandatory.
8. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER. 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 range from 2000 to 5000 WORDS.**

12. **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.**
13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, horizontally centered with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word should 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: 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 are supposed to follow Harvard Style of Referencing. **Also check to make sure 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 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 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 after 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>

**EFFICIENCY OF THE SUGAR MANUFACTURING FIRMS OF INDIA**

**RAMA RANI**  
**RESEARCH SCHOLAR**  
**PUNJABI UNIVERSITY**  
**PATIALA**

**ABSTRACT**

*We found that the Indian Sugar industry operated with an average overall technical inefficiency (OTIE) to the tune of 18.6% during the period 2009-13. The overall inefficiency is driven by managerial efficiency rather than the scale efficiency which shows that there is a need to improve the managerial efficiency in Indian sugar manufacturing firms. We saw that the total factor productivity change of the sugar industry shows a regress from 2009 to 2013. The productivity declined by 5.1%. This decline is majorly driven by the negative technological progress scores. This thus leads us to conclude the sugar industry of India is suffering from obsolete and outdated technology and needs technological innovation. Furthermore we see that the technical efficiency growth is driven more by scale efficiency growth and not by the managerial efficiency growth for majority of firms. This reestablishes the fact that there is a need to improve the managerial efficiency in our government protected sugar industry. We conclude by stating that the sugar firms can eliminate the inefficiency that are currently operating with if they improve their managerial efficiency and are made to function more competitively by reducing the amount of government protection given to them.*

**KEYWORDS**

sugar industry, managerial efficiency, negative technological progress score.

**INTRODUCTION**

In the world, sugar consumption rate is highest in India as shown in the statistics received from USDA Foreign Agricultural Service. Sugar in India is majorly produced from the sugarcane. India is the world's largest producer of sugarcane and second largest producer of sugar in the world after Cuba. Within India, sugar industry is the second largest agro-based industry after cotton textiles. Since Indian sugar industry uses sugarcane in the production of sugar, maximum number of the firms are found in the sugarcane growing states of India including Uttar Pradesh, Maharashtra, Gujarat, Tamil Nadu, Karnataka, and Andhra Pradesh. Uttar Pradesh alone accounts for 24% of the overall sugar production in the nation and Maharashtra's contribution is about 20%. There are 453 sugar mills in India. Co-operative sector has 252 mills and private sector has 134 mills. Public sector has 67 mills.

Sugar Industry has always been under the direct control of the Government ever since. It is highly politicized and closely controlled by authorities set by the Governments (State & Central). The authorities control the minimum prices for sugar canes as well as rate of sugar both as commercial and domestic uses. They also control the licensing of sugar manufacturing business and Imports and exports. The country has a dual sugar pricing policy, where raw material price is fixed by the Government, which goes up every year. Sugar price for the levy sugar (40% of production) is fixed without taking into consideration of all factors that go into production, i.e. 40% of the sugar is sold below cost of production. Thus Government has protected the farmer and the consumer who gets levied sugar.

With Indian Sugar industry, being an agro-based industry heavily protected by the government, one expects the stagnation or a lack to technological progress in it. We find out if this is true in our study which aims to analyse the efficiency and productivity of Indian sugar industry and firms over 2009-2013.

**OBJECTIVE OF THE STUDY**

The objective of the study is to measure and analyse the efficiency and productivity of the Indian sugar industry and sugar firms for the time period 2009-2013. This is done by finding the efficiency scores and productivity change indices for a sample of 46 Indian sugar firms for 2009-2013 using the output-oriented Malmquist-DEA (Data Envelopment Analysis) model. The scores and indices are obtained by running the DEAP Version 2.1- Data Envelopment Analysis (Computer) Program written by Tim Coelli.

The output oriented Malmquist Productivity model of Data Envelopment Analysis (DEA) for 46 sugar firms of India is run using two outputs — Total Sales and Profit after Tax; and three inputs — Raw Materials, Stores and Spare; Compensation of Employees and Selling and Distribution Expenses. Our study is for the period 2009 – 2013. All required data for the 46 representative firms was collected from the CMIE (Centre for Monitoring Indian Economy) data base using PROWESS (steps explained in 'Research and Methodology' section).

## LITERATURE REVIEW

TABLE 1

| Author(s) & Paper  | Period of study        | Methodological Framework   | Inputs  | Outputs   | Major conclusions  |
|--|------------------------|--|---|---|--|
| Amit Kumar Dwivedi & Priyanko Ghosh<br><i>Efficiency Measurement of Indian Sugar Manufacturing Firms: A DEA Approach</i>                                       | 2006-2010              | Data Envelopment analysis (DEA)– Input and output oriented Variable returns to scale (VRS) and Constant Returns to Scale (CRS) | Three inputs-<br>1. Total costs of goods sold<br>2. Total selling and Administration expenses<br>3. Total assets held by the firm during the year | Two outputs-<br>1.Total sales of the firm during the year<br>2.Total Profit after tax of the firm during the financial year | Analysis shows that Indian sugar manufacturing firms operate with an overall technical inefficiency of 10-15% .  |
| Sunil Kumar and Nitin Arora<br><i>Analyzing Regional Variations in Capacity Utilization of Indian Sugar Industry using Non-parametric Frontier Technique</i>   | 1974/1975 to 2004/2005 | DEA based Capacity Utilization Model   | Three Inputs-<br>1. Labor<br>2. Intermediate Inputs<br>3.Gross Fixed Capital  | One Output-<br>1. Gross output  | The analysis presents a gloomy picture of the capacity utilization in Indian sugar industry. The causes of incessantly falling levels of CU are: i) lack of raw material (i.e., sugarcane) caused by a) untimely payments for the purchase of sugarcane by sugar mills, and b) low per hectare productivity of sugarcane; ii) lack of labour inputs caused by the observed lack of the supply of sugarcane; iii) excessive government control over the industry. |
| Sunil Kumar and Nitin Arora<br><i>Evaluation of Technical Efficiency in Indian Sugar Industry: An Application of Full Cumulative Data Envelopment Analysis</i> | 1974/1975 to 2004/05   | Full cumulative data envelopment analysis (FCDEA)  | Three Inputs-<br>1. Labour Production<br>2. Intermediate Inputs<br>3. Gross Fixed Capital in Use  | One Output-<br>1. Gross Output  | Sugar industry of India is operating with a high level of Overall Technical Inefficiency (OTIE) which is about 35.55 percent. Further, it has been observed that the dominant source of OTIE is managerial inefficiency and scale inefficiency is relatively less dominating.  |
| Nitin Arora<br><i>Testing of Technical Efficiency Catching-up in Indian Sugar Industry: A Longitudinal Analysis of Sugar Producing States</i>                  | 1974/75 to 2004/05     | Full cumulative data envelopment analysis (DEA)  | Three Inputs-<br>1. Total Workers<br>2. Intermediate inputs<br>3. Capacity Adjusted GFC   | One Output-<br>1. Gross Output  | -Overall inefficiency in sugar industry to the tune of 35.55%, driven by high levels of managerial inefficiency.<br>-Decline in the average efficiency in the post 91-reforms period.<br>-Convergence is positive in the pre-reform period, but the phenomenon of convergence, which was present in pre-reforms years, has been found completely disappeared from the scene during the post-reforms period.  |
| SP Singh<br><i>Performance of Sugar Mills in Uttar Pradesh by Ownership, Size and Location</i>   | 1996-97 to 2002-03     | DEA model  | Six inputs-<br>1. Net fixed capital<br>2. Working capital<br>3. Labour<br>4. Raw material<br>5. Energy<br>6. Fuel                                 | Two Outputs-<br>1. Sugar production<br>2. Molasses production   | - Average overall technical efficiency (OTE) in the sugar mills of UP has been 93 per cent i.e. an average mill operates with an inefficiency of 7%.<br>- The private sector mills achieve the highest efficiency scores, followed by the cooperative sector. It has also been observed that the mills with bigger plant size attain relatively higher efficiency scores.  |
| Sunil Kumar and Nitin Arora<br><i>Assessing Technical Efficiency of Sugar Industry in Uttar Pradesh: An Application of Data Envelopment Analysis</i>           | 2003-04                | DEA model  | Four inputs-<br>1. Gross fixed capital<br>2. Fuel consumed<br>3. Material consumed<br>4. Labour   | Two outputs-<br>1. Sugar produced<br>2. Molasses produced   | The empirical results reveal that mean overall technical inefficiency (OTIE) is about 19 percent, and both managerial and scale inefficiencies contribute almost equal to observed OTIE. Also, a majority of firms need downsizing in the scale of their operations.   |
| Nitin Arora<br><i>Technical Efficiency and Profitability in the Sugar Industry of Punjab: A Firm Level Non-parametric Analysis</i>                             | 2003-04                | DEA model  | Three inputs-<br>1. Gross fixed capital, 2. Labour<br>3. Intermediate inputs  | Two outputs-<br>1. Ex-factory gross output<br>2. Ex-factory Molasses produced   | -Average overall technical inefficiency to the tune of 18.44 percent in the sugar industry of Punjab driven by managerial efficiency.<br>-Low-Profitability of Sugar firms in Punjab is, 27% firms operating with negative profitability   |
| M. Balasubramanian<br><i>Financial Performance of Sugar Industries in India</i>  | 1994-2004              | Econometric analysis of growth and capital utilisation   | The analysis studies Sugarcane area, production and Yield; and ethanol consumption  | Molasses production; Export, import and domestic consumption of sugar   | Most of sugar units in India utilize production capacity below 50%. Low capacity utilization, Mounting losses and decreasing net worth of sugar factories have been responsible for sickness of India's sugar industry.  |
| Sarbapriya Ray<br><i>Reviewing Performance of Indian Sugar Industry: An Economic Analysis</i>  | 1979-80 to 2008-09     | Econometric analysis of capacity utilization   | Analysis used inputs of labour, fuel and capital stock  | Real value added by the manufacturers was used as output.   | There has been diminishing capacity utilization growth rate in this industry during post reform period. The impact of liberalization on economic capacity utilization of Indian sugar industry is noticed to have significant negative impact.   |

