

# INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

IJR  
CM



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

Indexed & Listed at:

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

Open J-Gate, India [link of the same is duly available at Infibnet 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 5555 Cities in 190 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

<b>Sr. No.</b>	<b>TITLE &amp; NAME OF THE AUTHOR (S)</b>	<b>Page No.</b>
1.	MANAGEMENT EDUCATION: CURRENT SCENARIO IN HARYANA <i>DR. MARKANDAY AHUJA, DR. ANJU AHUJA &amp; JASPREET DAHIYA</i>	1
2.	ROLE OF NATIONAL SECURITIES DEPOSITORIES LIMITED (NSDL) IN THE GROWTH OF DEPOSITORY SERVICES IN INDIA <i>DR. DEVINDER SHARMA &amp; BHUSHAN AZAD</i>	7
3.	HERFINDAHL-HIRSCHMAN INDEX (HHI), VALUE CO-CREATORS AND COMPETITIVENESS OF THE INDUSTRY IN INDIA <i>BALAJI GOPALAN &amp; DR. REVATHI IYER</i>	13
4.	PERCEPTION, TOURIST SATISFACTION AND DESTINATION LOYALTY TOWARDS SALALAH, SULTANATE OF OMAN <i>MAYA MADHAVAN &amp; DR. A.P. GEORGE</i>	16
5.	DETERMINATION OF DIVIDEND POLICY OF PUBLIC LISTED COMPANIES <i>DR. D. UMAMAHESWARI &amp; T. VALLI</i>	20
6.	A STUDY ON EMPLOYEE ATTITUDE TOWARDS PERFORMANCE APPRAISAL IN MIRA ALLOYS STEELS PVT. LTD. KURUMBAPALYAM COIMBATORE <i>DR. M. PRAKASH, S. SUGANYA &amp; K. SINDUJA</i>	22
7.	THE IMPACT OF CRUDE PALM OIL SUPPORTING FUND POLICY ON FARMER'S LEVEL PRICE FOR FFB <i>SUNGGU SITUMORANG, AMZUL RIFIN &amp; BUNGARAN SARAGIH</i>	26
8.	CORPORATE AND SELF HELP GROUP COLLABORATION: A PANACEA FOR RURAL MARKET DEVELOPMENT: A FOREWORD <i>DR. RAVINDRA KUMAR B &amp; VENKATESH. R</i>	32
9.	CORPORATE GOVERNANCE PRACTICES OF LISTED COMPANIES IN INDIA – SPECIAL REFERENCE TO S&P BSE SENSEX COMPANIES <i>SANTHOSH T R &amp; DR. REJI M A</i>	38
10.	A STUDY ON SPENDING AND SAVING PATTERN OF YOUNG GENERATION USING BEHAVIOUR ANALYTICS <i>DR. PAPPU RAJAN.A &amp; DR. FELICITA.J</i>	44
11.	IMPACT OF WORK LIFE BALANCE ON WORKING WOMEN JOB SATISFACTION <i>GUDDATI ARCHANA</i>	49
12.	TO STUDY THE INTERRELATIONSHIP BETWEEN GOLD, US DOLLAR AND S&P SENSEX <i>DR. SULOCHNA &amp; RAHUL BERRY</i>	54
