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# CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	PROFESSIONALISM IN PUBLIC PROCUREMENT IN NIGERIA: A NEW FRONTIER FOR QUANTITY SURVEYORS <i>FAMILOYE, OLAJIDE</i>	1
2.	A STUDY ON CHALLENGES OF HANDLING NEWLY IMPLEMENTED HOSPITAL INFORMATION SYSTEM, JOB SATISFACTION AND WORK LIFE BALANCE AMONG ADMINISTRATIVE EMPLOYEES OF MULTISPECIALTY HOSPITAL <i>SUCHARITHA SURESH, DR. RASHMI KODIKAL &amp; DR. SUBHASREE KAR</i>	2
3.	ANALYZING FARMER'S SATISFACTION REGARDING ALTERNATIVE BANKING SERVICES IN DISTRICT U.S NAGAR OF UTTARAKHAND <i>NIRDESH KUMAR SINGH, DR. M. L. SHARMA &amp; DR. ANKUR SAXENA</i>	3
4.	EMPLOYEES AS HUMAN CAPITAL - A CRITICAL OVERVIEW <i>DR. S. RAJAMOHAN &amp; LUCAS M</i>	4
5.	RAIL ROAD CONSTRUCTION AS AN EMPOWERING AND COHESIVE INSTRUMENT IN FRAGMENTED FEDERALISM WITH SPECIAL REFERENCE TO ARUNACHAL PRADESH <i>DR. PARESH ACHARYA &amp; ANUPAM CHAKRABORTY</i>	5
6.	SERVICE QUALITY GAP BETWEEN PERCEPTIONS AND EXPECTATIONS OF MANAGEMENT STUDENTS <i>DR. S. P. SINGH &amp; SAVITA MALIK</i>	6
7.	IMPACT OF IFRS ON REVENUE RECOGNITION: A CASE OF INDIA <i>ARSHI BARIN &amp; A. A. ANSARI</i>	7
8.	A STUDY ON CONSUMER BEHAVIOUR TOWARDS ORGANIZED RETAILING WITH A SPECIAL REFERENCE TO BELAGAVI CITY <i>SIDDAPPA O. HALASAGI &amp; ASHWINI M. JAMUNI</i>	8
9.	CLASSIFIER BASED ANALYSIS FOR LUNG CANCER PATIENTS USING WEKA TOOL <i>DR. S. SENTHIL, B. AYSHWARYA &amp; DEEPA B.G</i>	9
10.	IMPORTANCE OF MUTUAL FUNDS IN INDIA <i>G. RAMESH &amp; C. JYOTHI</i>	10
11.	MAKE IN INDIA: AN EFFECTIVE TOOL FOR TRANSFORMATION <i>BINEYDEEP SINGH</i>	11
12.	A REVIEW OF CORPORATE SOCIAL RESPONSIBILITY IN INDIA <i>BHAVYA KANNAIAH</i>	12
13.	CUSTOMER DISSATISFACTION: AN EXPLORATION OF THE CONSTRUCT <i>GURVEEN KAUR</i>	13
14.	A LITERATURE REVIEW ON EFFICIENCY OF INDIAN CAPITAL MARKET <i>JAGAT PAL</i>	14
15.	INTELLECTUAL VALUE ADDED: A CASE STUDY OF HINDUSTAN PETROLEUM CORPORATION LIMITED <i>DR. POOJA GUPTA</i>	15
16.	EMERGENCE AND GROWTH OF BIG DATA IN E-GOVERNANCE OF INDIA <i>POONAM SALWAN &amp; DR. VEERPAUL KAUR MAAN</i>	16
17.	A STUDY ON SHAREHOLDERS' WEALTH MAXIMIZATION OF MUTHOOT FINANCE LIMITED <i>L.PRRABHA, JAYAPRIYA.R. &amp; JOSLIN MONICA.L.A</i>	17
18.	IMPROVING LIFE EXPECTANCY IN NIGERIA: INFORMATION AND COMMUNICATIONS TECHNOLOGY PANACEA TO HIGH CARNAGES IN ROAD TRANSPORT SYSTEM <i>OYEWO, DAMILOLA TEMITOPE, OYEDEJI, AYO ISAAC &amp; FAYEMIWO, MICHAEL OLABISI</i>	18
19.	DIAGNOSING BANK'S FINANCIAL HEALTH THROUGH Z SCORE MODEL: A CASE STUDY OF ANDHRA PRAGATHI GRAMEENA BANK IN ANDHRA PRADESH (APGB) <i>Y.GEETHA DEVI</i>	19
20.	GANDHI AND WOMEN EMPOWERMENT <i>BHAWNA MITTAL</i>	20
	REQUEST FOR FEEDBACK & DISCLAIMER	21

