



INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE AND MANAGEMENT

CONTENTS

Sr. No.	Title & Name of the Author (s)	Page No.
1.	PERFORMANCE AND ALTERNATIVE OF EXPORT DEVELOPMENT STRATEGIES FOR INDONESIAN NATURAL RUBBER <i>MUHAMMAD YUSUF</i>	6
2.	INTERNATIONAL FINANCIAL REPORTING STANDARD (IFRS) AND SMES IN NIGERIA: PERCEPTIONS OF ACADEMIC <i>OJEKA, STEPHEN A. & DR. O. MUKORO DICKSON</i>	13
3.	THE IMPACT OF RESEARCH ON ACCOUNTING PROFESSION <i>DR. MUKORO DICK OLUKU</i>	20
4.	EMOTIONAL INTELLIGENCE - A STUDY WITH SPECIAL REFERENCE TO THE EMPLOYEES OF SALALAH COLLEGE OF TECHNOLOGY <i>DR.M.KRISHNA MURTHY & S. VARALAKSHMI</i>	27
5.	ADOPTING INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS) - A FOCUS ON NIGERIA <i>IYOHA, F.O & FABOYEDE, S.O.</i>	35
6.	ROLE OF DEMOGRAPHICS IN ORGANISATIONAL ROLE STRESS <i>NIDHI TURAN & PROF. SULTAN SINGH</i>	41
7.	ANALYSIS OF FDI INFLOWS IN INDIA <i>MRS. JAYASHREE PATIL-DAKE</i>	46
8.	THE RELATIONSHIP BETWEEN EFFECTIVE LEADERSHIP AND EMPLOYEE PERFORMANCE <i>A. SENTHAMIL RAJA & DR. P. PALANICHAMY</i>	51
9.	A FUZZY BASED SERVPERF MODEL TO ASCERTAIN RESTAURANT SERVICE <i>S. RITA, RITESH CHAUHAN & B. SAROJINI</i>	60
10.	A COGNIZANCE TO INFORMATION SECURITY <i>SHAILESH MAHESHWARI</i>	68
11.	AN APPRAISAL OF MODELING DIMENSIONS FOR PERFORMANCE APPRAISAL OF GLOBAL MUTUAL FUNDS <i>G. V. SATYA SEKHAR</i>	71
12.	EMPIRICAL RELATIONSHIP BETWEEN SELF AWARENESS AND SERVANT LEADERSHIP <i>VIVEKANANDA SURI & DR. V. M. PRASAD</i>	81
13.	PERFORMANCE OF NEW GENERATION BANKS IN INDIA: A COMPARATIVE STUDY <i>DILIP KUMAR JHA & DR.DURGA SANKAR SARANGI</i>	85
14.	ROLE OF MICROFINANCE IN UPLIFTING WOMEN STATUS <i>DR. SHABANA, MRS. MANMINDER KAUR & DR. R. K. MAHESHWARI</i>	90
15.	FIVE ESSENTIAL INGREDIENTS FOR SERVICE EXCELLENCE: A LESSON TO LEARN TO INDIAN ORGANISATIONS <i>SUMIT AGARWAL & PALLAVI BHARDWAJ</i>	94
16.	FOREIGN DIRECT INVESTMENT IN INDIA: CHALLENGES AND OPPORTUNITIES IN MULTI-BRAND RETAIL SECTOR <i>DR. SAMEENA KHAN & FAYAZ AHAMED</i>	97
17.	IMPACT OF ADVERTISING ON CHILDREN WITH SPECIAL REFERENCE TO EATING HABITS <i>PROF. PADMPRIYA ANAND IRABATTI</i>	103
18.	THE IMPACT OF DIVIDEND POLICY ON SHAREHOLDERS' WEALTH (A STUDY WITH REFERENCE TO FERRO ALLOY AND ALLOY STEEL INDUSTRY IN INDIA) <i>S. ARAVANAN & MANEESH. MANNARAKKAL</i>	110
19.	DETERMINANTS OF CORPORATE PROFITABILITY OF LISTED COMPANIES IN INDIA <i>SHAJI. K.P & DR. P. PALANICHAMY</i>	118
20	CUSTOMER PERCEPTION ON ELECTRONIC CUSTOMER RELATIONSHIP MANAGEMENT IN BANKS - AN EMPIRICAL STUDY <i>S. KAVITHA & DR. A. LAKSHMI</i>	122
	REQUEST FOR FEEDBACK	135