13.	CASE STUDY ON AWARENESS OF OMBUDSMAN SCHEME IN INDIA <i>SUBHRO SEN GUPTA, NIDHI SRIVASTAVA &amp; ABHINAV KATARIA</i>	57
14.	AN EMPIRICAL ANALYSIS ON ASSET QUALITY OF PUBLIC SECTOR BANKS IN INDIA: NON- PERFORMING ASSETS TO ADVANCES <i>DR. C. PARAMASIVAN &amp; G. SRIVIDHYA</i>	64
15.	EVALUATION OF FINANCIAL SOUNDNESS INDICATORS OF INDIAN LIFE INSURANCE INDUSTRY: LIC OF INDIA Vs. PRIVATE LIFE INSURANCE COMPANIES <i>DR. JAYANT D. CHANDRAPAL</i>	68
16.	TQM AND QUALITY PERFORMANCE AT WORKING IRON AND STEEL FIRMS OF HYDERABAD-KARNATAKA REGION <i>K C PRASHANTH</i>	76
17.	PRODUCT PLACEMENTS AS A MARKETING TOOL: FROM TRADITIONAL TO SOCIAL MEDIA <i>BIMALDEEP KAUR</i>	82
18.	RELATIONSHIP BETWEEN SERVICE QUALITY, CUSTOMER TRUST, SATISFACTION AND LOYALTY IN E-RETAILING <i>DR. ADIL RASOOL</i>	89
19.	TAX SPEND DEBATE: TIME SERIES EVIDENCE FROM INDIA <i>MASROOR AHMAD</i>	101
20.	SUCCESS STORY OF INDIGO: A LESSON TO INDIAN AIRLINES INDUSTRY <i>DR. SUMIT AGARWAL, DR. GARIMA BHARDWAJ &amp; DR. SHALINI SRIVASTAVA</i>	107
21.	A REVIEW OF MAJOR TRAINING TRANSFER STUDIES OF THE PAST <i>ANA RIZVI &amp; DR. SURENDRA KUMAR</i>	111
22.	A STUDY ON FINANCIAL PERFORMANCE ANALYSIS OF "KARASSERY SERVICE CO-OPERATIVE BANK LTD" <i>R. BUVANESWARI &amp; RIYAS. K</i>	115
23.	A STUDY ON CONSUMPTION BEHAVIOUR OF FAIRNESS CREAM BETWEEN WORKING WIVES AND NON WORKING WIVES IN SINGANAILLUR TALUK <i>DR. P. KANNAN &amp; E. SAKTHI PRIYA</i>	121
24.	EMOTIONAL INTELLIGENCE: A STUDY OF THE CONCEPTUAL FRAMEWORK <i>VAISHALI JOSHI, HANSIKA KHURANA &amp; JASLEEN KAUR ANEJA</i>	124
25.	PHYSICAL AND FINANCIAL PERFORMANCE OF APSRTC AND MSRTC <i>DR. T. MADHU SUDANA</i>	127
26.	DYNAMICS OF SIKKIM ECOTOURISM AND ITS GROWTH <i>TENZING DORJEE BHUTIA</i>	132
27.	FUTURE ASPECTS OF PLAIN PACKAGING OF TOBACCO PRODUCTS IN INDIA <i>ANKIT KUMAR KATIYAR</i>	137
28.	DEMONETIZATION AND ITS IMPACT ON INDIAN ECONOMY IN INDIA <i>DR. S. P. KIRAN &amp; DR. YOGESH H. S.</i>	140
29.	PENSION SYSTEM IN INDIA: POLITICAL AND ECONOMIC ISSUES <i>TEAVASPREET KAUR</i>	143
30.	TO STUDY THE NATIONALIZE PLASTIC MONEY PAYMENT GATEWAY SYSTEM: RUPAY <i>DR. SHEETAL KHANDRE</i>	149
	<b>REQUEST FOR FEEDBACK &amp; DISCLAIMER</b>	155