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# PROFESSIONALISM IN PUBLIC PROCUREMENT IN NIGERIA: A NEW FRONTIER FOR QUANTITY SURVEYORS

**FAMILOYE, OLAJIDE**  
**PRINCIPAL PARTNER**  
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## ABSTRACT

*There is confusion about who a public procurement expert is. There is general claim between professionals involved in procurement process to believe that they are public procurement experts because often times they are engaged to serve as consultants or committee members in the various procuring entity. This paper looked at professionalism in public procurement with a view to discover who is really a public procurement expert. The paper adopted content analysis method to achieve its objectives. The result indicated that a public procurement expert is a professional certified by the Chartered Institute of Purchasing and Supply Management of Nigeria according to the extant law. For quantity surveyor to function properly as public procurement professional as envisaged by both Public Procurement Act 2007 and the Chartered Institute of Purchasing and Supply Management of Nigeria Act 2007, a registration with the Chartered Institute and the sitting and passing of the pre requisite examinations conducted by CIPSMN is desirable. It is recommended that our Universities and Polytechnics should include public procurement studies in the curriculum of Quantity Surveying. The QSRBN too should encourage younger generations of quantity surveyors to expand their competencies by seeking admission to membership of CIPSMN.*

**A STUDY ON CHALLENGES OF HANDLING NEWLY IMPLEMENTED HOSPITAL INFORMATION SYSTEM, JOB SATISFACTION AND WORK LIFE BALANCE AMONG ADMINISTRATIVE EMPLOYEES OF MULTISPECIALTY HOSPITAL**

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**ABSTRACT**

*Data was collected from 88 administrative staff of multispecialty hospital through questionnaire method and data was analysed by Structural Equation Modelling (SEM) method. Results showed that over all, respondents were satisfied with their job (3.70±.92 on 5-point rating) but 60 percent of the respondents had Work Life Imbalance and 70.5% had difficulties in handling new HIS. SEM results showed that challenge in handling new HIS had a positive impact on Work life imbalance ( $\beta=0.562$ ,  $p<0.001$ ), whereas had no significant direct impact on job satisfaction ( $\beta=-0.012$ ,  $p>0.05$ ) but had significant indirect effect on Job satisfaction ( $\beta=-.359$ ,  $p<0.001$ ), where WLB had shown mediating effect between challenges in handling new HIS and Job satisfaction.*