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EMOTIONAL INTELLIGENCE - A STUDY WITH SPECIAL REFERENCE TO THE EMPLOYEES OF SALALAH COLLEGE OF TECHNOLOGY

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ABSTRACT

Emotional intelligence is important to professional success as technical ability. Emotional intelligence is the ability of a person to solve personal, business and social problems. Emotional intelligence is the innate potential to feel, use, communicate, recognize, remember, learn, and understand emotions. The person with high emotional intelligence are honest, knows their strengths and weaknesses. They do not allow themselves to become too angry or jealous, and they do not make impulsive, careless decisions. This study helps to know the emotional intelligence of employees working in educational institution. . It is important for the employees working in service industries to have high level or morale with emotional intelligence. The study is based on the emotional intelligence and the study has adopted with analytical methodology by measuring the satisfaction level with respect to various factors. The questionnaire has been designed in five segments consist of personal information, adaptability, assertiveness, emotional management, self esteem and relationship of respondents. The number of respondents decided for the study is 200, covering teaching and non teaching staff on the basis of gender, age, occupation, educational background, marital status, designation, specialized department and number of years of experience. The study concluded that the improvement in emotional intelligence would increase the motivation and effectiveness of the employees.

KEYWORDS

Emotional intelligence, emotional morale, effectiveness, teaching staff.

INTRODUCTION

Emotional intelligence is the ability of a person to solve personal, business and social problems. Emotional intelligence is the innate potential to feel, use, communicate, recognize, remember, learn, and understand emotions. Many industries are struggling to adapt to the uncertainty engulfing society at the dawn of the 21st Century. In simple, if anyone wants to improve himself or if anyone wants to teach someone to improve, the best way is to know the emotional intelligence. Many people believe that the self-awareness is the most important part of emotional intelligence. The person with high emotional intelligence are honest, knows their strengths and weaknesses. They do not allow themselves to become too angry or jealous, and they do not make impulsive, careless decisions. This study helps to know the emotional intelligence of employees working in educational institution.

STATE OF THE PROBLEM

It is wrong to say that the people who are successful are born with talents. Most people successful are not genius; they do not have special talents and do not even have high intelligence. It is the ability to understand their own emotions and influence and inspire to understand the other emotions. Emotional intelligence helps to become self aware and become conscious of actions and in control of them. The people who have high degree of emotional intelligence know themselves very well and they are also able to sense the emotional needs of others. They usually understand their emotions and they do not let their feelings rule them. They are confident as they trust their intuition and do not let their emotions get out of control. It is important for the employees working in service industries to have high level or morale with emotional intelligence.

NEED AND IMPORTANCE OF THE STUDY

Emotional intelligence is important to professional success as technical ability. Organizations are increasingly using Emotional Intelligence when they hire and promote different personnel for different designations. Emotional intelligence is the ability to recognize emotions, understand what the others feel, and to realise how emotions affect people. Emotional Intelligence allows managing relationships more effectively and involves perception of others. People with high emotional intelligence are usually successful in most things they do. People with a high degree of emotional intelligence are usually motivated. They are highly productive, love a challenge, and are very effective in whatever they do. Emotional Intelligence is the ability to identify with and understand the wants, needs, and viewpoints of those around.

RESEARCH METHODOLOGY

The study is based on the emotional intelligence and the study has adopted with analytical methodology by measuring the satisfaction level with respect to various factors. The questionnaire has been designed in five segments consist of personal information, adaptability,

assertiveness, emotional management, self esteem and relationship of respondents. Each segment covers the different aspect of emotional intelligence with five options viz., strongly agree, agree, neutral, strongly disagree and disagree. The number of respondents decided for the study is 200, covering teaching and non teaching staff on the basis of gender, age, occupation, educational background, marital status, designation, specialized department and number of years of experience.

RESEARCH TOOLS

The study has adopted the well known branch of multivariate analysis of factor using SPSS 11.5 version, in order to get the interpretable solutions clearly. The study has been carried out by using frequency distribution for meaning personal data of the respondents, one sample t-test to identify the nature of responses of the respondents relating to various factors of emotional intelligence.