**RESEARCH AND METHODOLOGY**

The notion of efficiency in economics, as developed by Farrell (1957), refers to the minimization of inputs used by a firm to produce a given level of outputs or the maximization of outputs produced by a given set of inputs under a given state of technology. This is also known as technical efficiency where the efficient units cannot reduce any of inputs without increasing another or reducing the output. However, for any given firm or industry the absolute level of efficiency is not known. What may be known is the efficiency of a firm relative to another firm or to some benchmark for the industry, which is the reference technology giving rise to the frontier analysis in efficiency measurement.

Among the non-parametric techniques, formalized first by Charnes, et al. (1978), the Data Envelopment Analysis (DEA) is the most widely used for efficiency measurement in many industries. The project uses the DEA (Data Envelopment Analysis) — a non-parametric approach of mathematical programming, comprising the work of Farrell, strengthened Charnes, Cooper and Rhodes (1978), Fare, Grosskopf and Lovell (1983), Banker, Charnes and Cooper (1984), and Byrens, Fare and Grosskopf (1984). Malmquist productivity indices have been used to analyse the efficiency of the Sugar firms using three inputs and two outputs.

**THE ANALYTICAL MODEL – DEA**

DEA is a linear programming base technique to workout technical efficiency scores of Decision Making Units (DMUs) in a multiple input and multiple output setting.

Technical efficiency, as explained above, can basically be seen as the managerial ability to avoid waste of resources and how successfully can inputs be converted to outputs.

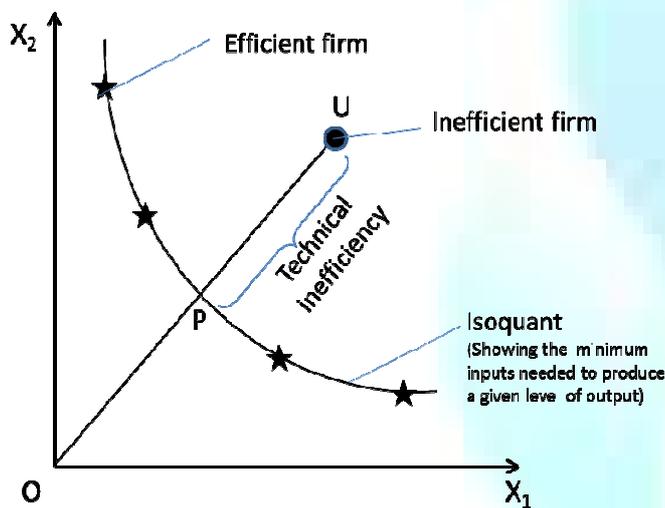
As per the DEA model, each firm or the DMU is interested to maximize its efficiency where efficiency must be less than one. This acts as our constraint, i.e the maximum score a firm can obtain or the score of a fully efficient firm is 1.

Technical efficiency can be analyzed from two perspectives:

- a) Input Perspective: keeping the outputs fixed and minimizing the inputs.
- b) Output Perspective: keeping the inputs fixed and maximizing the outputs.

The technical inefficiency exists if it is possible to reduce input for a given level of output, or if it is possible to increase output for a given level of inputs.

**FIG. 1: INPUT ORIENTED FRONTIER ANALYSIS**

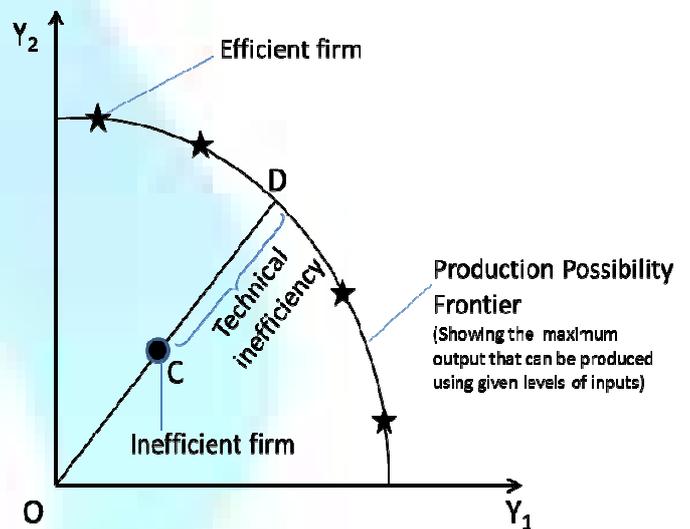


Technical Efficiency = Minimum Input/Actual input  
=  $OP/PU$

Efficient firms score 1.  
Inefficient firms score < 1.