**CHIEF PATRON****Prof. (Dr.) K. K. AGGARWAL**

Chairman, Malaviya National Institute of Technology, Jaipur  
*(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)*  
 Chancellor, K. R. Mangalam University, Gurgaon  
 Chancellor, Lingaya's University, Faridabad  
 Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi  
 Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

**FOUNDER PATRON****Late Sh. RAM BHAJAN AGGARWAL**

Former State Minister for Home & Tourism, Government of Haryana  
 Former Vice-President, Dadri Education Society, Charkhi Dadri  
 Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

**FORMER CO-ORDINATOR****Dr. S. GARG**

Faculty, Shree Ram Institute of Business & Management, Urjani

**ADVISOR****Prof. S. L. MAHANDRU**

Principal (Retd.), Maharaja Agrasen College, Jagadhri

**EDITOR****Dr. R. K. SHARMA**

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

**CO-EDITOR****Dr. BHAVET**

Faculty, Shree Ram Institute of Engineering & Technology, Urjani

**EDITORIAL ADVISORY BOARD****Dr. CHRISTIAN EHIOBUCHÉ**

Professor of Global Business/Management, Larry L. Luong School of Business, Berkeley College, USA

**Dr. SIKANDER KUMAR**

Chairman, Department of Economics, Himachal Pradesh University, Shimla, Himachal Pradesh

**Dr. JOSÉ G. VARGAS-HERNÁNDEZ**

Research Professor, University Center for Economic & Managerial Sciences, University of Guadalajara, Guadalajara, Mexico

**Dr. RAJENDER GUPTA**

Convener, Board of Studies in Economics, University of Jammu, Jammu

**Dr. TEGUH WIDODO**

Dean, Faculty of Applied Science, Telkom University, Bandung Technoplex, Jl. Telekomunikasi, Indonesia

**Dr. S. P. TIWARI**

Head, Department of Economics & Rural Development, Dr. Ram Manohar Lohia Avadh University, Faizabad

**Dr. KAUP MOHAMED**

Dean & Managing Director, London American City College/ICBEST, United Arab Emirates

**SUNIL KUMAR KARWASRA**

Principal, Aakash College of Education, ChanderKalan, Tohana, Fatehabad

**Dr. MIKE AMUHAYA IRAVO**

Principal, Jomo Kenyatta University of Agriculture & Tech., Westlands Campus, Nairobi-Kenya

**Dr. M. S. SENAM RAJU**

Professor, School of Management Studies, I.G.N.O.U., New Delhi

**Dr. NEPOMUCENO TIU**

Chief Librarian &amp; Professor, Lyceum of the Philippines University, Laguna, Philippines

**Dr. PARVEEN KUMAR**

Professor, Department of Computer Science, NIMS University, Jaipur

**Dr. ANA ŠTAMBUK**

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

**Dr. H. R. SHARMA**

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

**Dr. CLIFFORD OBIYO OFURUM**

Professor of Accounting &amp; Finance, Faculty of Management Sciences, University of Port Harcourt, Nigeria

**Dr. SHIB SHANKAR ROY**

Professor, Department of Marketing, University of Rajshahi, Rajshahi, Bangladesh

**Dr. MANOHAR LAL**

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

**Dr. SRINIVAS MADISHETTI**

Professor, School of Business, Mzumbe University, Tanzania

**Dr. ANIL K. SAINI**

Professor, Guru Gobind Singh Indraprastha University, Delhi

**Dr. R. K. CHOUDHARY**

Director, Asia Pacific Institute of Information Technology, Panipat

**Dr. VIJAYPAL SINGH DHAKA**

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

**Dr. NAWAB ALI KHAN**

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

**Dr. EGWAKHE A. JOHNSON**

Professor &amp; Director, Babcock Centre for Executive Development, Babcock University, Nigeria

**Dr. ASHWANI KUSH**

Head, Computer Science, University College, Kurukshetra University, Kurukshetra

**Dr. ABHAY BANSAL**

Head, Department of Information Technology, Amity School of Engg. &amp; Tech., Amity University, Noida

**Dr. BHARAT BHUSHAN**

Head, Department of Computer Science &amp; Applications, Guru Nanak Khalsa College, Yamunanagar

**MUDENDA COLLINS**

Head, Operations &amp; Supply Chain, School of Business, The Copperbelt University, Zambia

**Dr. JAYASHREE SHANTARAM PATIL (DAKE)**

Faculty in Economics, KPB Hinduja College of Commerce, Mumbai

**Dr. MURAT DARÇIN**

Associate Dean, Gendarmerie and Coast Guard Academy, Ankara, Turkey

**Dr. YOUNOS VAKIL ALROAIA**

Head of International Center, DOS in Management, Semnan Branch, Islamic Azad University, Semnan, Iran