SALALAH COLLEGE OF TECHNOLOGY

Salalah College of technology is one of the seven Colleges of technology established in the Sultanate of Oman. The College is working under the Directorate General of Technological Education, Ministry of Manpower. It is located in Al-Saadah, facing the Salalah, Thumrait Road, about six kilometers from Salalah Center. The Salalah Technical College aims high to train Omani youth through quality education and qualify them to take up employment in the public and private sectors of the economy and in pursuit of the national policy of Omanization. The College offers Higher Diploma course in various fields of specialization such as Business Engineering, Construction and Information Technology, additionally is the English Foundation courses from intermediate up to advance English learning. The vision of the College of Technology is to become the "College of Choice" for students, parents and employers throughout Oman. The mission of the College of Technology is to achieve and sustain a strong reputation for excellence in teaching and learning. The College is dedicated to the delivery of high quality technical education and aims to produce graduates who have the professional and personal skills to enter employment with confidence, contributing effectively to the Sultanate's ongoing economic development

EMOTIONAL INTELLIGENCE OF SALALAH COLLEGE OF TECHNOLOGY – FREQUENCY DISTRIBUTION

CLASSIFICATION OF RESPONDENTS BASED ON GENDER

Table No.1.1

Gender	Frequency	Valid Percent	Cumulative Percent
Male	149	74.5	74.5
female	51	25.5	100.0
Total	200	100.0	

Source: Questionnaire

The distribution of sample respondents according to sex perceived on the Salalah College of Technology is shown in table No.1.1. It reveals out of the total 200 respondents 51 are Female occupying 22.5% and 149 in Male category occupying 74.5%. It is clear that the majority of the respondents are male.

Classification of respondents based on Age

Table No.1.2

Age	Frequency	Valid Percent	Cumulative Percent
below 30 years	14	7.0	7.0
31 - 40 years	128	64.0	71
41-50 years	40	20.0	90.5
above 50 years	18	9.0	99.5
Total	200	100.0	

Source: Questionnaire

From the table 1.2, it is found the distribution of respondents based on age. Respondents belonging to the age group of below 30 years are found 14 forms 7% followed by 128 respondents occupying 64% in the age group of 31-40. 40 respondents 20% from the age group between 41-50 and 18 respondents constituting 9% in the age above 50 years

Classification of respondents based on Educational background

Table No.1.3

Education	Frequency	Valid Percent	Cumulative Percent
diploma	21	10.5	10.5
bachelor	34	17.0	27.5
post graduation	113	56.5	84.0
doctorate	32	16.0	100.0

Total	200	100.0	
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Source: Questionnaire

The table No.1.3 exposes the number of respondents on the basis of educational background. The study has considered 21 respondents consisting 10.5% with qualification up to diploma, 34 respondents occupying 17% with Bachelor degree as educational background followed by 113 respondents with 56.5% with Graduation, 32 respondents with 16% With Doctorate degree.

Classification of respondents based on Marital Status

Table No.1.4

Marital Status	Frequency	Valid Percent	Cumulative Percent
married	188	94.0	94.0
unmarried	12	6.0	100.0
Total	200	100.0	

Source: Questionnaire

From the table No.1.4, it reveals that 188 respondents occupying 94% belongs to the married category and 12 respondents possessing 6% belongs to single category are considered for the study

Classification of respondents based on Monthly Income

Table No.1.5

Income	Frequency	Valid Percent	Cumulative Percent
below RO 750	47	23.5	23.5
RO 751-1250	153	76.5	100.0
Total	200	100.0	

Source: Questionnaire

The table No.1.5 divulged the number of respondents on the basis of their respective income levels, 47 respondents occupying 23.5% belongs to the category of income below R.O 750 out of the total 200 respondents considered for the study. This is followed by 153 respondents (76.5%) belonging to the income group of R O 751-1250.

Classification of respondents based on Designation

Table No.1.6

Designation	Frequency	Valid Percent	Cumulative Percent
Teaching Staff	166	83.0	83.0
Non teaching staff	34	17.0	100.0
Total	200	100.0	

Source: Questionnaire

From the table 1.6, it is found the distribution of respondents based on designation. 166 respondents (83%) belong to teaching staff and 34 respondents (17%) belong to Non teaching staff.