Inefficiency =  $1 - \text{Technical efficiency}$

**FIG. 2: OUTPUT ORIENTED FRONTIER ANALYSIS**



Technical Efficiency = Actual output/Maximum output  
=  $OC/OD$

Efficient firms score 1.  
Inefficient firms score < 1.

Inefficiency =  $1 - \text{Technical efficiency}$

We in our study use the Output oriented approach which we feel is better suited to our objective of analyzing efficiency of manufacturing firms.

**OPTIMIZATION PROBLEMS OF DEA IN ENVELOPMENT FORM**

- Let
- $x$  = Input vector =  $(x_1, \dots, x_m)$
- $y$  = Output vector =  $((x_1, \dots, x_m)$
- $n$  = No. of firms/ DMU's (Decision making Units)
- $m$  = Total no. of inputs
- $s$  = Total no. of outputs
- $j = 1, \dots, n$
- $l = 1, \dots, m$
- $r = 1, \dots, s$

Now, there are two basic models of DEA – the CCR model and the BCC model.

**CCR MODEL OF DEA – CONSTANT RETURNS TO SCALE**

Named after its developers Charnes, Cooper and Rhoders, the CCR model assumes Constant returns to scale. This means that the CCR model cannot distinguish between scale efficiency and pure technical (or managerial efficiency).

The optimization problem under CCR-I (input oriented CCR model where we minimize inputs):

Minimise  $\theta_k$

Subject to:

$$\sum \lambda_j x_{ij} \leq \theta_k^1 x_{ik}$$

$$\sum \lambda_j y_{rj} \geq y_{rk}$$

$\lambda_j \geq 0$  ( $\lambda_j$  are the weights of the inputs)

The optimization problem under CCR-O (*output oriented CCR model where we maximize outputs*):

**Maximise  $\theta_k^o$**

Subject to:

$$\sum \lambda_j x_{ij} \leq x_{ik}$$

$$\sum \lambda_j y_{rj} \geq \theta_k^o y_{rk}$$

$\lambda_j \geq 0$  ( $\lambda_j$  are the weights of the outputs)

Solving the optimisation problems of CCR-I and CCR-O models will give us the CRS-based *Overall (or Global) Technical efficiency scores* also called *Farrell Efficiency scores*, without any distinction between scale efficiency and pure technical (or managerial efficiency).

**BCC MODEL OF DEA – VARIABLE RETURNS TO SCALE**

The Constant Returns to Scale assumption is quite restrictive assumption as it does not prevail in real life. Banker, Carnus and Cooper (1984) relax the assumption of CRS in their model called the BCC model. The BCC model assumes that Variable Returns to Scale (VRS) prevails in the industry; returns to scale may be increasing (IRS), Decreasing (DRS) or Constant (CRS). The BCC model gives us pure efficiency score which reflects only the managerial efficiency and not the scale efficiency.

The optimization problem under BCC-I (*input oriented BCC model where we minimize inputs*):

**Minimise  $\theta_k^i$**

Subject to:

$$\sum \lambda_j x_{ij} \leq \theta_k^i x_{ik}$$

$$\sum \lambda_j y_{rj} \geq y_{rk}$$

$\sum \lambda_j = 1$  (This is the *convexity constraint*. Adding this constraint to CCR model gives us the BCC model)

$\lambda_j \geq 0$  ( $\lambda_j$  are the weights of the inputs)

The optimization problem under BCC-O (*output oriented BCC model where we maximize outputs*):

**Maximise  $\theta_k^o$**

Subject to:

$$\sum \lambda_j x_{ij} \leq x_{ik}$$

$$\sum \lambda_j y_{rj} \geq \theta_k^o y_{rk}$$

$\sum \lambda_j = 1$  (This is the *convexity constraint*. Adding this constraint to CCR model gives us the BCC model)

$\lambda_j \geq 0$  ( $\lambda_j$  are the weights of the outputs)

Solving the optimisation problems of BCC-I and BCC-O models will give us the VRS-based *Pure Technical efficiency scores* which show the managerial efficiency of a DMU.

**SCALE EFFICIENCY**

The scale efficiency of a DMU can be calculated as follows-

$$\text{Scale efficiency} = \frac{\text{CRS-based Overall Technical Efficiency (CCR model)}}{\text{VRS-based Pure Technical Efficiency (BCC model)}}$$

i.e. Overall Technical Efficiency (OTE) = Pure Technical Efficiency (PTE) X Scale Efficiency (SE)

**MALMQUIST PRODUCTIVITY INDEX**

The change productivity of a firm/ an industry over time is an important topic of study.

Malmquist Total Factor Productivity Index is used to capture the total factor productivity growth over a period of time.

Output is a function of the inputs, say Labour (L) and Capital (K)-

$$Y = f(K,L)$$

Labour Productivity =  $Y/L$  ; Capital Productivity =  $Y/K$

These however are only partial measures of productivity which capture the impact of only one input and ignore the impact of factor substitution. Thus a more holistic measure is required.

$$\text{Total Factor Productivity (TFP)} = \frac{Y}{wL+rK} ; w \text{ and } r \text{ are the weights.}$$

This captures the effect of both L and K.

Growth in TFP (TFPG) = Output growth – Input growth

$$= Y_t - Y_{t-1} / Y_{t-1} - \{ K_t - K_{t-1} / K_{t-1} + L_t - L_{t-1} / L_{t-1} \}$$

Caves, Christensen, and Diewert (1982) introduced the Malmquist index to measure productivity through distance functions. Färe et al. (1994) showed that the index can be directly estimated using nonparametric techniques like data envelopment analysis (DEA). Change in Total Factor Productivity over time can be analyzed if we have panel data (observations of variables over multiple periods of time) with us.

To capture growth, we require at least 2 time periods.

The optimization problems (using Output Oriented approach) can be elucidated as follows-

1. For period t

$$\theta_k^t (x_k^t, y_k^t) = \max \theta_k$$

$$\text{subject to: } \begin{aligned} \sum \lambda_j x_{ij}^t &\leq x_{ik}^t \\ \sum \lambda_j y_{rj}^t &\geq y_{rk}^t \theta_k \\ \lambda_j &\geq 0 \end{aligned}$$

2. For period t+1

$$\theta_k^{t+1} (x_k^{t+1}, y_k^{t+1}) = \max \theta_k$$

$$\text{subject to: } \begin{aligned} \sum \lambda_j x_{ij}^{t+1} &\leq x_{ik}^{t+1} \\ \sum \lambda_j y_{rj}^{t+1} &\geq y_{rk}^{t+1} \theta_k \\ \lambda_j &\geq 0 \end{aligned}$$