# **ANALYZING FARMER'S SATISFACTION REGARDING ALTERNATIVE BANKING SERVICES IN DISTRICT U.S NAGAR OF UTTARAKHAND**

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## **ABSTRACT**

*The study provides a foundation to pursue some meaningful results regarding customer satisfaction in alternative banking services and examined customer satisfaction level comparatively. As per study area concern, almost of banks providing ATM, EFT, NEFT, RTGS, MICR clearing, credit card, debit cards, internet banking and mobile banking. According to information collected by interview of farmers approximately 84 per cent customers were using ATM services, 80 per cent Using KCC (KISAN CREDIT CARD), 38 percent of EFT/NEFT/RTGS facilities, and 100 percent of cheque book holder benefited by MICR services. However, very few customers were using credit card, 20 percent using internet banking and 14 percent using mobile banking services in US Nagar. Most of customers were registered for internet banking and mobile banking service but only 20 percent of registered customers were using those services in practice. The present study indicates that Brand perception is really good in public sector banks and not so in case of private sector banks as customer has great trust and reliability in government organization. ATM, KCC (KISAN CREDIT CARD) facilities give much relief and thus considered as highly satisfied mode according to the customer's requirement in public sector banks. Customer Awareness Perceived usefulness and Security Concern are the major factor which act as driving force in influencing people to adopt alternative banking. Inadequate knowledge about the usage of e-channels, Lack of confidence and Pass word forgotten are the main problems faced by the customers which are considered as main obstacles and thus awareness through extension work is needed with urgent attention to curb this menace. ATM facility and KCC (KISAN CREDIT CARD) facility are highly satisfied the customers requirement and customer prefer public sector banks KISAN CREDIT CARD. The present study indicates that there is significant difference in service quality of alternative banking services provided by public and private sector banks. Customer satisfaction are the most important and focused area in the banking industries. All dimensions of service quality are positively affecting on customer satisfaction. Hence we finalized 13 dimensions of alternative banking services quality as determinants of customer satisfaction that will be further categorized in to four factor. So that in our study four major factor we have identified. When we calculate overall customer satisfaction we need more emphasis on service level, Trust level, usefulness of services and behavior of bank employee.*

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**EMPLOYEES AS HUMAN CAPITAL - A CRITICAL OVERVIEW**

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**ABSTRACT**

*Human Capital is essential for the success of any organization. Understanding the Human Capital in an organization is a very difficult job to the higher end managers. Every human being is different and they are unique from everyone. God created every human being with equal talents from genesis. As employees, human beings bring unique knowledge, abilities, skills, behaviour and attitude in the form of talents to their employers. This various multilevel diversified skill set bring richness to the business organization. The same richness keeps from trying to understand employees' human capital as a productive asset. In this paper an attempt has been made to explore how to understand employees as Human capital in IT sectors, treating people like assets to create wealth and classification of human capital.*

# **RAIL ROAD CONSTRUCTION AS AN EMPOWERING AND COHESIVE INSTRUMENT IN FRAGMENTED FEDERALISM WITH SPECIAL REFERENCE TO ARUNACHAL PRADESH**

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## **ABSTRACT**

*The paper offers a significant thought on the introduction of Railway in Arunachal Pradesh Bordering China and Bhutan. The Central Idea is the construction of the Rail Road traffic in the High Himalayan terrain for safety security and strategic defense in the Sino-Indian Border to save our country from massive invasion of the opposite side of the Mc Mohan line as the Chinese has made-up massive preparation with a heavy Military build-up with Road and Rail traffic on the opposite side of the Sino Indian Border and can reach to this North Eastern zone of Arunachal Pradesh within a very short span of time with the help of quick communication by Rail and Road connectivity in the Border area and can capture parts of Arunachal Pradesh Corridor in order to reach to the capital port of Yaungon through Burma for their economic and commercial interest and expansion of trade in the South East Asian region which is often reflected in the Chinese policy. On the other hand, this zone of Sino Indian Border is a place where we are seriously lacking Rail connectivity which will be a great hindrance to massive Military movement in this significant strategic location that may cause national disaster and Military blood bath in the unequal battle, much more fatal than the Bomdila fall in 1962. Keeping in view, of the menacing danger we should give are serious thought on this significant national question because the security and safety of the nation is the first and foremost issue for strategic defense, survival of the people of the country and therefore construction of the Railway and massive Rail connectivity in the High Himalayan Zone no matter a gigantic up-hill task but should be given highest priority and to be completed with all Military might and war footing in this significant location which is still a neglected hamlet in the Northeast border. Secondly we also must give a serious thought on the question of 1. Armed forces special power Act 1958. 2. Forest Area Restriction Act. and 3. Tribal Area Restriction Act which are colonial legacies segregating people from the national mainstream and putting hindrance to socio economic development of region by breeding the fatal wounds up extremism, parochialism, anti-national activities and insurgency in the region and weakening the bonds of national federalism which should be done away with as these factors will also be a blockade towards growth and development of the great Indian Railway in this high Himalayan zone. Lastly It can be concluded that the re-generations of the Northeast particularly Arunachal Pradesh depends on the construction of the Railway communication and its ramification in a massive scale which will bring a new socio-economic renaissance in the Northeast as well in Indians Subcontinent and will remove mis-Governance and corruption. Railway connectivity and Rail ramifications in the border zone connecting the towns and villages and hither to desolated hamlets in the region will begin are new chapter of strength and development in the region and strengthen the bonds of federalism and federal structure in the country.*