Classification of respondents based on Department

Table No.1.7

Department	Frequency	Valid Percent	Cumulative Percent
English Lang Centre	59	29.5	29.5
Educational Tech Centre	21	10.5	40.0
Buss Dept	32	16.0	56.0
I T Dept	39	19.5	75.5
Engng Dept	49	24.5	100.0
Total	200	100.0	

Source: Questionnaire

From the table 1.7, it is observed that out of total 200 respondents 59 respondents (29.5%) are from English Language Centre, 21 respondents (10.5) % belongs to Educational Technology centre, 32 of them (16%) based on the Business Department, 39 respondents (19.5%) are from Department of Information Technology and 49 respondents (24.5%) are from Engineering Department

Classification of respondents based on Occupation

Table No.1.8

Duration	Frequency	Valid Percent	Cumulative Percent
Below 2 years	41	20.5	20.5
2-5 years	100	50.0	70.5
5-10 years	48	24.0	94.5
above 10 years	11	5.5	100.0
Total	200	100.0	

Source: Questionnaire

From the table No.1.8, it is clear that 41 respondents occupying 20.5% has been working below 2 years, 100 respondents constituting 50% of the respondents has been working between 2-5 years, 48 respondents forming 24% has been working between 5-10 years and 11 respondents occupying 5.5% has been working above 10 years in Salalah College of Technology.

EMOTIONAL INTELLIGENCE OF SALALAH COLLEGE OF TECHNOLOGY – T-TEST

Adaptability

Table No.2.1

Variables	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
adapt to new environments	1.40	.490	.035	-46.315	.000
you are a good negotiator	1.80	.810	.057	-21.036	.000
Gloomy on most things	3.31	1.044	.074	4.200	.000
Able to deal with stress	1.97	.679	.048	-21.444	.000

Source: Questionnaire

From the table 2.1, it is found that the mean values of 4 statements are 1.40, 1.80, 3.31 and 1.97 significantly. The standard deviation also ranges from .490 to 1.044 for all the 4 statements respectively. From the one sample test table it is found that the t-values are -46.315, -21.036, 4.200 and -21.444 statistically significant at 5% level with respect to the test value 3.

Assertiveness

Table No.2.2

Variables	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
Difficult to stand for rights	2.44	.965	.068	-8.284	.000
Able to influence others feelings	1.95	.218	.015	-67.962	.000
Able to influence others emotions	1.58	.496	.035	-40.664	.000
Others admires your relaxation	1.80	.401	.028	-42.320	.000
You are highly motivated person	1.71	.509	.036	-35.967	.000

Source: Questionnaire

From the table No.2.2 it is found that the mean values are 2.44, 1.95, 1.58, 1.80 and 1.71 respectively. The standard deviation also ranges from .218 to .965 for all the statements respectively. From the one sample test table it is found that the t-values are -8.284, -67.962, -40.664, -42.320 and -35.967 respectively are statistically significant at 5% level with respect to the test value 3

Emotional Management

Table No.2.3

Variables	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
Feel no problem on emotional expression	2.32	.554	.039	-17.475	.000

You change your mind frequently	2.76	.948	.067	-3.653	.000
You cannot figure your emotions	3.10	.477	.034	2.819	.005
You find difficult to adjust your life	2.35	.615	.043	-15.069	.000
You are able to control your emotions	1.87	.357	.025	-44.968	.000
You feel difficult to regulate emotions	2.15	.837	.059	-14.357	.000

Source: Questionnaire

From the table 2.3, it is found that the mean values of 6 statements are 2.32, 2.76, 3.10, 2.35, 1.87 and 2.15 respectively. The standard deviation also ranges from .357 to .948 for all the 6 statements respectively. From the one sample test table it is found that the t-values are -17.475, -3.653, 2.819, -15.069, -44.968 and -14.357 statistically significant at 5% level with respect to the test value 3.