**SHASHI KHURANA**

Associate Professor, S. M. S. Khalsa Lubana Girls College, Barara, Ambala

**Dr. SEOW TA WEEA**

Associate Professor, Universiti Tun Hussein Onn Malaysia, Parit Raja, Malaysia

**Dr. OKAN VELİ ŞAFAKLI**

Associate Professor, European University of Lefke, Lefke, Cyprus

**Dr. MOHINDER CHAND**

Associate Professor, Kurukshetra University, Kurukshetra

**Dr. BORIS MILOVIC**

Associate Professor, Faculty of Sport, Union Nikola Tesla University, Belgrade, Serbia

**Dr. IQBAL THONSE HAWALDAR**

Associate Professor, College of Business Administration, Kingdom University, Bahrain

**Dr. MOHENDER KUMAR GUPTA**

Associate Professor, Government College, Hodal

**Dr. ALEXANDER MOSESOV**

Associate Professor, Kazakh-British Technical University (KBTU), Almaty, Kazakhstan

**Dr. MOHAMMAD TALHA**

Associate Professor, Department of Accounting &amp; MIS, College of Industrial Management, King Fahd University of Petroleum &amp; Minerals, Dhahran, Saudi Arabia

**Dr. ASHOK KUMAR CHAUHAN**

Reader, Department of Economics, Kurukshetra University, Kurukshetra

**Dr. RAJESH MODI**

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

**WILLIAM NKOMO**

Asst. Head of the Department, Faculty of Computing, Botho University, Francistown, Botswana

**YU-BING WANG**

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

**Dr. SHIVAKUMAR DEENE**

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

**Dr. MELAKE TEWOLDE TECLEGHIORGIS**

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

**Dr. BHAVET**

Faculty, Shree Ram Institute of Engineering &amp; Technology, Urjani

**Dr. THAMPOE MANAGALESWARAN**

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

**Dr. ASHISH CHOPRA**

Faculty, Department of Computer Applications, National Institute of Technology, Kurukshetra

**SURAJ GAUDEL**

BBA Program Coordinator, LA GRANDEE International College, Simalchaur - 8, Pokhara, Nepal

**Dr. SAMBHAVNA**

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

**FORMER TECHNICAL ADVISOR****AMITA****FINANCIAL ADVISORS****DICKEN GOYAL**

Advocate &amp; Tax Adviser, Panchkula

**NEENA**

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

**LEGAL ADVISORS****JITENDER S. CHAHAL**

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

**CHANDER BHUSHAN SHARMA**

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

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript** **anytime** in **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 titled ' \_\_\_\_\_ ' for likely publication in one of your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published anywhere in any language fully or partly, nor it is 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 inclusion of their 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/Post\*

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

\* i.e. Alumnus (Male Alumni), Alumna (Female Alumni), Student, Research Scholar (M. Phil), Research Scholar (Ph. D.), JRF, Research Assistant, Assistant Lecturer, Lecturer, Senior Lecturer, Junior Assistant Professor, Assistant Professor, Senior Assistant Professor, Co-ordinator, Reader, Associate Professor, Professor, Head, Vice-Principal, Dy. Director, Principal, Director, Dean, President, Vice Chancellor, Industry Designation etc. **The qualification of author is not acceptable for the purpose.**