3. To measure technological change (positive or negative),

$$\theta_k^t (x_k^{t+1}, y_k^{t+1}) = \max \theta_k$$

$$\text{subject to: } \begin{aligned} \sum \lambda_j x_{ij}^t &\leq x_{ik}^{t+1} \\ \sum \lambda_j y_{rj}^t &\geq y_{rk}^{t+1} \theta_k \\ \lambda_j &\geq 0 \end{aligned}$$

and,

$$4. \theta_k^{t+1} (x_k^t, y_k^t) = \max \theta_k$$

$$\text{subject to: } \begin{aligned} \sum \lambda_j x_{ij}^{t+1} &\leq x_{ik}^t \\ \sum \lambda_j y_{rj}^{t+1} &\geq y_{rk}^t \theta_k \end{aligned}$$

$$\lambda_j \geq 0$$

Using the four optimization problems, we get the Malmquist Productivity Index-

$$MPI = \underbrace{\frac{\Theta_k^t(x^t, y^t)}{\Theta_k^{t+1}(x^{t+1}, y^{t+1})}}_{\text{Technical efficiency change (Catching-up effect)}} \times \underbrace{\left( \frac{\Theta_k^{t+1}(x^{t+1}, y^{t+1})}{\Theta_k^t(x^t, y^t)} \times \frac{\Theta_k^t(x^t, y^t)}{\Theta_k^{t+1}(x^{t+1}, y^{t+1})} \right)}_{\text{Technological change (Innovation effect)}}$$

The MPI is composed of 2 parts-

1. *The Technical Efficiency Change*- The first term in the expression shows the technical efficiency change. This captures the catching-up effect, i.e., how successfully a firm has been able to move towards the efficient frontier over time.
2. *The Technological Progress*- The second term shows the technological progress of firm over time. This captures the innovation effect and the how the firm's production frontier has changed in shape due to technological advancement/ progress over time.

The Technical Efficiency Change (the first term), as we know is, further comprises of two components-

- a) The Pure Technical Efficiency (the managerial efficiency) change
- b) The Scale Efficiency change

Thus,

$$\begin{aligned} \text{Malmquist Productivity Index (MPI)} &= \text{Technical Efficiency change (TECH)} \times \text{Technological Progress (TC)} \\ &= [\text{Pure Technical Efficiency Change (PTECH)} \times \text{Scale Efficiency change (SECH)}] \times \text{Technical Change (TC)} \end{aligned}$$

$$MPI = \frac{PTECH \times SECH \times TC}{TECH}$$

$$MPI = 1 \rightarrow \text{No Growth}$$

$$MPI > 1 \rightarrow \text{TFP Growth}$$

$$MPI < 1 \rightarrow \text{TFP deceleration}$$

$$\text{Total Factor Productivity Growth, TFPG} = (MPI - 1) \times 100$$

**TIME PERIOD OF STUDY**

The project attempts to analyze the efficiency of Sugar Manufacturing industry of India and the individual firms over a period of five years — 2009-2013.

**CHOICE OF FIRMS AND DATA COLLECTION**

A sample of 46 sugar manufacturing firms of India was chosen, on the basis of the availability of data study period.

The firms are as follows:

**TABLE 2**

|    |                                 |    |   |
|----|---------------------------------|----|---|
| 1  | Bajaj Hindusthan Sugar Ltd.     | 24 | RaiBahadurNarain Singh Sugar Mills Ltd. |
| 2  | Bannari Amman Sugars Ltd.       | 25 | Rajshree Sugars & Chemicals Ltd.        |
| 3  | Dalmia Bharat Sugar &Inds. Ltd. | 26 | Rana Sugars Ltd.                        |
| 4  | Dewan Sugars Ltd.               | 27 | Riga Sugar Co. Ltd.                     |
| 5  | Dhampur Sugar Mills Ltd.        | 28 | S B E C Sugar Ltd.                      |
| 6  | Dharani Sugars & Chemicals Ltd. | 29 | Sakthi Sugars Ltd.                      |
| 7  | Dwarikesh Sugar Inds. Ltd.      | 30 | SeksariaBiswan Sugar Factory Pvt. Ltd.  |
| 8  | E I D-Parry (India) Ltd.        | 31 | Shakumbari Sugar & Allied Inds. Ltd.    |
| 9  | Gayatri Sugars Ltd.             | 32 | Shamanur Sugars Ltd.                    |
| 10 | Gobind Sugar Mills Ltd.         | 33 | Shree Ambika Sugars Ltd.                |
| 11 | Indian Sucrose Ltd.             | 34 | Shree Renuka Sugars Ltd.                |
| 12 | Jeypore Sugar Co. Ltd.          | 35 | Simbhaoli Sugars Ltd.                   |
| 13 | K C P Sugar &Inds. Corpn. Ltd.  | 36 | Sir ShadiLal Enterprises Ltd.           |
| 14 | K M Sugar Mills Ltd.            | 37 | Sri Chamundeswari Sugars Ltd.           |
| 15 | Khaitan (India) Ltd.            | 38 | Tamil Nadu Sugar Corpn. Ltd.            |
| 16 | Kothari Sugars & Chemicals Ltd. | 39 | ThiruArooran Sugars Ltd.                |
| 17 | Mawana Sugars Ltd.              | 40 | Tikaula Sugar Mills Ltd.                |
| 18 | Modi Industries Ltd.            | 41 | Trident Sugars Ltd.                     |
| 19 | Naraingarh Sugar Mills Ltd.     | 42 | Triveni Engineering &Inds. Ltd.         |
| 20 | Oudh Sugar Mills Ltd.           | 43 | Ugar Sugar Works Ltd.                   |
| 21 | Parrys Sugar Inds. Ltd.         | 44 | United Provinces Sugar Co. Ltd.         |
| 22 | Ponni Sugars (Erode) Ltd.       | 45 | Upper Ganges Sugar &Inds. Ltd.          |
| 23 | Prudential Sugar Corpn. Ltd.    | 46 | Uttam Sugar Mills Ltd.                  |

**SELECTION OF INPUTS AND OUTPUTS**

We use two outputs and three inputs.

**OUTPUTS**

1. Total Sales
2. Profit after Tax

**INPUTS**

1. Raw Materials, Stores and Spare
2. Compensation of Employees
3. Selling and Distribution Expenses

All data for the firms was collected from the CMIE (Centre for Monitoring Indian Economy) data base using PROWESS

1. In the query builder, a new OSC (Output Sheet for Companies) was created by selecting sugar manufacturing industries in 'Select company by pre-defined sets' and clicking on 'Send to new OSC'. This added a list of all Indian sugar manufacturing firms which are in records in CMIE in our output sheet.

- Next, 'Annual Financial Statement' was selected under 'Query by Financial Statements'. All our required data variables (i.e. Total Sales, Profit after Tax, Raw Materials, Stores and Spare, Compensation of Employees and Selling and Distribution Expenses) were selected in the Annual Financial Statement.
- Query on date and output on date field was filled as 032009-032013 (which shows the time period for which we need data i.e. March 2009 to March 2013, annually).
- All selected variables were added to the output sheet with the firms by clicking on 'Send to current OSC' (the *standalone* values were taken for all variables). This gave us our output sheet with all sugar firms with selected data. The output sheet was saved as Excel file.
- Next, the firms for which any data for any year was unavailable were dropped from the list. Finally, we had a sample of 46 firms with the required data for both outputs and all three inputs for the period 2009-2013.

**DEFLATING THE MONETARY VALUES**

**TABLE 3: WPI OF SUGAR 2009-13**

| Financial Year | WPI of Sugar (Base 2004-05) |
|----------------|-----------------------------|
| 2013-14        | 188.42                      |
| 2012-13        | 193.1                       |
| 2011-12        | 173.44                      |
| 2010-11        | 165.02                      |
| 2009-10        | 166.79                      |
| 2008-09        | 108.54                      |

The values of all the inputs and outputs were deflated using the Whole price indices of Sugar as shown in the table.

The indices were taken from office of economic adviser, Ministry of Commerce and Industry, Government of India website. The base year is 2004 - 2005.

The DEAP Version 2.1- The Data Envelopment Analysis (Computer) Program written by Tim Coelli, Department of Econometrics, University of New England was used to run the output oriented Malmquist-DEA Model.

**RESULTS AND INTERPRETATION**

**MEAN EFFICIENCY SCORES**

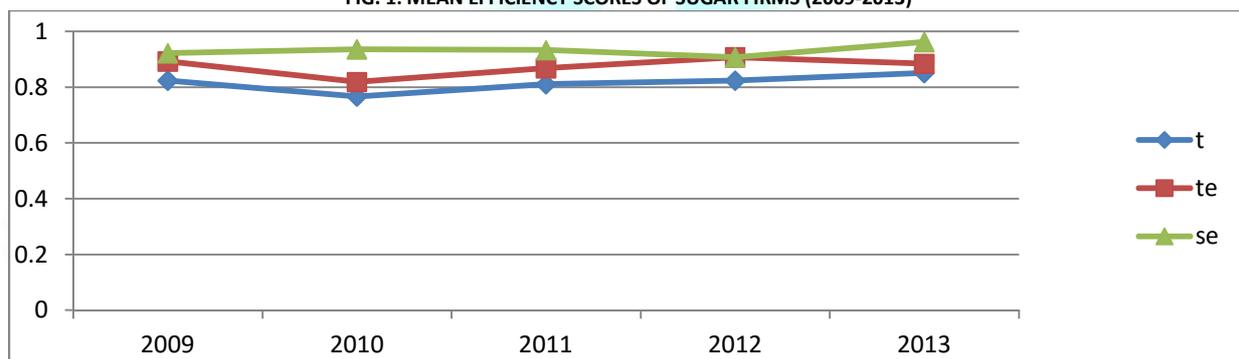
First we analyze the overall technical efficiency, the pure technical efficiency and the scale efficiency of India's sugar industry as a whole for the study period. The table showing these scores for is as follows.

**TABLE 4: MEAN EFFICIENCY SCORES OF SUGAR FIRMS (2009-2013)**

| Year    | Mean Overall Technical Efficiency Score of all Firms (t) | Mean Pure Technical Efficiency Score of all Firms (te) | Mean Scale Efficiency Score of all Firms (se= t/te) |
|---------|--|--|---|
| 2009    | 0.824  | 0.893  | 0.922732363   |
| 2010    | 0.767  | 0.819  | 0.936507937   |
| 2011    | 0.811  | 0.869  | 0.933256617   |
| 2012    | 0.824  | 0.908  | 0.907488987   |
| 2013    | 0.851  | 0.884  | 0.962669683   |
| Average | 0.814  | 0.874  | 0.932355185   |

On an average (found using geometric mean), the sugar industry achieved an efficiency score of 0.814 over the period 2009-13. This implies that the sugar industry operated with an overall technical inefficiency (OTIE) to the tune of 18.6% during our study period. This suggests that by adopting best-practices, on an average, a representative sugar mill can increase its output by 18.5% percent by deploying the same level of inputs. The OTIE is driven by the scale efficiency rather than the pure technical inefficiency. For all periods excluding the year 2012 the overall efficiency scores are driven by the scale efficiency scores. For year 2012, the pure technical efficiency and the scale efficiency are almost the same, thus we conclude that for four out of five periods the efficiency scores are driven more by the scale efficiency scores rather than the pure technical efficiency. This shows that Indian sugar industrial suffers from managerial inefficiency. The overall technical efficiency showed a decline in 2010. The again it shows an upward trend from 2011 which continues till 2013. The reason for decline in 2010 was low production of sugarcane in this year due to unfavourable weather conditions.

**FIG. 1: MEAN EFFICIENCY SCORES OF SUGAR FIRMS (2009-2013)**



**MALMQUIST PRODUCTIVITY INDICES**

As explained in methodology, DEA Malmquist model gives us five indices over the study period namely, technical efficiency change (which shows us the catching up effect), technological change which shows (the innovation effects), pure technical efficiency change, scale efficiency change and finally the total factor productivity (TFP) change.

**I. FOR THE INDUSTRY**

The mean Malmquist indices for the period 2009 – 2013 are given as follows:

**TABLE 5: MALMQUIST INDICES FOR SUGAR INDUSTRIES (2009 – 2013)**

| Technical Efficiency Change (Catching up effect) | Technological Progress/Change (innovation Effect) | Pure Technical Efficiency Change | Scale Efficiency Change | Total Factor Productivity Change |
|--|---|----------------------------------|-------------------------|----------------------------------|
| 1.01   | 0.94  | 0.998                            | 1.011                   | 0.949                            |

Total Factor Productivity Growth, TFPG = (0.949-1) X 100 = -5.1%

We see that the total factor productivity shows a regress. That is over the period of five years the factor productivity of the sugar industries of India has declined by 5%. We next observe that this decline is driven by the technological progress (which shows a regress). The technical efficiency change is positive (greater than 1). This means that the firms have done well on catching up and moving towards the efficient frontier. However since the change in technological progress is negative, not enough innovation has taken place and there is a technological regress which pulls down the total factor productive change and makes it negative. We further observe that the technical efficiency improvement is driven by the scale efficiency change (which is positive). However the pure technical efficiency change is less than one.

This leads us to conclude that India's sugar industry has grown in scale between 2009 - 2013 but the technology used in the industry is becoming outdated and obsolete.

## II. FOR THE FIRMS

We will do a group wise analysis of a firm based on Malmquist indices.

- First let us look at the firms whose total factor productivity change has been positive over our study period.

**TABLE 6: FIRMS SHOWING A POSITIVE TOTAL FACTOR PRODUCTIVITY CHANGE OVER 2009-2013**

| S. No. | Company                                | Technical Efficiency Change (Catching up effect) | Technological Progress (innovation Effect) | Total Factor Productivity Change |
|--------|--|--|--|----------------------------------|
| 1      | Dewan Sugars Ltd.                      | 1.059  | 0.994                                      | 1.053                            |
| 2      | Gayatri Sugars Ltd.                    | 1.003  | 1.057                                      | 1.06                             |
| 3      | Indian Sucrose Ltd.                    | 1.055  | 0.959                                      | 1.012                            |
| 4      | Kothari Sugars & Chemicals Ltd.        | 1.1  | 0.923                                      | 1.015                            |
| 5      | Parrys Sugar Inds. Ltd.                | 1.041  | 1.265                                      | 1.318                            |
| 6      | Prudential Sugar Corpn. Ltd.           | 1.141  | 0.957                                      | 1.092                            |
| 7      | Rajshree Sugars & Chemicals Ltd.       | 1.072  | 0.937                                      | 1.004                            |
| 8      | Rana Sugars Ltd.                       | 1.116  | 0.905                                      | 1.01                             |
| 9      | SeksariaBiswan Sugar Factory Pvt. Ltd. | 1.038  | 0.966                                      | 1.002                            |
| 10     | Shree Renuka Sugars Ltd.               | 1  | 1.029                                      | 1.029                            |
| 11     | Tamil Nadu Sugar Corpn. Ltd.           | 1.054  | 1.011                                      | 1.066                            |
| 12     | United Provinces Sugar Co. Ltd.        | 1.055  | 1.044                                      | 1.102                            |
| 13     | Uttam Sugar Mills Ltd.                 | 1.065  | 0.983                                      | 1.046                            |

There are 13 sugar firms for which the total factor productivity change was positive over our study period.

Parrys Sugar Inds Ltd. Is the firm which shows the maximum total factor productivity growth.

There are only six firms (highlighted) out of 46, including Parrys Sugar Inds Ltd, in which both the technical efficiency change and technological progress are positive leading to a total factor productivity growth to be positive i.e. greater than one. These firms are Parrys Sugar Inds Ltd, United Provinces Sugar Co. Ltd, Gayatri Sugars Ltd, Tamil Nadu Sugar Corpn Ltd and Shree Renuka Sugars Ltd. So these six firms have been able to perform well on catching up as well as innovating.

We see that in all the remaining seven firms where total factor productivity growth is positive, the technical efficiency change is greater than one. It is the lack of sufficient technological progress which has pulled down the Total Factor Productivity growth. However, the technical efficiency change is more dominant and hence the Total Factor Productivity growth is positive.

- Now let us look at the firms which technical efficiency change is positive but the technological progress and Total Factor Productivity change both are negative.

**TABLE 7: FIRMS SHOWING A POSITIVE TECHNICAL EFFICIENCY CHANGE OVER 2009-2013**

| S.No. | Company                                | Technical Efficiency Change (Catching up effect) | Technological Progress (innovation Effect) | Total Factor Productivity Change |
|-------|--|--|--|----------------------------------|
| 1     | Bannari Amman Sugars Ltd.              | 1.038  | 0.899                                      | 0.933                            |
| 2     | Dharani Sugars & Chemicals Ltd.        | 1.046  | 0.943                                      | 0.987                            |
| 3     | E I D-Parry (India) Ltd.               | 1  | 0.747                                      | 0.747                            |
| 4     | Jeypore Sugar Co. Ltd.                 | 1.052  | 0.943                                      | 0.992                            |
| 5     | K C P Sugar & Inds. Corpn. Ltd.        | 1.029  | 0.971                                      | 0.999                            |
| 6     | Khaitan (India) Ltd.                   | 1.034  | 0.844                                      | 0.872                            |
| 7     | Mawana Sugars Ltd.                     | 1.048  | 0.942                                      | 0.987                            |
| 8     | Modi Industries Ltd.                   | 1.068  | 0.861                                      | 0.92                             |
| 9     | Naraingarh Sugar Mills Ltd.            | 1  | 0.921                                      | 0.921                            |
| 10    | Ponni Sugars (Erode) Ltd.              | 1  | 0.975                                      | 0.975                            |
| 11    | RaiBahadurNarain Singh Sugar Mills Ltd | 1.002  | 0.938                                      | 0.94                             |
| 12    | Sakthi Sugars Ltd.                     | 1.06   | 0.9  | 0.954                            |
| 13    | Sir ShadiLal Enterprises Ltd.          | 1.08   | 0.854                                      | 0.922                            |
| 14    | Ugar Sugar Works Ltd.                  | 1.063  | 0.937                                      | 0.996                            |

In all the above 14 firms the technical efficiency is positive but it not enough to drive the Total Factor Productivity change to positive. The negative effect of the technological progress dominates the positive effect of technical efficiency change and hence the total factor productivity growth is negative.

- It was found from the results that among the firms with negative total efficiency change, the negative change in technological progress was greater than the negative change in total efficiency for majority of the firms. There were only five firms for which the negative change of technological progress was less than the negative change in total efficiency; for rest all, the negative change in technological progress was higher, reinforcing the fact that there is lack of technological innovation in the sugar firms.
- There are only six firms for which the technological progress is positive and for all these firms the Total Factor Productivity growth is positive (see Table 6). There is no firm for which the technological progress is positive and the Total Factor Productivity growth is negative.

Now let us look at the scale efficiency and the pure technical efficiency scores.  
First we look at the firms whose scale efficiency change has been positive.

**TABLE 8: FIRMS SHOWING A POSITIVE SCALE EFFICIENCY CHANGE OVER 2009-2013**

| S.No. | Company                                   | Scale Efficiency Change |
|-------|---|-------------------------|
| 1     | Bannari Amman Sugars Ltd.                 | 1.017                   |
| 2     | Dewan Sugars Ltd.                         | 1.116                   |
| 3     | Dhampur Sugar Mills Ltd.                  | 1.057                   |
| 4     | E I D-Parry (India) Ltd.                  | 1                       |
| 5     | Gayatri Sugars Ltd.                       | 1.009                   |
| 6     | Gobind Sugar Mills Ltd.                   | 1                       |
| 7     | Indian Sucrose Ltd.                       | 1.028                   |
| 8     | Jeypore Sugar Co. Ltd.                    | 1.016                   |
| 9     | K C P Sugar & Inds. Corpn. Ltd.           | 1.003                   |
| 10    | Khaitan (India) Ltd.                      | 1.034                   |
| 11    | Kothari Sugars & Chemicals Ltd.           | 1.021                   |
| 12    | Mawana Sugars Ltd.                        | 1.039                   |
| 13    | Modi Industries Ltd.                      | 1.016                   |
| 14    | Naraingarh Sugar Mills Ltd.               | 1                       |
| 15    | Parrys Sugar Inds. Ltd.                   | 1.041                   |
| 16    | Ponni Sugars (Erode) Ltd.                 | 1                       |
| 17    | Prudential Sugar Corpn. Ltd.              | 1.009                   |
| 18    | Rai Bahadur Narain Singh Sugar Mills Ltd. | 1.001                   |
| 19    | Rajshree Sugars & Chemicals Ltd.          | 1.017                   |
| 20    | Rana Sugars Ltd.                          | 1.036                   |
| 21    | S B E C Sugar Ltd.                        | 1.001                   |
| 22    | Sakthi Sugars Ltd.                        | 1.054                   |
| 23    | Seksaria Biswan Sugar Factory Pvt. Ltd.   | 1.011                   |
| 24    | Shakumbari Sugar & Allied Inds. Ltd.      | 1.001                   |
| 25    | Shree Renuka Sugars Ltd.                  | 1                       |
| 26    | Simbhaoli Sugars Ltd.                     | 1.021                   |
| 27    | Sir Shadi Lal Enterprises Ltd.            | 1.01                    |
| 28    | Sri Chamundeswari Sugars Ltd.             | 1.007                   |
| 29    | Tamil Nadu Sugar Corpn. Ltd.              | 1.014                   |
| 30    | Tikaula Sugar Mills Ltd.                  | 1                       |
| 31    | Ugar Sugar Works Ltd.                     | 1.035                   |
| 32    | United Provinces Sugar Co. Ltd.           | 1.019                   |
| 33    | Upper Ganges Sugar & Inds. Ltd.           | 1.007                   |
| 34    | Uttam Sugar Mills Ltd.                    | 1.061                   |

There are 34 firms out of 46 for which the scale efficiency change has been positive. That is around 73 % firms in the industry have grown in scale efficiency.  
Now let us look at the firms for which the pure technical efficiency change is positive.

**TABLE 9: FIRMS SHOWING A POSITIVE PURE TECHNICAL EFFICIENCY CHANGE OVER 2009-2013**

| S.No. | Company                                   | Pure Technical Efficiency Change |
|-------|---|----------------------------------|
| 1     | Bajaj Hindusthan Sugar Ltd.               | 1                                |
| 2     | Bannari Amman Sugars Ltd.                 | 1.021                            |
| 3     | Dalmia Bharat Sugar & Inds. Ltd.          | 1                                |
| 4     | Dharani Sugars & Chemicals Ltd.           | 1.05                             |
| 5     | E I D-Parry (India) Ltd.                  | 1                                |
| 6     | Indian Sucrose Ltd.                       | 1.026                            |
| 7     | Jeypore Sugar Co. Ltd.                    | 1.035                            |
| 8     | K C P Sugar & Inds. Corpn. Ltd.           | 1.026                            |
| 9     | Khaitan (India) Ltd.                      | 1                                |
| 10    | Kothari Sugars & Chemicals Ltd.           | 1.077                            |
| 11    | Mawana Sugars Ltd.                        | 1.008                            |
| 12    | Modi Industries Ltd.                      | 1.052                            |
| 13    | Naraingarh Sugar Mills Ltd.               | 1                                |
| 14    | Parrys Sugar Inds. Ltd.                   | 1                                |
| 15    | Ponni Sugars (Erode) Ltd.                 | 1                                |
| 16    | Prudential Sugar Corpn. Ltd.              | 1.131                            |
| 17    | Rai Bahadur Narain Singh Sugar Mills Ltd. | 1.001                            |
| 18    | Rajshree Sugars & Chemicals Ltd.          | 1.054                            |
| 19    | Rana Sugars Ltd.                          | 1.078                            |
| 20    | Sakthi Sugars Ltd.                        | 1.005                            |
| 21    | Seksaria Biswan Sugar Factory Pvt. Ltd.   | 1.027                            |
| 22    | Shree Renuka Sugars Ltd.                  | 1                                |
| 23    | Sir Shadi Lal Enterprises Ltd.            | 1.068                            |
| 24    | Tamil Nadu Sugar Corpn. Ltd.              | 1.039                            |
| 25    | Ugar Sugar Works Ltd.                     | 1.027                            |
| 26    | United Provinces Sugar Co. Ltd.           | 1.035                            |
| 27    | Uttam Sugar Mills Ltd.                    | 1.003                            |

We see that there are only 27 out of 46 firms which show a positive growth in pure technical efficiency (managerial efficiency) i.e. 58% firms showed a growth in pure technical efficiency. This is less than the percentage of firms which showed a growth in scale efficiency (73%), thus more firms showed a growth in scale efficiency than pure technical efficiency.

Comparing scale efficiency change and pure technical efficiency change.

**TABLE 10: COMPARISON OF SCALE EFFICIENCY CHANGE AND PURE TECHNICAL EFFICIENCY CHANGE OF FIRMS (2009-13)**

| S.No. | Company                                   | Technical efficiency change | Pure technical efficiency change | Scale Efficiency Change | Total Factor Productivity Change |
|-------|---|-----------------------------|----------------------------------|-------------------------|----------------------------------|
| 1     | Bajaj Hindusthan Sugar Ltd.               | 0.933                       | 1                                | 0.933                   | 0.88                             |
| 2     | Bannari Amman Sugars Ltd.                 | 1.038                       | 1.021                            | 1.017                   | 0.933                            |
| 3     | Dalmia Bharat Sugar & Inds. Ltd.          | 0.98                        | 1                                | 0.98                    | 0.811                            |
| 4     | Dewan Sugars Ltd.                         | 1.059                       | 0.949                            | 1.116                   | 1.053                            |
| 5     | Dhampur Sugar Mills Ltd.                  | 0.946                       | 0.895                            | 1.057                   | 0.88                             |
| 6     | Dharani Sugars & Chemicals Ltd.           | 1.046                       | 1.05                             | 0.997                   | 0.987                            |
| 7     | Dwarikesh Sugar Inds. Ltd.                | 0.975                       | 0.988                            | 0.986                   | 0.904                            |
| 8     | E I D-Parry (India) Ltd.                  | 1                           | 1                                | 1                       | 0.747                            |
| 9     | Gayatri Sugars Ltd.                       | 1.003                       | 0.994                            | 1.009                   | 1.06                             |
| 10    | Gobind Sugar Mills Ltd.                   | 0.93                        | 0.93                             | 1                       | 0.874                            |
| 11    | Indian Sucrose Ltd.                       | 1.055                       | 1.026                            | 1.028                   | 1.012                            |
| 12    | Jeypore Sugar Co. Ltd.                    | 1.052                       | 1.035                            | 1.016                   | 0.992                            |
| 13    | K C P Sugar & Inds. Corpn. Ltd.           | 1.029                       | 1.026                            | 1.003                   | 0.999                            |
| 14    | K M Sugar Mills Ltd.                      | 0.996                       | 0.999                            | 0.997                   | 0.955                            |
| 15    | Khaitan (India) Ltd.                      | 1.034                       | 1                                | 1.034                   | 0.872                            |
| 16    | Kothari Sugars & Chemicals Ltd.           | 1.1                         | 1.077                            | 1.021                   | 1.015                            |
| 17    | Mawana Sugars Ltd.                        | 1.048                       | 1.008                            | 1.039                   | 0.987                            |
| 18    | Modi Industries Ltd.                      | 1.068                       | 1.052                            | 1.016                   | 0.92                             |
| 19    | Naraingarh Sugar Mills Ltd.               | 1                           | 1                                | 1                       | 0.921                            |
| 20    | Oudh Sugar Mills Ltd.                     | 0.962                       | 0.964                            | 0.998                   | 0.916                            |
| 21    | Parrys Sugar Inds. Ltd.                   | 1.041                       | 1                                | 1.041                   | 1.318                            |
| 22    | Ponni Sugars (Erode) Ltd.                 | 1                           | 1                                | 1                       | 0.975                            |
| 23    | Prudential Sugar Corpn. Ltd.              | 1.141                       | 1.131                            | 1.009                   | 1.092                            |
| 24    | Rai Bahadur Narain Singh Sugar Mills Ltd. | 1.002                       | 1.001                            | 1.001                   | 0.94                             |
| 25    | Rajshree Sugars & Chemicals Ltd.          | 1.072                       | 1.054                            | 1.017                   | 1.004                            |
| 26    | Rana Sugars Ltd.                          | 1.116                       | 1.078                            | 1.036                   | 1.01                             |
| 27    | Riga Sugar Co. Ltd.                       | 0.976                       | 0.988                            | 0.988                   | 0.9                              |
| 28    | S B E C Sugar Ltd.                        | 0.979                       | 0.978                            | 1.001                   | 0.968                            |
| 29    | Sakthi Sugars Ltd.                        | 1.06                        | 1.005                            | 1.054                   | 0.954                            |
| 30    | Seksaria Biswan Sugar Factory Pvt. Ltd.   | 1.038                       | 1.027                            | 1.011                   | 1.002                            |
| 31    | Shakumbari Sugar & Allied Inds. Ltd.      | 0.961                       | 0.96                             | 1.001                   | 0.899                            |
| 32    | Shamanur Sugars Ltd.                      | 0.974                       | 0.989                            | 0.984                   | 0.936                            |
| 33    | Shree Ambika Sugars Ltd.                  | 0.932                       | 0.935                            | 0.997                   | 0.853                            |
| 34    | Shree Renuka Sugars Ltd.                  | 1                           | 1                                | 1                       | 1.029                            |
| 35    | Simbhaoli Sugars Ltd.                     | 0.969                       | 0.949                            | 1.021                   | 0.923                            |
| 36    | Sir Shadi Lal Enterprises Ltd.            | 1.08                        | 1.068                            | 1.01                    | 0.922                            |
| 37    | Sri Chamundeswari Sugars Ltd.             | 0.986                       | 0.979                            | 1.007                   | 0.831                            |
| 38    | Tamil Nadu Sugar Corpn. Ltd.              | 1.054                       | 1.039                            | 1.014                   | 1.066                            |
| 39    | Thiru Arooran Sugars Ltd.                 | 0.933                       | 0.937                            | 0.996                   | 0.843                            |
| 40    | Tikaula Sugar Mills Ltd.                  | 0.962                       | 0.962                            | 1                       | 0.952                            |
| 41    | Trident Sugars Ltd.                       | 0.934                       | 0.937                            | 0.997                   | 0.864                            |
| 42    | Triveni Engineering & Inds. Ltd.          | 0.959                       | 0.981                            | 0.978                   | 0.86                             |
| 43    | Ugar Sugar Works Ltd.                     | 1.063                       | 1.027                            | 1.035                   | 0.996                            |
| 44    | United Provinces Sugar Co. Ltd.           | 1.055                       | 1.035                            | 1.019                   | 1.102                            |
| 45    | Upper Ganges Sugar & Inds. Ltd.           | 0.898                       | 0.893                            | 1.007                   | 0.838                            |
| 46    | Uttam Sugar Mills Ltd.                    | 1.065                       | 1.003                            | 1.061                   | 1.046                            |

There are 21 firms (highlighted in yellow) for which the scale efficiency change out performs the pure technical efficiency change. The pure technical efficiency change in these firms plays a bigger role in driving down the overall technical efficiency scores and hence the total factor productivity change.

There are 19 firms (highlighted in blue) for which the pure technical efficiency change out performs the scale efficiency change. The scale efficiency change in these firms plays a bigger role in driving down the overall technical efficiency scores and hence the total factor productivity change.

Thus we see that overall the number of firms where scale efficiency out performs the pure technical is higher. This means that it is the scale efficiency which majorly drives the technical efficiency which in turn drives the total factor productivity.

## CONCLUSION

We found that the Indian Sugar industry operated with an average overall technical inefficiency (OTIE) to the tune of 18.6% during the period 2009-13. The overall inefficiency is driven by managerial efficiency rather than the scale efficiency which shows that there is a need to improve the managerial efficiency in Indian sugar manufacturing firms. We saw that the total factor productivity change of the sugar industry shows a regress from 2009 to 2013. The productivity declined by 5.1%. This decline is majorly driven by the negative technological progress scores. This thus leads us to conclude the sugar industry of India is suffering from obsolete and outdated technology and needs technological innovation. Furthermore we see that the technical efficiency growth is driven more by scale efficiency growth and not by the managerial efficiency growth for majority of firms. This reestablishes the fact that there is a need to improve the managerial efficiency in our government protected sugar industry. We conclude by stating that the sugar firms can eliminate the inefficiency that are currently operating with if they improve their managerial efficiency and are made to function more competitively by reducing the amount of government protection given to them.

## REFERENCES

1. Arora, Nitin. "Testing of Technical Efficiency Catching-up in Indian Sugar Industry: A Longitudinal Analysis of Sugar Producing States." *Atlantic Review of Economics: Revista Atlántica de Economía* 2, no. 1 (2013): 4-26.
2. Balasubramanian, M. "Financial Performance of Sugar Industries in India." Global Research Analysis, ISSN No. 2277 – 8160. (2012).
3. Coelli, Tim. "A Guide to DEAP version 2.1: A Data Envelopment Analysis (Computer) Program." *CEPA working paper 96/08*. (1996).
4. Dwivedi, Amit Kumar, and Priyanko Ghosh. "Efficiency Measurement of Indian Sugar Manufacturing Firms: A DEA Approach." (2014).
5. Färe, Rolf, Shawna Grosskopf, and Pontus Roos. "Malmquist productivity indexes: a survey of theory and practice." *In Index numbers: Essays in honour of Sten Malmquist, Springer Netherlands*. (1998): 127-190.
6. Kumar, Sunil, and Nitin Arora. "Analyzing regional variations in capacity utilization of Indian sugar industry using non-parametric frontier technique." *Eurasian Journal of Business & Economics* 2, no. 4 (2010): 1-26.
7. Kumar, Sunil, and Nitin Arora. "Assessing Technical Efficiency of Sugar Industry in Uttar Pradesh: An Application of Data Envelopment Analysis." *Indian Economic Review* (2011): 323-353.
8. KUMAR, Sunil, and Nitin ARORA. "Evaluation of Technical Efficiency in Indian Sugar Industry: An Application of Full Cumulative Data Envelopment Analysis." *Eurasian Journal of Business and Economics* 5, no. 9 (2012): 57-78.
9. Kumar, Surender. "A decomposition of total productivity growth: A regional analysis of Indian industrial manufacturing growth." *International Journal of Productivity and Performance Management* 55, no. 3/4 (2006): 311-331.
10. Nitin Arora, "Technical Efficiency and Profitability in the Sugar Industry of Punjab: A Firm Level Non-parametric Analysis" *A Research Paper Published in Productivity* (2010), 50(3), 239-254. ISSN: 0032-9924.
11. Ray, Sarbapriya. "Reviewing Performance of Indian Sugar Industry: An Economic Analysis." *Food Science and Quality Management* 3 (2012): 35-53.
12. Singh, S. P. "Performance of Sugar Mills in Uttar Pradesh by Ownership, Size and Location." *Prajnan, Journal of* (2007).

## **REQUEST FOR FEEDBACK**

**Dear Readers**

At the very outset, International Journal of Research in Computer Application & 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](mailto: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](mailto:infoijrcm@gmail.com).

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

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours**

Sd/-  
**Co-ordinator**

## **DISCLAIMER**

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

### *Our Other Journals*