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## SERVICE QUALITY GAP BETWEEN PERCEPTIONS AND EXPECTATIONS OF MANAGEMENT STUDENTS

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### ABSTRACT

*The objective of the study was to assess the service quality gap between the perceptions and expectations of the management students across business management institutes. The sample for the study consisted of 270 management students from five management institutes of Uttarakhand. The service quality questionnaire has been used on a five-point Likert scale to collect data from the randomly selected 270 management students. Data was analyzed by applying paired sample t-test, mean, percentages and standard deviation. The results of the study show that there is a significant gap in the perception and expectations of management education. Management students are dissatisfied in respect of empathy, reliability, responsiveness, assurance and tangibility.*

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**IMPACT OF IFRS ON REVENUE RECOGNITION: A CASE OF INDIA**

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**ABSTRACT**

*The globalization has brought a lot of changes in doing business across the world. Multinational companies are extending and establishing their business in various countries with emerging economies. The companies are entering into foreign markets to fulfill their capital needs by getting their securities listed on the stock exchanges outside the country. The use of different accounting frameworks in different countries creates confusion for users of financial statements resulting into inefficiency in capital markets across the world. The increasing complexity of business transactions and globalization of capital markets call the regulators, multinational companies, auditing firm and investors to see the need for common standards in all areas of financial reporting to ensure integrity of different country's business together in the world market. Thus, the case for a single set of globally accepted accounting standards has prompted many countries to pursue convergence of national accounting standards with IFRS. More than 100 countries have converged or recognized the police of convergence with the IFRS. An upcoming economy on world economic map, India, too, decided to converge to International Financial Reporting Standards (IFRS). Revenue is one of the most important items in financial statements and that revenue recognition is one of the most difficult issues that standard-setters and accountants have to deal with. The paper examines the impact and implications of revenue recognition on financial reporting in different sectors. And also the difference between IFRS and AS on revenue recognition is highlighted.*

**A STUDY ON CONSUMER BEHAVIOUR TOWARDS ORGANIZED RETAILING WITH  
A SPECIAL REFERENCE TO BELAGAVI CITY**

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**ABSTRACT**

*The retail sector has been at the helm of India's growth story. The sector has evolved dramatically from traditional village fairs, street hawkers to resplendent malls and plush outlets, growing from strength to strength. Today's consumer doesn't want to waste their time purchasing fruits and vegetables, in sabji bazaar, kirana stores etc. Rather they want to reduce the risk and time by purchasing all items under a single roof. In this paper, we aim to study the consumer behaviour towards organized retailing. A sample 100 respondents was selected by using Stratified Random Sampling method and the data was collected with the help of structured questionnaire. The study reveals that consumer is moving towards organised retailing, due to various services provided by retailer and also the level of customer satisfaction towards organised retail outlets in Belagavi city.*



**CLASSIFIER BASED ANALYSIS FOR LUNG CANCER PATIENTS USING WEKA TOOL**

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**ABSTRACT**

*Lung cancer is the major reason of cancer death globally. Cancer allied mortality for both men and women and its rate is increasing worldwide. Smoking is by far the most important inevitable cause of cancer in the world. The frequency of lung cancer is strongly correlated with cigarette smoking with around 90% of lung cancers get to your feet as an outcome of tobacco use. The possibility of lung cancer rises with the amount of cigarettes smoked over time. Maximum people know that smoking causes cancer but may not realize how many non-smokers get lung cancer. Each year, approximately 16,000 to 24,000 people die of lung cancer, even though they have never smoked. We examined the lung cancer prediction by means of classification algorithm such as Decision table, Multilayer Perception, VFI, NaiveBayes, Logistic, random Forest, Genetic programming, ZeroR and J48 algorithm. The foremost objective of this paper is to provide the former cautionary to the users and the performance analysis of the classification algorithms.*