**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 the mail, except the cases where the author wishes to give any **specific message** w.r.t. to the manuscript.
  - d) The total size of the file containing the manuscript is expected to be below **1000 KB**.
  - e) Only the **Abstract will not be considered for review** and the author is required to submit the **complete manuscript** in the first instance.
  - f) **The journal gives acknowledgement w.r.t. the receipt of every email within twenty-four hours** and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of the manuscript, within two days of its submission, the corresponding author is required to demand for the same by sending a separate mail to the journal.
  - g) The author (s) name or details should not appear anywhere on the body of the manuscript, except on the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.
2. **MANUSCRIPT TITLE:** The title of the paper should be typed in **bold letters, centered and fully capitalised**.
  3. **AUTHOR NAME (S) & AFFILIATIONS:** Author (s) **name, designation, affiliation (s), address, mobile/landline number (s), and email/alternate email address** should be given underneath the title.
  4. **ACKNOWLEDGMENTS:** Acknowledgements can be given to reviewers, guides, funding institutions, etc., if any.
  5. **ABSTRACT:** Abstract should be in **fully italic printing**, ranging between **150 to 300 words**. The abstract must be informative and elucidating the background, aims, methods, results & conclusion in a **SINGLE PARA**. **Abbreviations must be mentioned in full**.
  6. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of **five**. These should be arranged in alphabetic order separated by commas and full stop at the end. All words of the keywords, including the first one should be in small letters, except special words e.g. name of the Countries, abbreviations etc.
  7. **JEL CODE:** Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at [www.aea-web.org/econlit/jelCodes.php](http://www.aea-web.org/econlit/jelCodes.php). However, mentioning of 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 be in 2000 to 5000 WORDS, But the limits can vary depending on the nature of the manuscript.**



12. **FIGURES & TABLES:** These should be simple, crystal **CLEAR, centered, separately numbered** & self-explained, and the **titles must be above the table/figure. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.**
13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, left aligned with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word may be utilised. If any other equation editor is utilised, author must confirm that these equations may be viewed and edited in versions of Microsoft Office that does not have the editor.
14. **ACRONYMS:** These should not be used in the abstract. The use of acronyms is elsewhere is acceptable. Acronyms should be defined on its first use in each section e.g. Reserve Bank of India (RBI). Acronyms should be redefined on first use in subsequent sections.
15. **REFERENCES:** The list of all references should be alphabetically arranged. **The author (s) should mention only the actually utilised references in the preparation of manuscript** and they may follow Harvard Style of Referencing. **Also check to ensure that everything that you are including in the reference section is duly cited in the paper.** The author (s) are supposed to follow the references as per the following:
  - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
  - Use (ed.) for one editor, and (ed.s) for multiple editors.
  - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc., in chronologically ascending order.
  - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
  - The title of books and journals should be in italic printing. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
  - For titles in a language other than English, provide an English translation in parenthesis.
  - **Headers, footers, endnotes and footnotes should not be used in the document. However, you can mention short notes to elucidate some specific point,** which may be placed in number orders before the references.

**PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**

**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

**CONTRIBUTIONS TO BOOKS**

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

**JOURNAL AND OTHER ARTICLES**

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

**CONFERENCE PAPERS**

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–23

**UNPUBLISHED DISSERTATIONS**

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

**ONLINE RESOURCES**

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

**WEBSITES**

- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>



## DETERMINATION OF DIVIDEND POLICY OF PUBLIC LISTED COMPANIES

**DR. D. UMAMAHESWARI**  
**HEAD**  
**DEPARTMENT OF COMMERCE**  
**PERIYAR MANIAMMAI UNIVERSITY**  
**VALLAM THANJAVUR**

**T. VALLI**  
**ASST. PROFESSOR**  
**DEPARTMENT OF COMMERCE**  
**PERIYAR MANIAMMAI UNIVERSITY**  
**VALLAM THANJAVUR**

## ABSTRACT

*Explaining why companies pay dividend and some do not pay dividends is still problematic to explain and therefore dividend policy remains controversial. The overall objective of a company's dividend policy is 'maximising shareholders' wealth' since it is the aim of every investor to get a return from his investment. A well regulated stock market is a devising force for overall economic development and should has a spin-off effect on the dividend policy of public sector undertakings. This article narrates Public sector undertakings (PSUs) dividends in financial year 2017.*

## KEYWORDS

dividend policy, maximising shareholders' wealth, public sector undertaking.

## INTRODUCTION

The primary concern of any dividend policy is to determine the dividend payout and retention. Ronald C. Lease et.al (2000) described it as the practice adopted by managers in making dividend payout decisions. The dividend policy frames out the guidelines about how much amount of cash is to be distributed to the shareholders and what is to be retained by the company for further investment. The overall objective of a company's dividend policy is 'maximising shareholders' wealth' since it is the aim of every investor to get a return from his investment. A well regulated stock market is a devising force for overall economic development and should has a spin-off effect on the dividend policy of public sector undertakings. Therefore, dividend policy is a fundamental corporate finance issue due to its significance impact on investment and financing decisions.

If a company decides not to pay or pay fewer dividends, the company will have more retained earnings thus reducing its reliance on external sources of finance on the other hand, if the company pays higher dividend it will result in less internal earnings, thus increasing the company's dependence on other sources of finance like debt financing. This implies that the decision of the company to raise funds for its functioning is directly linked with the dividend policy. In other words, as the dividend policy influences the capital structure of a company, it will also have an influence on the investment decision and cost of capital of the company.

## LITERATURE REVIEW

Dividend policy has been analyzed for many decades, but no universally accepted explanation for companies observed dividend behavior has been established. Brealey & Myers (2005) described dividend policy as one of the top ten most difficult unsolved problems in financial economics. Al-makawi (2007) asserted that dividend payment affects the value of the firm hence dividend relevant theory.

Explaining why companies pay dividend and some do not pay dividends is still problematic to explain and therefore dividend policy remains controversial. Some researchers like Amidu and Abor (2006) believe that setting dividend policy involves judgmental decision making and that there has been emerging concern that there is no single explanation of dividend.

The leverage shows total debt as a percentage of the shareholders' fund and it also measures the extent to which a firm is financed by external funds (Al-Najjar & Hussainey 2009). A mounting number of studies have found that the level of financial leverage negatively affects dividend policy (Gugler and Yurtoglu, 2003; Al-Malkawi, 2005)

## DETERMINANTS OF DIVIDEND POLICY:

An appropriate dividend policy should be capable of answering the following questions.

- ✚ How much dividend should a company distribute to its shareholders?
- ✚ What will be the impact of the dividend policy or share price of the company?
- ✚ What will be the impact of the dividend policy or the retained earnings of the company?
- ✚ What will happen if the amount of dividend changes from year to year?
- ✚ How will the dividend policy impact the composition of capital structure of the company?
- ✚ What will be the tax implications of a dividend policy?

Some of the determinants of dividend policy are discussed below:

## 1. Dividend payout ratio:

Dividend payout ratio is calculated by dividing the dividend per share by earnings per share. It indicates the proportion of earnings distributed as dividend. Lower dividend payout ratio implies that the company follows a conservative dividend policy. However, higher dividend payout ratio shows liberal dividend policy.

## 2. Stability of dividend:

In general, the shareholders of a company prefer a stable dividend policy as they expect that a certain minimum percentage of dividends should be paid regularly to them. Therefore, dividend policy should devise after taking into account, the expectations of the shareholders.

## 3. Liquidity:

The liquidity position of a company plays a major role in determining a dividend policy. Payment of dividends requires availability of liquid cash with the company. The company's future investment opportunity should also be taken into consideration.

## 4. Divisible profits:

Dividends could be declared only out of divisible profits (ie) the profits which are legally available for distribution as dividend to the shareholders. In certain cases, dividends can be distributed out of capital profits if it is capable of being realized in cash and if it is permitted by the Articles of Association of the company.

## 5. Legal constraints:

All the requirements of the companies Act and the SEBI guidelines must be kept in mind before declaring dividend.

6. *Shareholders preferences:*

Tax statuses of the shareholders, availability of investment opportunities in the present and the future, ownership compositions and dilutions, etc., are the different factors should be taken into consideration while framing a dividend policy.