Self Esteem

Table No.2.4

Variables	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
You don't find life enjoyable	3.50	1.107	.078	6.322	.000
You believe on your personal strengths	2.11	.314	.022	-40.126	.000
You are pleased with your life	2.27	.442	.031	-23.493	.000

Source: Questionnaire

From the table No.2.4 it is found that the mean values of 5 statements are 3.50, 2.11 and 2.27 respectively. The standard deviation also ranges from .314 to 1.107 for all the 3 statements respectively. From the one sample test table it is found that t-values are 6.322, -40.126 and -23.493 are statistically significant at 5% level with respect to the test value 3.

Relationship

Table No.2.5

Variables	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
You deal effectively with people	2.22	.522	.037	-21.113	.000
Others complaint on treating them	2.75	1.133	.080	-3.120	.002
You feel difficult to show your affections	4.24	.425	.030	41.089	.000

Source: Questionnaire

From the table No.2.5 it is found that the mean values of 3 statements are 2.22, 2.75 and 4.24 respectively. The standard deviation also ranges from .425 to 1.133 for all the 3 statements respectively. From the one sample test table it is found that t-values are -21.113, -3.120 and 41.089 are statistically significant at 5% level with respect to the test value 3.

FINDINGS

FREQUENCY DISTRIBUTION

It is found that the majority of the respondents occupying 74.5% are male employees working in Salah College of Technology. It is clear from the data that most of the respondents are from the age group of 31-40 who works in the Salah College of Technology in different departments as both teaching and non teaching employees. It is observed from the educational background of the employees in each department of the college under the research study the majority of the employees are with the qualification of Post Graduation level. On referring the different marital status of the study it is clear that the majority of the male employees settled overseas working in Technology Colleges. On analysing the different income groups of the employees with respect to the Salah College of Technology, most of them fall into the income category of 751-1250.

It is found from the assessment that the majority of the employees working as teaching staff in the Salah College of Technology. The majority of the respondents considered for the research study are from the English language centre followed by the Engineering and department of information technology. It is clear that half of the employees working between 2 to 5 years in the different department of the Salah college of Technology.

T-VALUES

It is inferred from the employees of Salah College of Technology moderately agree that they are gloomy perspective on most things on their adaptability and disagree that they were able to deal with distress, that they were good negotiators and they were able to adapt to new environments.

The employees of the Salah College of Technology disagree that they found difficult to stand up for their rights, they were to influence the way other people feel and others used to admire on their relaxation. They also strongly disagree that they were able to influence others emotions and they were highly motivated person.

It is derived from the employees of Salah College of Technology that they moderately agree that they cannot figure out what emotions they are feeling. They disagree that they feel no problem when expressing their emotions, they find difficult to adjust their life according to the circumstances they face and they feel difficult to regulate their emotions. They strongly disagree that the employees are able to control their emotions.

It is determined that the employees moderately agree that they don't find life enjoyable. They disagree that they believe on their personal strengths and they are pleased with their life.

It is indulged from the employees of the Salah college of Technology they strongly agree that they feel difficult to show their affections to their colleagues working in the departments along with them. They also disagree that the colleagues always complaint on the way in which they treat the other employees and they deal effectively with other people.

SUGGESTIVE MEASURES FOR PROBLEMS IDENTIFIED

Every organization should provide emotional intelligence techniques to improve the performance level of the employees which would reflect on organizational effectiveness.

Social and emotional learning through relationships takes many forms in the workplace. Thus, a challenge for everyone is to clarify how individuals have positive cycle of learning through relationship and ultimately gain different knowledge through integrity.

It is not only intelligence quotient that makes the world go round. Attaining the right emotional intelligence will help to remain standing strong even when the world keeps going around.

Emotional Intelligence is the ability to better attune with the feelings. Many people do not have emotional intelligence when they have a difficult in expressing which they feel.

It is significant that everyone should avoid people who are negative in discussions. This would not help anyone to solve the problems and develop emotional intelligence. This may hamper little more in which decisions cannot be taken. The people who are positive can give room to develop emotional intelligence.

It is crucial to attend emotional intelligence test to evaluate several self aspects to improve. The answers should be honest and true to the knowledge and belief of everyone. Each individual is the judge to determine the emotional intelligence.

Emotional intelligence creates self awareness which includes cognitive, affective and behavioural. It helps to represent the aspects of intrapersonal intelligence which would create ability to recognize the feelings of other people.