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**IMPORTANCE OF MUTUAL FUNDS IN INDIA**

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**ABSTRACT**

*At present Indian financial markets are working more efficient and significant to control inflation, mutual funds as a part of financial markets become popularized among investors because of their convenient nature and they also facilitate easy operations with better gains. Most of the investors in India investing in equity markets rather than mutual funds, but mutual funds are very good tool to control uncertainty in the market. So that it is the time to create the awareness about mutual funds in India. Mutual Funds provide a platform for an investor to participate in the Indian capital market with professional fund management irrespective of the background of the investors. Investment in Indian mutual fund industry is growing briskly. So Many risk free with good returns schemes are available in mutual funds market, but most of the investors are not aware of the benefits of investment in mutual funds. With this paper the investors will know the importance of mutual funds.*

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**MAKE IN INDIA: AN EFFECTIVE TOOL FOR TRANSFORMATION**

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**PRODUCT MANAGER MARKETING**  
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**GURGAON**

**ABSTRACT**

*Make in India campaign launched by the Indian government focuses on building the effective physical infrastructure as well as improving the market of digital network in the country to make it a global hub for business; ranging from satellites to submarines, cars to software's, pharmaceuticals to ports, paper to power, etc. The major objective behind the initiative is to focus on job creation and skill enhancement in 25 sectors of the economy and to locally manufacture as many as 181 products. The initiative also aims at high quality standards and minimizing the impact on the environment. The initiative hopes to attract capital and technological investment in India. It represents a complete change of the Government's mindset; a shift from issuing authority to business partner, in keeping with Prime Minister's tenet of minimum government with maximum governance. With impetus on developing industrial corridors and smart cities, the government aims to ensure holistic development of the nation. The corridors would further assist in integrating, monitoring and developing a conducive environment for the industrial development and will promote advance practices in manufacturing. The major issues identified are: shortage of fund, technological issues, obstructions by worker union, lack of skilled workers and need to inculcate research.*

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## A REVIEW OF CORPORATE SOCIAL RESPONSIBILITY IN INDIA

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### **ABSTRACT**

*As per the new Companies Act 2013, corporate social responsibility is emerging as a catalyst in socio economic development of the country. Due to the provisions of corporate social responsibility, it is evolving as a new tool of social development. The practices and initiatives taken by corporate to develop the Indian society is making a robust change and it can be seen around us. This paper is an attempt to identify the outcomes, issues and challenges of corporate social responsibility.*

**CUSTOMER DISSATISFACTION: AN EXPLORATION OF THE CONSTRUCT**

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**ABSTRACT**

*Customer acquisition is critical in the early stages of start-up businesses, but once the business has built a customer base, its sustainability becomes the most critical issue for the business. The more customer one has, the more important customer sustainability is. In regard to customer sustainability, the Pareto principle, also known as the 80–20 rule, states that, “roughly 80% of a company’s future revenue will come from just 20% of its existing customers.” In the grand scheme of things, it’s common for customers to not provide feedback. Firms are then left to wonder whether their products and services are being received positively or negatively. Such valuable piece of information comes from the opportunity the businesses provide its customers to express their opinions and experiences. Give their customers the chance to rant, complain, congratulate, praise and suggest ways to improve. The primary objective of the study is to gain deep insights into the construct ‘customer dissatisfaction’ and thereby highlighting the role of inducing complaints/suggestions from satisfied/dissatisfied customers in customer as well as business sustainability, using various literature surveys from the beginning of the study. The idea here is to investigate the various themes and components related to customer dissatisfaction. Also based on the analysis and understanding of the literature, the secondary objective is to present a model for post-purchase consumer processes. The research design to gain insights into the same was chosen to be exploratory which consisted of extensive literature review and seeking expert advice by way of in depth interview of the experts. On the basis of such analysis, it has been concluded that not only satisfied customers can add to customer equity of a firm but a dissatisfied customer can also be moulded to add to the customer equity. This can be made possible by listening to their grievances, inducing them to complain about dissatisfaction if any, satisfactorily resolving their complaints, making them alternative ways available to reach retailer in case complaints not satisfactorily resolved etc. This highlights the vitality of customer complaint handling mechanism’s adoption in customer sustainability in the firm. Since it is an exploratory study its results cannot be generalised, for that one needs to carry out a conclusive research.*

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**A LITERATURE REVIEW ON EFFICIENCY OF INDIAN CAPITAL MARKET**

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**BATHINDA**

**ABSTRACT**

*In India, the history of capital markets dates back to the 18th century when East India Company securities traded the country. The present study is largely based on the available secondary data. The capital market in India is a market for securities, where companies and governments can raise long term funds. It is a market designed for the selling and buying of stocks and bonds. Stocks and bonds are the two major ways to generate capital and long term funds. The capital market is a vital of the financial system. Capital market provides the support of capitalism to the country. The wave of economic reforms initiated by the government has influenced the functioning and governance of the capital market. The important divisions of the capital market are stock market, bond market and primary, secondary markets. Primary markets deal with the trade of new issues of stocks and other securities, whereas secondary market deals with the exchange of existing or previously-issued securities.*

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# INTELLECTUAL VALUE ADDED: A CASE STUDY OF HINDUSTAN PETROLEUM CORPORATION LIMITED

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## ABSTRACT

*Human capital is one of the main sources of innovation and improvement. Human capital tends to increase when an organization makes more and more use of what people know. An employee can add value due to age, additional wisdom, intelligence, training, experience, qualification etc. i.e. intellectual value added. The study focuses on the calculation of the intellectual value added of human resources of an organization & to determine the human resource efficiency. This paper aims to provide a framework for calculating and to analyze Intellectual Value Added of a public sector undertaking in India. The sample company selected for the study is Hindustan Petroleum Corporation Ltd (HPCL). This paper covers a period of six years from 2009-10 to 2014-15 of Hindustan Petroleum Corporation Ltd for measuring the generation of Intellectual Value Added and allocation of Intellectual Value Added. The analysis of this study clearly signifies that how human resources has added additional value due to some intellectual factors.*

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**EMERGENCE AND GROWTH OF BIG DATA IN E-GOVERNANCE OF INDIA**

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**ABSTRACT**

*E-Governance has been implementing almost all over the world to make the governance more responsible, reliable and transparent for the citizens' welfare. Although, the successful implementation of e-Governance is the main difference among the developed, developing and under developed countries. But the advancement in the field of science & technology under the edges of ICT has made citizens more tech-saavy as they use maximum online real-time data to express their opinion or views. Their anticipation and participation generates huge data sets that can be textual, pictures, drawings, audio-video messages. These data sets are of high importance for government, as these data sets may need to be reused for future references. However, the enormous size and speed upon which this data is increasing is very difficult to manage through traditional database systems. Thus the term Big Data came into existence whose analytic techniques help to manage and process such structured or unstructured data sets. This paper studies and highlights the various issues in traditional e-Governance database system and throws the light on the growth and emergence of data processing using Big Data in e-Governance of India.*



**A STUDY ON SHAREHOLDERS' WEALTH MAXIMIZATION OF MUTHOOT  
FINANCE LIMITED**

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**ABSTRACT**

*Shareholders wealth maximization is the attempt by business managers to maximise the wealth of the firm. In this article, we suggest necessary steps to enlarge Muthoot Finance company's wealth. To make our case, we used capital structure and trend analysis. Their problem is uncontrollable expenses. For that we gave suggestions regarding the maintenance of expenses in a proper way. Finally, the suggestions are offered to improve the wealth of the company.*

# IMPROVING LIFE EXPECTANCY IN NIGERIA: INFORMATION AND COMMUNICATIONS TECHNOLOGY PANACEA TO HIGH CARNAGES IN ROAD TRANSPORT SYSTEM

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## ABSTRACT

*Different modes of transportation have existed from time immemorial and it has benefitted the generality of the populace in no small measure. Road transportation has grown to be the commonest in Nigeria. There is a very slim possibility of a human not making use of road transport at a point in time or the other. However, road transport accident has become the most rampant source of carnages when compared to the other modes of transportation in Nigeria. WHO ranks Nigeria 149<sup>th</sup> out of 178 member states in road accident occurrences. Nigeria again records 50% less in fatality cases from road accidents when compared to countries like Mexico, Indonesia and Turkey. Road accident victim's lateness in receiving emergency medical attention is one of the major causes of untimely death to many drivers and passengers as FRSC officers don't usually get reached in good time about accident cases for prompt rescue operations. Emergency Response Model was introduced to alert the nearest FRSC mobile unit of accident cases and feed them with the location of the victims. This is made possible by the combination of an efficient Vehicle Record Database, MEMS gyroscope and wireless communication devices. ERM simulation result shows that an instant rescue team is assured at accident scenes in no time wherever an accident occurs. This offers more hope of survival for rescued victims as prompt medical attention is guaranteed. Life expectancy which has dropped to 54 years in Nigeria can be increased with the adoption of ERM in Nigeria Road Transport System as carnages will definitely be reduced.*

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# DIAGNOSING BANK'S FINANCIAL HEALTH THROUGH Z SCORE MODEL: A CASE STUDY OF ANDHRA PRAGATHI GRAMEENA BANK IN ANDHRA PRADESH (APGB)

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## ABSTRACT

*The key stakeholders of any business be it a banking/nonbanking were much concentrated mostly on its financial health. A continuous process of its financial data is inevitable to diagnose the business in terms of healthy or ill healthy. The absolute figures in the financial statements are not serving this purpose. Despite, the ratio analysis considered as a powerful tool for analysis, but combination of different ratios into single score (i.e Z score) will become the most powerful tool than a single financial ratio. Edward I Altman, Professor of Finance at New York University was the first person who developed a new model popularly known as "Z-score Model" to predict the financial health of the business concerns. He considered four ratios and assigned a weight for each ratio and produced a single number which indicates the financial health of the banking company. In this research paper an attempt is made to predict the financial health of select bank i.e. APGB during 2009-10 to 2014-15 using modified Altman's model. The research findings of the study are that the overall financial health of both APGB was good.*

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**GANDHI AND WOMEN EMPOWERMENT**

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**MEERUT**

**ABSTRACT**

*The legacy of Mahatma Gandhi is immeasurable undoubtedly. His life, his work, his views and his ideas have left a unique impact on every aspect of life of India as well as of the whole world. He has addressed uncountable number of issues, whether they relate to personal or social or political subjects. The whole collection of his works number nearly hundred and above. Gandhi ji worked not only for the political emancipation of the nation, but for the liberty of the suppressed and oppressed sections of the society. One of the indispensable results of his works has been the awakening of women, which made them shed their deep-rooted sense of inferiority and rise to dignity and self-esteem. Gandhi ji respected traditions of the society, but not at the cost of loss of individual dignity. He always tried to mobilize public opinion against such evils. According to him, **"It is good to swim in the water of tradition, but to sink in it is suicide."** He worked very practically and dynamically for the freedom of women from such shackles and evils throughout his life. He realized that there were deep-rooted customs hampering the development of women which straightaway affect the development of nation too. The present study facilitates an attempt to understand Gandhi's views and philosophies on women in the context of social, economic and political aspects. What is basically required is to take an affirmative action to eliminate this discrimination and encouraging the society for more openness and transparency for the second half population of our nation. It also suggests that by empowering women, we can cure a whole gamut of problems faced by us and reveals the significant insights coming in this scenario by way of analyzing the challenges before this suppressed sector of our country. Besides, the study is going to be a pioneering effort by way of making suggestions towards multifarious and multidimensional picture of an independent and self-reliant future of Indian women.*

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