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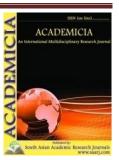


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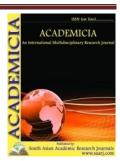


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A COMPARATIVE STUDY ON THE SERVICE QUALITY OF VARIOUS MOBILE SERVICE PROVIDERS

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ABSTRACT

The aim of this paper is to identify the gaps between customer expectation and the actual services provided at different stages of service delivery. This shows the differences between consumer's expectations and what they tend to perceive about a product or a service. SERVQUAL which is the (service quality gap model) is a gap method in service and quality measurement, a tool and technique that can be used by Product or process Manager across all industries. Our paper intends to highlight these variable and independent factors that may create an expectation in a consumers mind in this case in terms of mobile service providers and the quality of features they make available to their consumers. This is a fast growing market as urbanization grows and more of the population indulges in the purchase of a mobile phone as it is a need more than a luxury these days. Service providers need to understand this concept and the functioning of the human expectations and develop plans and actions according to their consumers need for them to sustain in the market. Our aim through this paper is to test and discover the importance of service quality of different mobile phone service providers, what they offer and how they function, also to unfold these elements and categorize them into reliability, assurance, tangibility, empathy and responsiveness and to reach a better understanding of mobile service providers and the services they offer.

KEYWORDS: Servqual, Mobile Service Providers, Service Quality, Expectations And Perception.

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DECENTRALIZED BUDGET DISTRIBUTION MODEL PRESENTATION AMONGST THE COUNTRY'S RESEARCH ORGANIZATION'S SUBSIDIARIES

(CASE STUDY OF ALL ACECR'S UNITS AND RESEARCH CENTERS)

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ABSTRACT

This is in question whether decentralized budget distribution among organizational subsidiaries and their distinctive activities are critically defendable or not? Undoubtedly, a series of varying discrete budget distribution procedures designed and modeled; in essence, budget distribution is based on Equal Distribution Patterns or Program Distribution Patterns which can be distributable as per of ratio each and every organizational units' past activities weight to cost centers. The purpose of this article is to present a model regarding a fair distribution of decentralized creditinto each of ACECR's (Academic Center for Education, Culture and Research) affiliated units by using Analytic Hierarchy Process (AHB)⁶ This is a descriptive survey that is of respective statistical samples having ACECR's units and research centers. The importance of each contributor to budget distribution has been oriented by both group decision-making process and Analytic Hierarchy Process (pair-wise comparison matrix). The results indicate some meaningful relations concerning recruitment type, education level, members' activity area, the proportion of organizational positions occupied to adopted, the amount of fixed

assets and new investments and finally per capita revenue to subsidiaries' cost centers and units annual credit.

KEYWORDS: Budget, Credit distribution, Analytic Hierarchy Process and Group Decision-Making Process.

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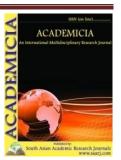


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A STUDY ON LEVEL OF SELF-ESTEEM AMONG COLLEGE STUDENTS

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ABSTRACT

Merriam-Webster, "a feelings of having respect for yourself and your abilities." Self-Esteem refers to one's opinion of self. High self-esteem means he holds himself in high regards, whereas low self-esteem means he does not have a good opinion about himself and can be the cause of depression and a host of other problems. Therefore, self-esteem is how much he/ she values himself/ herself and how important he thinks he is. It's a measure of how he/ she sees himself/ herself knowing within, that he/ she is worthy of the best. It is about loving and accepting oneself just the way one is thinking about how perfect he is and how he feels about his life and his achievements. It is about loving and accepting oneself just the way one is thinking about how perfect he is and how he feels about his life and his achievements. And by Tchouproff was calculated likely not random of ranked. Data analysis determined that Overall there is glass ceiling or negative beliefs about women that they should try to change them. In their Opinion, self-esteem isn't low in women and barriers aren't for women in the appointment of senior posts in organization. This means women do not refuse to accept responsibility but nothing proposed to them. Nowadays self-role is not discussed only in social psychology science but special status accounts in personality psychology, growth and adaptation to their.

KEYWORDS: Self Esteem, College Students, Level of Self Esteem

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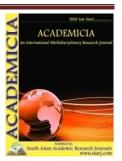


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MIGRATION IN WEST BENGAL IN THE CONTEXT OF MUSLIM CONCENTRATED REGION SINCE 1971

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ABSTRACT

Geographically Muslims are unevenly distributed throughout the state but central portion of the state has the largest number of Muslims. After the partition of India, huge immigration from the neighbouring Bangladesh has increased the Muslim population in West Bengal. Most of the Muslim population is found around the frontier districts of West Bengal. Muslim concentrated region is experienced diverse nature of outmigration in West Bengal. High Muslim concentrated region is observed comparatively low average rate of outmigration compare to moderate and low Muslim concentrated region. It is evident that religious factors are crucial in understanding the nature and content of outmigration in west Bengal. Of particular significance are the male female differences in these two types of regions. Outmigration is taking place from every place in the world, every age group, caste group and every religious group in the world. Minority groups are prone to migrate from one place to another for their social and economic security. Rao (1976) observed that among the religious groups Muslims migrated more. Sidhu et al. (1997) in astudy on migrant agricultural labour in Punjab found that about 8 per cent Muslim were migrants.

KEYWORDS: Migration, West Bengal, Muslim concentrated region, recent trend of migration, minority.

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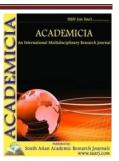


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HUMAN RIGHTS VIOLATION IN PRISONS- SOME CRITICAL ISSUES

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ABSTRACT

The present prison system frightens the inmate, not refines; it wounds, not heals, it embitters him, not binds him to others; it burns the skin but not awakens the soul. It works on the animal in man but neglects the spirit within. And penal torture hardens the criminal while our objective is to socialize and redeem the individual. Radical humanism and progressive penology must gravitate towards the therapeutic processes, which heal and humanize, restore and socialize, reconcile punishment with dignity of personhood. This statement given by Justice V. R. Krishna Iyer characterize real scene behind the bars. Human rights being fundamental and inalienable for human beings, the issues of human rights violation has become more relevant in twenty first century. Prisoners are much far away from public domain, so they are most vulnerable to human rights violation. To deal with this issue some critical issues such as: century old rules; too many and scattered rules; lack of simple and uniform rules; organizational obsoleteness; lack of infrastructure and resources; overcrowding; plight of prison staff; too many under trials; slow and expensive judicial system; lack of after release programme; low professionalism; corruption; lack of discipline; torture; inhuman conditions; suicides; deaths; and lack of awareness are to be discussed in this article. To resolve these issues and concerns appropriate suggestions have been made. In some of the cases prison institution due to carelessness and dereliction in performing their duties increase the severity of prisoners' punishment to such an extent that their human rights got transgressed.

KEYWORDS: Human rights, Prisons, violation, legal provisions

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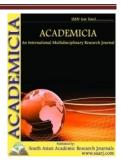


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NEW ECONOMIC POLICY AND THE FOOD GRAINS SECTOR IN INDIA

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ABSTRACT

The 25 years of economic liberalization had adversely affected the Indian agriculture sector specially foodgrians. The Present research paper is based on secondary data. It is collected from various Government of India Reports. The main objective of research paper is to examine the trends of area under foodgrians, Production and yields in India. Moreover to examine the per capita net availabilityof foodgrians in India. The scope of the research paper is to all India area, production and yield and its per capita net availability for the study i.e. 1991 to 2014. One could observe that during the new economic policy period, the area under foodgrians (Five Year Average) was marginally decreased (-0.26 percent) from the level of 123.89 million hectare in 1991-95 to the 123.57 million hectare in 2011-14. After new economic policy, there is a clear decline in the per capita net availability of foodgrians in India. Moreover per capita of net availability of Rice, other cereals and cereals are also declined. The term sometimes also refers to the movement of people (labor) and knowledge (technology) across international borders. There are also broader cultural, political, and environmental dimensions of globalization". Minimum support price, production strategies, public investment in infrastructure, research and extension for crop, livestock and fisheries, horticulture, agriculture technology, e-Mandi and irrigation facilities have expressively helped in growing the ,chemical fertilizers agricultural development. India accounts for only about 2.4 % of the world's geographical area and 4 % of its water resources, but has to support about 17 % of the world's human population and 15 % of the livestock.

KEYWORDS: Food grains, Area, Production, Yield, Cereals, Pulses

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IMPACT OF FIRM SPECIFIC AND MACROECONOMIC VARIABLES
ON FIRM GROWTH: EVIDENCE FROM NEPAL

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ABSTRACT

This paper examines the impact of firm specific and macroeconomic variables on firm growth using panel data analysis of 333 observations from 37 firms for the period of 2003/04 to 2011/12. Sales growth and assets growth are selected as the indicator of firm growth. The result shows that there is a significant negative impact of firm age on sales growth. The result further confirms thatassets growth in the Nepali firm is positively and significantly affected by shareholders' equity, leverage, firm size and liquidity whereas, negatively affected by firm age and cash flow. Among the macroeconomic variables, GDP growth and money supply have the significant positive impact on sales growth. However, real interest rate has the significant negative impact on sales growth of the firm. Regarding the assets growth, the variable inflation has significant positive impact and real interest rate has significant negative impact on assets growth in the Nepali firms.

KEYWORDS: firm growth, firm specific variables, macroeconomic variables

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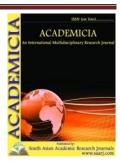


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A STUDY OF ACADEMIC ACHIEVEMENT OF SENIOR SECONDARY SCHOOL STUDENTS IN RELATION TO THEIR EMOTIONAL INTELLIGENCE

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ABSTRACT

The objective of the present study was to see whether there is a relationship between academic achievement and emotional intelligence or not? Descriptive Survey method was used for the present study. The study has been conducted on a sample of 800 XI class students (boys & girls) belongs to urban and rural areas of government and private schools of Gurgaon and Rewari Districts of Haryana State. Dr. K.N. Sharma's Divergent Production Ability Test was used as a tool and Matric examination marks were taken for judging the academic achievement of the students, tested at the 0.05 & 0.01 level of significance. The findings indicated that there exists a significant difference in academic achievement of senior secondary school students in relation to their High and Low Creativity. There exists a significant difference in academic achievement of urban and rural senior secondary school students in relation to their High and Low Creativity. The level of achieving is how far a student succeeds in a particular exam or standardized test (Reber, 1985). So the present study is a humble attempt to search an empirical database with certain hypotheses.

KEYWORDS: Psychologists, Achievement, Distinguishes, Recognition, Hypotheses,

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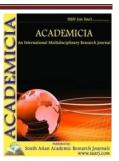


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ENGLISH FOR SPECIAL OR SPECIFIC PURPOSES (ESP): A STUDY ON TEACHING ESP COURSES

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ABSTRACT

English is taught for academic purposes as well as special or specific purposes in schools, colleges and universities as a part in ELT. English for academic purposes (EAP) is a course in ELT and teachers focus on language skills, vocabulary, grammar etc in ELT classrooms to train students or learners. English for special or specific purposes (ESP) is also another course where teachers focus on business English, technical English, scientific English, English for medical profession, aviation English, English for tourism etc. ESP is taught to meet the specific needs of the students or learners. Business English is the main concept of ESP. In ESP, grammar, lexis, register, discourse, genre etc are focused rather than language skills. Most of ESP courses are taught to the students who have basic knowledge in English and sometimes to the beginners also. Since 1960, ESP has become one of the prominent areas of EFL teaching. This paper focuses on the importance of ESP in ELT and the advantages of this course in special or specific situations. Moreover, this paper analyzes the use of ESP in business, tourism, aviation, science and technology and other technologies etc in a comprehensive way and teaching ESP courses in which teachers adopt different techniques is also discussed.

KEYWORDS: Aviation, Business English, Course, EAP, EFL, ELT, ESP, Science And Technology, Teaching, Technical English, Tourism.

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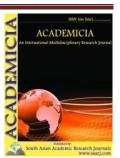


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DEVELOPMENT OF LEADERSHIP COMPETENCIES THROUGH TRAINING ACTIVITIES

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ABSTRACT

A well planned and better organized training activities is very vital for the overall effectiveness of training programs. It aims at providing the participants with real-time experience about the constraints and external forces that influence the work efficiency, eventually equipping them with leadership competencies, namely, self-awareness, building others, building and maintaining relationships which is helpful for leadership development. Proper planning and execution of pre and post training activities in corporate companies plays a vital role in grooming the personalities of the employees by helping them use the learned skills for leadership development. A total of 265 responses were collected from 4 organizations relating to manufacturing sector. All the respondents were from the junior to middle level managerial positions. The results of the study reveal that trainees were significantly more likely to have leadership competencies with proper pre and post training activities. The reason can be that the trainees are more likely to apply the learnt knowledge or skill when the situation which demands them for leadership development. The practical and research implications of these findings are discussed for making effective leadership development.

KEYWORDS: Equipping, Manufacturing, Influence, Overriding, Enhancement

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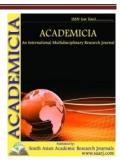


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THE RELATIONSHIP BETWEEN PARENTAL INVOLVEMENT AND STUDENTS' ACHIEVEMENT IN MATHEMATICS AND SCIENCE IN BATTICALOA EDUCATIONAL ZONE, SRI LANKA.

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ABSTRACT

This study investigated how were correlates with the parental involvement and the achievement of students in the urban and semi-urban type 2 schools in mathematics and science. The descriptive survey research design was employed to carry out this study. One hundred and ninety two (192) students from 16 type 2 schools in Batticaloa educational zone, Sri Lanka were stratified randomly selected for this study. The type 2 school was selected for maintaining the homogenous values. From the results of this study, parental involvement accounts for 26.1 % of the total variance in mathematics achievement of secondary schools ($R^2 = 0.261$; p < 0.05) and 19.4 % of the total variance in science achievement of secondary schools ($R^2 = 0.194$; p < 0.05). These percentages are significant at 0.05 level of confidence. It shows that parental involvement is an important predictor of mathematics and science achievement. There exists a significant difference in the parental involvement of urban and semi-urban type 2 school students (t = -8.12; p<0.05). Urban school students enjoy more parental involvement than their counterparts in the semi-urban school students. It shows that there is a correlation between parental involvement and male, female students in type 2 schools (t = -7.34; p < 0.05), and also there is a significant difference in the academic achievement of male and female students in mathematics and science (t = -0.432 and, -0.512 respectively; p < 0.05). It also shows the finding reports that, there is a significant difference in the academic achievement of mathematics and science with urban, semi-urban schools students (t = -9.142 and, -8.314 respectively; p < 0.05). Teachers and

Counselors need to enlighten parents on the need to personality get involved in the academic activities of their children.

KEYWORDS: Parental involvement, Type 2 school, Mathematics and Science Achievement, Teacher, Students, Urban and Semi-urban school.

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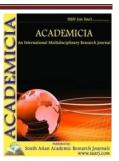


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TESL / TEFL: TEACHING ENGLISH AS A SECOND OR FOREIGN
LANGUAGE

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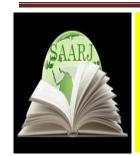
ABSTRACT

Undoubtedly, teaching is a noble profession. Teaching provides a unique service to meet the educational needs of an individual or of society. Teaching facilitates learning and enlightens the society. Apart from achieving curriculum outcomes, teaching emphasizes the development of values- human values and moral values, and guides students in their social life. Teachers employ certain practices and updated techniques with suitable methodologies, from time to time, to educate students in all aspects. English is a global language today and it has brought about a revolution in communication, technology, education etc across the world. Teaching and learning English language has become a passion and a fashion for people across the world. English is taught and learned as a second language or a foreign language around the world. To meet the global requirements and grab the opportunities in terms of employment, everyone tries to learn English. English is the only way to most of the young graduates to get jobs or run their own industries. English is taught as a second language and a foreign language but there are basic differences between TESL (teaching English as a second language) and TEFL (teaching English as a foreign language). This research paper throws a light on these differences and analyzes how teachers adopt certain techniques in teaching English as a second language as well as a foreign language. It will be discussed in a comprehensive way in order to bring out the basic differences between TESL and TEFL and similarities also. Moreover, the outcomes of English teaching as ESL and EFL will be discussed.

KEYWORDS: Differences, English, Language, Learning, Methods, Teaching, Techniques, TEFL, TESL.

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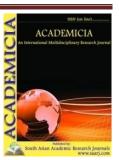


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IMPACT OF TERRORISM ON ECONOMIC GROWTH OF INDIA: GROWTH ON FLAMES!

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ABSTRACT

Terrorism has become a global problem in recent times which deteriorate a country's economy and global peace and security. Since independence, India has been victimised by the rampant of terrorism. To some extent, it has affected the global growth as many countries are being affected by terrorism. Hence, the paper attempts to examine the relationship between the terrorism in India and Indian economic growth. To establish the connexion, the data for Indian terrorism scores is taken from the Global Terrorism Index and GDP is taken as proxy for Indian economic growth, for that the data is collected from the official website of Reserve Bank of India from 2001 to 2016. To estimate, we employ, Augmented Dickey Fuller Test and Philip Perron, tests of stationarity, Johenson's cointegration approach, and Granger causality/Block Exogeneity Wald tests to conclude the objective of the study. The key results depicts that there is nocointegration between the Indian terrorism and Indian economic growth confirming a non-causality using Granger causality test. Therefore, this study concludes by recommending Indian government to play a proactive role to combat this political and religious war and maintain peace and security to magnify the economic growth.

KEYWORDS: Economic: Global: Growth: Index: Rate: Terrorism

SECTION 6: REFERNCES

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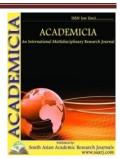


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AN EMPIRICAL STUDY AND ANALYSIS OF THE CAPITAL STRUCTURE & WORKING CAPITAL OF INDIAN TEXTILE INDUSTRY {WITH SPECIFIC REFERENCE FOR THE PERIOD 2006-07 TO 2015-16}

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ABSTRACT

The Indian Textile sector has proven to be one of the major sectors driving the Indian Economy in terms of varied economic factors including employment and exports amongst others. The paper aims to undertake an empirical study of the BSE-listed Indian textile companies' Capital structure and Working capital covering seventy one percent of the market capitalisation. They are considered as two goliath financial elements in the financial statements that drives the existence of an entity. An analysis is done on the trend and driving force of Capital structure and Working capital of the Indian textile Sector. Eight companies were selected on the basis of market capitalisation and their key financials were extracted for a period of ten years i.e. (2006-07 to 2015-16). With the help of the key indicators the sector was analysed which led to various

findings about the requirement of fund, preferred source of fund, proportion of Debt to Equity, major component of working capital, prime application of working capital amongst others. The sector provides employment almost to 4.5 crore people directly making it one of the largest employer in the economy. Additionally, India is the second largest cotton exporting country and contributes to 13% of country's export earnings.

KEYWORDS: Capital Structure, Debt-Equity, Indian Textile industry, Working Capital.

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