CONCLUSION

The first step in attaining emotional intelligence is in becoming emotionally literate. One great characteristic of people who have attained emotional intelligence is that they are responsible for what they feel and they use their feelings to help them make wise decisions. Knowing and understanding own feelings is different from understanding the feelings of others, but both have to work together. In order to attain emotional intelligence, it is important to understand what other people are feeling and respect. It also important that everyone should empathize with other people and accept feelings of others. This study has shown that emotional intelligence does predict job satisfaction and job performance. The result indicates that respondents who are of high emotional intelligence perform better and are more satisfied with their job than respondents who are of low emotional intelligence. In policing which involves team work and getting along with others which is critical to success. Improvement in Emotional Intelligence would increase the motivation and effectiveness of the teaching and non teaching employees working in the Educational Institutions.

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QUESTIONNAIRE

1. QUESTIONS RELATING TO PERSONAL INFORMATION OF THE RESPONDENTS

1.1 Name (Optional) :

- 1.2. Locality (Optional) :
- 1.3. Gender : Male _____ Female _____
- 1.4. Age : Below 30 years _____
31 - 40 years _____
41 - 50 years _____
above 55 years _____
- 1.5. Educational Qualification : Diploma _____
Bachelor _____
Post Graduation _____
Doctorate _____
- 1.6. Marital Status : Married _____
Unmarried _____
- 1.7. Monthly Income : below RO 750 _____
RO 751 – 1250 _____
Above RO 1250 _____
- 1.8 Designation : Teaching staff _____
Non teaching staff _____
- 1.9 Department : English Language Centre _____
Educational Tech Centre _____
Business Department _____
I T Department _____
Engineering Department _____
- 1.10 No of years of Experience : below 2 years _____
2 – 5 years _____
5 – 10 years _____
Above 10 years _____

2. QUESTIONS RELATING TO THE ADAPTABILITY OF THE RESPONDENTS

Please mark the suitable scale against each statement.

SA-Strongly agree. A-Agree. N-Neither agree nor disagree. DA-Disagree

SDA-Strongly disagree.

S.no	Description	SA	A	N	DA	SDA
2.1	You are able to adapt to new environments					
2.2	You describe yourself as good negotiator					
2.3	You have gloomy perspective on most things					
2.4	On the whole you are able to deal with stress					

3. QUESTIONS RELATED TO THE ASSERTIVENESS OF THE RESPONDENTS

S.no	Description	SA	A	N	DA	SDA
3.1	You find difficult to stand up for your rights					
3.2	You are able to influence the way other people feel					
3.3	You are able to get into someone’s shoes to experience their emotions					
3.4	Others admire you for being relaxed					
3.5	On the whole you are highly motivated person					

4. QUESTIONS RELATED TO THE EMOTIONAL MANAGEMENT OF THE RESPONDENTS

S.no	Description	SA	A	N	DA	SDA
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4.1	You feel no problem when expressing your emotions					
4.2	You tend to change your mind frequently					
4.3	You cannot figure out what emotions you are feeling					
4.4	You find difficult to adjust your life according to the circumstances					
4.5	You are able to control your emotions when you want to do so					
4.6	You feel difficult to regulate your emotions					

5. QUESTIONS RELATING TO SELF ESTEEM OF THE RESPONDENTS

S.no	Description	SA	A	N	DA	SDA
5.1	You don't find life enjoyable					
5.2	You believe you are full of personal strengths					
5.3	On the whole you are pleased with your life					

6. QUESTIONS RELATING TO THE RELATIONSHIP OF THE RESPONDENTS

S.no	Description	SA	A	N	DA	SDA
6.1	You can deal effectively with people					
6.2	Others complain that you do not treat them right					
6.3	You feel difficult to show your affections to those who are close to you					

REQUEST FOR FEEDBACK

Esteemed & Most Respected Reader,

At the very outset, International Journal of Research in Commerce and Management (IJRCM) appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to take this opportunity to request to your good self to supply your critical comments & suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. **info@ijrcm.org.in** or **infoijrcm@gmail.com** for further improvements in the interest of research.

If your good-self have any queries please feel free to contact us on our E-mail **infoijrcm@gmail.com**.

Hoping an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator