

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & 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 Infilbnet 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 5000 Cities in 187 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.	A STUDY OF OPERATIONAL PROCESS AT LEATHER TANNING INDUSTRY <i>KANAKA B & M. JEYARATHANAM</i>	1
2.	NEED FOR TEACHING WELL- BEING THROUGH POSITIVE PSYCHOLOGY IN EDUCATIONAL INSTITUTIONS <i>JAYASHREE SANGHANI, DR. SAROJ ARYA, SOWMYA MARE & BRIG. JAGJIT AHUJA</i>	5
3.	CORPORATE SOCIAL RESPONSIBILITY <i>SUMAIYA FATHIMA</i>	11
4.	ANALYSIS OF FINANCIAL STATEMENT OF ROURKELA STEEL PLANT BY USING THE TECHNIQUE OF RATIO ANALYSIS <i>DR. ASHOK KUMAR RATH</i>	13
5.	INTELLECTUAL CAPITAL AS A TALENT POOL CREATES ORGANISATIONAL EXCELLENCE <i>DR. UPPUGUNDURI PADMAVATHI</i>	21
6.	THE INFLUENCE OF CONSUMER MINDSET ON THE INTENTION TO PURCHASE FAIR TRADE GOODS IN ETHNIC CHINESE SOCIETY: THE MEDIATING ROLE OF MORAL IDENTITY <i>GHI-FENG YEN, RU-YU WANG & HSIN-TI YANG</i>	24
7.	CUSTOMERS' PERCEPTION OF SIDBI IN TAMIL NADU <i>DR. T. RENUHA & DR. P. AMIRTHA GOWRI</i>	30
8.	PSYCHOLOGICAL CONTRACT AND ITS CONTENTS: A STUDY WITH REFERENCE TO GOAN IT COMPANIES <i>DR. K G SANKARANARAYANAN & PARESH LINGADKAR</i>	34
9.	INTERMEDIARY LIABILITIES: COMPARATIVE STUDY OF VARIOUS JURISDICTIONS <i>ASTITWA BHARGAVA & DR. MANMEETA SAXENA</i>	37
10.	AWARENESS ON SUSTAINABILITY BASED EDUCATION FOR TEACHERS OF HIGHER EDUCATIONAL INSTITUTIONS: A CONCEPTUAL ANALYSIS <i>DR. A. SENTHILKUMAR</i>	45
11.	HIGHER EDUCATION IN INDIA: EMERGING ISSUES, CHALLENGES AND SUGGESTIONS <i>ASHA RANI.K</i>	48
12.	A STUDY ON FINANCIAL HEALTH OF DHAMPUR SUGAR MILLS LTD, UTTAR PRADESH <i>A. ROJAMMAL & DR. S. BABU</i>	52
13.	A STUDY ON QUALITY OF WORK LIFE OF THE EMPLOYEES OF SELECTED COMPANIES IN NANJANGUDU INDUSTRIAL AREA, MYSURU DISTRICT <i>NISHIRIYANARGEES & B. GURUDATT KAMATH</i>	56
14.	EFFECTIVENESS OF RTI ACT, 2005 IN PROVIDING INFORMATION: AN EMPIRICAL STUDY OF LUDHIANA CITY <i>DR. POOJA CHATLEY & MANNAT SABBHARWAL</i>	61
15.	MECHANISM OF SOCIAL MEDIA TO BOOST INTERNATIONAL ENTREPRENEURSHIP <i>MUSIBAU AKINTUNDE AJAGBE, NKAM MICHAEL CHO, MERCY ISIAVWE OGBARI & EKANEM EDEM UDO UDO</i>	65
16.	USAGE OF TECHNOLOGY ENABLED BANKING SERVICES IN INDIA: A STUDY AMONG SELECTED BANK CUSTOMERS IN MYSURU CITY, KARNATAKA <i>SUMA P & VIDYA D AVADHANI</i>	73
17.	PLANNING FOR TRIBAL DEVELOPMENT IN HIMACHAL PRADESH <i>ANJU SHARMA</i>	77
18.	HIGHER EDUCATION IN INDIA: CHALLENGES AND SUGGESTIONS <i>GOPAL SINGH</i>	85
19.	GLOBAL PERSPECTIVES OF CORPORATE SOCIAL RESPONSIBILITY <i>PUNEET KAUR</i>	87
20.	EMPLOYEE ATTITUDE TOWARDS PROFESSIONAL COMMUNICATIONS AT WORK FAMILY NEXUS: A STUDY IN SELECT IT ORGANIZATIONS IN HYDERABAD <i>SREEKANTH.YERRAMILLI & K. L. REVATHI</i>	94
	REQUEST FOR FEEDBACK & DISCLAIMER	99

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. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

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

CO-EDITOR**DR. BHAVET**

Faculty, Shree Ram Institute of Engineering & Technology, Urjani

EDITORIAL ADVISORY BOARD**DR. RAJESH MODI**

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

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

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

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

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of I.T., Amity School of Engineering & Technology, Amity University, Noida

PROF. A. SURYANARAYANA

Department of Business Management, Osmania University, Hyderabad

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

DR. S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

SURJEET SINGH

Asst. Professor, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

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 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 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. 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>

EFFECTIVENESS OF RTI ACT, 2005 IN PROVIDING INFORMATION: AN EMPIRICAL STUDY OF LUDHIANA CITY

DR. POOJA CHATLEY
ASST. PROFESSOR
KHALSA COLLEGE FOR WOMEN
LUDHIANA

MANNAT SABBHARWAL
STUDENT
KHALSA COLLEGE FOR WOMEN
LUDHIANA

ABSTRACT

It's been almost a decade that the Right to Information Act, 2005 has been implemented in the country with the objective of ensuring accountable, interactive and participatory democracy. During this span of ten years, the government has been trying its best to make this Act an effective tool to bring about transparency in operations, tapping corrupt practices and thus ensuring good governance to the masses. But has the Act seen the light of the day that it was envisioned for? The present paper is an attempt to gather the perception of the masses regarding the Act, the ease and hassles in getting information from various government and private bodies, the satisfaction level on the information received and how well it has been accepted as a tool of governance. Appropriate statistical tools have been used to draw inferences and make generalisations.

KEYWORDS

RTI Act, information, transparency, effectiveness, governance.

INTRODUCTION

The Right to Information Act, 2005 was passed by the UPA government in 2005 to provide for the setting up of a practical regime of right to information for the citizens. Under the provisions of the Act, any citizen may request information from a "public authority", which in turn is required to reply expeditiously to the information seeker with complete and true information. Various information commissions have been set up at the National and state levels to ensure action against the erring "public information officers" and ensure the effective implementation of the act at various levels. The Act facilitates that citizens can now question, audit, review, examine and assess government acts and decisions to ensure that these are consistent with the principles of public interest, good governance and justice. This act promises to promote transparency and accountability in administration by making the government more open to public scrutiny. In the last ten years, this Act has brewed a total revolution in the manner in which working of organisations is carried out and the record of information is maintained as more and more people have become aware and are using it as a tool to get information from various departments. A survey conducted by a group of RTI activists in Uttar Pradesh revealed that atleast 300 applications were filed under RTI every day and the average time taken to dispose- off an application in 80 percent of the cases was around six months (Indian Express, 2008). But there have also been cases where information seekers were bullied, intimidated and charged exorbitant money to get the information. Also, what has been seen over a period of time, is that almost 75 percent of the applications have been filed by men and by people in the metro cities, primarily on personal issues relating to service matters (Srivastava,2010).

REVIEW OF LITERATURE

The Right to Information Act, 2005 was enacted by the National Parliament to dismantle the culture of secrecy and to change the mindset of the bureaucrats and political leaders and to create conditions for taking informed decisions (Ansari,2008). It is a landmark Act which came with the potentiality to change the very idea of governance and the power equation between the common people and the government (Hazra, 2013). Various studies reveal that the basic steps of filing an RTI application was clearly understood by the masses. The citizens felt confident in filing the application on their own and majority of the respondents felt that RTI was a tool to fight corruption. There were very few women who had used the RTI act to get information. Although many of them had used the RTI act for a personal cause, they had also used it as a part of a group petition to question the authorities on societal issues. Some of the users felt that revealing the name of the petitioner was risky and hence wanted NGOs to take up the cause (Raman, 2013). But in this decade of implementation, the people also faced many problems in the implementation of the provisions of this Act such as poor state of records maintained by the authorities, due to poverty and illiteracy, lack of budgetary allocation in the budget etc. (Ram, 2013)

OBJECTIVES OF THE STUDY

1. To measure the awareness level about Right To Information Act among public
2. To inquire into the usage of RTI Act by public.
3. To evaluate the satisfaction level in gaining information through RTI.

HYPOTHESIS

1. There is no difference between gender and awareness level about RTI.
2. There is no difference between gender and application filing for RTI.
3. There is no difference between awareness level and application filing about RTI.

RESEARCH METHODOLOGY

A well-structured questionnaire has been administered to a convenient sample of 150 respondents of Ludhiana city to gather their responses on perception and effectiveness of RTI as an information seeking tool. Also, problems faced in filing application and getting information from requisite authorities have been evaluated. The data has been analysed using simple statistical tools of mean standard deviation and chi-square.

ANALYSIS OF DATA

The demographic profile of the respondents to whom the questionnaire was administered is as under:

TABLE 1: DEMOGRAPHIC PROFILE OF RESPONDENTS

TABLE 1: DEMOGRAPHIC PROFILE OF RESPONDENTS				
PARTICULARS	Number of respondents		Percentage	
Gender				
MALE	65		43	
FEMALE	85		57	
TOTAL	150		100	
Age				
	MALE	FEMALE	TOTAL	%
18-25	12	29	41	27.33
26-32	11	25	36	24
33-40	20	16	36	24
ABOVE 40	22	15	37	24.67
TOTAL	65	85	150	100
Qualification				
	MALE	FEMALE	TOTAL	%
UNDERGRADUATE	21	12	33	22
GRADUATE	30	45	75	50
POST GRADUATE	14	28	42	28
TOTAL	65	85	150	100
Occupation				
	MALE	FEMALE	TOTAL	%
STUDENT	13	30	43	28.67
BUSINESS	20	3	23	15.33
SERVICE	25	19	44	29.33
OTHER	7	33	40	26.67
TOTAL	65	85	150	100

The above table clearly shows that maximum no of respondents were women in the age group of 18 to 25 years who were graduate students. The male respondents were 43 percent in who were graduates and were employed either in business or were students. The respondents were asked to share their level of awareness about the RTI Act, of which 80 percent of the respondents were aware about the Act while 20 percent of the respondents had no awareness about the Act. Also, almost all the male respondents were aware about the Act while incase of female respondents almost 32 percent of them were unaware about the existence of any such act.

TABLE 2: AWARENESS ABOUT RTI ACT

Awareness about RTI	Male	Females	Total
Yes	62	58	120
No	3	27	30
Total	65	85	150

Further, it was found that there is significant difference between gender and the level of awareness level about the RTI Act ($\chi^2 = 16.96$) Hence the hypothesis that there is no difference between gender and awareness level about RTI stands rejected.

TABLE 3: RELATIONSHIP BETWEEN GENDER AND AWARENESS LEVEL

	Aware	Not Aware	Total
Male	62	3	65
Female	58	27	85
Total	120	30	150
Chi-Square = 16.96 d.f = 1			

The respondents were also asked to comment on their awareness about the type of right they think that 'Right to information' is. 64.16 percent of the respondents were aware that it has been included as a fundamental right while 7.5 percent of the respondents thought it to be a political right.

TABLE 4: AWARENESS ABOUT TYPE OF RIGHT

Type of Right	Number of respondents	Percentage
Fundamental Right	77	64.16
Civil Right	34	28.3
Political Right	9	7.5
Total	120	100

TABLE 5: APPLICATION FILED UNDER RTI

Application filed	Number of respondents	Percentage
Yes	102	85.00
No	48	15.00
Total	150	100

Regarding filing of application under RTI Act, 85.0 percent of the respondents had filed an application with various organisations for getting some information with the help of the Act while 15.00 percent of the respondents had never filed any application under the Act.

TABLE 6: RELATIONSHIP BETWEEN GENDER AND APPLICATION FILING

	Filed Application	Not Filed Application	Total
Male	53	12	65
Female	49	36	85
Total	102	48	150
Chi-Square = 9.66 d.f. = 1			

The study of the relation between gender and application filing reveals that there is significant difference between application filing by male and female applicants ($\chi^2 = 9.66$ d.f = 1). Similarly there is also a marked difference between the level of awareness of the respondents and application filing under the act ($\chi^2 = 79.96$ d.f. = 1). Hence, gender and awareness level affect the filing of application by the respondents under the RTI Act.

TABLE 7: RELATIONSHIP BETWEEN AWARENESS AND APPLICATION FILING

	Filed Application	Not Filed Application	Total
Aware	102	18	120
Not Aware	-	30	30
Total	102	48	150
Chi-Square = 79.96 d.f. = 1			

Of the 120 respondents who had sought information under RTI Act at various levels, majority of the respondents (65.8%) had sought information from different government organisations and departments while 19.16 percent of the respondents shared that they had sought information from semi-government bodies and 7.5 percent of the respondents had claimed information from private organisations. Very few (3.33%) of the respondents had sought information related to international relations in the country. Further, majority of the respondents (30.8%) had filed an RTI to expose the malpractices being carried out in the organisation, followed by 29.16 percent of the respondents who had filed the application with various bodies related to personal work and 26.67 percent had filed an application relating to public interest. (Table 8 and 9)

TABLE 8: ORGANISATIONS FROM WHERE INFORMATION SOUGHT UNDER RTI

Organisations from where Information sought	Number of respondents	Percentage
Information from private bodies	9	7.5
Information From Government Authorities	79	65.8
From bodies partly owned by government and partly owned by private sector	23	19.16
Personal information of an individual	5	4.2
Information related to International relations	4	3.33
Total	120	100

TABLE 9: NATURE OF INFORMATION SOUGHT UNDER RTI

Nature of Information	Number of respondents	Percentage
Related to personal work	35	29.16
Related to Public Interest	32	26.67
To expose a scam	16	13.33
To expose malpractices	37	30.80
Total	120	100.00

The respondents were also asked to list down their problems that they faced in using the RTI Act. 39.2 percent of the respondents felt that the major problem was in obtaining information from different agencies and organisations while 30.4 percent of the respondents faced problems in understanding the provisions of the Act. Very few respondents (9.8 % each) faced problem in writing an RTI Application or in submitting the application to the appropriate PIO or APIO.

TABLE 10: PROBLEMS FACED IN SEEKING INFORMATION

Problem	Number of respondents	Percentage
Writing proper application	10	9.8
Understanding the provisions of RTI	31	30.4
Obtaining the information	40	39.2
Submitting application to PIO or APIO	10	9.8
Report to the first/second appellate authority	11	10.8
Total	102	100

The respondents also faced problems in gathering information from these organisations. The major source of problem was incomplete information (35.44 %) and information not provided within the stipulated time period (25.5%). Also, organisations try to invoke the exemption clause (14.7%) and try to escape liability of providing the information or leak the details of the applicant to the concerned affected high ups who further either force the applicant to enter into a compromise or threaten him of dire consequences.

TABLE 11: PROBLEMS FACED IN SEEKING INFORMATION

Problems faced	Number of respondents	Percentage
Evoking exemption clauses	15	14.7
Leaking the details of application and applicant	5	4.9
Compromise request	13	12.7
Incomplete information	36	35.4
Life threat	7	6.8
Information not provided within specified time period	26	25.5

TABLE 12: BENEFITS FROM IMPLEMENTATION OF RTI ACT

S.no	Benefits seen	Mean Score	Standard Deviation
i.	Greater transparency	3.32	0.903
ii.	Citizen centric approach to development	3.41	0.77
iii.	Democratization of information and knowledge	3.45	0.92
iv.	Reduction in corruption	3.22	1.02
v.	Promotion of citizen-Government partnership	2.91	0.89
vi.	Reduction in scams	2.9	0.99

The respondents were also asked to give their perception about the benefits of the implementation of the Act and these responses were recorded on a Likert scale of 1 to 5. Regarding benefits from the implementation of the RTI Act, the respondents highly agreed to the benefit of "democratization of information and knowledge" (3.45), citizen centric approach to development (3.41) and greater transparency (3.32) while they disagree with the fact that implementation of RTI Act has reduced scams (2.9) or corruption.

TABLE 13: PERCEPTION REGARDING IMPLEMENTATION OF THE ACT

	No of Respondents	Percentage of respondents
Very Good	8	6.66
Good	12	10.00
Average	30	25.00
Poor	40	33.33
Very Poor	30	25.00
Total	120	100.00

Also, the general perception is that the Act has been poorly implemented. The reason for this poor level of implementation has been attributed to low levels of literacy and awareness among the people, non-availability of basic infrastructure for information recording etc., bureaucratic arrogance and the pervasive culture of secrecy in different organisations and departments.

TABLE 14: FACTORS FOR POOR IMPLEMENTATION OF THE ACT

Factors	Number of respondents	Percentage
The pervasive culture of secrecy	18	15.00
Arrogance within bureaucracy	21	17.50
Low levels of literacy and awareness amongst Indian people	36	30.00
Non-availability of basic infrastructure and machinery	36	30.00
Official Secrets Act 1923	9	7.5
Total	120	100

The respondents were also asked to give their suggestions regarding the ways and means to improve the implementation of the Act and these responses were recorded on a Likert scale of 1 to 5. Almost all the respondents agreed to the fact that there should be enhanced accountability of officials concerned, there should be convenience in filing RTI requests and if possible such requests should be accepted online also. There should be external / third party audit of organisations conducted from time to time to ensure that they are following the provisions of the Act as desired. Also, more efforts should be put in by the government to increase the awareness level of the public to different aspects of the RTI Act.

TABLE 15: SUGGESTIONS FOR BETTER IMPLEMENTATION OF THE ACT

S.no	Improvements Required	Mean score
i.	Creation of RTI implementation cell	3.6
ii.	Annual self-assessments	4.2
iii.	Creation of awareness among general public	4.4
iv.	Improving convenience in filing requests	4.8
v.	Enhanced accountability of officials	4.9
vi.	RTI portals for online requests	4.8
vii.	Third party audit to ensure compliance with provisions/guidelines of Act by public authorities	4.5

CONCLUSION

As envisioned by the policy framers, the RTI Act has come a long way in bringing about transparency in governance and increasing accountability towards the masses. Also, the much sought after objective of providing access to information has been considerable achieved. But the implementation aspect still needs to be smoothened up by removing the bottlenecks like 'culture of secrecy', 'arrogance of bureaucracy' and improving the awareness among the masses about the applicability of the Act. The government also needs to take stringent action against organisations which fail to designate employees as PIO's and APIO's or follow other norms of the Act in totality.

REFERENCES

1. Hazra, Nirupam (2013), RTI – A right to good governance, *Yojana*, Jan 2013, pp. 55-57
2. Kejriwal Arvind, "RTI: An enormous power with the people", India Together, Newsletter, digital edition, Aug7,2006 <http://www.indiatogether.org/2006/aug/ivw-arvind.htm> accessed on 30.4.16
3. M. M. Ansari, Impact of Right to Information on Development: A Perspective on India's Recent Experiences, United Nations Educational Scientific and Cultural Organization, 2008. <<http://unesdoc.unesco.org/images/0018/001865/186510m.pdf>
4. Ram, Chandi (2013) "Right to information law and its Implementation"
5. Raman Vidhya (2013) "Study of factors influencing the adoption of Right to information Act".
6. Srivastava Smita (2010), Right to information in India – Implementation and impact", *Afro Asian Journal of Social Sciences*, 1(1), 1-18.

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT & 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.

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