7. *Capital Market conditions and Inflation:*

A company having a wide and an easy access to the capital market will follow a liberal dividend policy in composition with others. During times of inflation, a good company tries to satisfy its shareholders by paying higher dividends.

**PUBLIC SECTOR UNDERTAKINGS (PSUs) DIVIDENDS IN FINANCIAL YEAR 2017**

Listed public sector undertakings have not only been key contributors to government revenues by way of dividends but, also in many cases, yielded attractive dividend for investors. However as result of "Demonetization", the trend has been very different this time. Many PSU's, under immense pressure to pay a large dividend fund Government spending, are seeking exemption from making huge payouts as that may affect their capital structure plans. Every state run firm must pay a minimum dividend of 30% of its net profit or 5% of net worth, whichever is higher subject to the maximum dividend permitted under the law. A state company is expected to pay the maximum dividend possible until it can justify that the funds retained were being optimally leveraged to ensure higher investment, according to the guideline.

**DETERMINANTS OF DIVIDEND PAYOUT OF PSUs****(i) Profitability:**

"Signalling theory" asserts that a company will generally ensure that an increase in its dividends will occur only when such an increase is sure to be associated with a higher level of future cash flows. Investors in such a company will take careful note of the firm's credibility to measure the likelihood that the future cash flow will be high. A company may maintain a good level of credibility by avoiding any unexpected changes in dividend payments. Thus this theory predicts a positive correlation between dividend and corporate income. The main argument of this theory is that the managers of the profitable companies tend to pay more dividends to prove their ability to maintain a healthy financial position in the future.

**(ii) Size:**

Many empirical studies have considered size as one of the most important determinants of a firm's dividend payout policy. Large firms are highly diversified and have huge cash flows. So they will be more willing to pay higher dividends. Thus, size of a company affects the dividend in a positive significant way.

**(iii) Leverage:**

There is a positive correlation between leverage and dividend decisions since high leverage firms tend to keep paying dividends despite the compulsion to service their loans. However, there is a contradictory argument that highly levered companies try their level best to maintain the internal cash flow in order to meet the company's financial obligations and protect the creditors, instead of paying the existing cash to shareholders. Therefore, a negative relationship is expected between leverage and dividend decisions.

**(iv) Growth prospects:**

The growth prospects of a company in future affect the dividend policy. If the growth opportunities are good, the company uses the internal funding sources to finance investments. The company either pays low dividends or avoid payment of dividends to avoid the need for costly external financing. On the other hand, the companies with fewer investment opportunities and slow growth tend to pay higher cash dividends.

**CONCLUSION**

Thus it is quite evident that the dividend policy of the public listed companies is determined by various important factors, in addition to the market conditions, Government regulations, rate of inflation etc.

**REFERENCES**

1. Al-Malkawi, H. (2007). Determinants of Corporate Dividend Policy in Jordan: An Application of the Tobit Model. *Journal of Economics and Administrative Sciences*, 23 (2): 44-70.
2. Al-Malkawi, N. H. (2007), "Determinants of Corporate Dividend Policy in Jordan: An application of the Tobit Model", *Journal of Economic & Administrative Sciences* Vol. 23, No. 2, pp. 44-70.
3. Amidu, M. and Abor, J. (2006), "Determinants of the Dividend payout ratio in Ghana", *The Journal of Risk Finance* Vol. 7, No. 2, pp. 136-145.
4. Brealey, R., & Myers, S. 2005, *Principles of Corporate Finance*. London: McGraw-Hill, pp. 155-167.
5. Gugler, K (2003), "Corporate Governance, Dividend Payout Policy, and the Interrelation between Dividends, R&D, and Capital Investment", *Journal of Banking & Finance*, Vol. 27, No. 7, pp.1297-1321.

## **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** 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 to an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours**

Sd/-

**Co-ordinator**

## **DISCLAIMER**

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, neither its publishers/Editors/ Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal are exclusively of the author (s) concerned.

## ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

### *Our Other Journals*

