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(From 2018-19 to 2022-23) Supporting Documents

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MANAGING STRESS BY MUSIC THERAPY

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ABSTRACT

Stress Management *is a wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of and for the motive of improving everyday functioning.* ***Music therapy*** *is the use of music to address the physical, emotional, cognitive, and social needs of a group or individual. It employs a variety of activities, such as listening to melodies, playing an instrument, drumming, writing songs, and guided imagery. Music therapy is appropriate for people of all ages, whether they are virtuosos or tone deaf, struggling with illnessesor totally healthy.*

Music therapy touches all aspects of the mind, body, brain and behavior. Music can provide a distraction for the mind, it can slow the rhythms of the body, and it can alter our mood, which in turn can influence behavior. Music is effective for relaxation and stress management. If you want to take the positive effects of listening to music to another level, try singing. Singing is one of the best ways to shift the vibrations of our thoughts and the very cells of our body, helping slow and regulate breathing and promote relaxation.

This form of treatment may be helpful for people with depression and anxiety, and it may help improve the quality of life for people with physical health problems. Anyone can engage in music therapy; you don't need a background in music to experience its beneficial effects.

Thus, this paper makes an attempt to study the stress management through a unique way through a musical therapy.

Keywords: - Stress management, Music Therapy, engaging in hobbies to reduce stress.

1. INTRODUCTION

1.1 Introduction to Stress and Stress Management Techniques

Stress is our body's Response to pressure. Many Life events or varied situations can cause stress. It is often triggered when we experienced something new, unexpected or that threatens our sense of self, or when we have no or very little control over the situation.

Different people deal with stress differently. The ability to cope up with the stressors depends on number of factors, viz. early life events, personality and social and economic circumstances. Time stress, Anticipatory stress, Situational stress and Encounter stress are the four types of stress.

Stress management is a wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of and for the motive of improving everyday functioning.

There are things we can learn to help us cope up with the stress before it gets to be too much. These tips may help us keep stress at bay:

- Keep a positive attitude.
- Accept that there are events that we cannot control.
- Be assertive instead of aggressive. Assert your feelings, opinions, or beliefs instead of becoming angry, defensive, or passive.
- Learn to manage our time more effectively.
- Set limits appropriately and say no to requests that would create excessive stress in our life.
- Make time for hobbies and interests.
- Don't rely on alcohol, drugs to reduce the stress. Drugs and alcohol can stress your body even more.
- Seek out social support. Spend enough time with loved ones.
- Seek treatment from the professional trainer to learn more healthy ways of dealing with the stress in our life.

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3.3 Limitations

As the music therapy is still not that popular, it became difficult to collect the primary data.

3.4 Data Collection

Primary Data: Data has been collected by the researcher himself/herself through surveys, interviews with the help of specially designed questionnaire.

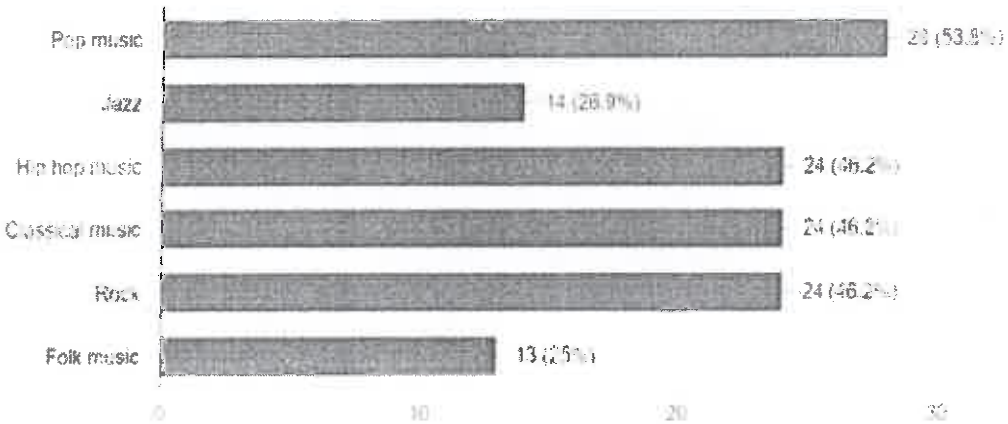
Secondary Data: Newspaper, Magazines, journals, Internet facilities, etc

Sample size: 52

4. DATA ANALYSIS AND INTERPRETATION

What type of music do you like?

52 responses



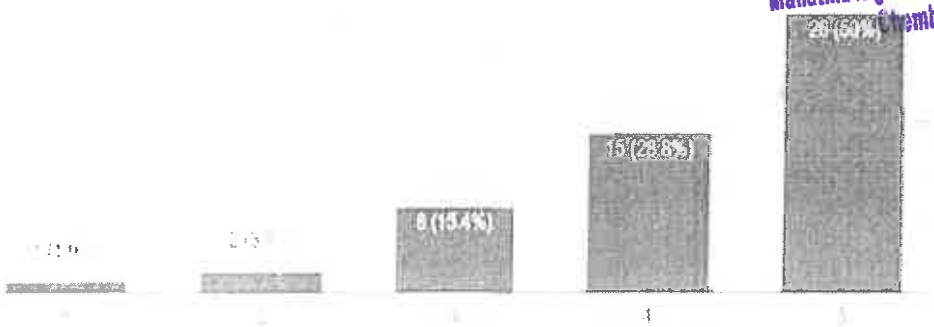
CATEGORY	FREQUENCY	PERCENTAGE
Pop Music	28	53.8%
Jazz	14	26.9%
Hip Hop Music	24	46.2%
Classic Music	24	46.2%
Rock	24	46.2%
Folk Music	13	25%

INTERPRETATION

The above table shows majority of people like Pop Music.

8. To what extent do you think the music treatment can lower your stress?

52 responses



CATEGORY	FREQUENCY	PERCENTAGE
Least 1	1	1.9%
2	2	3.8%
3	8	15.4%
4	15	28.8%
5 Most	26	50%

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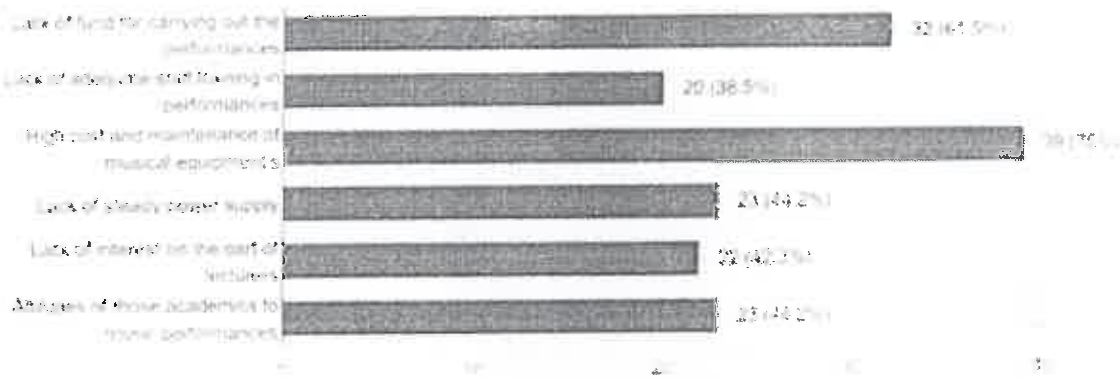
CATEGORY	FREQUENCY	PERCENTAGE
Traditional Music	29	55.8%
Instrumental Music	22	42.3%
Classical Music	23	44.2%
Vocal Music	25	48.1%
Dance drama	28	53.8%
Juju Music	16	30.8%
Jazz	10	19.2%

INTERPRETATION

In the above horizontal diagram shows the music performances serve as therapy for managing stress that is Traditional Music is 55.8%, Instrumental Music is 42.3%, Classical Music is 44.2%, Vocal Music is 48.1%, Dance drama is 53.8%, Juju Music is 30.8%, Jazz is 19.2%.

11. The hindrances to the use of music performance for stress management.

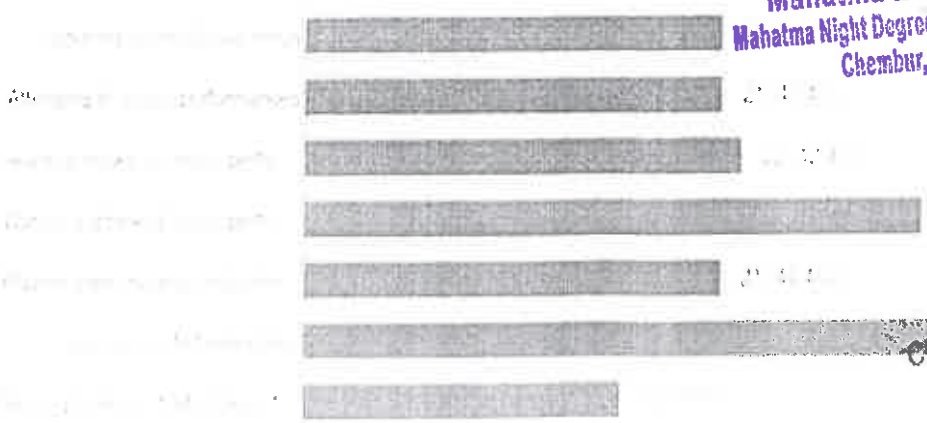


CATEGORY	FREQUENCY	PERCENTAGE
Lack of fund for carrying out the performances	32	61.5%
Lack of adequate staff training in performances	20	38.5%
High cost and maintenance of musical equipment's	39	75%
Lack of steady power supply	23	44.2%
Lack of interest on the part of lecturers	22	42.3%
Attitudes of those academics to music performances	23	44.2%

INTERPRETATION

The above diagram shows the hindrances to use muse is Lack of fund for 38.5%, High cost and maintenance of musical equipment's is 75%, Lack of steady power supply is 44.2%, Lack of interest on the part of lecturers is 42.3%, Attitudes of those academics to music performances is 44.2%.

12. Strategies would help in stress management



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- Biofeedback
- Counselling, to help you recognize and release stress.

9. Working out regularly is one of the best ways to relax your body and mind. Plus, exercise will improve your mood.

10. When you're stressed, your muscles get tense. You can help loosen them up on your own andrefresh your body by:

- Stretching
- Enjoying a massage
- Taking a hot bath or shower
- Getting a good night's sleep

11. Relaxing hobbies include things like:

- Reading
- Knitting
- Doing an art project
- Playing golf
- Watching a movie
- Doing puzzles
- Playing cards and board games

12. Guided meditation is a great way to distract yourself from the stress of day

6. CONCLUSION

Our findings indicate that music listening impacted the psychobiological stress system. Listening to music prior to a standardized stressor predominantly affected the autonomic nervous system (in terms of a faster recovery), and to a lesser degree the endocrine and psychological stress response. These findings may help better understanding the beneficial effects of music on the human body.

It is concluded that music therapy can be effectively used to overcome and prevent stress, depression and anxiety related disorders if used regularly in a prescribed manner under a supervision of a music therapist. It has a potential to be used in preventive as well as curative healthcare as an adjunct therapy. In depth research is on way to quantify the effect music has on brain functioning.

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A Study of Perception and Awareness of Cryptocurrency with Special Reference to Mumbai Retail Investors

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Abstract :- Many activities in our everyday lives have been combined online as a result of the rapid growth of information and communication technology, making them more flexible and effective. A massive increase in the number of online users has reactivated virtual word notions and spawned a new commercial phenomena known as cryptocurrencies, which is used to expedite financial transactions such as buying, selling, and trading. Cryptocurrencies are digital representations of valuable and intangible commodities that can be utilised in a variety of applications and networks, including online social networks, virtual worlds, and peer-to-peer networks. In recent years, virtual currency has become widely used in a variety of systems. This research looks into what users think about the future of cryptocurrencies. The paper implies correlation and chi square test to test association between investors perception and decision making relating to investing in this controversial currency, this is tested with 120 the sample size of retail investors belonging to Mumbai who have interest in cryptocurrency.

Keywords :- Retail investors, Cryptocurrency, perception, awareness

A Study of Perception and awareness of Cryptocurrency with special reference to Mumbai retail investors.

Introduction :- A cryptocurrency is a digital or virtual currency that is protected by encryption, making counterfeiting and double-spending practically impossible. Many cryptocurrencies are built on blockchain technology, which is a distributed ledger enforced by a distributed network of computers. Cryptocurrencies are distinguished by the fact that they are not issued by any central authority, making them potentially impervious to government intervention or manipulation. Cryptocurrencies are digital or virtual currencies that rely on cryptography technologies to function. They make it possible to make safe online payments without the involvement of third-party payment processors. Various encryption methods and cryptographic approaches, such as elliptical curve encryption, public-private key pairs, and hashing functions, are referred to as "crypto."

Cryptocurrencies can either be mined or bought on cryptocurrency exchanges. Cryptocurrency purchases are not permitted on all ecommerce sites. In fact, even famous cryptocurrencies like Bitcoin are rarely used for retail purchases. (García-Monleón et al., 2021). Cryptocurrencies, on the other hand, have become popular as trading instruments because to their increasing value. They are also utilised for cross-border transfers to a limited extent.

Blockchain :- Blockchain technology is at the heart of Bitcoin's and other cryptocurrencies' attractiveness and usefulness as its peer to peer(Nakamoto S. Bitcoin: a peer-to-peer electronic cash system. 2008)

Blockchain is, as its name implies, a collection of interconnected blocks or an online ledger. Each block comprises a collection of transactions that each network member has independently validated. Every new block must be validated by each node before being confirmed, making changing transaction histories nearly impossible. The contents of an online ledger must be agreed upon by the whole network of a single node, or computer, that keeps a copy of the

As a result, it's critical to research the effectiveness of bitcoin as an investing tool among Mumbai residents by determining their level of understanding and perception.

Materials and Methods :-

Objectives :-

1) To Highlight the growth and trends of cryptocurrency investment by retail investors.
2) To examine the relationship of demographic factors with investments of cryptocurrency
3) To study the perception and awareness of retail investors relating to cryptocurrency.

Hypothesis :-

1) There is no association of Age with awareness relating to cryptocurrency.
2) There is no correlation of positive perception and retail investors' decision for investing in cryptocurrency.

Methodology :- The research is empirical in character and is based on primary data.The study's geographical scope includes Mumbai. Retail Investors are chosen for the purpose of data collection . Data collection technique: Primary sources are mostly employed for data collection, with a structured interview schedule being used for primary data collection. Secondary data is also gathered from a variety of reports and periodicals. Size of the sample: There are 120 people in the sample. Convenience sampling is a sampling strategy.The percentage method, chi-square test, and weighted mean are used to examine the data.

Findings and results

Table 1: Demographic profile

Frequency Table for Nominal and Ordinal Variables

Variable	*n*	%
Age		
20-30 Years	22	18.33
30-40 Years	20	15.00
40-50 Years	46	38.33
50-60 Years	28	23.33
60 and above	04	3.33
Missing	0	0.00
Education		
H.S.C	20	16.67
Graduate	50	41.67
Post-Graduate	50	41.67
Missing	0	0.00
Occupation		
Private Sector Employee	30	25.00
Government Employee		7.50
Self employed / Own business	41	34.17
Professional	8	6.67
Others(Freelancing, Home makers)	12	10.00
AnnualIncome		
Upto 3 Lakhs	36	30.00

Results :- The result of the correlation was examined based on an alpha value of 0.05. A significant positive correlation was observed between perception about cryptocurrency and Adoption of investing (r_p = 0.36, p< .001, 95% CI [0.21, 0.52]). The correlation coefficient between perception and investing decisions was 0.68, indicating a moderate effect size. This correlation indicates that as positive perception increases, Adoption of technology tends to increase. Table 3 presents the results of the correlation.

Table 3

Pearson Correlation Results between Perception and Adoption

Combination	r_p	95% CI	P
Perception- Investing decisions	0.36	[0.21, 0.51	< .001

Note.n = 120.

Discussion :- There is significant relationship between the Age and usage and perception and awareness for cryptocurrency. The results of perception shows that the majority of retail investors believe that cryptocurriencies are convenient and user-friendly, provide fast and rapid investment opportunities, provide a spending analysis, lower risks , and minimise the burden of managing cash. The fact that the applications may only be utilised for big investors was also disliked by 55 percent of the respondents. Furthermore, 89 percent of respondents disagreed that the bitcoins are exclusively useful for educated people, while only 11 percent believe that technology-based services are suited for educated business class people. Approximately 85% of those polled are familiar with cryptocurrency. Almost half of the people polled have heard of cryptocurrency. Only a small percentage of those polled have a thorough understanding of cryptocurrency. Cryptocurrency should be legalised as an investment tool, according to the majority of respondents. Half of the respondents are opposed to investing in cryptocurrency, while the remaining 35% are unsure. 40% of people are willing to invest in cryptocurrencies. The majority of people who are willing to invest in cryptocurrency would prefer to invest roughly 5% of their annual wage, according to the respondents. Those who have already invested in Cryptocurrency have received a majority of about 105 percent return, followed by more than 20% return on investment in Cryptocurrency.

Conclusions :- Furthermore, ease of use and utility have been identified as two of the most important variables influencing people' willingness to accept new technology. Furthermore, monetary instability, value construction, and government backing all contribute to a higher adoption rate among users. The perceived trustworthiness of cryptocurrencies is a crucial factor in purchasing decisions. However, determining a respondent's level of trust in a cryptocurrency is not easy. It might refer to the asset's technological resistance to manipulation, the investor's ideological mentality, the asset's price stability, or the capabilities of the team that created the coin. Based on the foregoing findings, it can be stated that the general public is aware of cryptocurrency and would like to include it in their financial portfolio because it offers a good return. However, they are hesitant to invest in cryptocurrency due to a lack of government and regulatory oversight. If the Government of India and its regulatory agencies take steps to control its use and transactions in the financial market, it has the potential to play a significant part in an investor's overall portfolio.

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A Study on Perception and Awareness about Fintech Platforms

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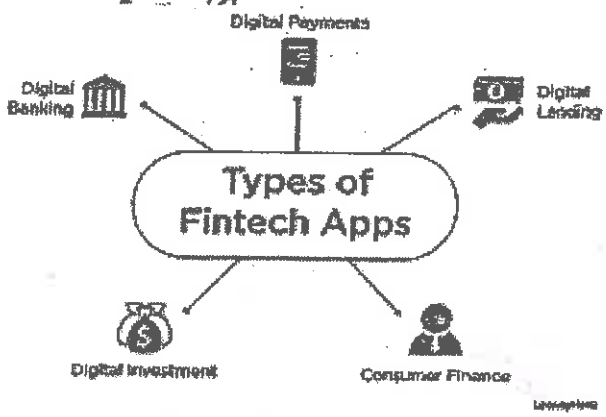
INTRODUCTION

The term "fintech" refers to new technology that aims to improve and automate the delivery and usage of financial services. Fintech, at its most basic level, is used to help organisations, company owners, and individuals better manage their financial operations, procedures, and lives through the use of specialised software and algorithms that run on computers and increasingly, smartphones. The term "fintech" is a mix of "financial technology" and "financial innovation." Fintech was coined in the twenty-first century to describe the technology used in the backend systems of established financial organisations. However, since then, there has been a shift toward more consumer-focused services and, as a result, a more consumer-focused definition. Fintech today spans a variety of sectors and industries, including education, retail banking, nonprofit fundraising, and investment management, to mention a few. Fintech also encompasses the creation and use of digital currencies like bitcoin. While that sector of fintech gets the most attention, the major money is still in the traditional global banking business, which has a multi-trillion-dollar market cap.

Some innovative trends for Fintech App Development are:

1. Blockchain Technology
2. Artificial Intelligence (AI)
3. Big Data
4. Microservices



Source: https://www.leewayhertz.com/build-a-fintech-app/

CATEGORIZATION OF MAJOR FINTECH INNOVATIONS

Payments, Clearing & Settlement	Deposits, Lending capital raising	Market provisioning	Investment management	Data Analytics & Risk Management
Mobile and web based payments Digital currencies Distributed ledger	Crowd Peer to peer lending funding to currencies Distributed Ledger	Smart contracts Cloud computing e Aggregators	Robo advice Big data Smart contracts, E trading	Artificial intelligence, Data analysis

Source: WEF 2017.

Review of Literature

FinTech, or financial technology, has grown in popularity around the world, however its significance differs by region, based on economic development and market structure (Berkhout et al. 2019). The term, which dates back to the early 1990s, now refers to a fast expanding financial services process (Arner et al. 2017; Hochstein 2015). FinTech companies use new creative technology to provide financial services that "draw customers with goods and services that are more user-friendly, efficient, transparent, and automated than those already accessible"

(Dorfleitner et al. 2017, p. 5). FinTech enterprises are difficult to categorise legally because they operate across a wide range of business lines and methods, as well as industries, ranging from crowdfunding to credit providers, cryptocurrencies to angel investment networks.

FinTech has progressed through three stages (Arner et al. 2017). With the adoption of the first simple abacuses, the first phase came from surplus production and technological breakthroughs brought forth by the industrial revolution. The introduction of the telegraph (Nicoletti 2017), as well as telegraph transmission and heavy trade between countries, made it possible to conduct financial transactions on a worldwide scale using technology after the mid-1800s (Standage 2013). The financial services business was intimately related to technology from 1866 to 1967, although it remained primarily analogue. FinTech 1.0 is the name given to this period.

FinTech 2.0, or advancements in digital technology between 1967 and 2008, allowed financial-services technologies to transition from analogue to digital and became international. Barclay's Bank, for example, was the first to adopt automatic teller machines.

Objectives of the Study

1. To identify the level of awareness of Fintech solutions among Users.
2. To identify if there are any educational differences in awareness of fintech solutions relating to different factors
3. To highlight different factors of perception and awareness of fintech solutions in the group

Hypotheses of the study are:

H0: There is no association between level of awareness and age group of Users

H0: There is no Educational differences in awareness of users about fintech uses and benefits

Research Methodology

Primary and secondary data were used during the analysis. Primary data were collected through interview schedule. 105 sample respondents are used for the study based on simple random sampling. Statistical tools gap analysis and percentages were used to find out the desired result. ANOVA was used to find out the association between the variables under study. Educational status of the users and their level of awareness were the variables used in the study.

Table 4: Awareness relating to market and finance

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
1. Awareness about types of fintech apps	105	2	5	4.70	0.553
2. Awareness about benefits to users	105	2	5	4.17	0.562
3. Market knowledge for successful contribution of solutions	105	2	5	4.66	0.701
4. Awareness about limitations of the solutions	105	2	5	4.33	0.663
5. Awareness relating to usage of technology	105	2	5	4.39	0.712
6. cost benefit analysis.	105	2	5	4.25	0.641
7. Saving time and energy	105	2	5	4.34	0.634
8. Linkages with other rewards	105	2	5	4.30	0.620
9. Getting financial expert advice before bigger decisions.	105	2	5	4.32	0.639
10. Studying market forces regularly before using app	105	2	5	4.42	0.707

Awareness relating to usage and adoption of fintech apps is shown in the above table where we can see average that's mean and standard deviation relating to various categories are shown which are more or less above average.

Table 5: Anova for Educational qualification and Awareness

		Sum of Squares	Df	Mean Square	F	Sig.
Fintech applications Awareness	Between Groups	11.584	3	3.873	4.031	0.011
	Within Groups	57.466	102	0.953		
Fintech benefits awareness	Between Groups	4.566	3	1.419	2.623	0.05
	Within Groups	33.529	102	0.455		

Table 6: Anova for Age and Awareness

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	2.051	2	1.025	0.932	0.412
Within Groups	68.011	103	1.097		

Results and discussions:

It was observed that there is significant association between educational qualification and awareness of fintech apps usage. Moreover, the responddents hold positive perception about the fintech solutions. Their level of awreness is reflected I n the educational background but age bears no significant contribution as determinant factor for awareness and positive perception for fintech solutions. However, generally the five point likert scale shows optimum usage of fintech apps like Upstox, Grow, Kite, E payments like G Pay, phonepe, Net banking apps etc. So undertaking swot analysis of various categories of Fintech apps could be possibily future scope of this research. Fintech innovation not only saves money for businesses, but it also saves money for consumers. Because traditional organisations incur costs such as salaries, rent, and advertising, these costs can be avoided, allowing innovative firms to invest in their clients. Many operations have been automated, which has shown to be more effective in areas such as lending risk more precisely and requiring less human presence, cutting the cost of services provided to clients. Fintech companies have improved transaction efficiency and convenience by making extensive use of mobile connections. Customers will have a better experience, there will be more transparency, and information will be more accessible to the general public. By ensuring that this information is readily available to consumers, better public services may be provided. Financial technology has also made financial products available to people who do not have bank accounts, ensuring that every person in world has access to financial services. Knowledge of fintech apps have made life easier in terms of trading, payments, banking etc. So paper is instrumental to throw light on the perspective of users towards fintech technology.

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very important for India. This is because we have demographic dividend and the rate of job creation of the economy is very slow. The slow rate of job creation will have negative repercussions on the increasing youth population in India and thus affecting the social milieu. The poor quality of the education system has taken a toll on many young graduates and postgraduates, now the institutes have been rated based on placement they can secure for their students. Therefore, many educational institutes are running fake placement scams and providing fraud offer letters (Padhi and Ganesh, 2018). Many young graduates are underemployed or unemployed. The situation of youth employment is so bad that for a post of peon, lakhs of graduates, postgraduates, M.B.A and engineering degree holders and even PhD. Holders also apply. Thus, large scale unemployment and unemployment will ultimately have an impact on aggregate demand through macroeconomic linkage and deter economic growth.

Urbanisation and Covid -19 Pandemic :- The migration of rural poor toward the Indian metro is a continuous process. The urban metropolitan cities are already overburdened with their existing population and migration of people is continuously increasing stress in urban infrastructure. The Indian labour market is characterised by a high degree of informality (Bandura and Sword, 2018). The urbanisation of the labour force brings a high degree of informalisation with it. The unskilled rural worker gets their shelter in the informal urban service sector. The high land prices and small room sizes is another peculiarity of large urban agglomerates like Mumbai. The small room size does not provide privacy in an urban set up which could also harm family members including young adults. Urban setup further put a burden on social services as many people demand the same service with limited supply-side availability. The overburdened government hospital in cities is an excellent example of the denial of social services appropriately to city dwellers.

The covid-19 pandemic brought a lesson for unchecked urbanisation. The contagious disease changed the way human life used to be. The covid-19 pandemic opened the unforeseen fragile linkage between urbanisation and informalisation. How the marginal workers survive in an informal economy in the large cosmopolitan city of Mumbai was seen by the world. There was a huge argument in the TV debate that how should have been lockdown planned and reporters were running behind the fare foot informal workers. However, Covid-19 showed the world that these marginalised communities dwell in the city in an unhygienic manner. Though the study was originally planned to cover the issue of youth employment in Mumbai and its adjacent region, the Covid-19 pandemic made it essential to study the impact of the pandemic on the lives of the people. Therefore, a few questions have been added at the end of the questionnaire of this study to assess the impact of a covid-19 pandemic.

Under this backdrop, our study is based on primary data collected mainly from Mumbai and its adjacent district. The study aims to understand the employment situation of youths in these districts. The impact of the Covid-19 pandemic in the life of respondents was briefly covered in the study.

Review of Literature :-

Arora et al (2017) commented that despite impressive improvement gross enrolment rate in schools, the illiteracy level is highest in India as compared to the world. The gross enrolment rate is very low in the highest education as compared to the primary and middle levels of education. Thus, a rise in literacy rate does not ensure social progress. The government expenditure is very low in the education sector. Therefore, there is a need to increase public expenditure in education and ensure higher enrolment in graduation and post-graduation courses.

Chaudhari (2014) criticised India's ability to create quality employment. He analysed that labour productivity in the labour-intensive industries declined from 2001 to 2010. Hence, certain skilling techniques were required to increase employment in the labour-intensive sector. In addition to this, he emphasised sector-specific skill training

underemployment.

Walter (2020) commented on the vulnerability of micro and small businesses, women and casual labour during a covid-19 pandemic. He discussed that the above-said class of people were the worst hit because of a pandemic. They do not have regular income and social security benefits. The pandemic threatens the survival of these people, especially in urban areas.

3.1 Sources of Data :- The study is based on primary data. The primary data is collected through online and offline modes. The online mode of data collection was needed because of lockdown restrictions. However, offline data collection started once the restriction was removed offline data collection and interviews were taken. 200 respondents answered the questionnaire.

4.1 Characteristics Based on Primary Data :- Table 4.1 explains the gender distribution of the respondents. The primary data consist of 39.00 percent of females and 61.00 percent of male respondents. The study tried to capture Mumbai and the adjacent district. An effort has been made to cover maximum working people to understand the effect of a pandemic on the lives of working professionals.

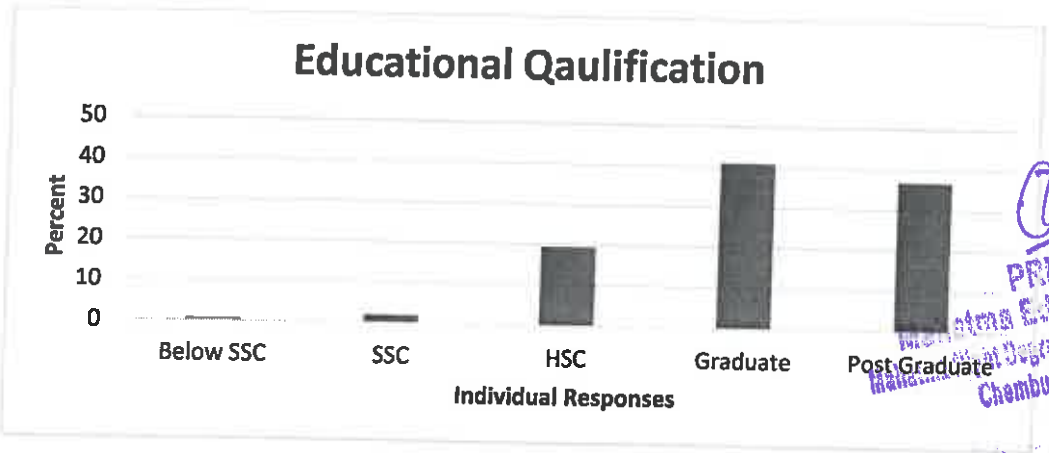
Table 4.1: Gender

Category	Frequency	Percent
Female	78	39.0
Male	122	61.0
Total	**200**	**100.0**

Source: Calculated by Author from Primary Data

The research attempted to cover the problem of educated youth in Mumbai, Thane and adjacent districts. The study covered 41.00 percent of graduates and 37.00 percent of postgraduates in the survey. Only 19.50 percent of respondents have studied till higher secondary board (HSC). Further, the percentage of people who have studied up to Senior Secondary Board (SSC) or below it, is only 2.50 percent. Thus the survey covered fairly educated respondents. The study has been conducted in the metropolitan region and therefore it is expected that the educational qualification of people living in the metropolitan region is higher than the semi-urban or rural background areas due to better educational infrastructure available in this region.

Figure 4.1 :- Educational Qualification



Source :- Derived from Primary Data

Figure 4.2: Percentage Distribution of Individuals According to Occupation

Rs 30000 to 50000	26	13.00
Rs 50000 to 100000	30	15.00
Above Rs 1 Lakh	13	6.5
Total	200	100.0

Source :- Calculated by Author from Primary Data

Table 4.3 explains respondents' views on their educational qualifications and existing employment satisfaction. When it was asked to them whether they feel that their educational qualification justify their current occupation, only 40.00 percent of the respondents firmly confirmed that their educational qualification justifies their existing occupation. On the other hand, 35.50 percent of surveyed respondents said that they felt that they are underemployed in their existing occupations. There is another category of 24.50 percent respondents who were not sure about their existing occupation justify their education or not. Thus, it has been found that there exists a great deal of underemployment as only 40 percent of respondents were firm that they were justifying their educational qualification in the current job.

Table 4.3 :- Occupation Justify Educational Qualification

Category	Frequency	Percent
May be	49	24.50
No	71	35.50
Yes	80	40.00
Total	200	100.0

Source :- Calculated by Author from Primary Data

Table 4.4 inquired about the career up-gradation plan of the individuals. In the constantly changing market environment, people are doing various professional courses to upgrade their position in the existing place of employment. However, the survey found that only 43.50 percent of individuals were doing some professional course to upgrade their current job profile. The rest of them were not eager to do any such course.

Table 4.4 :-Currently Pursuing Any Professional Course

Category	Frequency	Percent
No	113	56.50
Yes	87	43.50
Total	200	100.0

Source :- Calculated by Author from Primary Data

Table 4.5 explain the answer to excessive occupational stress faced by the individuals in their existing job profile. It was an open-ended question that had only two options of yes and no. The percentage of individuals who said that they face mental stress of existing job condition was 54.50 percent and 45.50 percent of respondents said that they did not have any mental pressure in their existing job.

Table 4.5: Excessive Occupational Stress

Category	Frequency	Percent
No	91	45.50
Yes	109	54.50
Total	200	100.0

Source :- Calculated by Author from Primary Data

There was a question about the financial security of the individuals. This question was asked to understand their perspective about their financial security in their existing occupation. The answer was very clear in the study as 62.00 percent of individuals said that they did not have any financial security in the current occupation while 11.00 percent were in a dilemma when asked about their financial security. Thus we

choices. They express their opinion firmly while it might be a little difficult for youngsters.

Table 4.8: Lost Job / Financial Losses due to COVID-19 Lockdown

Category	Frequency	Percent
No	87	43.50
Yes	113	56.50
Total	200	100

Source :- Calculated by Author from Primary Data

Table 4.8 deals with the first question asked to the surveyed individuals which are related to the financial impact faced by the individuals. Since our sample population consist of both self-employed and private salaried employees, this question has been framed from both perspectives. This is because self-employed will have a loss of business income while private salaried employed might face job loss. In our analysis, 56.50 percent of individuals agreed that they face loss of income and loss of job as a consequence of the Covid-19 pandemic. On the other hand, 43.50 percent said that they did not face any such consequences. The second question was asked to individuals did they face salary cuts as a consequence of lockdown.

Table 4.9 shows that 66.00 percent of people agreed that they faced such issues of salary reduction and loss of business as a consequence of economic lockdown. It is to be noted that 56.50 percent of individuals said that they lost their job or lost business income in the previous question but the percentage increased to 66.00 percent when we asked about salary cuts. However, there was 34.00 percent of individuals said that they did not face salary deductions. It is to be noted that all the cognitive skill-oriented jobs started working online and work from home became new normal because of the Covid-19 pandemic. But it does not stand true for unskilled workers.

Table 4.9: Salary/Business Income Reduction Due to COVID-19 Lockdown

Category	Frequency	Percent
No	68	34.00
Yes	132	66.00
Total	200	100.0

Source :- Calculated by Author from Primary Data

In Table 4.10 same question was asked to the surveyed individuals. 71.50 percent of individuals said that they faced mental stress due to pandemic situation while 28.50 percent of individuals said that they did not face any mental stress or behavioural changes due to the Covid-19 pandemic.

Table 4.10: Mental Stress or Behavioural Change due to Pandemic

Category	Frequency	Percent
No	57	28.50
Yes	143	71.50
Total	200	100.0

Source :- Calculated by Author from Primary Data

Table 4.11 shows the number of person who used the public distribution system which is popularly known as ration facility during the lockdown. There was only 47.00 percent of individuals who said that their family used ration facility during the lockdown period. It is to be noted that Central Government provided a free ration facility till November 2020 for all ration cardholders. This was the most welcomed step to help the poor during the pandemic by India Government. There was 53.00 percent of individuals who denied that their family did not use the ration facility during the lockdown period. It ration facility was widely used by the poor during the lockdown period and it was more used in the rural areas as rural distress increased due to economic lockdown.

Table 4.11: Used Ration Facility during Pandemic

significantly affect their monthly income. Thus the analysis of logistic regression found that monthly income is significantly affected by professional courses done by an individual and their education level. Gender and employment status turn out to be insignificant variables in the model.

We have tried to develop our models keeping individuals optimistic about career growth, their financial security etc as a dependent variable but the result for those models were not very convincing. Therefore, those models have been kept outside the purview of this research report.

Conclusion :- The economic growth has not remained inclusive. Though the poverty rate declined over some time, the inequality level increased. The gap between the haves and have nots widened especially in the cosmopolitan cities of Mumbai and Thane. The real estate prices in these cities do not allow a new migrant from a low-income group to buy a house in the city. The current educational infrastructure does not provide job oriented skills. There is a skill gap between job market skills and academic syllabus based skills. Therefore it is needed for the hour that vocational education should be a part of the school curriculum. The extent of underemployment and unemployment is very high among youth. The survey revealed that youth in Mumbai, Thane and nearby districts were underemployed and unemployed as well. The central government has many policies targeting rural unemployment which directly deals in labour market intervention. However, in the case of urban youth, there is no direct intervention of the Government in the labour market. The self-employment schemes are not very popular among urban youth. Therefore, specific urban youth-oriented policies ensure labour market intervention of the government and some minimum allowance for unemployed youths. Financial security is the biggest concern in the private sector and self-employed category individuals. Therefore, there is a need to bring a new financial product that ensures minimum income during the difficult time of an individual. The financial product should take care of the essential needs of individuals.

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A Preliminary Study of Avifaunal Diversity along Gandhari River, Kalyan Taluka, Thane District, Maharashtra- India

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Abstract :- Ever increasing population is not only threat to environment but also lead to alteration in beauty of nature. With rampant concretization, transport and human interference for their livelihood in an around the eco sensitive zone is steadily losing green cover and posing threat to biodiversity. This area is home for many bird species- residential as well as winter visitors. Gandhari river area also has significant diversity of insects, butterflies. The above area is famous recognized spot for birding but during the recent survey it was observed that the diversity of winter birds is less as compare to earlier may be because of more human interference. From the conservation point of view, the above area which was undisturbed with rich diversity, now it has been impacted by urban pressure. This study aims to identify the possible impacts of urbanization on the biodiversity and help to establish baseline data for planning effective management and conservation strategies.

Keywords :- Biodiversity, Gandhari River, urbanization, birds in Kalyan

Introduction :- Birds are the indicator of the health of an ecosystem as they indicate its needs and diversity. Birds play various useful roles such as control of insects, pests of agricultural crops, predator of rodents, scavengers, seed dispersers and as pollinating agents. Birds provide ecological services that contribute to maintaining ecosystem processes and some of the necessary conditions on which human other organisms depend. This services ranges from food provisioning to modification of habitat and resources flows in biological communities.

To study any ecosystem the birds serve as important component as they have ability to fly away and avoid any obnoxious conditions. Hence, they are considered as important health indicators of the ecological conditions and productivity of an ecosystem (Newton, 1995; Desai and Shanbag, 2007). Wetlands are important habitats for birds. Birds also play an important role in wetland ecosystem. They use wetlands for breeding, nesting and teaching young, as source of drinking water, for feeding, shelter and for social interaction. Wetlands provide food for birds in the form of plants, algae, vertebrates and invertebrates which provide the nutrients. Birds have daily and seasonal dependence on wetlands for food and other life supporting systems (Stewart, 2001). Many winter migratory birds therefore choose wetlands as their habitats. India with huge wetland area therefore is a preferred place for migratory birds.

The Gandhari river started indicating degradation in the recent era due to anthropogenic activities like religious rituals, construction activities, disposal of sewage. Therefore, the present survey was conducted to prepare a checklist of birds occurring in Gandhari River, Kalyan.

Study Area :- Kalyan city is a fast emerging residential township in the Thane district of Maharashtra state, India. It is a central suburban town and resides 54 kms north-east of Mumbai. Nowadays Kalyan city is developing at a fast rate due to unavailability of space in mainland of Mumbai and connection widespread network to many parts in Maharashtra. The location of the study area is 19.14^0 N and 17.12^0 E.

The selected study area for the above research is famous as Gandhari river birding area. The river water meets the Kalyan creek forming a wetland belt. The bridge passes over the water body is located on the western outskirts of the Kalyan city and built over river Ulhas. The bridge connects Kalyan city to the Gandhari village. It is the only passage which connects Kalyan to the

Mumbai Agra national highway (NH3). The nearby area is known for its scenic beauty, fresh open air, flying birds and coolness in the early morning is making favorite jogging spot for Kalyan residents.

The water body is lined by vegetation. The open land along the river shows patches of open scrubland, forest, agriculture and small ponds inside. Due to this variety of habitats large numbers of birds areinhabited. The main wetland water attracts migratory birds in winter season due to availability of plenty of food.

Due to the over-crowding in the Kalyan city nowadays the megaprojects in the real estate industry are developing in the city outskirt areas. One of the upcoming areas is Gandhari region. The area is giving a cityscape for tall construction around. Well known real estate company had established their projects near study area in past few years. Few of them are Godrej hill complex, Vasant valley, Wadhwa height, Oshodhara residency, Riverdale, Lodha Park, Ritu world, lifestyle city. The river water also carries pollutant streams which are released from nearby MIDC. As it connects Kalyan to national highway ever increasing load of heavy-duty transportation is also a common scene.

Material And Methods :- The study has been carried out by frequent survey, twice a month to the area. The area was surveyed for four months from October to January in winter season in 2016-17 and 2017-18. Identification of the bird species were done by referring field guides "Birds of the Indian Subcontinent" by Richard Grimmett and "The book of Indian Birds" by Salim Ali. For identification the binocular (Olympus and Celestron) and the digital camera (Canon SX 130) was used.

Observations :-

Table 1: Table showing list of birds observed during study period

Sr. No.	Family	Common Name	Scientific Name	Category	Status
1.	Accipitridae	Brahminy Kite	Haliasterindus	R	C
2.		Black shoulder Kite	Elanuscaeruleus	R	C
3.	Ardeidae	Little Egret	Egrettagarzetta	R	C
4.		Indian Pond-Heron	Ardeolagrayii	R	C
5.		Purple Heron	Ardeapurpurea	R	UC
6.		Grey heron	Ardeasineria	M	UC
7.		Cattle Egret	Bubulcus ibis	R	C
9.	Charadridae	Red-wattled Lapwing	Vanellusindicus	R	C
10.		Little Ringed Plover	Charadriusdubus	R	C
11.	Psittacidae	Rose ringed Parakeet	Psittaculakrameri	R	C
12.		Alexenderine Parakeet	Psittaculaeupatria	R	C
13.	Megalaimidae	Coppersmith Barbet	Megalaimaharmacephala	R	C
14.	Picidae	Yellow-crowned woodpecker	Dendrocoposmahrattensis	LM	UC
15.	Oriolidae	Indian Golden Oriole	Orioluskundoo	R	C
16.	Bucerotidae	Indian Grey Hornbill	Ocycerosbirostris	R	C
17.	Upupidae	Common Hoopoe	Upupaepops	R	UC
18.	Alcedoatthis	Common Kingfisher	Alcedoatthis	R	C
19.		White Throated Kingfisher	Halcyon smyrnensis	R	C
20.	Meropidae	Green Bee eater	Meropsorientalis	R	C
21.	Cuculidae	Pied Cuckoo	ClamatorJacobinus	M	UC
22.		Indian Cuckoo	Cuculusmicropterus	R	C
23.		Greater Coucal	Centropus	R	C
24.	Culumbidae	Rock Pigeon	Columbia livia	R	C
25.		Spotted Dove	Streptopeliachinensis	R	C

26.		Laughing Dove	Streptopeliasenegalensis	R	C
27.		Yellow footed green pigeon	Treronphoenicoptera	R	UC
28.	Scolopacidae	Common sandpiper	Actitishypoleucos	M	UC
29		Marsh sandpiper	Tringastagnatilis	M	C
30		Wood sandpiper	Tringaglareola	M	C
31		Green sandpiper	Tringaocropus	M	UC
30.	Recurvirostridae	Black winged stilt	Himantopushimantopus	R	C
31.	Phalacrocoracidae	Little Cormorant	Phalacrocoraxniger	R	C
32.		Indian cormorant	Phalacrocoraxfuscicollis	R	C
33.	Ciconidae	Asian openbill stork	Anastomusoscitans	R	C
34.	Lanidae	Long tail shrike	Laniusschah	R	C
35.	Corvidae	House crow	Corvussplendens	R	C
36.		Large billed crow	Corvusmacrorhynchos	R	UC
37.	Rhipiduridae	White browed fantail	Rhipiduraaureola	R	C
38.	Dicruridae	Ashy Drongo	Dicrurusleucophaeus	R	C
39.	Aegithinidae	Common iora	Aegithinatiphia	R	UC
40.	Muscicapidae	Oriental magpie robin	Copsychussaularis	R	C
41.		Indian robin	Saxicoloidesfulicata	R	C
42.		Common stonechat	Saxicolatorquata	LM	C
43.		Pied bushchat	Saxicolacarpata	R	C
	Sturnidae	Asian pied starling	Sturnus contra	M	C
44.		Rosy starling	Sturnusroseus	M	UC
45.		Common myna	Acridotherestristis	R	C
46.	Hirundinidae	Wired tail swallow	Hirundosmithii	R	C
47.		Barn Swallow	Hirundorustica	M	C
48.	Pycnonotidae	Red whiskered bulbul	Pycononotusjacosus	R	C
49.		Red vented bulbul	Pycononotuscafer	R	C
50.	Cisticolidae	Jungle prinia	Priniasylvatica	LM	UC
51.		Ashy prinia	Priniasocialis	R	C
52.		Common tailorbird	Orthotomussutorius	R	C
53.	Leiothrichidae	Jungle babbler	Turdoidesstriatus	R	C
54.	Alacedidae	Indain bush lark	Mirafraerytroptera	R	C
55.		Malbar Crested lark	Ammonesphoenicurus	R	C
56.	Nectariniidae	Purple rumped sunbird	Nactariniazeylonica	R	C
57.	Passeridae	House sparrow	Passer domesticus	R	C
58.	Motacillidae	White browed wagtail	Motacilla	WM	C
59.		Citrine wagtail	Motacilla	WM	UC
60.		White wagtail	Motacilla alba	WM	UC
61.		Yellow wagtail	Motacillaflava	WM	UC
62.		Paddy field pipit	Anthusrufulus	R	C
63.	Estrildidae	Red avadavat	Amandavaamandava	R	UC
64.	Passeridae	Scaly brestedmunia	Lonchurapuntulata	R	C
65.		Black headed munia	Lonchuramalacca	R	UC
66.	Anatidae	Spot billed duck	Anaspoecilorhyncha	R	C

67.	Monarchidae	Asian paradise flycatcher	Terpsiphone paradise	M	UC
68.	Monarchidae	Black naped monarch	Hypothymisazurea	R	C
69.	Anatidae	Northern Shoveler	*Anasclypeata*	M	UC
70.		Northern pintail	*Anasacuta*	M	UC
71.		Common teal	*Anascrecca*	M	UC
72.		Garganey	*Anasqurquedula*	M	UC
73.		Cotton pygmy goose	*nettapuscoromandelianus*	R	UC
74.	Accipitridae	Marsh harrier	*Circus aeruginosus*	M	UC
75.	Pandionidae	Osprey	Pandionhaliatus	M	UC

(M- Migrant, R- Resident, LM- Local Migrant, WM- Winter Migrant, C- Common, UC- Uncommon)

Table 2: Table showing comparison of bird species observed during 2016 to 2018.

Sr. No.	Family	Common Name	Scientific Name	Category	2016-17	2017-18	2018-19
1	Cisticolidae	Jungle prinia	Priniasylvatica	LM	Yes	No	No
2	Scolopacidae	Common sandpiper	Actitishypoleucos	M	No	Yes	Yes but rare
3		Marsh sandpiper	Tringastagnatilis	M	Yes	Yes	No
4		Wood sandpiper	Tringaglareola	M	Yes	Yes	No
5		Green sandpiper	Tringaocropus	M	No	Yes	No
6		White wagtail	Motacilla alba	WM	Yes	No	No
7		Yellow wagtail	Motacillaflava	WM	No	Yes	No
8	Anatidae	Northern Shoveler	*Anasclypeata*	M	Yes	Yes	No
9		Northern pintail	*Anasacuta*	M	Yes	Yes	No
10		Common teal	*Anascrecca*	M	No	Yes	No
11		Garganey	*Anasqurquedula*	M	No	Yes	No
12		Cotton pygmy goose	*nettapuscoromandelianus*	R	No	Yes	No
13	Accipitridae	Marsh harrier	*Circus aeruginosus*	M	No	Yes	No
14	Recurvirostridae	Black winged stilt	Himantopushimantopus	R	No	Yes	No
15	Ciconidae	Asian openbill stork	Anastomusoscitans	R	Yes	Yes	Yes but rare
16	Pandionidae	Osprey	Pandionhaliatus	M	Yes	Yes	No
17	Cuculidae	Pied Cuckoo	ClamatorJacobinus	M	No	Yes	No
18	Monarchidae	Asian paradise flycatcher	Terpsiphone paradise	M	Yes	Yes	Yes but rare
19	Ardidae	Grey heron	Ardeasineria	M	Yes	Yes	No

(M-Migrant. R- Resident, LM- Local Migrant, WM-Winter Migrant)

From the above table it is observed that the bird biodiversity to the study area has reduced qualitatively and quantitatively. Many birds which were recorded in 2017 are lacking in 2018. Also the number of migratory visitors has markedly reduced to the area.

The study tries to find out the factors responsible for decrease in the bird species records through field observations. The major reasons found out were rapid real estate development, increase in pollution, changes in land use patter, human interference within the surrounding area.

Conclusion :- The present study shows that the Gandhari river and surrounding area harbours rich bird diversity. Gandhari river area, though an aviary for a substantial number of resident and migratory birds, is facing threat in the form of releasing domestic sewage and industrial effluent, concretization and urbanization.

During the present survey it was observed that the area of scrubland along the river was burnt and concrete road was constructed by the villagers to carry out their livelihood activities. Also from forest patch villagers collect products like wood for their day to day activities. Apart from this, there are small ponds in the area. Birds use these ponds for their feeding, breeding, resting and nesting activities. During the survey it was noticed that from above ponds villagers are pumping water by diesel engine for construction activities. It creates pollution effects on air, water and noise.

Due to the above activity the local as well as migratory birds might have diverted their ways and therefore less number of species was recorded.

Hence there is need for taking measures to restrict the threats for the sustenance of birds and other faunal diversity of this area.

Suggestions :- From the above conclusion it was observed that necessary conservation actions should be taken in the given area which can be by few suggestion points:

- Government should control the development of urbanization in the area.
- Certain conservation practices should be implemented
- Development of the area as recreational Study Centre
- Conduct activities in the study Centre regarding awareness of biodiversity within the population.

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A Study of Customer Care Service Effectiveness in Solving Queries Related to Online Purchasing

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Abstract :-

Purpose :– The main object of the study is to review customer care service effectiveness in solving queries. The paper also explores the various problem and challenges faced by customer during online purchasing.

Design/methodology/approach :– This research investigates empirical studies on customer care service effectiveness in solving queries to online purchasing. The study reviews the literature to gain a better understanding of the prospective of customer care service and online purchasing problem and challenges. The paper uses primary data and secondary data for the review of customer care service.

Findings :– The study focused on online purchasing problems and challenges and how the customer care service effectively working to solve the queries during online purchasing. Through a systematic review, it was concluded that customer are facing problem and challenges during the search for shopping site and during product return service stages. Further proven that customer care service are approachable and have many option to contact customer care service and the provided service by customer care is also effective.

Practical implications :– Customer care service is the most important area in any business and especially in online purchasing. The only way to attend the customer queries and concern, if it work effectively it increase business growth. Every business customer care service should operate very effective to retain the customer and gain a goodwill for the business.

Keywords :- Online Purchasing, Customer care services, effectiveness in solving queries.

Introduction :- Customer is king—an age old saying that shows how important the customer is in every business. To sustain business, every organization needs to take care of customer queries and problems and give them a timely solution. Customer care service is a process of providing customer satisfaction before, during and after sale service.

1.1 Why customer care service is important :- Customer care service is needed in every business. It is the only place where customers can coordinate for any purchases or other types of queries and problems in online business. On the other end, it is very much required for the growth of business.

Customer perspective: why is customer care service important?

- Customer queries can be handled effectively
- Outstanding Customer care service builds a positive approach towards customers.
- Customer care service can provide customers with product-related, Payment related and delivery related updates.
- Excellent customer care service provide customer satisfaction
- Effective customer care service makes an organization unique and creates a positive approach among customers.

Now a days, customers are very well informed about the product as well as their rights; hence, the business should involve itself in providing an effective customer care service to meet their challenges and problems in all manners to retain the customer.

Rationale And Significance Of The Study :- Customer care service is very complex in nature. Moreover, handling the customer and providing

service to them is very sensitive. Because customer care service and sales have a direct link. Nowadays, the public prefer online purchasing, through which they can save time, energy, as well as money and get a wide variety and wide ranges of products at their own convenient time. E-commerce platforms even provide lots of offers and discounts, which influence the customer and motivate the online purchase. The most common concerns for online purchases are product quality, payment security, and logistical service, with the majority of customers encountering issues in these areas. This led a scholar to look deep into the aspect of customer care service effectiveness in solving queries related to online purchasing. The online purchase process starts from the selection process to making payment, and from the payment process to delivery and from delivery to handling queries and return service if any, and to check its customer care service effectiveness. And to find out the challenges and problems of online purchasing. Such phenomena raise the need for scientific research to find out the effectiveness of customer care service in online purchasing. The precise application of the research will help the online retailer how to handle customer queries and the public how efficiently online purchase queries can be solved by online retailers and even for other researchers, and this study will add a great deal to the literature on the topic. The finding may prove useful in understanding the topic in the bigger picture.

Review of Literature :-

Prashant Raman- 2019:- attempted to identify the female customer's intention to shop online and its customer service. A conceptual model is proposed that explains the theory of reasoned action with three constructs, namely: trust, convenience, and customer service. This empirical study demonstrates that attitude has a significant influence, with customer service playing a critical role in influencing the attitude of female customers. The detailed study stresses the need for online retailers to have effective customer service in online shopping.

Paulo Rita a, Tiago Oliveira al.(2019) The study examined the quality of the e-service and the impact on customer satisfaction, customer trust, and consumer behaviour. The study focused on four dimensions of e-service quality. The finding showed that three dimensions of e-service quality, namely website design, security/privacy, and fulfilment, affect the overall e-service quality. It further says that customer service is not significantly related to overall e-service quality. The study found that overall e-service quality is statistically significantly related to consumer behaviour.

Yingxia Cao, Haya Ajjan, Paul Hong (2018) the study address the role of post purchase logistic services on customer satisfaction. It focused on post purchase logistic activities retated to shipping, return and tracking for e-commerce with cross-regional comparison. It indicated that customer service is the most significant factor among the examined antecedents for online shoppers While, return service is more important for shoppers.

IV Objectives of The Study :-

- To find out the challenges and problem of online purchasing
- To measure the customer care service effectiveness on online purchasing

V Hypotheses :-

1. H0- There are no challenges and problems with online purchasing.
   H1- There are challenges and problems with online purchasing.
2. H0- Customer care services are not effective.
   H1- Customer care services are effective.

VI Research Methodology :-

Sources of Data: - The study based on Survey method. The data is obtained from both primary and secondary sources. The primary data is collected through questionnaire method whereas the secondary data is collected from the newspapers, magazines, research journal, websites etc.

Sample Size: - The sample size 87 taken for analysis.

Tools Used for Data Analysis: - For Data Analysis - Excel, Mega Stats, Power Query, Pivot table and other tools. Data is represented through Pie chart, Bar graph, Percentage & Chi-square test.

Sampling Technique: Convenience sampling technique is used for the current study.

Limitation of the Study: The study is limited to Mumbai city because of time constraints. Sample size used for the study is limited. Limited to only customer queries handling effectiveness.

VII DATA ANALYSIS & INTERPRETATION

Table 1: Demographic Profile: - Socio- Economic Status of the Respondents

Variables	Classification	Frequency	Percentage
Gender	Male	44	44%
	Female	56	56%
	Total	100	100%
Marital Status	Unmarried	35	35%
	Married	65	65%
	Total	100	100%
Education	Post- Graduation	48	48%
	Graduation	35	35%
	10 + 2	9	9%
	Matriculation or below	8	8%
	Total	100	100%
Age Group	Below 20	13	13%
	21 - 30 Year	26	26%
	31 - 40 Year	42	42%
	41 - 50 Year	12	12%
	51 years and above	7	7%
	Total	100	100%
Annual Income:	Below 1 Lakh	28	28%
	Rs. 1 Lakh to 3 Lakh	22	22%
	Rs. 3 Lakh to 5 Lakh	26	26%
	Rs. 5 Lakh and above	24	24%
	Total	100	100%

Source: Primary Data

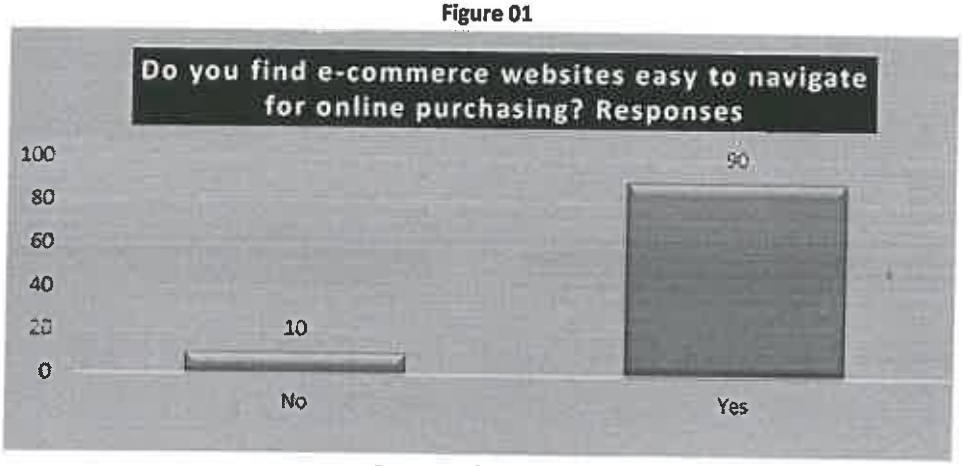
Table 1:- The percentage of Males and Females respondents are almost the same. 65% are married 35% and 83% are post graduate and graduate Majority of the respondents are from the age group above 31-above 50 year who is an active online purchaser and belong to the Annual Income above 3 lakh.

Table 2

Do you find e-commerce websites easy to navigate for online purchasing?	
Category	Responses
Yes	90
No	10
Total	100

Source: Primary Data

Figure 01



Source: Primary Data

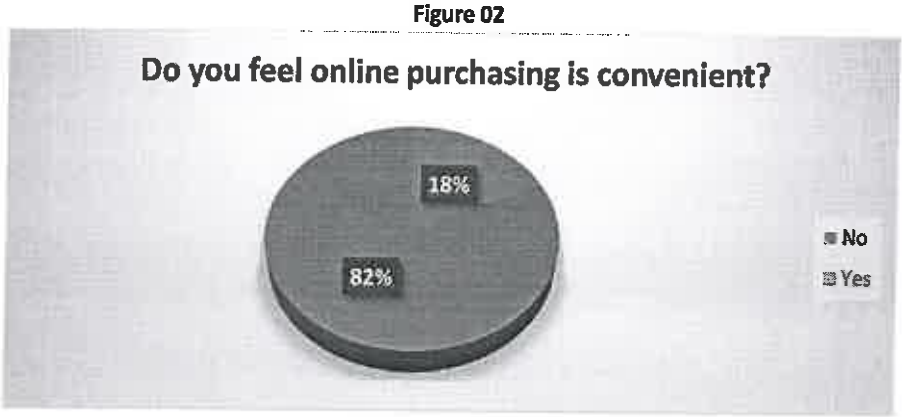
Interpretation of Table 2:- 90% of the respondents are finding e-commerce website easy to navigate for online purchasing. Hence almost majority of the respondent are purchasing online. Hence the collected Sample is appropriate to study about customer care effectiveness in solving customer queries for online purchasing.

Table 3

Do you feel online purchasing is convenient?	
Category	Responses
No	18
Yes	82
Total	100

Source: Primary Data

Figure 02



Source: Primary Data

Interpretation of Table 3:- 82% of the respondents find online purchasing is convenient. Since online purchasing is convenient, the majority of people are approaching online purchasing for their day-to-day purchases.

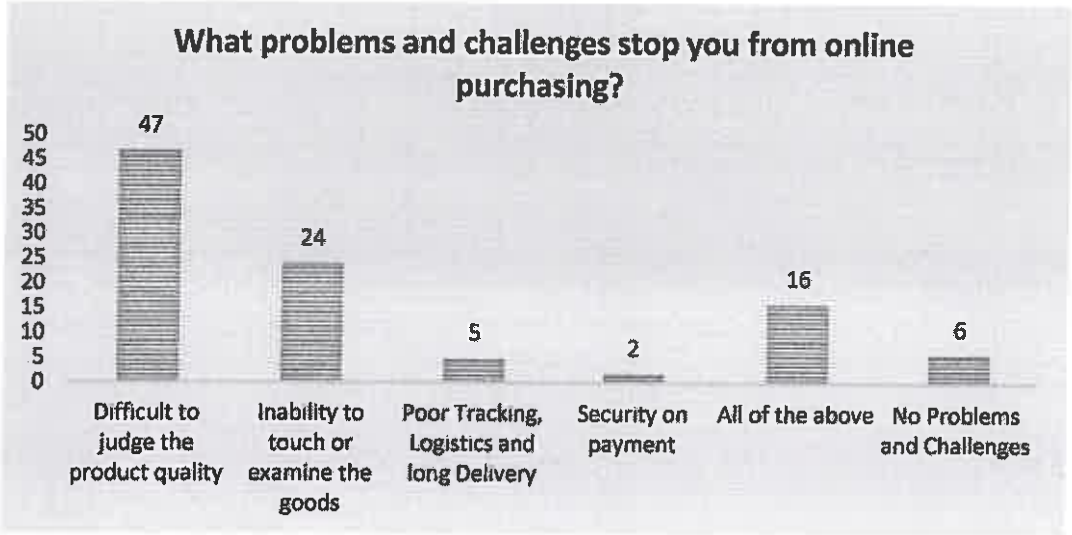
Table 4

What problems and challenges stop you from online purchasing?	
Categories	Responses
Difficult to judge the product quality	47
Inability to touch or examine the goods	24
Poor Tracking, Logistics and long Delivery	5

Security on payment	2
All of the above	16
No Problems and Challenges	6
Total	100

Source: Primary Data

Figure 03



Source: Primary Data

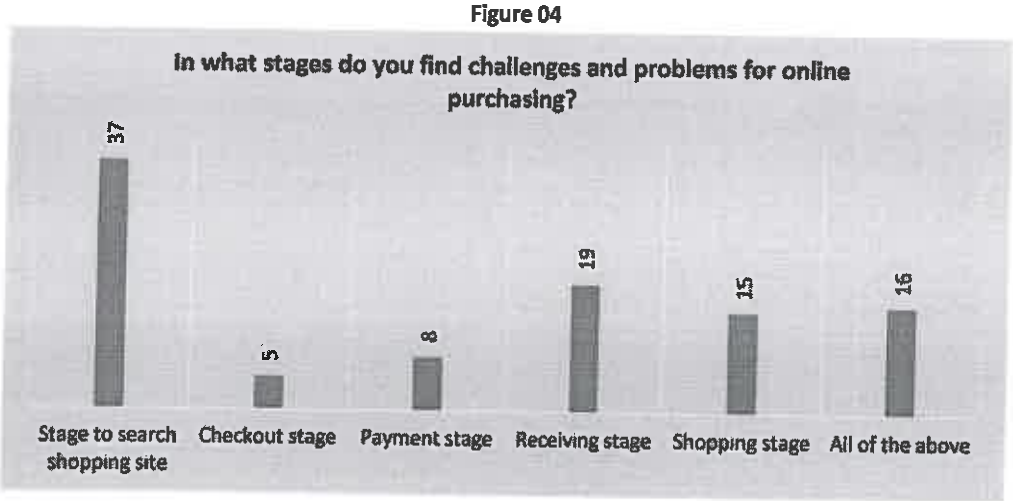
Interpretation of Table 4: The maximum respondent, i.e., 47%, having problems judging the product quality in online purchasing and some 24% of the respondent reporting that they can't touch and examine the goods before purchasing are the major problems and challenges that stop the respondent from stopping online purchasing

Table 5

In what stages do you find challenges and problems for online purchasing?	
Categories	Responses
Stage to search shopping site	37
Checkout stage	5
Payment stage	8
Receiving stage	19
Shopping stage	15
All of the above	16
Total	100

Source: Primary Data

Figure 04



Source: Primary Data

Interpretation of Table 5: Almost 37% of respondents find problems and challenges in searching or finding the shopping site for their online purchases; further, 19% of the respondents find challenges during the receiving stage, and 16% find problems in all stages.

Hypothesis Testing 01

1. H0- There are no challenges and problems with online purchasing.
   H1- There are challenges and problems with online purchasing

Table 6

Categories	Observed	Expected
Difficult to judge the product quality	47	16.66666667
Inability to touch or examine the goods	24	16.66666667
Poor Tracking, Logistics and long Delivery	5	16.66666667
Security on payment	2	16.66666667
All of the above	16	16.66666667
No Problems and Challenges	6	16.66666667
Total	**100**	**100**
P-Value	**0.00000000000000039034575646594**	

Source: Primary Data

Table 7

In what stages do you find challenges and problems for online purchasing?		
Categories	**Observed**	**Expected**
Stage to search shopping site	37	16.66666667
Checkout stage	5	16.66666667
Payment stage	8	16.66666667
Receiving stage	19	16.66666667
Shopping stage	15	16.66666667
All of the above	16	16.66666667
Total	**100**	**100**
P-Value	**0.000000377323913873249000000000**	

Source: Primary Data

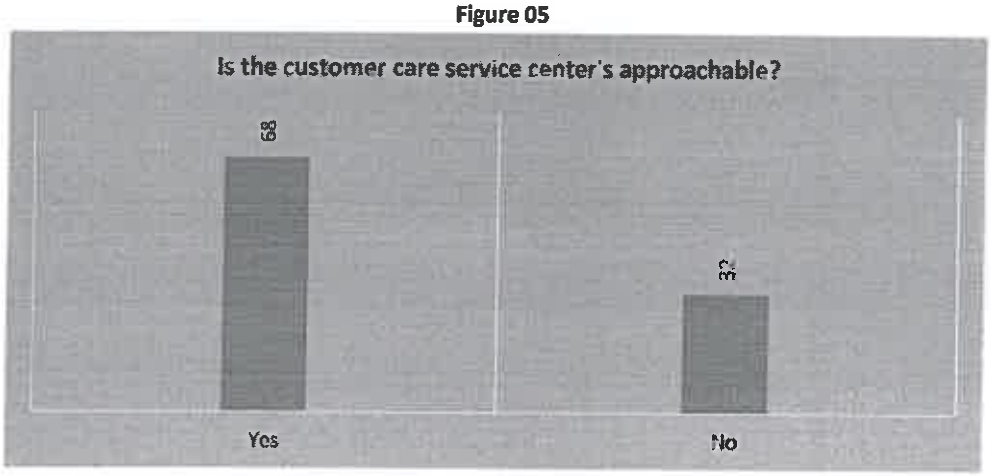
Interpretation of Table 6:- X2 (chi-square) at 0.05 percent level of significance. The calculated value of X2 is less than 0.05 significance level, confirming that there are challenges and problems with online purchasing. Thus, the null hypothesis is rejected and the alternative hypothesis is accepted.

Table 7

Is the customer care service center's approachable?	
Category	Responses
Yes	68
No	32
Total	100

Source: Primary Data

Figure 05



Source: Primary Data

Interpretation of Table 7: - From the responses, it is clear that 68% of respondents agree that customer care service centers are approachable. And rest feel that the customer service center is not approachable.

Table 8

Which communication channel do you approach mostly to contact customer care service?	
Category	Responses
Phone call	57
Mobile Message	10
Chatbots	4
E-mail	14
Live chat	2
Social Media	6
All of the above	7
Total	100

Source: Primary Data

Figure 06

Source: Primary Data

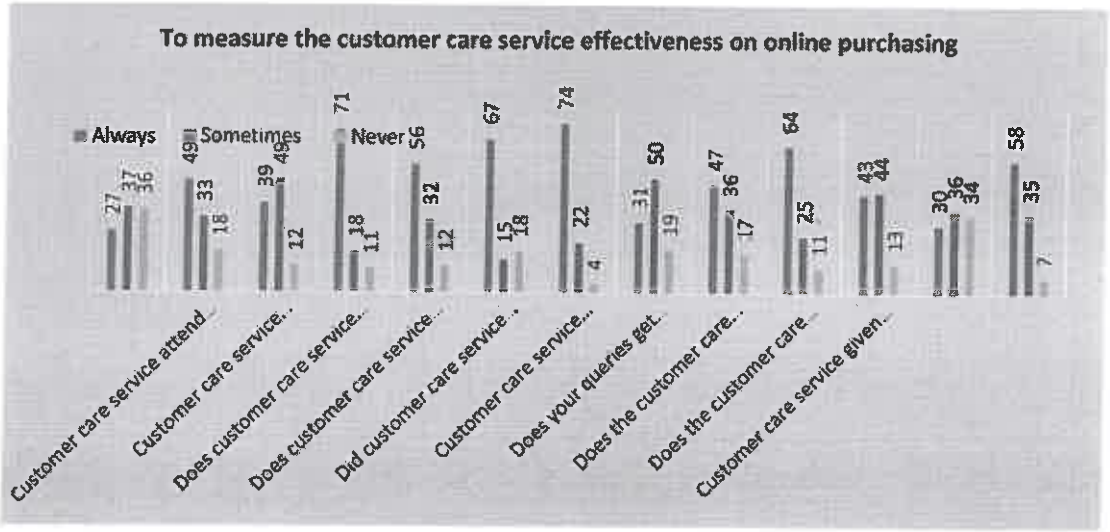
Interpretation of Table 8: - The collected Information says that the maximum number of respondents, i.e., 57%, are communicating with the customer care service through a phone call. And 14 % Customer are approaching customer care service through E-mail.

Table 9

To measure the customer care service effectiveness on online purchasing					
Sr.No	Questions	Always	Sometimes	Never	Total
1	Do you have more than one contact point to contact customer care service?	27	37	36	100
2	Customer care service attend the queries fast	49	33	18	100
3	Customer care service resolve the queries fast	39	49	12	100
4	Does customer care service have a knowledgeable staff	71	18	11	100
5	Does customer care service provide a clear message?	56	32	12	100
6	Did customer care service spend adequate time listening to your issue?	67	15	18	100
7	Customer care service employee are friendly and polite	74	22	4	100
8	Does your queries get handled on the first call?	31	50	19	100
9	Does the customer care service functionality meet the requirements?	47	36	17	100
10	Does the customer care service agent quickly address customer service problems?	64	25	11	100
11	Customer care service given a satisfactory solution	43	44	13	100
12	Does the customer care service call back, when they offers to call back for solving your issues	30	36	34	100
13	Does Customer care service agent treat you as a valued customer?	58	35	7	100
Total		656	432	212	1300

Source: Primary Data

Figure - 07



Source: Primary Data

Interpretation of Table 8:- To measure customer care effectiveness 13 questions are posed and data is gathered. 74% of customers say that customer care service staff are polite and friendly, 71% of customers feel that the staff are knowledgeable, 64 % of customers say the staff quickly address the problem. 58% say staff treat customers as valued customers, and 56% say staff give a clear message as a solution. As a result, almost all customers consider customer care service is effective.

Table 10

Hypothesis 2 - H0- Customer care services are not effective.
H1- Customer care services are effective

To measure the customer care service effectiveness on online purchasing		Observed				Expected			
Sr.No	Questions	Always	Sometimes	Never	Total	Always	Sometimes	Never	Total
1	Do you have more than one contact point to contact customer care service?	27	37	36	100	50.46	33.2308	16.31	100
2	Customer care service attend the queries fast	49	33	18	100	50.46	33.2308	16.31	100
3	Customer care service resolve the queries fast	39	49	12	100	50.46	33.2308	16.31	100
4	Does customer care service have a knowledgeable staff	71	18	11	100	50.46	33.2308	16.31	100
5	Does customer care service provide a clear message?	56	32	12	100	50.46	33.2308	16.31	100
6	Did customer care service spend adequate time listening to your issue?	67	15	18	100	50.46	33.2308	16.31	100
7	Customer care service employee are friendly and polite	74	22	4	100	50.46	33.2308	16.31	100
8	Does your queries get handled on the first call?	31	50	19	100	50.46	33.2308	16.31	100

9	Does the customer care service functionality meet the requirements?	47	36	17	100	50.46	33.2308	16.31	100
10	Does the customer care service agent quickly address customer service problems?	64	25	11	100	50.46	33.2308	16.31	100
11	Customer care service given a satisfactory solution	43	44	13	100	50.46	33.2308	16.31	100
12	Does the customer care service call back, when they offers to call back for solving your issues	30	36	34	100	50.46	33.2308	16.31	100
13	Does Customer care service agent treat you as a valued customer?	58	35	7	100	50.46	33.2308	16.31	100
Total		656	432	212	1300	656.00	432	212.00	1300
9.41E-24									
P-Value -0.0000000000000000000000941041									

Interpretation of Table 9:- X2 (chi-square) at 0.05 percent level of significance. The calculated value of X2 is less than 0.05 significance level. Hence Customer care services are effective. Thus, the null hypothesis is rejected and the alternative hypothesis is accepted.

Finding of the Study :-

1. The majority of respondents are finding easy to navigate the E-Commerce site for online purchasing and they feel it is convenient to do shopping
2. It is found that the customers' major problem and challenges are judging the product quality and their inability to touch and examine the goods.
3. There are many stages to complete the online purchasing, and during the survey it was reported that customers are facing major challenges and problems in the receiving and shopping stages.
4. The majority of respondents (68%) reported that customer service centers are approachable
5. Customers have many alternative ways to approach the customer care service; the majority of the respondents (57%), however, stated phone calls are mostly used to contact customer care services.
6. 39% of the respondents say they sometimes attend to the queries quickly, and 49% say they never resolve the queries quickly.
7. The majority of the respondents say sometimes the staff is knowledgeable enough to solve customer queries and provide them with clear messages.
8. Respondents say staff give adequate time to listen to customer queries and maintain a very polite and friendly approach as they handle and address the queries.
9. Almost 50% of the respondents say the customer care agent sometimes handles the queries in the first call itself.
10. Respondent says customer care service (47%) Always meets the customer's requirements, and 44% of respondents say it sometimes gives a satisfactory solution.
11. Majority (36 %say), customer care service sometimes calls back to solve the customer's queries
12. Almost 58% of respondents say that customer service agents treat customers as valued customers.

Conclusion :- Customer service is one of the major focused areas for retaining or sustaining any business. Good and effective customer service can satisfy the customer. A satisfied customer is a customer who can become a loyal customer. Loyal

customers are the ones who are called the base, from which the business foundation can be developed for any business. Any online business makes it difficult to handle customers because customers are not seen by the retailers; hence, to keep them happy, customer care service should be effective, and day-to-day problems and challenges should be handled appropriately. It is concluded that customers are facing problems and challenges in all stages of online purchase, yet they feel comfortable doing online purchasing. It is measured that the customer care service agents are knowledgeable, approachable, polite, and even friendly to deal with them and treat them as a valued customer. But when we talk about the queries being handled and giving a satisfactory solution, it sometimes takes time.

Suggestion and Recommendation :-

- Solving customers' queries and helping them do their online shopping should be the first concern for any e-commerce business. Hence, proper strategy and techniques need to be developed for any e-commerce organization.
- Customer care services need to be more effective in all stages of an online purchase, so agents need to be given proper and appropriate training to handle and attend to the customer in a mannered way, and more effort needs to be made to resolve the queries in a minimum time period.
- There are many ways to communicate with the customer care agent, like phone calls, chatbots, e-mail, etc., but it should be understood in which mode of approach the customers are most comfortable and provide that mode for further communication with the customer and the customer care agent to make the service center more effective and productive.

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A Comparative Study of Eating Habits among Male and Female Residents of Mumbai

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Abstract :- Eating habits of the people refers to how and what people eat, It Indicates how people equips themselves in eating home cooked food or restaurant food. World is moved to order of innovations in every field. Food and beverages Industries are booming in the economy. 'People enjoys eating out rather than home cooked food' but is this statement is right? People eat restaurant food or Fresh home cooked food more frequently? What factors influence them to eat restaurant food or home cooked food? This research will answer all above questions. This research has been conducted to understand what is the eating pattern of male and Female? Is there any difference in their choice of food or not. This research is first step towards understanding eating pattern among male and Female residents of Mumbai. This research will give a direction to the Food and beverages Industry in their Business Strategies and Planning in the current new world of Innovation. Few literatures were studied to identify the research gap in this area. Data has been collected from 84 respondents using Questionnaire. Out of 84 respondents 43 were Male and 41 were Female. Data has been analysed using Ms- Excel. Hypotheses has been tested with corelation using Ms- Excel- Mega stat.

Keywords :- Fresh Home Cooked Food, order in food or eat from restaurants, nutrition, health and hygiene, Leftovers of home cooked meals from the fridge, Foodies.

Measurement :- A structured questionnaire was used to collect the responses of the respondents.

Time Frame :- The Data were Collected in the Month of September, 2022 and on that basis current research is done.

Introduction :- The term eating habits or food habits refers to What to eat, how much to eat, when to eat and so on. Eating habits differs from person to Person. Here, eating habits has been summarised and differentiated between Fresh home cooked Food or eating from restaurants or eating left over Food. Eating habits of people will give impact on various aspects such as in their life as well as on Economy positively and negatively. Good eating habits will give good health to the people but simultaneously if people eat it from outside frequently will give boom to Food and Beverages Industry. It will also affect the fitness and Medical Industry. So, It is Two sides of one Coin.

Here, the attempt has been made to understand What people are eating, How Much they are eating, whether they are eating Fresh Home Cooked Food? ordering from restaurants? eating leftover food? also why they are eating from restaurants and leftover food has been highlighted in this study. So, this research will answer all above questions.

The Purpose of The Research Paper :- Is to study the eating habits of people living in Mumbai city. It is an attempt to find answers to the following questions. Do people living in Mumbai city prefer to eat fresh home cooked food or do they prefer to order in food or eat from restaurants? Do they worry about nutrition, health and hygiene while deciding to eat? Do people compromise on the importance of nutrition, health, and hygiene when they are busy, tired, lazy, or do not want to or do not know how to cook, or are ill-disposed and cannot cook? Do people eat leftover food they have cooked from the fridge or even eat leftover food from the fridge they have ordered from restaurants? Do people enjoy ordering in food or

eating from restaurants? Do people think that buying food is a smart practical way to adopt instead of managing a kitchen and hiring a cook? All above questions have been answered in a comparative manner among Male and Female residents.

AIM :- This research paper aims at studying the pattern of eating habits of people living in Mumbai city. How often do people eat fresh home cooked food? How often do they eat food that is ordered in or from restaurants?

Objectives Of The Study :-

1) To understand eating habits among people in Mumbai.
2) To compare eating habits among Male and Female residents of Mumbai.
3) To analyse frequency of Male and Female ordering in or eating from restaurants.

Hypotheses Of The Study :-

Hypothesis 1

H_o = There is no relation in the opinion of male and Female in eating Restaurant food.

H_1 = There is a relation in the opinion of male and Female in eating Restaurant food.

Hypothesis 2

H_o = There is no relation in the opinion of male and Female in eating Fresh Home Cooked food.

H_1 = There is a relation in the opinion of male and Female in eating Fresh Home Cooked food.

Significance Of The Study :-

1) It will help to understand Eating Habits among Male and Female residents of Mumbai.
2) It will throw a light on Eating Fresh Home cooked Food and eating it from restaurants, which one is healthier and more important.
3) It will make people aware about how frequently they are eating Fresh Home Cooked Food or Restaurant food.

Limitations Of The Study :-

1) The study focuses on eating habits among Male and Female residents of Mumbai Only.
2) The study is restricted to Impact of Gender on eating habits of Residents of Mumbai.

Scope Of Further Study :-

1) Further Research can be done in other geographical areas.
2) Research can also be done on eating habits of working and Non-working people, students, doctors, teachers, and all other professionals.
3) Research can be done by corelating other variables with eating habits like income, educational qualification etc.

Review Of Literature :-

1) Md Mahbubul Alam Shaun, (2021) has studied eating habits and lifestyle changes among higher studies students post lock down in Bangladesh. It was a web based cross sectional study. The objectives of the study were identifying the changes in eating habits and lifestyle including physical activity sleeping hours and sleep quality after the cancellation of lock down then the period of restrictions. Data was collected from 394 students using questionnaire and it was found that there were changes in eating habits and lifestyle after lock down.

2) Francisco Entrena, Duran, (2021) has studied students' knowledge of healthy food and their actual eating habits -a Case study on the University of Granada. The study was qualitative in nature. Semi structure interview was conducted and the gap was found in all the facts. Respondents was having a knowledge of healthy food but the actual eating habits were different. It was found that there was a gap in the perception of male and female respondents also. Interview was conducted for 34 respondents including UG PG and Ph.D. students.

3) Laura Di Renzo, (2020) has studied eating habits and lifestyle changes during Covid-19 lockdown. The study aimed to investigate the immediate impact of Covid-19 pandemic on eating habits and lifestyle changes among the Italian population. The data was collected from 3533 respondents in the age group of 12 to 86 years. The findings of the study were very interesting. It was seen that

smokers decided to quit smoking, there was a slight increase in physical activity and respondents turned to believe in organic and healthy eating.

3. Research Methodology :-

This research is empirical research whereby survey is conducted, data based on the survey were analysed and outcome has drawn. Sampling method used for this research is Convenience Sampling which is a Non- Probability Sampling Method. Sampling is covered for the research is Mumbai city. Data were collected through Primary Data using Questionnaire from 84 respondents. Data Analysis is done using Ms- Excel -2019. Hypothesis testing is done with Correlation tool using Mega stat.

4. Data Analysis And Interpretation :-

Table 4.1 : Frequency of Ordering Food or eating from Restaurants

Frequency of Ordering Food or eat from Restaurants	Male	%	Female	%
NEVER	24	56%	13	32%
RARELY	7	16%	9	22%
SOMETIMES	10	23%	14	34%
OFTEN	1	2%	1	2%
ALWAYS	1	2%	4	10%
	43	100%	41	100%

Source:- Primary Data

It is seen that Frequency of ordering Food from Restaurants is high among Female as compared to Males. 10% of Female says that they always eat from Restaurants as compared to 2 % in Males. 34% Female agreed with they order sometimes but only 23% Males agreed with the order sometimes only. So, it is concluded that Female are ordering from Restaurants more than Males.

Table 4.2: Ordering Food because it is convenient and affordable

Ordering Food because it is convenient and affordable	Male	%	Female	%
NEVER	15	35%	7	17%
RARELY	6	14%	11	27%
SOMETIMES	12	28%	16	39%
OFTEN	5	12%	3	7%
ALWAYS	5	12%	4	10%
	43	100%	41	100%

Source: Primary Data :- 35% of Male agreed that ordering food is not convenient nor affordable but only 17% female agreed with ordering food is not convenient nor affordable.

Table 4.3: Fresh Home Cooked Food is Nutritious, Clean and Hygienic

Fresh Home Cooked Food is Nutritious, Clean and Hygienic	Male	%	Female	%
NEVER	2	5%	0	0%
RARELY	2	5%	0	0%
SOMETIMES	5	12%	2	5%
OFTEN	5	12%	3	7%
ALWAYS	29	67%	36	88%
	43	100%	41	100%

Source: Primary Data :- Both Female and male agreed with Fresh Home Cooked is Nutritious, clean and hygienic. AS a comparison 88% of Female are agreed with Fresh Home cooked food is Nutritious, Clean and Hygienic but only 67% of male agreed with it.

Table 4.4: Food Ordered from Restaurants is Nutritious, Clean and Hygienic

Food Ordered from Restaurants is Nutritious, Clean and Hygienic	Male	%	Female	%
NEVER	11	26%	11	27%
RARELY	9	21%	12	29%
SOMETIMES	17	40%	13	32%
OFTEN	3	7%	2	5%
ALWAYS	3	7%	3	7%
	43	100%	41	100%

Source: Primary Data :- Both of Male and Female agreed around Same percentage that Restaurant food is Nutritious, clean and Hygienic sometimes only not always.40% of male and 32% of Female agreed that restaurant Food is clean and Hygienic sometimes only not always, therefore respondents agreed with they prefer fresh home cooked food rather than restaurant food.

Table 4.5: Leftover Food is Nutritious, Clean and Hygienic

Leftover Food is Nutritious, Clean and Hygienic	Male	%	Female	%
NEVER	15	35%	15	37%
RARELY	15	35%	9	22%
SOMETIMES	8	19%	9	22%
OFTEN	3	7%	6	15%
ALWAYS	2	5%	2	5%
	43	100%	41	100%

Source: Primary Data

Both of Male and Female agreed around Same percentage that left over food is not Nutritious, clean and Hygienic.35% of Male and 37% of Female agreed that leftover food is never clean nor Hygienic.

Table 4.6: Old People or Sick People Depends on Restaurants for their Meals

Old People or Sick People Depends on Restaurants for their Meals	Male	%	Female	%
NEVER	8	19%	7	17%
RARELY	6	14%	7	17%
SOMETIMES	12	28%	12	29%
OFTEN	8	19%	7	17%
ALWAYS	9	21%	8	20%
	43	100%	41	100%

Source: Primary Data

28% of Male agreed that old people or sick people depends on Restaurants for their meals and 29% of Female agreed that old people or sick people depends on Restaurants for their meals.

Table 4.7: Factors affecting Eating Food from Restaurants

Factors affecting Eating Food from Restaurants	Male	%	Female	%
I can afford it	24	56%	19	46%
I cannot afford buying food frequently but still buy food as I am exhausted or lazy to cook	19	44%	11	27%

Ordering in and eating from restaurants is better than hiring and managing a cook	21	49%	15	37%
I am old and cannot cook my own food.	9	21%	7	17%
I am sick and cannot cook my own food	12	28%	10	24%
I am a student and feel I should not cook	11	26%	5	12%
I am employed and feel I should not cook as I feel I do not have the time or energy to cook	17	40%	9	22%
I do not know how to cook	15	35%	8	20%
I do not like to cook	9	21%	7	17%
I feel lazy to cook	13	30%	7	17%
I believe that the food industry has numerous food options to satisfy our every food craving.	25	58%	26	63%
I do not believe that home cooked food is more nutritious and cleaner than food cooked in restaurants.	15	35%	9	22%
It is convenient and practical as it saves time and energy	27	63%	23	56%
For celebrating festivals and special occasions we go out to restaurants to eat	27	63%	29	71%

Source: Primary Data

63% of Male and 56% of Female agreed that they eat from Restaurants because it is convenient and practical as it saves time and energy.63% of Male and 71% of Female agreed that they order restaurant food for celebrating festivals and special occasions.

Table 4.8: Factors affecting Eating Fresh Home Cooked Food

Factors affecting Eating Fresh Home Cooked Food	Male	%	Female	%
I cannot afford to eat out frequently.	26	60%	25	58%
I can afford to order in food or eat from restaurants but I prefer to eat fresh home cooked food.	30	70%	31	72%
I love to cook	31	72%	37	86%
Love is served when I cook for my family	34	79%	34	79%
It is convenient and practical as it saves time and energy	33	77%	36	84%
For celebrating festivals and special occasions I believe in cooking and eating together at home	34	79%	31	72%
Fresh home cooked food is tastier than food in restaurants	34	79%	39	91%
Fresh home cooked food is more nutritious than restaurant food	33	77%	38	88%
Fresh home cooked food keeps me healthy and helps in increasing immunity	35	81%	39	91%
Fresh home cooked food helps me to manage my diet and keeps me fit and energetic.	37	86%	39	91%
As a foodie or food connoisseur I prefer cooking different dishes and experimenting on new cuisines	36	84%	35	81%

Source: Primary Data

86% of Male and 91% of Female agreed that Fresh home cooked food helps them to manage their diet and keeps them fit and energetic.81% of male and 91% of Female agreed that Fresh home cooked food keeps me healthy and helps in increasing immunity.

Figure :1 Eating Home Cooked Meals Everyday

Source: Primary Data

Majority of Male and Female agreed that they prefer to eat Home cooked meals every day.

Findings Of The Study :-

1) Majority of Male and Female agreed on same ratio that they order food from restaurants for celebrating festivals and special occasions as well as it is convenient and saves time.
2) Majority of Male and Female agreed upon they eat fresh home cooked food as it is more nutritious than restaurant food, Fresh home cooked food keeps them healthy and helps in increasing immunity and Fresh home cooked food helps them to manage their diet and keeps them fit and energetic.
3) It is seen that people wants to eat restaurant food to celebrate functions and occasions, they believe that restaurant food is not hygienic. Male and Female have different opinion on Factors influencing ordering food from restaurant.
4) People are more interested in eating Fresh Home cooked Food but they don't have time due to their busy schedule. Both Male and Female have same opinion that Fresh Home Cooked Food is hygienic and it helps to keep them Healthy.

5.1 Hypothesis Testing :- Hypothesis testing is done using Corelation because researchers want to see the relation in the opinion among Male and Female of eating fresh home cooked food and eating from restaurant.

Table 5.1.1: Hypothesis 1

Hypothesis 1	Table Value [critical value at 0.05 (two-tail)]	Calculated Value	Conclusion
H_0 = There is no relation in the opinion of male and Female in eating Restaurant food. H_1 = There is a relation in the opinion of male and Female in eating Restaurant food.	± 0.532	0.920	As Calculated value does not lie in the range of Table Value , So Null Hypothesis is rejected.

Source : Primary Data

Table 5.1.2: Hypothesis 2

Hypothesis 1	Table Value [critical value at 0.05 (two-tail)]	Calculated Value	Conclusion
H_0 = There is no relation in the opinion of male and Female in eating Fresh Home Cooked food. H_1 = There is a relation in the opinion of male and Female in eating Fresh Home Cooked food.	± 0.602	0.564	As Calculated value lies in the range of Table Value , So Null Hypothesis is accepted.

Source : Primary Data

6. Conclusion :- The current study explored eating habits of Male and Female in Mumbai region. The study reveals that there is no difference in the eating habits of Male and Female. The study also reveals that though people enjoy eating restaurant food but still they are interested in eating fresh home cooked food as it keeps them healthy and helps in managing their diet. Understanding eating habits of people is the first step for expanding Food and Beverages Industry. This type of More research will throw a light on exploring Business Ideas and its execution.

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cation : HEIs both public and private should ensure that they are not for profit and if there is any surplus, it should be re-invested in the institutional development under the supervision of BoG members to eliminate the co multiplication of education.

9. Responsibility of Private HEIs towards Educational Philanthropy :

Though private HEIs can set their fees independently, by offering at least 20% free-ship and 30%scholarships. This model allows to recover reasonably their cost while discharging their social obligations.

10. Private Universities will overtake Public Universities due to offered 20% free-ship : Bright and intelligent students irrespective of their economic status, religion, gender, will get the opportunity to study in private HEIs free of cost due to 20% free-ship and 30% scholarship leading to mobilization of intelligent and self-motivated students to Private institutions leading to overcrowding of meritorious students in private Universities..

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3.Research Paper on Analysis of the Indian National Education Policy 2020 towards Achieving its Objectives P. S. Aithal* & Shubhrajyotsna Aithal** College of Management & Commerce, Srinivas University, Mangalore – 575 001, INDIA Faculty, College of Engineering & Technology, Srinivas University, Mangalore, India.

03

NDC-BH Model for the Implementation of the New Education Policy's Principle of Equitable and Inclusive Education facilitated through NAAC's Accreditation and Re-accreditation Framework

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Abstract

"Full equity and inclusion as the cornerstone of all educational decisions to ensure that all students are able to thrive in the education system," is one of the salient features of NEP 2020: Higher Education featuring among the Fundamental Principles of the policy.

Vibrant India, stands at a population of **1.417 billion** in 2022. The multidimensionally poor population in India is 22.8 crore. Equal opportunity and inclusiveness in education alone will take us forward. Human resources in India must be educated, become employable, contribute productively to the economy and make a living for themselves.

Increasing the number of Higher Education Institutions is not the only solution to address the issue of equity and inclusiveness in education. The reckless increase in the number of Higher Education Institutions (mushrooming of a large number of small self-financed colleges) working for profit alone have left us with poor quality education resulting in a waste of resources.

Aim of this research paper is the trident approach, firstly, to understand the New Education Policy 2020's principle of Equitable and Inclusive Education, secondly, to find a way for institutions of Higher Education to achieve it and thirdly, to ensure that National Assessment and Accreditation Council (NAAC) in its accreditation and re-accreditation cycles factors it as a point for evaluation to ensure quality education for all.

Key Words: NEP 2020 New Education Policy 2020, Equitable and inclusive education, NAAC, multidimensional poverty, night degree college, blended learning, hybrid learning, Mentoring, Placement Cell, first generation learners.

Measurement: A structured questionnaire was used to collect the responses from respondents. Both primary and secondary data were collected from books, research papers and news articles.

1. Introduction: The New Education Policy 2020 has among its principles the principle of Equitable and Inclusive Education. It envisages equitable and inclusive education for all with a special focus on children and youth, particularly girls from socially and economically sections of society. The Rights of Persons with Disabilities (RPWD) Act of 2016 defines inclusive education as " A system of education wherein students with and without disabilities learn together and the system of teaching and learning is suitably adapted to meet the learning needs of different types of students with disabilities."

The scope of Equitable and Inclusive Education for this research paper is restricted to educationally and economically underprivileged sections of society in India. It focuses on the first generation learners who are educationally and economically disadvantaged and lack self-confidence however aspire to obtain a degree from a university and move ahead in life.

The Night Degree College is a successful higher education mode of imparting education that helps achieve this objective. Students earn by day and learn by night and it helps in the percolation of education opportunities to the first generation learners, the educationally and economically underprivileged sections of society in India.

The youth of India dream of obtaining a degree from a university in order to get employment. They aspire to earn, make a career and fulfill their responsibilities towards their families. The ground reality is the unhealthy growth in higher education brought about through the opening of numerous private self-financed higher education institutions. These higher education institutions aim at profit making and who pay little attention to the quality of education. They are characterized by unqualified and underpaid teachers, administrators, systems and infrastructure that do little to achieve the goals of higher education. Here is where the NDC-BH model, Night Degree College - Blended and Hybrid model for higher education, suggested by the researcher may be implemented as a quality enhancement initiative recommended to facilitate NAAC in its mission of improving quality in higher education and the NEP in achieving its principle of equity and inclusiveness in higher education.

2. Aim: This paper highlights a trident approach to achieve NEP's principle of equitable and inclusive education. The first prong is to weed out and stop the reckless growth of profiteering higher education institutions lacking quality and the ability to produce employable graduates. The second prong is the adoption of an education mode that is driven by technology to deliver quality higher education that is flexible and accessible to the educationally and economically disadvantaged sections of society in India. Adopting the NDH-BH model constructed by the researcher. The third prong is the participation of NAAC to help institutions of higher education focus on the quality factor while delivering higher education, facilitating in the achievement of NEP's goals and principles.

Further NAAC to increase its penetration. Increase the number of institutions accredited and re-accredited. Refresh and add in its framework a tool to measure the degree of success of higher education institutions' contribution towards achieving NEP's principle of equitable and inclusive education.

3. Review of Literature:

1. SpringerLink (Online service), Zajda, J., Davies, L., & Majhanovich, S. (2008). Comparative and Global Pedagogies: Equity, Access and Democracy in Education (1st ed. 2008.). Dordrecht: Springer Netherlands : Imprint: Springer. This book critically examines equality, equity and democracy in education, globally as well as from various perspectives. Globally, there are increasing arguments both for the democratization of education and for the use of education to promote a democratic society. Drawing upon recent studies in the areas of equity, access and democracy in education, this volume examines the overall interplay between globalization, democracy and outcomes in education.

2. Chapman, C., & Gunter, H. (2009). Radical reforms: Perspectives on an era of educational change. London: Routledge. This book examines the radical reforms in an era of educational change.

4. Objectives:

1. To study "Full equity and inclusion as the cornerstone of all educational decisions to ensure that all students are able to thrive in the education system" as one of the salient features of NEP 2020: Higher Education featuring among the Fundamental Principles of the policy.

2. To evaluate the model NDC-BH constructed by the researcher to facilitate full equity and inclusion of all educational decisions to ensure that all students are able to thrive in the HE system.

3. To understand how the re-accreditation framework must realign in order to facilitate the adoption of the NEP 2020 new roles and principles, particularly that of Equitable and Inclusive education.

5. Significance of the Study:

1. The study is important for institutions of higher education to understand how they can focus on the NEP's principle of Equitable and inclusive education and understands issues faced by the first generation learners. It studies the plight of higher education institutions as a result of reckless increase in the number of colleges that have emerged for profiteering. Poor quality education as a result of poor quality teaching. Poor quality teaching is an outcome of low salaries paid to under-qualified teachers.
2. The study is important to students as it not only studies the problems faced by students suffering from multidimensional poverty but also suggests a model to address the issue. The NDC-BH model
3. The study is important to NAAC National Assessment and Accreditation Council as it highlights the role of NAAC and its accreditation and re-accreditation framework to factor in the element of equitable and inclusive education.
4. The study is important to the Department of Higher Education, Government of India and the Ministry of Education as it addresses the NEP's principle of Equitable and Inclusive education for higher education.
5. The study is important to Corporates / Industries / NGOs who partner with colleges and institutions of higher education.
6. The study is important for student, guardians and all the stakeholders of higher education in India.

6. Data Analysis:

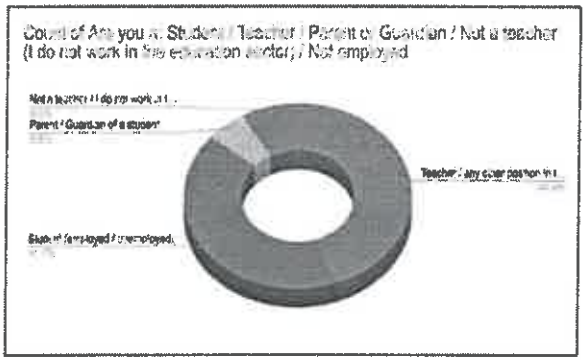
6.1 The NDC-BH model was perceived by the researcher and constructed after analyzing data collected from respondents. A questionnaire was circulated to people many of whom were stakeholders of the education sector and also to people from the corporate, industry to gauge their views on ways we could address the NEP's principle of Equitable and inclusive education -

Special emphasis given on Socially and Economically Disadvantaged Groups (SEDGs). 109 responses were received and data analysis revealed the following:

The respondents were from different sections of society. Categorised in the following manner.

1. Teacher / Any other position in the education sector.
2. Not a teacher
3. Not employed.
4. Student (employed / unemployed)
5. Parent or Guardian of a student
6. Entrepreneur or business owner

Figure 1: Categories of Respondents, Source: Primary Data

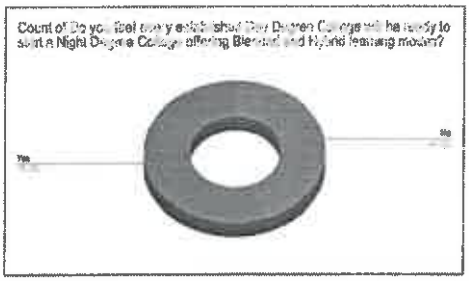


Categories of respondents : The questionnaire was shared among people from different age-groups and occupations. From the 109 respondents 44.4% were teachers / people belonging to any other position in the education sector, 41.1% were students either employed or unemployed, 5.6% were parents or guardians and 8.3 were not teachers 0.6% were either Not employed or entrepreneur or business owners.

Table 1: Data Analysis Source: Primary Data

Sr. No.	Question	%Agree	%Disagree
1.	Do you believe that Equal opportunity is given to all students in India to enter Higher Education?	63.2	36.8
2.	Do you believe that multidimensional poverty exists in India and it affects students entering Higher Education.	92.1	7.9
3.	Do you believe that Night Degree Colleges will help students get access to Higher Education?	92.1	7.9
4.	Do you believe that Blended learning, a mix of online and offline lectures for the same students group, will bring in flexibility and help working students attend Degree College lectures?	84.2	15.8
5.	Do you believe that hybrid learning, a mix of online and offline lectures for different student groups, those who choose to study online only and those who choose to study offline only, will help students attend Degree College lectures?	78.9	21.1
6.	If every established Day Degree College were asked to start one night degree college offering blended learning and hybrid learning modes, do you feel this could help students get better access to Higher Education?	81.6	18.4
7.	Do you feel every established Day Degree College will be ready to start a Night Degree College offering Blended and Hybrid learning modes?	55.3	44.7
8	What will be the major challenges faced by Day Degree Colleges to start a Night Degree College in Blended and Hybrid modes, assuming permissions from Directorate of HE, University, the Government and AICTE etc. were received? 1. Availability of Infrastructure to teach 2. Availability of Manpower to teach 3. Availability of digital platform and allied infrastructure like computers, software, hardware, Wifi, etc. 4. Availability of manpower to handle the night degree administration system. 5. Availability of students interested in enrolling for the night degree programme in the blended or hybrid mode of teaching 6. Availability of finance to start the night degree college in blended or hybrid mode of teaching. 7. All of the above	68.4 81.5 76.3 76.3 71.0 68.4 63.1	31.6 18.5 23.7 23.7 29.0 31.6 36.9
9.	If corporate partners were roped in to share the responsibility and make feasible the starting and running of a night degree college will the challenges be better handled?	92.1	7.9
10	How will the starting of night degree colleges help students? 1. Students will be able to earn by day and learn by night. 2. If they select offline mode, they can earn by day and learn by night. 3. Traveling time and cost is eliminated in online mode 4. Nature of students' jobs requiring them to travel, shifts in jobs etc. will be addressed in online mode.	65.7 92.1 84.2 78.9	34.3 7.9 15.8 21.1
11	Hybrid learning is the opportunity given to students to select a mixed mode of learning - online and offline. They can attend night college lectures on a regular basis and shift to online mode when they are not able to attend college due to job or personal reasons. 1. Students living close to the college may select hybrid learning mode rather than the online option in blended mode 2. Face to face learning is the best method and this opportunity may be availed as far as possible, with a flexibility to online learning during challenging times on job or home front 3. The hybrid gives flexibility in learning mode ensuring continuity and better interaction in the teaching-learning process. 4. Students whose job location is close to the night college may select hybrid learning mode rather than the online mode in blended learning. 5. Students who do not have to travel or do not have shifts can earn by day and learn by night using hybrid mode.	86.8 92.1 84.2 78.9 89.5	13.2 7.9 15.8 21.1 10.5
12.	How will the starting of night degree colleges in blended and hybrid modes of teaching help students? 1. They will get the opportunity to enter the Higher Education system as they can earn and learn 2. The blended mode of teaching will give them flexibility of attending both online and offline classes as per their need 3. The Hybrid mode of teaching will help students decide whether they will select a totally online mode or an offline mode for learning. 4. Teaching at night, offering the blended mode and hybrid mode to the students are the best opportunities offered to students to complete their higher education	94.7 81.6 76.3 84.2	5.3 18.4 23.7 15.8
13.	Examination pattern for night degree colleges to be offered both in online and offline and students to be permitted to select the mode of examination for each exam. Will this reduce the number of students dropping out from higher education?	68.8	31.2
14.	Use of technology, online teaching has revolutionized the teaching-learning process and must be embraced to increase enrolments in higher education programmes	92.1	7.9

Figure 2. Readiness of Day Degree Colleges to start Night Degree Colleges



6.2 The count of : Do you feel every established Day Degree College will be ready to start Night Degree College offering Blended and Hybrid learning modes, 55.6% feel that established Day Degree Colleges will be willing to start Night Degree Colleges. 44.4% of the respondents feel that established Day Degree Colleges will not be willing to start Night Degree Colleges.

Here we can clearly see the apprehension expressed in terms of several challenges that the established Day Degree Colleges will have to face if they decide to start Night Degree Colleges.

The major challenges faced by Day Degree Colleges to start a Night Degree College in Blended and Hybrid modes, assuming permissions from Directorate of HE, University, the AICTE etc. were received are:Availability of infrastructure to teach, Availability of Manpower to teach, Availability of digital platform and allied infrastructure like computers, software, hardware, Wifi, etc., Availability of manpower to handle the night degree administration system, Availability of students interested in enrolling for the night degree programme in the blended or hybrid mode of teaching, Availability of finance to start the night degree college in blended or hybrid mode of teaching. 63.1% of the respondents feel that All of the above factors negatively influence the established Day Degree Colleges from starting Night Degree Colleges.

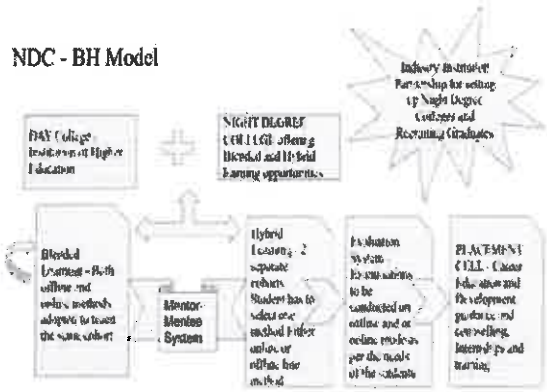
While this is a major challenge, the NDC-BH model constructed by the researcher may be studied and considered for adoption to help achieve the objective of Equitable and Inclusive Education. This model so adopted must be factored within the NAAC accreditation and re-accreditation framework as one of the points to be evaluated to ensure equitable and inclusive education with focus on quality education to reap the benefits of the model.

6.3 The objectives of the NDC-BH model are:

1. Equitable and inclusive education - Special emphasis given on Socially and Economically Disadvantaged Groups (SEDGs)
2. Use of technology to deliver higher education ensuring quality, flexibility and access
3. Mentor - Mentee system
4. Placement Cell - Creating employable graduates

Simply increasing the number of higher education institutions is not an answer. Quality higher education should be provided to the underprivileged and marginalized sections of society with a focus on making them employable. This may be brought about successfully by adopting technology to deliver higher education. Quality, Flexibility and access to higher education are the cornerstones to be achieved. NAAC to help institutions focus on quality and measure success aligning itself to the objectives and principles of the NEP for higher education. The combined objective of creating employable graduates, ensuring their successful careers for the growth of the nation.

Figure 3. The NDC - BH Model



6.4 The NDC-BH model, Night Degree College - Blended and Hybrid model is constructed as a tool to be adopted to bring about equitable and inclusive education particularly for students seeking higher education.

Higher Education: - undergraduate and postgraduate studies imparted by higher education institutions, university affiliated colleges, universities and autonomous institutions.

Very few privileged students get the opportunity to enter colleges and universities for higher education. The NEP 2000 has outlined Equitable and Inclusive Education as one of its principles. To adopt this principle we have to make available quality higher education opportunities available and easily accessible to the educationally and economically underprivileged sections of the society. While distance education and night degree colleges are playing their role on this front, there is still a lot more we need to do. Learning from the challenges we faced during the Covid-19 pandemic period and the methods, systems, tools and technologies we so quickly adapted to, necessity is the mother of invention! Online teaching using zoom, google, microsoft teams and so many other platforms, creating google classrooms and other LMS Learning Management Systems. Teachers and students both adapted instantly! So many of us learned google apps and used technology to connect with one another. It was not only teaching and examinations but also co-curricular and extracurricular activities like online talks, seminars, conferences cultural activities like singing, dancing, music, art, elocution, indoor sports, yoga, NSS, NCC, activities of the WDC Women Development Cell, Placement Cell and mentoring... everything happened online. We are now well-versed with teaching-learning on the online platform.

The NDC-BH model is constructed and is based on these new online teaching-learning skills we have learned during the Covid-19 pandemic period. We have experienced the power and effectiveness of technology, digital learning, and ICT based learning. Technology alone can ensure quality, flexibility and ease of learning. The NDC-BH model suggests that every educational institute engaged in higher education having one or more colleges offering undergraduate and postgraduate programmes affiliated to universities and or autonomous institutions, must have along with their Day College, atleast one Night Degree College. The night degree college should be the social arm of the educational institution and should have corporate or industry partnership.

From the data collected for 109 respondents we see that the majority of the participants suggest that this model will be successful only if there is industry-institution partnership. Partnership for creating educational infrastructure, financial support for running the night college and making technology available for the Blended learning and Hybrid learning systems.

The night college run by every day college must offer two systems or learning platforms to its students. The Blended learning system where online and offline platforms will be used to teach the same student group or cohort and the Hybrid learning system where the student has to select from either the online mode or offline mode to learn from. This means, in the hybrid system different student groups or cohorts are offered different platforms, either online or offline. A student selecting an online system will be taught only in the online mode for the entire programme. A student selecting an offline system will be taught face-to-face only. Here there is no blended learning.

6.5 Advantages of the NDC-BH model.

1. The students taking admission to a night degree college will have the benefit to choose from the blended learning system and the hybrid learning system.

2. Students whose job timings, personal conditions, nature of job that requires them to travel or work in shifts and may not get the opportunity to attend all the lectures in offline, face-to-face teaching. Such students may select the Blended learning system. Online and offline modes will be used to teach the same group. When they can not attend, they can take the online batches and when they are available, they can take offline, face-to-face classes.

3. The Blended learning system is advantageous to students either living or working near the night degree college premises. Time to reach college for offline, face-to-face teaching is of paramount importance.

4. Students who live (their residential address) or work (their office address) are far away from the night degree college, whose jobs do not permit them to attend offline, face-to-face classes may choose the online method from the Hybrid learning system. The entire programme for students with this need, will be taught to them on online mode. Those students who live near the night degree college or whose office address is near the night degree college location may choose the offline or face-to-face mode of the Hybrid learning system. The students will have to come to college in the evening to learn.

5. The Examination System should be a combination of online exam pattern and offline exam pattern allowing the students to choose between which format they want for a particular exam. This is necessary to accommodate students who can not report for exams to a particular exam center as the nature of their work does not permit them to do so. An inclusive approach for examinations is mandatory. It must be noted that care must be taken in maintaining quality of examination while delivering examinations on online and offline modes.

6. The NDC-BH model success depends on the mentoring system where every student has a teacher mentor with whom he can share his problems, worries, plans, academic issues, stress and time management issues. Students attending the Night Degree Colleges are mostly stressed due to economic conditions and time management issues as they have to learn and earn. Besides, their age group makes them vulnerable to emotional baggage that they get burdened with. The role of the mentor is to help the student make decisions for themselves and work sincerely and steadily, taking one day at a time to achieve goals. Building self-confidence of the students is the role and responsibility of the mentors.

7. The NDC-BH model extends to the Placement Cell activities of the college where a strong Placement Cell will support the students to get good jobs and make careers for themselves. Grooming, self-confidence, communication skills, decision making skills, critical thinking skills, team-building skills, leadership skills, skill development, internship programmes, resume writing, mock interviews and all that it takes for them to fit in the job market must be undertaken by the placement cell. Career training, counseling, development and internships. It is important to have a professional setup with well trained and qualified, committed placement officers who will handhold the students until they find a good job and are moving ahead on their career paths. Corporate / Industry-Institute partnership is mandatory for these activities. Various Institutions and NGOs have taken up this initiative and they partner with colleges to help assist in placement activities. To mention a few organizations that work in this area we have Garware Institute of Career Training and Development located in the Mumbai University Kalina Campus, Santacruz, Mumbai and the AIF American India Foundation, DBM Dharma Bharathi Mission, the Skill India initiative of the Government of India with special focus on skilling girls and helping them gain employment.

7. Findings:

1. Students entering higher education may be classified as privileged full time learners and

underprivileged part-time learners.

2. NDH-BH model: The model is constructed for enabling equality and inclusiveness in education opportunities in Higher Education. Today we have night degree colleges and distance learning as two options for students who can not become full-time learners. After the Covid-19 pandemic and the experience of successfully shifting the education system to the online mode, we have discovered the power of online education. Night colleges may be in these three different formats:

Night Degree College - Offline

Night Degree College - Hybrid

Night Degree College - Blended

3. Large Higher Education institutions or colleges earning profit have the potential to start at least one night college in an underdeveloped area to cater to the needs of economically disadvantaged students. This night college to be seen as the social arm of the institution.

4. Partnership with corporates/industry is feasible to set up infrastructure for Hybrid and Blended modes of delivery for Higher Education.

5. Mentoring is the backbone of quality education. The NDC BH model rests on mentoring for its success. Students entering the NDC BH model will need constant mentoring to boost self-confidence and complete their undergraduate or postgraduate programme.

6. The Placement Cell must be a well structured integrated department of every college / higher education institution. A graduate / post-graduate must be assisted to build a career with career guidance, internship, training and development opportunities. Collaboration of the Placement Cell with Corporates / Industry / NGOs for this function is a must.

8. Recommendation:

1. The NDC-BH Model to be adopted to facilitate the achieving of NEP 2020 Fundamental Principle of Full Equity and Inclusion for students of Higher Education System.

2. Make it mandatory for Higher Education institutions to collaborate with organizations and corporations who have CSR initiatives and programmes to skill students to make them employable and align them with skills needed by the industry.

3. Placement Cell in every Higher Education institutes should liaison with corporates and ensure placement of students. There is a gap in adoption, implementation and structure for these processes. It is optional, loosely monitored, not mandatory, not taken seriously by all three parties, learner, provider of the service and college adopting the service.

4. Girl students - PTAs to be conducted to spread the importance of completion of the higher education programme before they get married.

5. Skill training for girls - Employability skills for girls.

6. Employment and financial independence of girls to be emphasized.

7. Economically underprivileged students and first-generation learners to be supported with more schemes to provide for their tuition fee and book, learning material etc. by the Government and Private institutions.

8. Higher Education students should have access to digital infrastructure.

9. Smart classes, wifi enabled classrooms. - ONLINE LEARNING

10. Library Facility to be rationalized - Wifi enabled campus, video conferencing, Smart phones, laptops, desktops, printers etc, should be available as part of the library facility of Higher Education institutions.

11. ONLINE and OFFLINE teaching - the undergraduate and postgraduate courses should be flexible and available in both modes. Fully online, hybrid, fully offline where the student should be given the opportunity to decide which is feasible for them.

12. The degree issued to students adopting different learning modes should be the same. Increase in the number of night colleges.

13. Every large Day college should have a night college for working students.

14. Study leave policy to be introduced in corporations to enable students to prepare for their examinations while they are employed.
15. Appoint counselors for students of Higher Education to cope with stress.
16. Appoint mentors to hand-hold students through their career and after. Make this mandatory for all Higher Education colleges.
17. Make teachers accountable for the failure / results obtained by students.
18. PM's e-Vidya Programme to be extended to the students of Higher Education. "One Nation One Digital Platform."

9. Scope of the Study:

1. This study is limited to the study of one of the NEP's principles, Equitable and Inclusive Education. Other principles of the NEP may be studied by researchers.
2. Equitable and Inclusive Education is limited to educationally and economically underprivileged students. The first generation learners. Research may be conducted on the extended scope of the terms equitable and inclusive education.

10. Period of the study: The study is conducted in the year 2022 and documented in December 2022.

11. Conclusion: The New Education Policy 2020's principle of equitable and inclusive education is an important principle and must be studied and addressed by all stakeholders of Higher Education including the National Assessment and Accreditation Council (NAAC)

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15

THE ROLE OF NATIONAL EDUCATION POLICY IN THE RE-ACCREDITATION FRAMEWORK OF HIGHER EDUCATION

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1. Abstract

Globalization as a process is taking place independently of us. The realities of globalization are this: our children will no longer compete against children from other states but with children from all over the world. We have no option but to recognize it, understand it and be innovative continually. Creativity and innovation are the essence of learning. Depending on the content and context, creativity change human abilities and resulting behaviors. In Higher education, it is now must that students should be independent and empowered to be responsible for their higher learning. It is also required to ensure that the systems used to evaluate education systems for accreditation do not stifle with innovation.

A Higher education accreditation is a type of quality assurance process- under which, services and operations of post-secondary educational institutions are evaluated by an external body to determine if applicable standards are met or not ...As an education service provider are you satisfied with the outcome?Is it a long battle to fight for getting an eminence status to your own institution?

The National Education Policy is aimed at improving the quality of higher education to develop thoughtful, well-rounded and creative individuals. It is expected to bring positive and long-lasting impact on the higher education system of the country.

2. Introduction

The present era is era of "ICE"- (Information, Communication and Entertainment).The present era is the also era of information and knowledge revolution.Gone are the days of a professor delivering a lecture while standing behind a podium ina lecture hall in a one-way communication mode where his/ her words are words of God, and students sit quietly embracing his/her words, busy taking down notes.

Tell me, and I'll Forget
Show me and I'll remember
Involve me and I'll learn.....(A Chinese Proverb we have heard)

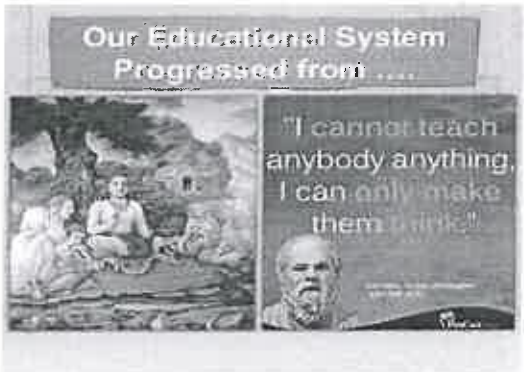

Fig- 1:Education system from then to now

The higher education sector in India is crippled due to the lack of financial, academic and administrative autonomy granted to institutions. Overall, this has resulted in the poor quality of institutions as well as education. Under the affiliating university model, the boss of most colleges is the UNIVERSITY or a GOVT. Authority- both lack the capacity to effectively regulate their constituent colleges and hold them accountable.

In the last 30 years the government has taken a step back from its role as the primary funder of higher education.

In 21st Century, the types of information and the media which present them, have be-

come many folds and multifarious, offering a vast selection. In developed countries Students are being taught, through an organized and disciplined approach, how to access, assimilate, and differentiate the information at their disposal. Teaching and learning have been replaced with more innovative and creative ways of disseminating, sharing and facilitating knowledge development in higher education.

The higher education sector in India has grown across all levels and disciplines. However, broad trends and patterns in enrolment, graduation and placement suggest that access to higher education continues to remain a challenge.

Given the low proportion of students that go on to pursue postgraduate and doctoral education, a shortage of qualified teachers is a big problem even in the best universities in India.

Faculty shortagefor research and inadequate industry linkages amplify the existing limited uptake of good quality independent research in Higher Educational Institutes across all disciplines.

Now, Autonomous Higher Education Institutes are at an advantage since they have the power to constitute their own academic councils and make decisions on academic matters.

3. Objective of the Study

Though the education policy has impacted school and college education equally, this article mainly focuses on NEP 2020 and its impact on Higher Education. This paper is aimed at evaluating Role of NEP 2020 in the re-accreditation framework of higher Education and will throw some light on impact of the policy in improving the quality of higher education to develop thoughtful, well-rounded and creative individuals.

4. What was the Need of NEP 2020

We all know and believe that a nation better taught, is a nation better empowered. New Education Policy 2020 is the result of this phenomenon. It emphasizes;

Beyond teaching, mentoring.
Beyond career -building, character-building.
Beyond institution-building, nation-building.
Because a nation better taught, is a nation better empowered."

Fig- 2:Education system is changing from...

Creativity and innovation are the essence of core teaching style and learning. Creativity and innovation bring about interest and motivation to learners as well as Subject teacher, which eventually lead to learning.In a globalized world, there is no room for an economy delinked from world trade and progress.If we do not gain the necessary skills to compete and if we do not make these skills explicit to the world, we will be left behind.

Considering all above objective in mind in the year 2020 New Education policy is released. The NEP 2020 calls for key reforms in both school and higher education that prepare the next generation to thrive and compete in the new digital age.

The New Education Policy replaces the previous National Policy on Education, 1986 and forms a comprehensive framework to transform both elementary and higher education in India by 2040.The NEP 2020 enacts numerous changes in India's education policy. It aims to increase state expenditure on education from around 4% to 6% of the GDP as soon as possible.

The new education policy brings some fundamental changes to the current system, and the key highlights are multidisciplinary univer-

sities and colleges, with at least one in every district, revamping student curricula, evaluation, and support for enhanced student experience.

5. Research Methodology

This research is a descriptive study. The necessary secondary data was collected from various websites including those of Government of India, magazines, journals, other publications, etc. This data was then analyzed and reviewed to arrive at the inferences and conclusions.

6. Salient feature of NEP 2020- Related to Higher Education

a. The National Policy on Education (NPE) is a policy formulated by the Government of India to promote education amongst India's people.

b. 5 Pillars of National Education Policy 2020 (NEP 2020)

To ensure continual learning, **Affordability, Accessibility, Quality, Equity, and Accountability**(5 Pillars of NEP 2020) has been crafted consistent with the needs of the citizens.

c. Providing quality education and creating lifelong learning opportunities for all, leading to full and productive employment forms the thrust of NEP 2020.

d. The NEP 2020 is aimed to raise the Gross Enrolment Ratio (GER) from the current 26 percent to 50 percent by 2030 in the higher education space.

e. It aims at building the overall personality of students by strengthening infrastructure for open and distance learning, online education and increasing the use of technology in education.

f. Education and Skilling in Cyber Security - 'Cyber Security Failure' ranks 4th most critical threat to the world. As education and learning have already moved to cyberspace it has become utmost important to protect the privacy and security of each individual. Thus, as adoption of digitization takes center stage, it is extremely important to make our networks and cyberspace secure. In this current scenario, it becomes pertinent that capacity building for 'Cyber Security Resilience' is given prime importance and is included in higher education curriculum irrespective of stream of learning.

g. Research and Innovation in Higher Education- One of the key thrust areas of NEP 2020 is to encourage high R&D investments from government and private sectors. This will encourage innovation and innovative mindsets. To facilitate the same, there is a need for a strong industry commitment and close intervention with academia for industry led skilling / upskilling.

7. A brief analysis of impact of NEP 2020- Related to Higher Education

India has seen a rapid expansion in the higher education sector since 2001 but not with expected quality. There has been a dramatic rise in the number of higher education institutions (HEIs) and enrolment has increased four-fold. The Indian higher education system is now one of the largest in the world, with 57000 institutions approximately.

Reviving Higher Education in India will see a dramatic increase in the capacity of its higher education sector in years to come. With a Gross Enrolment Ratio (GER) of 26.3% in 2018, now we aim to achieve the target of 38% GER by 2025 and 50% by 2035.

NEP 2020 aims to reforms and respond to challenges being faced by higher education in India today. It aims at examining the capacity of HEIs with respect to students as well as teachers; governance and accountability; funding and affordability.

NEP 2020 aims to create a globally relevant and competitive ecosystem that can produce employable graduates and sophisticated knowledge workers.

Limited assessment and accreditation capacity of the NAAC and NBA has been a significant barrier in linking the performance of an institution to autonomy and funding decisions. Thus far, NAAC has retained the exclusive power to accredit Higher Education Institutes. This

needs to be critically examined further as it may allow corruption and profiteering to creep into the sector as we grow in future.

8. Impact of NEP 2020 on Regulatory system of Higher Education

A. Accreditation frame work prior to NEP 2020

The accreditation framework was launched in July 2017.The Accreditation framework was

a. ICT enabled,

b. Objective,

c. Transparent,

d. Scalable and robust.

The accreditation scheme for improving credibility of **Learning Service Provider (LSP)** has been developed by National Accreditation Board for Education and Training (NABET), Quality Council of India (QCI) under Department of Industrial Promotion and Internal Trade (DPIIT), Ministry of Commerce and Industries, Government of India. Accreditation ensures Quality Assurance of Trainer/Faculty, Infrastructure; Program Design and Training Management System.

B. Why Accreditation process is important?

An accredited degree is recognized for meeting specific educational standards. While choosing a degree program, accreditation is on top of our mind, as it is honored by many reputable institutions and organizations. Choosing an accredited degree ensures its acceptance by other recognized institutions and organizations and potential employers. A Higher education accreditation is a type of quality assurance process under which services and operations of post-secondary educational institutions or programs are evaluated by an external body to determine if applicable standards are met, accredited status is granted by the agency. In India accreditation for all universities is compulsory.

C. Important and Top Accreditation Councils in India

a. UGC (University Grants Commission)

b. NCTE (National Council for Teacher Education)

c. AICTE (All India Council for Technical Education)

d. NAAC (National Assessment and Accreditation Council)

e. NBA (National Board of Accreditation)

f. NIRF (National Institutional Ranking Framework)

g. Distance Education Council)

The above few will be replaced by A Higher Education Council of India (HECI) as per NLP 2020. HECI will now regulate higher education. The HECI goal will be to increase gross enrollment ratio. The HECI will have 4 verticals:

a) **National Higher Education Regulatory Council** (NHERC), to regulate higher education, including teacher education, while excluding medical and legal education.

b) **Higher Education Grants Council** (HEGC), for funding and financing of universities and colleges. This will replace the existing University Grants Commission, National Council for Teacher Education and All India Council for Technical Education.

c) National Accreditation Council (NAC), a " Meta-Accrediting body". This will replace the existing **NAAC (National Assessment and Accreditation Council) and NBA (National Board of Accreditation).**

d) **General Education Council** (GEC), to frame "GraduateAttributes", namely the learning outcomes expected. It will also be responsible in framing a National Higher Education Qualification Framework (NHEQF). The National Council for Teacher Education will come under the GEC.

D. Top accreditation councils in India as per different field of study working before NLP 2020:

A. UGC(UniversityGrants Commission)

University Grants Commission (India) is statuary body set up by the Indian Union government in accordance with the UGC Act 1956 under Ministry of Human Resource Development and is charged with coordination, determination,

and maintenance of standards of higher education. It provides recognition to universities in India and disburses funds to such recognized universities and colleges. It also advises the Central and State Governments on the measures which are necessary for the development of Higher Education. Currently, **UGC conducts NET (National Eligibility Test)** for appointments of teachers in colleges and universities along with CSIR.

B. AICTE (All India Council for Technical Education) All India Council for Technical Education is the statutory body and a national-level council for technical education under Department of Higher Education, Ministry of Human Resource development. Every year as per the direction of Ministry of Human Resource development (MHRD), Government of India **AICTE conducts a national level entrance examination called CMAT** (Common Management Admission Test).

C. NAAC(National Assessment and Accreditation Council)

National Assessment and Accreditation Council is and autonomous body established by the University Commission of India (UGC) to assess and accredit institutions of higher education in the country. It lay special emphasis on evaluating the quality of higher education in India. NAAC has introduced new a methodology to assess and accredit the higher education institutions in India. In the first step, the institution is required to seek Institutional Eligibility for Quality Assessment (IEQA) and the second step is the assessment and accreditation of the institute under the grades A, B, C for accredited institutions: and D for those which are not accredited. NAAC has identified seven criteria for assessment procedure: Curricular aspects, Teaching-learning and evaluation, Research, Consultancy and extension, Infrastructure and learning resources, Student support and progression, Governance and leadership and Innovative practices.

D. NBA (National Board of Accreditation)

From 7th January 2010, NBA came into existence as an autonomous body with the objective of Assurance of Quality and Relevance of Education, especially of the programs in professional and technical disciplines, i.e., Engineering and Technology, Management, Architecture, Pharmacy and Hospitality.

E. NIRF (National Institutional Ranking Framework)

National Institutional Ranking Framework is a methodology adopted by the Ministry of Human Resource development (MHRD), Government of India, to rank all institutions of higher education in India.

F. DEC (Distance Education Council)

Distance Education Council is responsible for the promotion and coordination of the Open University and distance education system and for determination of its standards based in New Delhi, India. It was constituted under the Indira Gandhi National Open University Act, 1985. In June 2013, **DEC was taken over by the University Grants Commission by establishing Distance Education Bureau** (DEB) to govern the distance education programs in India.

G. NCTE (National Council for Teacher Education)

National Council for Teacher Education is a statutory body of Indian government set up under the National Council for Teacher Education Act in 1995 to formally oversee standards, procedures and processes in the Indian education system. The main objective of the NCTE is to achieve planned and coordinated development of the teacher education system throughout the country, the regulation and proper maintenance of Norms and Standards in the teacher education system and for matters connected therewith.

9. Graded Accreditation and Graded Autonomy

NEP 2020 supports a phasing out strategy from Affiliated Colleges to Autonomous In-

stitutions. The empowerment and autonomy to innovate is one of the key features of NEP. The increased flexibility offered to autonomous institutions will help in converting these institutions to Research-intensive or Teaching-intensive Universities in near future.

Establishing Academic Bank of Credit (ABC) is definitely a robust idea to store the academic credits that students earn by taking courses from various recognized higher education institutions.

The introduction of single common entrance test is another positive step which will reduce the stress of multiple competitive exams and ease off the pressure of preparing for so many of them. It will also ensure a level playing ground for all student applicants going forward.

There will be multiple entry and exit options for those who wish to leave the course in the middle. Their credits will be transferred through Academic Bank of Credits.

The new higher education regulatory structure will ensure that distinct administrative, accreditation, financing, and academic standard-setting roles are performed by separate, autonomous, and empowered bodies.

E-courses will be available in regional languages: Technology will be part of education planning, teaching, learning, assessment, teacher, school, and student training. The e-content will be available in regional languages, starting with 8 major languages – Kannada, Odia, Bengali among others to join the e-courses available in Hindi and English.

10. Conclusion

The NEP 2020 is a very progressive document, which has factored current socio-economic- landscape and the prospect of future uncertainty. NEP 2020 addresses the need to develop professionals in a variety of fields ranging from Agriculture to Artificial Intelligence. NEP 2020 paves the way ahead for many young aspiring students to be equipped with the right skillset. The new education policy has a laudable vision, and requires to be effectively integrated with the other policy of government like Digital India, Skill India and the New Industrial Policy to name a few. The NEP 2020 is a defining moment for higher education.

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National Assessment and Accreditation

The New Normal Global Economy: Economic Recovery and Growth In The Post COVID Times

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BACKGROUND

The COVID-19 pandemic has created a global health crisis that has also led to an economic crisis. The measures taken to contain the spread of the virus, such as lockdowns and travel restrictions, have disrupted supply chains and reduced economic activity. As a result, countries around the world have experienced a sharp decline in their GDP and rising unemployment rates. Governments and international organizations have responded with unprecedented monetary and fiscal policies to support businesses and households. The International Monetary Fund (IMF) estimates that the global economy contracted by 3.3% in 2020, the worst recession since the Great Depression in the 1930s (World Economic Outlook, 2021). The World Bank reports that the COVID-19 pandemic has pushed an estimated 119-124 million people into extreme poverty in 2020, erasing years of progress in poverty reduction (World Bank Global Economic Prospects, 2021). The Organisation for Economic Co-operation and Development (OECD) revealed that unemployment rates increased in almost all member countries due to the pandemic, with an average unemployment rate of 7.1% in 2020, up from 5.4% in 2019 (OECD Employment Outlook, 2020)

Governments and central banks around the world implemented significant monetary and fiscal stimulus measures to support their economies during the pandemic. For example, the United States passed a $2.2 trillion stimulus package in March 2020, while the European Union agreed on a €750 billion ($915 billion) recovery package in July 2020 (Peterson Institute for International Economics, 2021). Overall, these figures illustrate the significant economic impact of the COVID-19 pandemic and the unprecedented policy responses implemented by governments and international organizations to mitigate the crisis.

The pandemic has had a significant impact on the global economy. The pandemic has affected different sectors of the economy differently. The travel and tourism industry has been one of the hardest hit, with airlines, hotels, and other related businesses experiencing a sharp decline in demand. Global travel and tourism industry suffered a loss of 62 million jobs and $4.5 trillion in GDP in 2020 (World Travel and Tourism Council Economic Impact Report, 2021). The manufacturing sector has also been affected by supply chain disruptions, leading to a shortage of critical components and raw materials. The Institute for Supply Management reports that global supply chains have been disrupted, with 75% of companies experiencing supplier delivery delays due to the pandemic (Institute for Supply Management Manufacturing Report on Business, 2021). The service sector, which includes retail, hospitality, and entertainment, has been severely impacted by social distancing measures and restrictions on public gatherings. The International Labour Organization (2021) reports that the pandemic had a significant impact on the hospitality and retail

sectors, with an estimated 255 million jobs lost globally in 2020 The pandemic has also had an impact on global trade. The closure of borders and restrictions on international travel and trade has disrupted supply chains, leading to a reduction in exports and imports. The decline in trade had a significant impact on the global economy, particularly on developing countries that rely on exports. The World Trade Organization reports that global merchandise trade volume fell by 5.3% in 2020, with the sharpest decline in the second quarter of the year. Developing countries, particularly those dependent on tourism and commodity exports, were hit the hardest (World Trade Organization Trade Forecast, 2020). These figures demonstrate the significant impact of the pandemic on different sectors of the global economy and the challenges faced by businesses and individuals around the world.

A PANDEMIC-INDUCED ECONOMIC CRISIS: IMPACTS ON LOW, MIDDLE, AND HIGH-INCOME NATIONS

The COVID-19 pandemic had significant impacts on economies across the world, with low, middle, and advanced nations all experiencing economic challenges. However, the impacts have varied depending on the country's income level, health system capacity, and policy response. Low-income countries have been particularly affected by the pandemic, with many facing challenges in healthcare capacity and limited fiscal space. The pandemic has led to a decline in economic activity and a rise in poverty levels. According to the World Bank, the pandemic pushed about 32 million people into extreme poverty in sub-Saharan Africa alone in 2020. The World Bank also estimates that the pandemic could lead to a reduction in average per capita income of about 8.1% in low-income countries in 2021.

Middle-income countries have also been impacted by the pandemic, but to a lesser extent than low-income countries. These countries have faced challenges related to healthcare capacity, fiscal space, and high debt levels. The pandemic has led to job losses, reduced investment, and slower economic growth. According to the World Bank, middle-income countries are expected to grow by 4.2% in 2022, following a 2.2% contraction in 2020. Advanced economies have also been impacted by the pandemic, but their economic response has been more robust due to their higher health system capacity, fiscal space, and policy response. These countries have implemented fiscal stimulus packages, monetary policies, and structural reforms to support economic recovery. According to the International Monetary Fund, advanced economies are expected to grow by 4.3% in 2022, following a 4.7% expansion in 2021. Overall, the COVID-19 pandemic has had significant impacts on economies across the world, with low-income countries being the hardest hit. While all countries have been impacted, advanced economies have been able to respond more robustly due to their higher capacity and resources. The recovery of nations' economies will depend on a range of factors.

As of May 2023, the global economy is showing signs of recovery from the COVID-19 pandemic, albeit with some variations across countries and regions. According to the International Monetary Fund (IMF), the global economy is expected to grow by 4.4% in 2022, after contracting by 3.3% in 2020 and growing by 5.9% in 2021. Advanced economies are expected to recover faster than emerging and developing economies, primarily due to their higher vaccination rates and better access to fiscal and monetary support. The United

States, which has implemented massive fiscal stimulus and a successful vaccine rollout, is expected to grow by 5.5% in 2022, after growing by 6.3% in 2021.

In contrast, emerging and developing economies are facing more significant challenges in their economic recovery and growth efforts. These countries are facing structural challenges such as weak institutions, limited fiscal space, and limited access to vaccines. The IMF expects emerging and developing economies to grow by 4.6% in 2022, after contracting by 2.2% in 2020 and growing by 4.0% in 2021. The global trade recovery has also been uneven, with some countries and sectors recovering faster than others

WIDENING THE DIVIDE: THE UNEQUAL ECONOMIC GROWTH AND RECOVERY

The World Inequality Report 2022 by the World Inequality Lab shows that global inequality has worsened during the COVID-19 pandemic. The report states that the top 10% of income earners in the world captured 52% of all global income in 2020, up from 47% in 2019. A study by the International Labour Organization (ILO) found that the pandemic has disproportionately affected workers in low-skilled, low-paid jobs, who are often employed in the informal economy. The study estimates that the global working-hour losses in 2020 were equivalent to 255 million full-time jobs, with the most significant losses occurring in low-income countries.

The Global Inequality Dynamics Database, a project by researchers at the University of Texas at Austin and the Paris School of Economics, found that the pandemic has widened the wealth gap between the rich and poor in many countries. The study states that the wealthiest 10% of households in the world own 76% of global wealth, up from 67% in 2019. A report by the United Nations Development Programme (UNDP) found that the pandemic has led to an increase in poverty rates in many countries, particularly in sub-Saharan Africa. The report estimates that an additional 207 million people will be living in extreme poverty by 2030 due to the pandemic. A study by Oxfam International found that the pandemic has widened the gender pay gap, with women more likely to lose their jobs or have their hours reduced during the pandemic. The study estimates that it could take more than 100 years to close the gender pay gap at the current rate of progress.

Governments and international organizations have implemented various policy responses to mitigate the economic impact of COVID-19. These policy responses include fiscal and monetary measures, such as increased government spending, tax cuts, and low-interest rates. Central banks have also implemented quantitative easing programs to increase liquidity in financial markets. In addition to fiscal and monetary measures, governments have also implemented measures to support businesses and households, such as wage subsidies, rent relief, and loan guarantees. International organizations such as the World Bank and the International Monetary Fund (IMF) have also provided financial support to countries affected by the pandemic.

THE PANDEMIC'S ECONOMIC LEGACY: CHALLENGES AND OPPORTUNITIES FOR FUTURE GROWTH

The pace and trajectory of economic recovery and growth in the post-COVID era will depend on several factors. Governments and central banks will need to balance the need for economic stimulus with the risk of inflation and rising debt levels. The timing and extent of fiscal and monetary measures will depend on the pace of economic recovery and growth and the prevailing economic conditions. Structural reforms will also play a critical role in economic recovery and growth. Governments will need to implement structural reforms to address long-standing economic challenges and create conditions for sustainable economic growth. These reforms could include measures to improve the business environment, increase labor market flexibility, and promote investment in digital infrastructure.

The economic recovery and boosting economic growth in the post-COVID era will require a collaborative effort from individuals, NGOs, governments, and international institutions. Each group has a unique role to play in supporting economic recovery and growth. Individuals play a crucial role in supporting economic recovery by following public health guidelines, getting vaccinated, and supporting local businesses. A survey conducted by the International Labour Organization found that during the pandemic, 81% of respondents reported a decline in earnings, with women and young people being disproportionately affected. Additionally, supporting local businesses by purchasing their products or services can help to stimulate economic activity in the community. In the United States, consumer spending accounts for approximately 70% of GDP. As such, individual spending patterns have a significant impact on economic growth.

Non-governmental organizations (NGOs) can support economic recovery and growth by providing assistance to vulnerable populations, advocating for policies that support economic recovery, and investing in sustainable development initiatives. For example, NGOs can provide financial assistance to small businesses, support job training programs, and advocate for policies that support economic recovery and growth. In 2020, the Ford Foundation committed $1 billion to support organizations working on social justice issues, including economic recovery from the pandemic. In the United Kingdom, the Prince's Trust provided over 11,000 young people with support to start their own businesses during the pandemic. Governments play a critical role in supporting economic recovery and growth by implementing fiscal and monetary policies that stimulate economic activity, investing in infrastructure, and providing support to vulnerable populations. Fiscal policies can include measures such as tax cuts, government spending, and targeted support to specific industries or populations. Monetary policies can include interest rate adjustments, quantitative easing, and other measures to encourage lending and investment. Infrastructure investments can create jobs and provide a foundation for long-term economic growth. The U.S. government provided over $4 trillion in fiscal support to households, businesses, and state and local governments in response to the pandemic. The European Union implemented a €750 billion recovery fund to support member states' economic recovery from the pandemic.

International institutions, such as the World Bank, the International Monetary Fund, and the United Nations, can support economic recovery and growth by providing financial assistance, technical support, and policy guidance to countries. These institutions can also

facilitate cooperation between countries and provide a platform for sharing best practices and lessons learned. The International Monetary Fund provided $117 billion in financial assistance to 85 countries in response to the pandemic. The World Bank Group provided over $157 billion in financing to support countries' pandemic response efforts, including investments in health systems, social protection, and economic recovery. In summary, individuals, NGOs, governments, and international institutions all have important roles to play in supporting economic recovery and growth in the post-COVID era. By working together, we can rebuild our economies in a more equitable and sustainable way.

About the Authors

Pooja Sikka is an Assistant Professor in Economics at the University Institute of Laws, Punjab University Regional Centre, Ludhiana. She received a fellowship from University Grants Commission to pursue her Ph.D. in Economics from the Department of Economics, Punjabi University, Patiala. Her 16 years of zealous teaching experience along with her storehouse of knowledge lead to her interest towards the research domain which includes subjects of Economic Growth and Development, Poverty and Income Inequality and Public Policy. She has to her credit three books of which one being published by Routledge, along with profuse publications in reputed journals and as book chapters, book reviews, conferences proceedings etc. In addition, she has also presented numerous papers both at International and National level conferences.

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Original Research Article

THE NATIONAL EDUCATION POLICY 2020: THE PERSPECTIVE OF STUDENTS WITH REGARDS TO THE CROSS-FACULTY APPROACH

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Abstract:

The Ministry of Education introduced the National Education Policy with an aim to transform the Indian Education system which will enable an individual to study one or more specialised areas of interest in detail and also develop character, ethical and constitutional values. It also aims a quality higher education which must enable personal achievement and enlightenment, constructive public engagement and productive contribution to the society.

Key words: *C*

Introduction :

The current Indian higher education system has the drawbacks like;

- The large number of universities are resulting into low standard of under graduate education.
- Limited teachers and institutional autonomy.
- Rigid separation on disciplines, with early specialisation and streaming of students into narrow areas of study.
- Suboptimal governance and leadership of Higher Education Institutions (HEIs).
- An ineffective regulatory system.

To overcome the problems and drawbacks in existing education policy, the higher education policy in particular, the National Education Policy 2020 has been introduced. Some of the major initiatives with regards to HEIs are as follows;

- Moving towards 'Multidisciplinary Universities and Colleges' with more HEIs across India that offer medium of instruction in multiple languages.
- Moving towards a more Multidisciplinary Under Graduate Education.
- Moving towards faculty and institutional autonomy.
- Governance of HIEs by independent boards having academic and administrative autonomy.
- 'Light but Tight' by single regulator for Higher Education.

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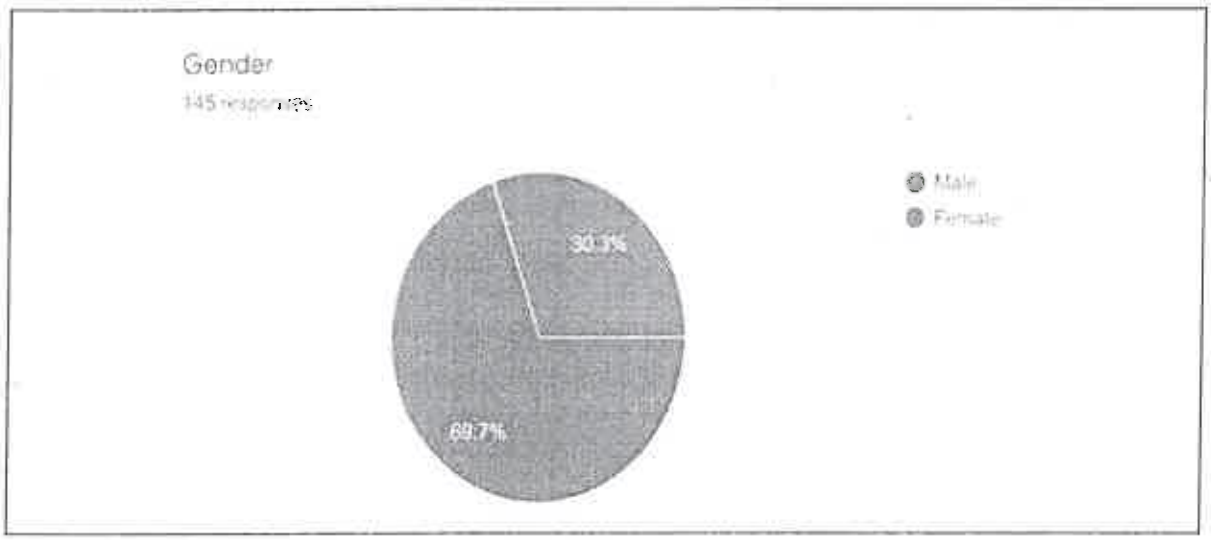
situation, there is a need of coordination between the respective colleges. Again, the colleges may find it difficult to coordinate with each other for the actual implementation of Cross Faculty Programme.

5. **Fear of unemployment:** The Cross Faculty Approach in the NEP 2020 clearly intends phasing out of single stream or dual stream colleges over a period of time. Such colleges have the only option to survive will be converting themselves to the multidisciplinary colleges which will be practically difficult for them.

Data Analysis and Interpretation :

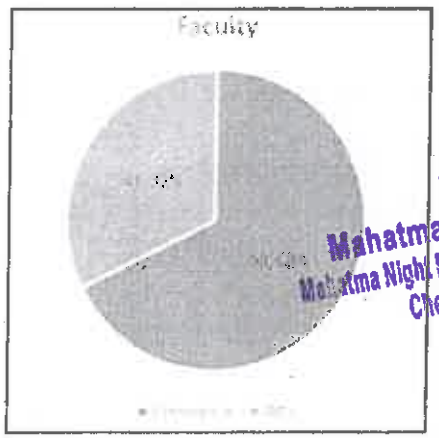
Total 145 Responses collected. Out of total respondents 30.3% are male respondents and balance 69.7% are female respondents.

Figure No.1



Out of 145 respondents 47 respondents were from Arts and 98respondents were from Commerce Faculty.

Figure No.2



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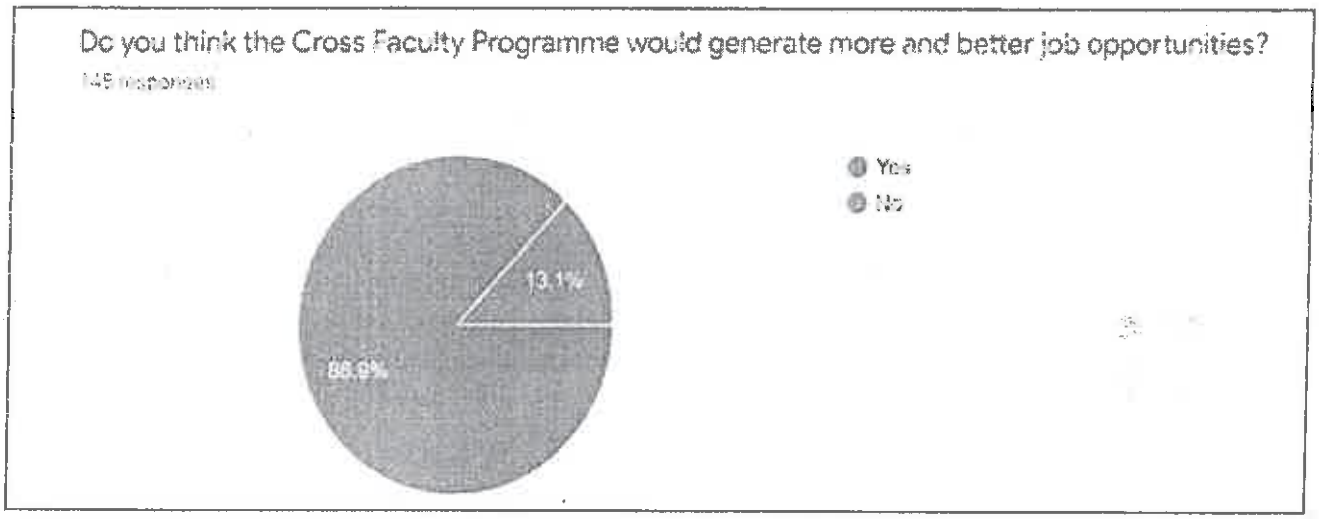
The question was about the generation of more and better job opportunities after the implementation of the NEP 2020.

86.9% respondents opined that the more and better job opportunities would be generated due the implementation of the NEP 2020.

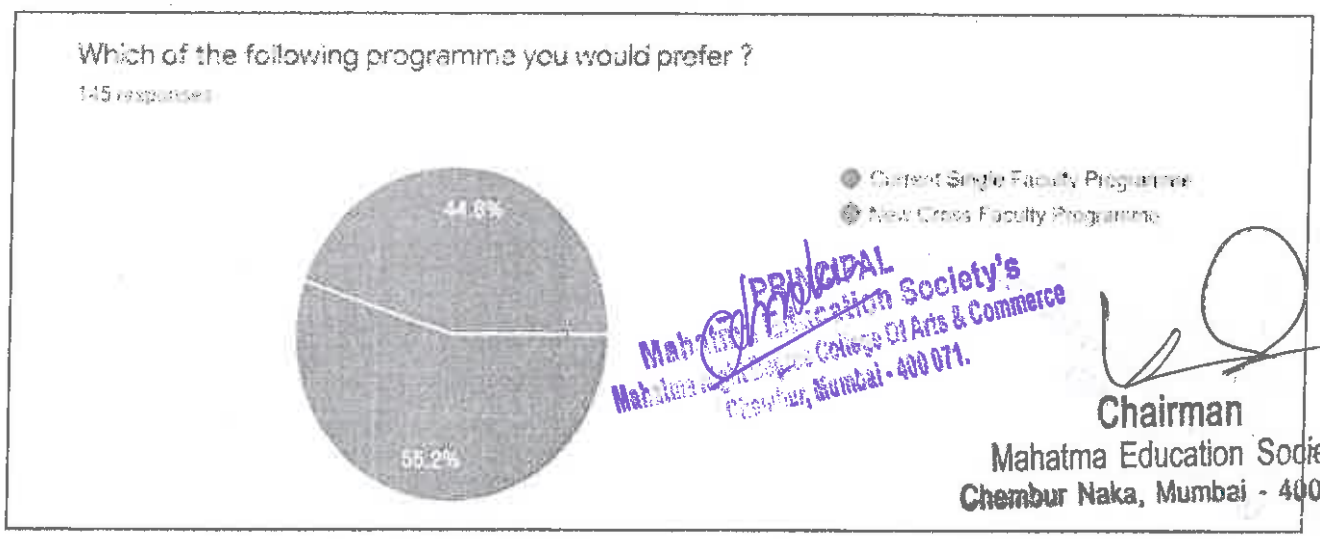
Figure No.5



The respondents were asked that which approach / programme would be preferred out of Current Single Faculty Programme and New Cross Faculty Programme.

Out of total respondents 55.2% selected the Current Single Faculty Programme and 44.8% respondents selected New Cross Faculty Programme.

Figure No.6



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Result :

The Table No.2 indicated that for the variable willingness to opt for cross faculty program, calculated p-value is greater than standard p-value 0.05. Therefore, Null Hypothesis was Accepted and Alternate hypothesis was Rejected. It means **there is no significant association between gender and willingness to opt for cross faculty program. findings**

Findings :

1. It was found that 62.8% respondents were aware about the Cross Faculty Approach in National Education Policy 2020.
2. It was found that 85.5% respondents were of the opinion that the Cross Faculty Approach would be feasible and convenient to implement.
3. It was found that 86.9% respondents were of the opinion that the NEP 2020 would generate more and better job opportunities.
4. It was found that 55.2% respondents were of the opinion that current Single Faculty Programme is better while remaining 44.8% respondents opined that new Cross Faculty Programme would be better.

Suggestion and Recommendation :

1. The New Education Policy 2020 has a student centric approach. Thus, it is required to make students and parents aware about the NEP 2020 especially with regards to Cross Faculty Approach.
2. To generate such kind of awareness among the students and parents, the Government should take initiatives through online or offline modes like:
   - Counselling sessions
   - Workshops
3. Teachers act as an intermediary between students/ parents and Government. Thus, the training and awarenessprogrammes must be organised by the Government for the teacher fraternity.
4. The initiatives taken by the Government should be publicised and promoted properly through social media, news channels and print media.

Conclusion :

The fundamental principle of the NEP 2020 is Multi-disciplinary and a Holistic education across the sciences, social sciences, art, humanities and sports for a multi-disciplinary world in order to ensure the unity and integrity of all knowledge. The clarity, feasibility and outcome could be seen only when the policy would be actually implemented in the educational institutions. Further the corrective measures, if required could be taken during the course of implementation.

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17. A Study on Stress Management Techniques Adopted in the Tele-Calling Sector for Employees' Motivation with Special Reference to CALIBEHR, CBD Belapur

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Abstract

Right from the time of birth till the last breath drawn, an individual is invariably exposed to various stressful situations. The modern world which is said to be a world of achievement is also a world of stress and has been called the – Age of Anxiety and Stress.

The term Stress is nowadays common in each and every field. A sector like BPO is not an exception. Increasing stress leads to inefficiency and reduced productivity at workplace. Motivation plays a crucial role in handling workplace stress. There are various Motivational Factors boosting the workplace efficiency.

The current study is based on the concept of stress being handled by the employees of CALIBERH. CBD BELAPUR and various measures/ techniques adopted by the organization to combat the stress.

Role ambiguity, insufficient resources, Lack of training and developmental opportunities, Excessive monitoring, Lack of social support, Lack of control, being undervalued, Lack of appropriate recognition etc. are the major stress causing factors which can be dealt by an organization through multiple techniques such as time management, seeking out social support, making time for hobbies and interest, keeping a positive attitude, etc.

Key Words: - Stress, Techniques to manage Stress, Motivation, Factors of Motivation

- Participation
- Behavioural Motivation
- Money and financial benefits
- Work groups
- Profit sharing plans
- Skill based pay
- Flexible return
- Creating a culture of recognition
- Empower your team
- Prioritize work life balance
- Emphasize Employee wellness, etc

1.3 Calibehr, CBD Belapur

A prominent placement agency in Mumbai, Calibehr Human Capital Services Pvt Ltd in CBD Belapur was incepted and promoted in the year 2006. Ever since its inception, this placement agency has understood the importance of cultivating strong inter/intrapersonal relationships between candidates and clients. Apart from providing manpower to the clients, this agency also undertakes several assignments which comprise of multiple activities that include identifying business strategies, searching partners in technology and finding clients to hire candidates for. This agency primarily provides employees in the IT, Aviation, Real Estate/Developers/Constructions, Retail, E-commerce and Health Care sectors in India, UAE and GCC region. This is one of the most preferred placement firms among others as they provide the right candidates and companies according to their various requirements.

Mission of CALIBEHR

We work with our customers to increase their efficiency of doing business by providing most productive people, effective process solutions and innovative technology in a consistent and time bound approach. Creating an environment of continuous learning and growth for our people.

2. Review of Literature

Smith and Rupp (2003)

Stated that performance is a role of individual motivation: organizational strategy, and structureand resistance to change, is an empirical role relating motivation in the organization.

Luthans and Stankovic (1999)

Concluded that advancement of human resources through rewards, monetary incentives,

to various stress coping strategies to relax and to refresh themselves. Despite the general agreement that stress plays a role in everyday life, there continues to be substantial controversy about how stress can be managed at the worksite. The research summarized in this Report shows that, even within a life perspective, work-related stress is a significant problem and represents a major challenge to occupational health in the BPOindustries.

3.3 Limitations

The geographical area of study is limited to educational institution of Navi Mumbai.

3.4 Data Collection

- Primary Data : Self-administered questionnaire circulated through google forms.
- Secondary Data: Company Data, Records, Research papers and articles.
- Sample size- The data used in the study is based on 40 Samples.

4. Data Analysis and Interpretation

Options	Responses	Percentage
Yes	17	42.50%
No	8	20.00%
May Be	15	37.50%
Total	**40**	**100%**

Interpretation

It is found that majority of employee thinks that work experience as a voice advisor is beneficialin future, whereas least of employee's thinks that it is not or may be.

Options	Responses	Percentage
Yes	28	70.00%
No	12	30.00%
Total	**40**	**100%**

PRINCIPAL
Mahatma Education Society's
Mahatma Night Degree College Of Arts & Commerce
Chembur, Mumbai - 400 071.

Chairman
Mahatma Education Society
Chembur Naka, Mumbai - 400 071.

Interpretation

It is found that majority of the employees are grateful working with Calibehr. There is still total of 9 employees out of total 40 samples who are not that gratefulworking with Calibehr.

5. Findings

- In the present study the researcher found that the employees adopted various coping strategies to cope up with stress in their workplace Employees tend to cope by using submissive coping, functional coping, diversion coping, relaxation coping, third-party support coping, cognitive Restructuring coping and transitory reinforcement coping.
- From study it is found that majority of employees are sometimes harassed by the customers in BPO which is large section of total samples i.e. 17 out of 40.
- It is found that majority of employees are provided with recreational activities to get motivated by the organization (which is 17 of total 40 samples).
- More you are motivated more you are efficient in working. As per study it is found that majority of employees are motivated as working in voice advisors and such organizations. It is 47.5% of total population of survey who are sometimes motivated for the work.
- It is found that most of the employees are satisfied and contended to work with their Co-workers (which is total 22 out of total 40 sample size). There is still employee who think that they are sometimes satisfied with the co-workers.
- The experience of employees in BPO has not exceeded more than 5 years as per our survey and most of them have worked in BPO for more than 6 months and also 2 years to 5 years. There are minimal employees who have working experience between 6 months to 2 years.

6. Recommendations

During this research study, it has been realized that stress is not always something negative. It can be something positive and constructive as well. Since the BPOs mostly have relatively younger age group of employees, their energy and ideas can be put to better use by identifying their competencies and matching the same with the business goal.

Following are the few Recommendations

- Organizations can organize something like "Young Leader" wherein a team of two or three people would work on a project and let the management decide the best idea and recognize new talent.
- The BPO industry as a whole should come together and address the stress problem by

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9. Analytical Study of the Women Participation in Agriculture Sector of Indian Economy

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Abstract

This paper provides a study of the variance of genderwise participation in agriculture of Indian economy. It analysed the reactions of data base from 2001 to 2019 for for the women participation towards agriculture of Indian economy. The technical advancements and latest innovations donot prove recognition of women as an integral part of Indian agriculture. The paper not only visualises about how to tackle the problems related to the women participation towards working on farm but also their role and importance in agriculture.

Key Words: Agriculture. Women Participation.

Introduction

Agriculture is the backbone of the economic system. It is the source providing food, raw material and employment to majority polpulation of the country. Indian agriculture includes field crops, fruit and plantation crop, livestock, fishery, forestry etc. Indian agriculture share in GDP has steady decline however, it still remain remain the leading sector in the socioeconomic growth of India. GVA in 2020-21 (at 2011-12 constant pries) for the Agriculture & allied sector is 16.38%,

Women Work Participation Scenario

In some contries of the world the status and active role of women in rural areas and agriculture changing rapidly. However, in India the scenario towards women as key labour in agriculture didn't change changed with change in time. The developing countries witnessing of lower performance about women participation in agriculture. The "gender gap" results in limited resources, choices and opportunities for women towards their active participation in agriculture sector.

Data analysis

Anova Two-Factor is used for data analysis

Table - 1 Percentage of Female Employment in Agriculture of India

Years	%
2001	73.80
2002	73.19
2003	72.52
2004	71.76
2005	71.05
2006	70.34
2007	69.58
2008	68.82
2009	67.93
2010	66.98
2011	63.56
2012	59.96
2013	59.36
2014	58.67
2015	57.93
2016	57.15
2017	56.35
2018	55.53
2019	54.69

Source- https://data.worldbank.org/indicator/SL.AGR.EMPL.FE.ZS

Analysis

Table of calculation and analysis				
Summary	Count	Sum	Average	Variance
2001	2	2074.8	1037.4	1857050
2002	2	2075.19	1037.595	1860154
2003	2	2075.52	1037.76	1863377
2004	2	2075.76	1037.88	1866776
2005	2	2076.05	1038.025	1870081
2006	2	2076.34	1038.17	1873390
2007	2	2076.58	1038.29	1876798
2008	2	2076.82	1038.41	1880210
2009	2	2076.93	1038.465	1883876
2010	2	2076.98	1038.49	1887663
2011	2	2074.56	1037.28	1896261

Table - 2 Genderwise Statistics on Work Participation in India

Parameters	2001 (%)	2011 (%)
Work Participation Rate amongst women	25.6	25.5
Work participation Rate amongst men	51.9	53.2
(Men) Agricultural Labourers amongst total men workers	20.8	24.9
(Women) Agricultural Labourers amongst total men workers	39.4	41.1
(Men) Cultivators amongst men workers	31.3	24.9
(Women) Cultivators amongst women workers	32.5	24.0

As per Census India data, work participation rate of the female (proportion of workers in total female population) increased from 12 % in 1971 to 25.6 % in 2001 whereas work participation rate of the male was over 51.9 %. However, as per Census 2011 data, work participation rate of the female was 25.5 %, while the work participation rate of the male improved to 53.21 %.

Initiatives towards Increase of Women Participation in Agriculture in India

The government of India has launched Mahila Kisan Sashaktikaran Pariyojana (MKSP) and Deendayal Antyodaya Yojana-National Rural Livelihood Mission so that women can get training on agriculture, business, entrepreneurship and skills development. Introduction of Samunnati also targeted to train women in areas like leadership, business management, marketing, etc. The Women Entrepreneurship Platform (WEP) of NITI Aayog, 'Economic Empowerment of Women Entrepreneurs and Start-ups by Women' by the Ministry of Skill Development and Entrepreneurship (MSDE) are some of the great initiatives of the government to strengthen women and empower them in the agriculture sector. Different NGOs have started collective farming system where women can collaborate and pool their resources to produce a significantly higher yield. Further, women self-help groups introduced to provide finance.

Conclusion

It has been observed that eventhough there is no significant difference in yearly Percentage of Female Employment in agriculture of India from 2001 to 2019, the women employment is steadily declining. There is a gender gap in work participation rate in agriculture sector of India. The women have their essential contribution in the every segment of agricultural work. The government and NGO's in consideration of women and their importance towards

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4. A Study on Role of Emotional Intelligence in Handling Job Satisfaction among Academicians in Navi - Mumbai

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Abstract

Background

The term "emotional intelligence" seems first to have appeared in a 1964 paper by Michael Beldoch, and in the 1966 paper by B. Leuner entitled Emotional intelligence and emancipation which appeared in the psychotherapeutic journal: Practice of child psychology and child psychiatry.

Introduction

EI - Emotional Intelligence is most often defined as the ability to perceive, use, understand, manage and handle emotions. It is the capability of individual to recognize their own emotions and those of others, discern between different feelings and label them approximately, use emotional information to guide thinking and behaviour, and manage or adjust emotions to adapt to environment or achieve one's goal(s).

Five sub-dimensions were found substantial predictors of job satisfaction and have a considerable positive influence on job satisfaction: - Emotional stability, self-development, integrity, managing relations and altruistic behaviour.

The teaching profession is considered to be a highly stressful profession and hence Job Satisfaction is essential in order to retain the faculties. Job Satisfaction is one of the important factors that will ensure class performance and productivity of schools, colleges and educational institutions. The faculties would get interested to teach their students effectively when they are satisfied with their jobs. Teaching is a purposeful direction and management of the learning

Relationship between Emotional Intelligence and Job Satisfactions

- There is evidence that emotional intelligence affects job satisfaction of employees. Awareness of interpersonal emotions can help the regulation of negative feelings & emotions and thus the individual will have a better performance in their job; better performance will in turn set the foundations for job satisfaction.
- Tett and Meyer (1993) divided the driving factors in job satisfaction into two categories: organizational, social, and cultural characteristics which are considered as external aspects and personality, affective, and emotional characteristics which are referred to as internal aspects.
- Goldman (1996) claimed that emotional intelligence, not intelligence quotient (IQ) is the true measure of human intelligence.
- On the other hand, Spector (1997), in a model of job satisfaction, states that job satisfaction is affected by two factors: organizational and personal factors. Hendee (2002) expanded this model and incorporated emotional intelligence as a personal factor which, along with other personal factors such as gender, educational degree, demographic characteristics, etc., affects one's job satisfaction.
- Ashkanasy and Jordan (1997), Millet mentions that emotional intelligence and job control can account for 26% of job satisfaction variance. Zeidner, Matthews and Roberts (2004) claimed that people of higher emotional intelligence succeed at communicating their goals, ideas, and intentions in more interesting and assertive manners.
- Hosseinian et al. (2008) studied the relationship between emotional intelligence and job satisfaction and concluded that there is no significant difference between any of Bar-One's components of emotional intelligence and job satisfaction which was measured using the Job Description Index.
- There is evidence that emotional intelligence affects job satisfaction of employees. Awareness of interpersonal emotions can help the regulation of negative feelings & emotions and thus the individual will have a better performance in their job; better performance will in turn set the foundations for job satisfaction.
- Emotional intelligence and job satisfaction serve as a competitive edge in personal and organizational life. The education system or the teaching profession is one of those

- H1: Emotional intelligence has a greater role to play in job satisfaction.

Scope of Study

Emotional intelligence is an important prerequisite to become successful in personal and professional world. Emotional intelligence is a tool which can be used by faculty to achieve higher job satisfaction.

Limitations

The geographical area of study is limited to educational institution of Navi Mumbai.

Data Collection

Primary Collection

Self-administered questionnaire circulated through google forms.

Secondary Data

Research papers and articles.

Sample Size - 100

Sampling: Purposive Sampling

Data Analysis and Interpretation

1. Gender

Option	Male	Female	Total
No.of respondent	27	73	100
Percentage	27	73	100

Interpretation

- Graph 73% respondents are female
- Graph 27% respondents are male.

- Graph 4% of the respondents said occasionally.

4. Are you able to appreciate your colleagues work without hesitation?

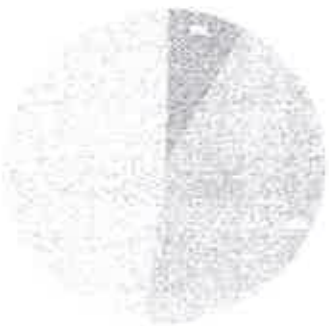
Option	Always	Sometimes	Occasionally	Never	Total
No.of respondent	71	12	17	0	100
Percentage	71	12	17	0	100

Interpretation

- Graph 71% of the respondents said Always.
- Graph 12% of the respondents said sometimes.

5. Will You Encourage your Children to take Up the Same Profession?

Option	Yes	No	Maybe	Total
No.of respondent	8	44	48	100
Percentage	8	44	48	100



Interpretation

- Graph 48% of the respondents said maybe.
- Graph 4% of the respondents said yes.

- 80% of the respondents said always a willing team player and 4% of the respondents said occasionally a willing team player.
- 52% of the respondents said sometime they are satisfied with the infrastructure provided to them to carry their job while 20 % said occasionally they are satisfied with the infrastructure provided to them to carry their job.
- 48% of the respondents said that may be they will encourage their children to take up same profession were as 4% of the respondents said that yes that they will encourage their children to take up same profession.
- 46% of the respondents said sometimes they treat well by organization while 12 % of the respondents said never they treat well by organization.

Suggestion

1. EI should be given due importance during Recruitment process.
2. There is evidence that emotional intelligence affects job satisfaction of employees. Awareness of interpersonal emotions can help the regulation of negative feelings & emotions and thus the individual will have a better performance in their job; better performance will in turn set the foundations for job satisfaction

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10. Reseilient India: Effects of Covid -19 on Indian Economy and Formation of New India

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Abstract

The COVID-19 epidemic has paralyzed social and economic life. In this study, the emphasis is on impact assessment in the sectors concerned, such as aviation, tourism, and retail. International and internal mobility is limited and the income generated by travel and tourism, which contributes 9.2% of GDP, will have a strong impact on the GDP growth rate. Air recipes will drop by $ 1.56 billion and foreign portfolio investors (REITs) withdrew large sums from India, approximately $ 571.4 million. While lower oil prices will reduce the current account deficit, reverse capital flows will increase it. The rupee depreciates continuously. The crisis saw a terrible mass exodus of a fluctuating population of migrants on foot, amidst the national bloc. . Their worries primarily were loss of job, daily ration, and absence of a social security net. India must rethink its development paradigm and make it more inclusive. COVID 19 also predicted opportunities in India. There is an opportunity to participate in global, multinational supply chains losing faith in China. For "Make in India", some reforms are needed, including labor reforms.

Keywords - COVID 19, economic impact, GDP growth rate, sectoral impact, V-shaped recovery.

Introduction

The shock is playing out in almost a similar manner in all countries of the world but in the case of India however the problem might be more acute and longer-lasting owing to the state the economy was in, in the pre-Covid-19 period By the time the first Covid-19 case was reported in India, the economy had deteriorated significantly after years of feeble performance.

2. Chaudhary and et al (2020), the nature of shutdown is unique in case of COVID-19 due to a supply shock, a demand shock and a market shock. The recovery in economy depends on the timings and magnitude of government support as well as the level of corporate debt and how the companies and markets cope with lower demand.
3. Klein et al (2020), India recognised the disruptive impact of the pandemic and estimated that India would have 30 crore cases and several thousand deaths by the end of May, 2020. At a time of rapid change and mounting uncertainty, the clear objective of 'Jaan Hai to Jahan hai' and to 'break the chain of spread' helped the government face the dilemma of 'lives vs livelihood', pace the sequence of policy interventions and adapt its response as per the evolving situation.

Objectives of the Study

1. To study the impact on GDP Growth Rate.
2. To study the impact of COVID 19 on tourism, aviation and retail.
2. To study the impact on COVID 19 on migrants labours.
3. To study recovery trends
4. To give necessary suggestions

Research Methodology

For this study, researcher has used secondary data. The secondary data are collected from different sources such as internet, books, articles & public investigations. To analyse collected data, different statistical tools and techniques have been applied for analysis and interpretation of result.

Impact on GDP Growth Rate

The UN warned that the coronavirus pandemic is expected to have a significant adverse impact on global economy, and most significantly, GDP growth of India for the present economy is projected to decline to 4.8 per cent (United Nation 2020). Economic Survey 2019–2020 had provided advance estimates for growth in real GDP during 2019– 2020 at 5.0 per cent, as compared to the growth rate of 6.8 per cent in 2018–2019. The nominal GDP is estimated at `204,400 billion in 2019–2020 with a growth of 7.5 per cent over the provisional estimates of GDP (`190,100 billion) for 2018–2019.1

On 28 February 2020, the National Statistical Office announced revised estimates of GDP growth, from 8 per cent to 7.1 per cent in the first quarter, from 7 per cent to 6.2 per cent in

contributing sizably to the However. the coronavirus pandemic has restricted international mobility and the revenues generated by this sector will take a major toll on the GDP growth rate. It may bring a downfall of 0.45 per cent in the growth rate of GDP.

The aviation sector in India currently contributes US$72 billion to India's GDP. Foreign tourist arrival has been down in the first quarter. The lockdown will have a significant impact on arrivals in the second quarter. If we estimate a conservative 25 per cent decline in the contribution of the aviation sector, it will amount to 18 billion. Railways contributed US$27.13 billion in 2019 to GDP. A 21-day lockdown period will bring down the revenue by US$1.56 billion.

The Indian retail industry was worth US$790 billion in FY 2019. It accounts for over 10 per cent of the country's GDP and around 8 per cent of employment. In the past few years, online retail has seen a very rapid growth and the market projections had indicated a 30 per cent growth in online retail in 2020 (National Investment Promotion and Facilitation Agency, 2020)2. In the retail sector, the suppressed demand has a tendency to revive very fast and this will enable the sector to recover the losses once the lockdown is lifted. Online retail was operational in some parts of the country during the lockdown period and this will help in offsetting some of the losses for the industry.

Impact of COVID-19 Pandemic on Migratory Labour

The International Labour Organization in its report describes the coronavirus pandemic as 'the worst global crisis since World War II'. About 400 million people (76.2% of the total workforce) working in the informal economy in India are at a risk of falling deeper into poverty due to catastrophic consequences of the virus.

Seasonal migration of labour for work is a pervasive reality in rural India. A migration of millions of people happens from rural areas to industries, urban markets and farms. These migrant workers are employed in the construction sector (40 million). domestic work (20 million), textile (11 million), brick kiln work (10 million), transportation, mining and agriculture (IIPS, 2001).

During lockdown, 92.5 per cent of labourers have lost 1 to 4 weeks of work. They work in exploitative conditions, are often under debt and have little savings of their own. About 49.2 per cent of these workers in the survey said that they did not have ration and 39.4 per cent said that they had ration which would last about 2 weeks. The survey further explains that about 99.2

billion in November 2020. During April-December 2020, equities witnessed inflow of at USD 30.0 billion, five times its previous year value - India was the only country among emerging markets to receive equity FII inflows in 2020. As a result of these inflows, buoyant Sensex and NIFTY resulted in India's market-capitalisation to Gross Domestic Product (GDP) ratio crossing 100 per cent for the first time since October 2010.

Findings and conclusion

The growing and widespread COVID-19 pandemic has distorted the burgeoning global economy in unpredictable and ambiguous terms. As nations, conglomerates, companies and multinationals continue to understand the scale of the pandemic, it is certainly the need of the moment to prepare for a sustainable, structurally more viable future to live and work. With the gradual liberalization and effective support of macroeconomic policies, the economy has steadily returned to pre-pandemic levels. The sharp contraction of the economy in the first half of the year should be covered by a generalized rebound in growth in the second half. The nature of the closure is unique in the case of COVID-19 due to a supply shock, a demand shock, and a market shock. The recovery of the economy depends on the timing and extent of government support, as well as on the level of corporate debt and how companies and markets deal with weaker demand. Government assistance to those most in need (made up largely of unorganized sectors, migrants and marginalized communities) is a key step in saving many lives. However, each crisis is a unique opportunity to rethink the path followed by development of the human being, the community and society. The COVID-19 pandemic has a clear message that the Indian economy adopts models of sustainable development, based on self-sufficiency, inclusive and environmentally friendly facilities.

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11. An Introspection of Macro-Economic Environment and Employment Condition in India

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Introduction

The victory of the NDA Government in the 2014 election brought new hopes to the economy. Youths were very hopeful that this Government will bring economic growth and employment. The first phase of the NDA government was going well until they introduced the scheme of demonetisation. The unplanned demonetisation was aimed to destroy black money. However, this claim of the government was denied by the statement given by RBI. The hasty and unplanned demonetisation left the informal economy paralysed for months as it runs on cash. However, under the leadership of honourable prime minister Shri Narendra Modi, India's foreign relationships touched a new height. The surgical strike before the election of 2019 and extremely weak opposition worked as a positive factor for NDA and they came back to power in the 2019 election. The second term began with a much bigger challenge. The global factors were from time to time disturbing the Indian economy but the arrival of Covid-19 was a catastrophe for the economy. The already troubled economic condition worsened after the covid-19 pandemic. Employment opportunities vanished like a daydream for many and many were left with no option but to return to their native place barefoot. Thus, the last second half of the last decade was full of such events which changed the way of life for many Indians. Under this backdrop, this paper aims to analyse the macro-economic indicators and labour market changes that occurred in the last decade in India.

An Analysis of Macro-Economic Indicators

Table 1 throws light on select macro-economic aggregate at constant prices with the base year 2011-12. The year 2012-13 was peculiar because of 5.46 percent growth of GDP and high capital formation rate i.e. 39.50. The GDP growth rate at constant price came down to 4.04 percent in 2019-20 because of external economic shock as a result of the covid-19 pandemic. The economic shock of the Covid-19 pandemic can be seen from the -7.25 percent GDP growth

rate in the year 2020-21. It is observed that gross capital formation as a percentage of GDP was highest in 2012-13 when the economic growth was weak while the gross capital formation continued to decline thereafter and recovered in 2017-18. However, gross capital formation again declined to 35.56 percent in 2018-19 and increased slightly in 2019-20. The gross saving rate was 33.88 percent in 2012-13 while it declined to 31.38 percent in 2019-20. Thus, the domestic savings were not sufficient to meet investor demand in the country.

Table 1: Macro-Economic Aggregates of Growth and Investment Rates (Percent)

(Constant Prices)									
Category/Year	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Gross Domestic Product	5.46	6.39	7.41	8.00	8.26	6.80	6.53	4.04	-7.25
Per Capita NNI	3.27	4.63	6.17	6.67	6.88	5.52	5.31	2.52	-8.36
As % of GDP									
Gross Capital Formation	39.50	35.18	34.76	34.45	34.94	37.45	35.95	36.41	-
Net Capital Formation	28.53	23.95	23.57	23.28	23.72	26.12	24.45	24.42	-
As % of GDP	**(Current Prices)**								
Gross savings	33.88	32.12	32.24	31.09	31.35	32.07	30.59	31.38	
Net savings	23.21	21.47	21.48	20.57	21.01	21.74	20.10	20.75	

Source: Reserve Bank of India

Table 2 displayed the scenario of GDP growth rate in previous years of the Indian economy. The analysis starts from the first quarter of 2017-18 to the second quarter of 2020-21. An analysis of Table 2 confirmed that the economic slowdown in India started from the second quarter of 2018-19 and the situation deteriorated in the first quarter of 2020-21 when GDP growth was -23.90 percent. The Covid-19 pandemic shook every sector of the economy. However, it is to be noted that the economy was already on the ventilator in the pre-pandemic period as the last quarter of 2019-20 showed only 3.10 percent GDP growth and the previous quarter GDP growth was only 4.10 percent. Thus the arrival of pandemic and economic lockdown fully broke the economy which was already in ICU. The bank frauds, contraction of aggregate demand, lower labour force participation rate of females and slowdown in the automotive sector were some of the reasons for the downturn of the GDP growth rate in the pre-

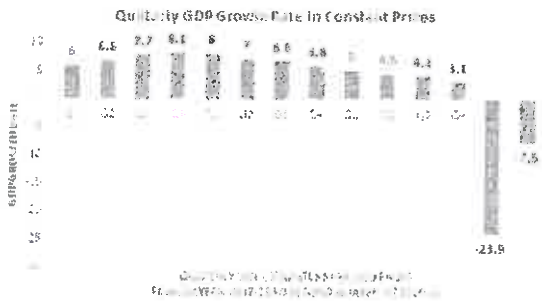
pandemic period. The second quarter of 2020-21 saw a better recovery as the GDP growth rate was -7.50 percent. Figure 1 shows the recessionary phase of the Indian economy.

Table 2: Growth Rate of Quarterly Estimates of GDP at Constant Prices

2017-18	First Quarter	6.00
2017-18	Second Quarter	6.80
2017-18	Third Quarter	7.70
2017-18	Fourth Quarter	8.10
2018-19	First Quarter	8.00
2018-19	Second Quarter	7.00
2018-19	Third Quarter	6.60
2018-19	Fourth Quarter	5.80
2019-20	First Quarter	5.00
2019-20	Second Quarter	4.50
2019-20	Third Quarter	4.10
2019-20	Fourth Quarter	3.10
2020-21	First Quarter	-23.90
2020-21	Second Quarter	-7.50

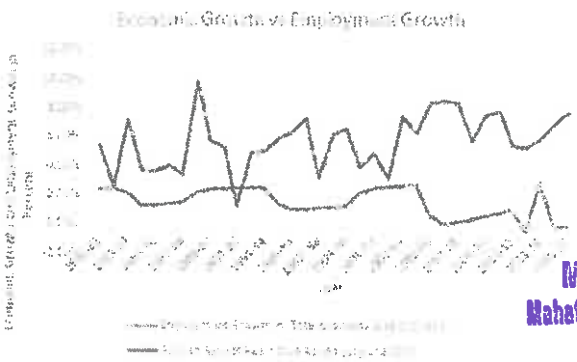
Source: Ministry of Statistics and Program Implementation

Figure 1: Quarterly GDP Growth Rate at Constant Prices



Source - Derived from Table -2

Figure 2: Economic Growth Vs Employment Growth



Source : Derived from Table 3

Economic Growth Versus Employment Growth Rate in Indian Economy

To analyse employment growth against employment growth, we have used RBI's KLEMS data sources. KLEMS data was available from 1980-81 to 2015-16. Table 3 shows economic growth and employment growth in percentages using KLEMS data of RBI. It is visible from Table 3 that employment growth was left way behind as compared to economic growth achieved by the Indian economy. It can be seen from Table 3 that despite achieving higher economic growth employment growth remained very poor in the country. From 2005-06 onwards India performed extremely bad in employment front as 2012-13, 2014-15 and 2015-16 showed negative employment growth in the country. Figure 2 shows the long term trend of economic growth and employment growth. It can be seen from figure 2 that the employment growth curve remained very close to x-axis from 2005-06 onwards. the year 2013-14 saw a spike in the employment growth to 2.94 percent and it again doped sharply in the next financial year. If we keep registering negative employment growth in the country, where will all the young skilled and unskilled workers work in the coming future is a question which needs to be answered.

Table 3: Economic Growth Versus Employment Growth (Log Changes)

Year	Employment Growth	Growth Rate of Real Value Added	Year	Employment Growth	Growth Rate of Real Value Added
1981-82	2.42	5.42	1999-00	1.28	6.60
1982-83	2.46	2.60	2000-01	2.21	3.86
1983-84	2.20	7.14	2001-02	2.54	4.86
1984-85	1.27	3.74	2002-03	2.58	3.09
1985-86	1.33	3.66	2003-04	2.67	7.37
1986-87	1.45	4.04	2004-05	2.71	6.22
1987-88	1.55	3.43	2005-06	0.68	8.32
1988-89	2.19	9.77	2006-07	0.07	8.47
1989-90	2.40	5.74	2007-08	0.23	8.32
1990-91	2.46	5.29	2008-09	0.39	5.70
1991-92	2.49	1.28	2009-10	0.61	7.52
1992-93	2.50	4.95	2010-11	0.81	7.82
1993-94	2.54	5.05	2011-12	1.02	5.38
1994-95	1.41	5.84	2012-13	-0.51	5.28
1995-96	1.05	6.32	2013-14	2.94	5.88
1996-97	1.09	7.25	2014-15	-0.16	6.98
1997-98	1.17	3.22	2015-16	-0.08	7.64
1998-99	1.21	6.16	-	-	-

Source: Derived from RBI's KLEMS Data

Labour Force Participation Rate

The Labour Force Participation Rate (LFPR) in India is very low compared to other emerging economies. LFPR of females is very low compared to males. The issue of lower female labour force participation rate has been discussed in detail in the studies of Agrawal (2020), Chand and Srivastava (2014), Himanshu (2011), Mehrotra and Sinha (2019) and Mitra and Verick (2013). The lower female labour participation rate is closely associated with women's security issues, higher enrolment of girls in the educational institutes. In addition to this, as family income increase Indian family do not allow females to enter the labour market. Family prefer than females should work in the organised sector and do not prefer unorganised employment. Women do the odd jobs in the unorganised sector to support the family during a difficult times. As the family income rises, women withdraw themselves from the unorganised sector labour market. The percentage of women working in household affairs are higher than the population of Brazil. (Thomas, 2012).

Table 4 : LFPR Rate in Percentage in India (UPSS)

Area	Categories	15 -29 Years	15 years and above
Rural	Male	60.80	77.90
	Female	20.70	33.00
	Person	41.30	55.50
Urban	Male	58.30	74.60
	Female	20.30	23.30
	Person	40.00	49.30
Rural + Urban	Male	60.00	76.80
	Female	20.60	30.00
	Person	40.90	53.50

Source: PLFS 2019-20

Table 4 compares the LFPR of India according to PLFS 2019-20. There are two categories of LFPR of 15 -29 years and above 15 years of age. It can be seen in Table 4 that LFPR in 15-29 years of age is less than above 15 years of age for India. This is because the gross enrolment ratio increased in the post-liberalisation period and therefore youngsters take time to enter the labour market. There is a huge concern about female labour force participation as the rate is very low both in an urban and rural areas.

Youth Unemployment Rate

Table 5: Unemployment Rate in Percentage among Youth (15 -29 Years)

Round and Year	Rural Male	Rural Female	Urban Male	Urban Female
PLFS (2019-20)	13.80	10.30	18.20	24.90
PLFS (2018-19)	16.60	13.80	18.70	25.70
PLFS (2017-18)	17.40	13.60	18.70	27.20
68th (2011-12)	5.00	4.80	8.10	13.10
66th (2009-10)	4.70	4.60	7.50	14.30
61st (2004-05)	3.90	4.20	8.80	14.90

Source: Compiled from different NSSO round and PLFS

Table 5 focussed on unemployment percentage among the youth of 15-29 years of age as per NSSO Rounds and PLFS data. Unemployment rates were higher among urban male and female compared to rural male and female in all rounds. The unemployment rate among rural females was found to be lower than rural male in the last three rounds. On the other hand, unemployment rate among urban females was highest in all categories. If we just compare the PLFS data, the Unemployment rate for urban females was 27.20 percent in 2017-18 which came down to 24.90 in 2019-20. Likewise it is observed that unemployment rate in the subsequent PLFS survey declined in all other categories. Table 5 shows that the unemployment rate among youth was very high. Moreover, unemployment rate in urban females was a concerning factor. It is seen that educated females prefer to go for organised sector jobs in urban areas. Many times it was seen that the unemployed were not from a poor families. (Ghose,2015). Moreover, many private salaried employed females leave the job market after the birth of their child. So they leave the labour market to take care of their family. However, Unemployment rate spiked up to 23.50 percent in April 2020 according to Centre for Monitoring Indian Economy database. The consequence of covid-19 was very severe on labour market. It requires further research to understand the exact impact of covid-19 which is beyond the scope of this paper.

Conclusion

Indian economy was facing lower GDP growth rate in the pre-covid-19 quarters. The impact of covid-19 was disastrous for the world economy and India is no exception as visible from the negative GDP growth rate in 2020-21. The employment fundamentals were already weak compared to the GDP growth rate in the post-reform period. The inception of the covid-19 further deteriorated the employment condition in the country. The lower female labour force participation rate is a socio-economical issue that required special attention from policymakers.

It was found in the study that the unemployment of urban females was very high in India. Indian is having a demographic dividend which needs to be used productively. If we fail to link the economic growth with accelerating employment in the country in the coming future, the demographic dividends will be wasted in the coming years in the Indian economy.

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16. A Study of Occurance Macrophytes for the Sustainable Use of Some Selected Ponds of Kalyan City, Maharashtra

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Mahatma Night Degree College of Arts and Commerce, Chembur, Mumbai-71.

Abstract

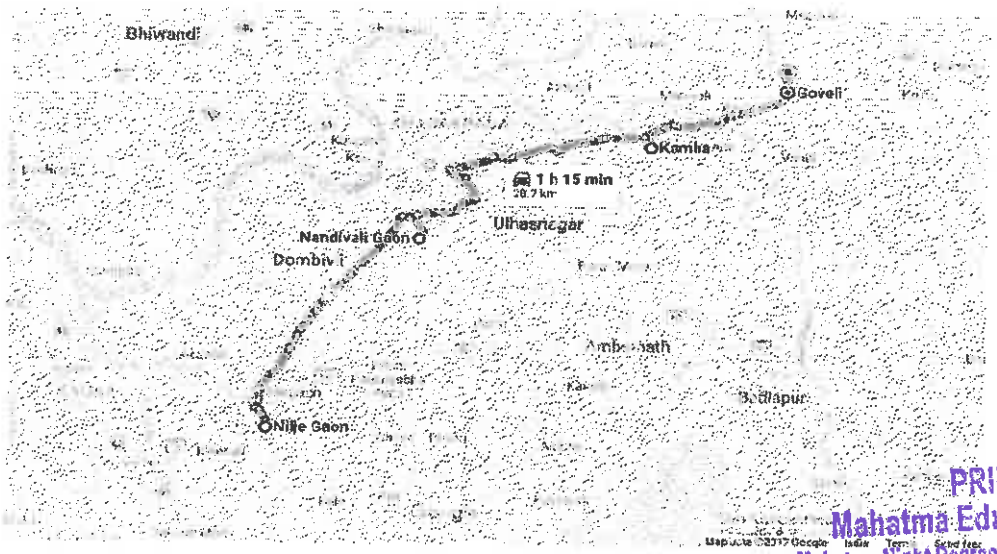
Macrophytes are playing important role to understand trophic status of water body. They also play an important role in bio accumulation in which they absorb excessive nutrient from water bodies. Macrophytes are useful for reducing metal concentration from polluted water bodies using bioremediation methods. Excessive growth of macrophytes may disturb the aquatic ecosystem. The present study carried out to understand macrophytes diversity in four ponds of Kalyan taluka, Maharashtra namely Nilje pond, Nandivali Pond, Kamba Pond and Goveli pond. During present investigation Nympoides cirstata, Ipomoea aquatica, Hydrilla and pistia found to be present throughout the year.

Introduction

Aquatic macrophytes are unchangeable biological filters and they carry out purification of the water bodies by accumulating dissolved metals and toxins in their tissue (Lilit and Baban, 2006). Many of the macrophytes found to be the potential scavengers of heavy metals from aquatic environment and are being used in wastewater renovation systems (Nirmal *et al.*, 2006, Abida, 2009). The biomonitoring of heavy metals using macrophytes has several advantages and is the most significant in the study of sublethal levels of bioaccumulated metals within the tissues of organisms, which indicates the net amount of pollutants integrated over a period of time. It provides time integrated information about the quality of the aquatic system (Ravera *et al.*, 2003; Baldantoni *etal.*, 2005). In fact, macrophytes have been shown to compose the diet of several fish species in a variety of tropical freshwater ecosystems (Thomas *et. al* 2009). Maybe the most studied example of macrophyte herbivorous in tropics is the grass carp, which feeds on several species of macrophytes. Invertebrates also use several species of tropical macrophyte directly as food.

A balance between the biomass of macrophytes and consumers essential to maintain the stability of the aquatic ecosystem. Microphytes also provide large surface for the growth of microflora and microfauna and help in anchoring the fish spawn. However their high reproductive rate and growth rate may drastically reduce the water level, adversely affecting pisciculture (Srivastava *et.al.*, 2008). Abundance of macrophytes is also considered to be an indicator of trophic status of water bodies (Kohler, 1975).

Two ecologically different water bodies of Kalyan taluka were selected for the present study namely Gauripada pond and Chinchpada pond. These freshwater ponds are located in Kalyan Taluka (19°4' and 19°24'N and 73° and 73°24' E) of Thane District, Maharashtra, India. The total area of this taluka is 710 Km^2. The climate is not very hot. There are disagreeable east winds in April and May but although fever is prevalent in the cold season, the climate is whole temperate and healthy. The temperature ranges between 21.93°C to 31.72°C. It receives average rainfall 2355.2 mm. There are no literatures available on these water bodies hence this study will help to create scientific data base for future use.



Fig;-1 Google Map Showing Location of Study Area

Materials and Methods

Collection of specimen done using hook then thoroughly wash with water and excessive water soaked with the help of filter paper then packed in the polythene bag and brought to the laboratory for identification. Identification of macrophytes was done with the help of literature and by following methodology of Olding *et.al.* (2000) and Kumar (2015).

Results and Discussion

Table-1- List of Macrophytes in study area

Sr.No	Name of Macrophytes	Family	Nilje	Nandivali	Kamba	Goveli
1.	*Eichhornia crassipes*	Pontederiaceae	+	+	+	-
2.	*Nymphea stellate*	Nymphaeaaceae	+	+	+	++
3.	*Hydrilla verticillata*	Hydrocharitaceae	-	+	++	++
4.	*Pistia stratiotes*	Araceae	+	++	++	+
5.	*Ipomea aquatica*	Convolvulaceae	+	++	++	+
6.	*Ceratophyllum demersum*	Araceae	+	++	++	-
7.	*Limnophilla sessiflora*	Scrophulariaceae	-	+	-	+
8	*Najas graminea*	Najadaceae	-	-	+	-

During the present study eight species of aquatic macrophytes belongs to seven families were recorded in study area (Table-1). Araceae was most dominant family representing two species *Ceratophyllum demersum* and *Pistia stratiotes.* These species were present at all the stations with large populations during study period. Large populations of these species may be troublesome and blocking or constricting water channels. Highest species of macrophytes were recorded in Nandivali and Kamba pond and dominanat species are *Ceratophyllum demersum* , *Pistia stratiotes* and *Ipomea aquatica*.

Conclusion

Terrestrial as well as aquatic biodiversity has great importance for living world. Human health and well-being are directly dependent on biodiversity. The documentation and proper assessment of aquatic biodiversity is dependent on respective areas and their habitat. Unfortunately, the rapid growth of Ceratophyllum demersum and *Pistia stratiotes* species may disturbed the ecological status of these aquatic ecosystems and also getting destroyed rapidly due to various reasons. Hence it is important to understand quality of water bodies by assessing them periodically and try to control high growth of such aquatic macrophytes to maintain ecological balance of water bodies.

Immediate steps are to be taken for conservation and sustainable utilization of Nandivali and Kamba pond. The measure for conservation of aquatic resources should be taken up on priority by different government and non-government organizations for benefit of humanity.

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5. A Study of Teacher's Perception on Employability Skills of Commerce Students Graduating during the Covid -19 Pandemic Period in Mumbai

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Abstract

Resilience is a situation or a condition from which recovery can be done quickly. It is the capacity to recover fast from difficult situations. It is the ability of an object or a person, how to survive in a difficult situation and how to overcome it. Since March 2020 the entire World is facing the difficult situation of Covid -19. It is in the hands of our country how they can survive and overcome and make their economy strong again. Simultaneously, it is up to an individual person how to sustain their position in the market to avoid job loss. Also, every individual should know how he can develop more employability skills for survival and growth. Students graduating during Covid -19 pandemic are worried about their future. So, the need has arisen to make students employable in the market. This research is a first step to show a path on employability skills of Commerce students graduating during Pandemic. The research has investigated Perception of Commerce Faculty on employability skills of Commerce students graduating during covid-19 pandemic. A questionnaire was prepared and responses of 72 teachers were analysed. Testing of Hypothesis is done by applying a Non-Parametric Test.

Introduction

Every graduate is concerned about their future. They are really worried about which kind of job they will be going for and where. They are also worried about whether they will be able to survive there or not. This study will give an answer to the question whether the Commerce graduates are equipped with the requisite employability skills or not. This study will also throw a light on how Covid -19 had an impact on graduates' employability skills. It is vital that fresh graduates are aware of the modern working environment and the knowledge and employability

skills that they require to succeed in their professional career. Along with knowledge, skill development through Commerce education plays a significant role in making a student ready for the need of the market. A Commerce student needs specific skills to become employable.

Employability Skills

Skills which are required by the individual to be employable are called employability skills. It differs from person to person. Employability skills can be defined as those soft skills which employers look for in a potential employee.

The Researchers have Categorised Employability Skills into Five Categories which are as Follows

Knowledge	Communication Skills	Behavioural Skills	Personality Traits	IT Skills
Understanding of Concepts	Oral Communication	Ethics and values	Professionalism	Awareness of Modern technology
Practical Implementation of concepts	Written Communication	Social Etiquettes	Leadership	Use of Modern Technology
Knowledge of Current Affairs	Presentation Skills	Emotional Intelligence	Positive Attitude	Application of software programmes
Intelligence quotient	Workplace Communication	Respect and dignity	Self-Management	Ethical issues in IT

1. Knowledge (Fundamentals and Domain Knowledge)

These are required to perform specific tasks. Knowledge can be acquired through education, application and evaluation. Domain knowledge and expertise are a prerequisite at a work place. The research has investigated the four attributes of knowledge:

a. Understanding of Concepts: It is related to the content matter which students grab from the process of education. This plays a significant role in developing understanding of tasks given by the employer and also to correlate job profile with the knowledge.

b. Practical Implementation of Concepts: Once the students understand the concepts, implementation becomes easy at the workplace. This skill will help the students to work without hurdles.

c. Knowledge of Current Affairs: Knowing the environment and analysing factors affecting the environment is essential for the students to understand the Business world.

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the second quarter and from 6.6 per cent to 5.6 per cent in the third quarter. Goldman Sachs estimated the growth rate of GDP at 1.6 per cent, declining by 400 basis points because of 21-day lockdown.2 In case of a quick retraction of COVID-19 pandemic across the globe by mid-May, KPMG India estimated India's GDP growth in the range of 5.3 per cent to 5.7 per cent. KPMG India in its report estimated India's GDP growth rate falling below 3 per cent if the virus spreads further in India and lockdown sees an extension.3

Motilal Oswal research suggests that a single day of complete lockdown could shave off 14–19 basis points from annual growth.1 Barclays reported the cumulative shutdown cost to be around US$120 billion, or 4 per cent of GDP (Barclays, 2020).2 Mr Yashwant Sinha, former Finance Minister of India, estimated the cost of 21-day countrywide lockdown at 1 percentage point of GDP. The global recession and uncertainties of future might make a 2 percentage point decline in growth rate (for 2020–2021) possible.

Table 1 Growth of GVA and GDP at Constant Prices (2011–2012) Percentage

	2017-18 Ist RE	2018-19 PE	2019-20 Ist AE	Percentage Points Change in growth rate in 2019-20 over 2018-19 (Increase(+)/ Decrease(-))
GVA at basic prices	6.9	6.6	4.9	-1.7
Agriculture and allied sectors	5	2.9	2.8	-0.1
Industry	5.9	6.9	2.5	-4.4
Mining and quarrying	5.1	1.3	1.5	-0.2
Manufacturing	5.9	6.9	2	-5
Electricity, Gas, Water, supply and other utility services	8.6	7	5.4	-1.6
Construction	5.6	8.7	3.2	-5.6
Services	8.1	7.5	6.9	-0.7
Trade, Hotel, Transport, communication and services related to broadcasting	7.8	6.9	5.9	-1
Financial, real estate and professional services	6.2	7.4	6.4	-1.1
Public administration, defence and other services	11.9	8.6	9.1	-0.5
GDP at Market Prices	7.2	6.8	5	-1.8

Source: National Statistic Office, Year 2020.

Notes: RE—Revised estimates, PE—provisional estimates and AE—advanced estimates.

Impact on Tourism, Aviation and Retail

The tourism industry is the worst affected due to the COVID crisis, internationally. The World Tourism Organization (UNWTO) (2020)1 estimations depict a fall of 20–30 per cent in international tourist arrivals. In India, the travel and tourism industry is flourishing and is

contributing sizably to the However, the coronavirus pandemic has restricted international mobility and the revenues generated by this sector will take a major toll on the GDP growth rate. It may bring a downfall of 0.45 per cent in the growth rate of GDP.

The aviation sector in India currently contributes US$72 billion to India's GDP. Foreign tourist arrival has been down in the first quarter. The lockdown will have a significant impact on arrivals in the second quarter. If we estimate a conservative 25 per cent decline in the contribution of the aviation sector, it will amount to 18 billion. Railways contributed US$27.13 billion in 2019 to GDP. A 21-day lockdown period will bring down the revenue by US$1.56 billion.

The Indian retail industry was worth US$790 billion in FY 2019. It accounts for over 10 per cent of the country's GDP and around 8 per cent of employment. In the past few years, online retail has seen a very rapid growth and the market projections had indicated a 30 per cent growth in online retail in 2020 (National Investment Promotion and Facilitation Agency, 2020)2. In the retail sector, the suppressed demand has a tendency to revive very fast and this will enable the sector to recover the losses once the lockdown is lifted. Online retail was operational in some parts of the country during the lockdown period and this will help in offsetting some of the losses for the industry.

Impact of COVID-19 Pandemic on Migratory Labour

The International Labour Organization in its report describes the coronavirus pandemic as 'the worst global crisis since World War II'. About 400 million people (76.2% of the total workforce) working in the informal economy in India are at a risk of falling deeper into poverty due to catastrophic consequences of the virus.

Seasonal migration of labour for work is a pervasive reality in rural India. A migration of millions of people happens from rural areas to industries, urban markets and farms. These migrant workers are employed in the construction sector (40 million), domestic work (20 million), textile (11 million), brick kiln work (10 million), transportation, mining and agriculture (IIPS, 2001).

During lockdown, 92.5 per cent of labourers have lost 1 to 4 weeks of work. They work in exploitative conditions, are often under debt and have little savings of their own. About 49.2 per cent of these workers in the survey said that they did not have ration and 39.4 per cent said that they had ration which would last about 2 weeks. The survey further explains that about 99.2

per cent of these workers have Aadhaar card, 86.7 per cent have a bank account or Jan Dhan documents, 61.7 per cent have ration cards and 23.7 per cent have Below Poverty Line (BPL) cards. Although government has announced a relief package of `1,700 billion, many of them might find it difficult to avail the benefits. These workers expected the government to provide for monthly ration and monthly financial support (Jan Saahas Survey, 2020)1

Indian Economy on the Path of A Resilient V-Shaped Trajectory

The Indian economy, after subdued growth in 2019, had begun to regain momentum from January 2020 onwards, only to be stalled by the once-in-a-century black swan COVID-19 outbreak. The economy witnessed a sharp contraction of 23.9 per cent in Q1: FY 2020-21 and 7.5 per cent in Q2: FY 2020-21 due to the stringent lockdown imposed during March-April, 2020. Since then, several high-frequency indicators have demonstrated a V-shaped recovery. The fundamentals of the economy remain strong as gradual scaling back of lockdowns along with the astute support of the Atmanirbhar Bharat Mission have placed the economy firmly on the path of revival. There has been a rapid recovery in India's economic activity from the COVID-19 pandemic induced unprecedented lows of the first quarter of FY 2020-21 on the back of extraordinary fiscal and monetary support provided by the Government and RBI. As India's mobility and pandemic trends aligned and improved concomitantly, indicators like E-way bills, rail freight, GST collections and power consumption not only reached pre-pandemic levels but also surpassed previous year levels.

The year also saw manufacturing sector's resilience, rural demand cushioning overall economic activity and structural consumption shifts in booming digital transactions. The full impact of the pandemic on the Indian economy is still unravelling and the future growth prospects would critically depend on sustenance of momentum of this recovery. Agriculture being the only sector that has contributed positively to the overall Gross Value Added (GVA) in both Q1 and Q2 2020-21 with growth rate of 3.4 percent in Q 1 and Q2. Rural demand has remained resilient empowered by the government's thrust on the rural economy and infrastructure in previous years, through a bouquet of reforms for both farm and non-farm sectors. Initiatives to spur skill development, entrepreneurship, Self Help Groups and livelihoods have further empowered the rural economy to combat the COVID-19 induced vagaries.

FDI poured in amidst global asset shifts towards equities and prospects of quicker recovery in emerging economies. Net FPI inflows recorded an all-time monthly high of US$ 9.8

billion in November 2020. During April-December 2020, equities witnessed inflow of at USD 30.0 billion, five times its previous year value - India was the only country among emerging markets to receive equity FII inflows in 2020. As a result of these inflows, buoyant Sensex and NIFTY resulted in India's market-capitalisation to Gross Domestic Product (GDP) ratio crossing 100 per cent for the first time since October 2010.

Findings and conclusion

The growing and widespread COVID-19 pandemic has distorted the burgeoning global economy in unpredictable and ambiguous terms. As nations, conglomerates, companies and multinationals continue to understand the scale of the pandemic, it is certainly the need of the moment to prepare for a sustainable, structurally more viable future to live and work. With the gradual liberalization and effective support of macroeconomic policies, the economy has steadily returned to pre-pandemic levels. The sharp contraction of the economy in the first half of the year should be covered by a generalized rebound in growth in the second half. The nature of the closure is unique in the case of COVID-19 due to a supply shock, a demand shock, and a market shock. The recovery of the economy depends on the timing and extent of government support, as well as on the level of corporate debt and how companies and markets deal with weaker demand. Government assistance to those most in need (made up largely of unorganized sectors, migrants and marginalized communities) is a key step in saving many lives. However, each crisis is a unique opportunity to rethink the path followed by development of the human being, the community and society. The COVID-19 pandemic has a clear message that the Indian economy adopts models of sustainable development, based on self-sufficiency, inclusive and environmentally friendly facilities.

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11. A Study of the New Amendment in CSR Act amidst Covid -19 Pandemic in India

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Introduction

The year 2020 witnessed COVID 19 pandemic that impacted society affecting human health and life. The lockdowns that followed brought in unemployment resulting in economic slowdown. Amidst this situation the Ministry of Corporate affairs amended the Companies Act of 2013.

Objective

The current paper studies and evaluates published material on evolution of CSR in India from voluntary to mandatory phase and the amendments therein. Amendments in the Companies Act 2013 relating to CSR provisions and the impacts CSR initiatives have amidst the COVID-19 pandemic.

Methodology

The current paper is based on secondary data published on the new amendment in the Companies Act (Corporate Social Responsibility 2021.

Literature Review

D. D. Doke and A.B. Dadas (2021) OVERVIEW OF CSR ACTIVITIES IN INDIA Vidyabharati International Interdisciplinary Research Journal 12(1) have stated the rules mentioned in the Companies Act 2013, the role of the Board of Directors, types of CSR activities undertaken by companies and case study of Infosys which conducts the CSR activities under Infosys foundation. [3]

Gouri Kalagond and Prof. S.B. Kamashetty (2021) CSR MANDATED AND AMENDED: WHAT NEXT? International Journal of Creative Research Thoughts (IJCRT) Volume 9, Issue 1 juxtaposes the evolution of CSR in India, CSR provisions as per the Companies Act, 2013 and its impact on the CSR. [4]

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11. An Introspection of Macro-Economic Environment and Employment Condition in India

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Dr. Anaya Markandeya
Mahatma Night Degree College of Arts and Commerce, Chembur.

Introduction

The victory of the NDA Government in the 2014 election brought new hopes to the economy. Youths were very hopeful that this Government will bring economic growth and employment. The first phase of the NDA government was going well until they introduced the scheme of demonetisation. The unplanned demonetisation was aimed to destroy black money. However, this claim of the government was denied by the statement given by RBI. The hasty and unplanned demonetisation left the informal economy paralysed for months as it runs on cash. However, under the leadership of honourable prime minister Shri Narendra Modi, India`s foreign relationships touched a new height The surgical strike before the election of 2019 and extremely weak opposition worked as a positive factor for NDA and they came back to power in the 2019 election. The second term began with a much bigger challenge. The global factors were from time to time disturbing the Indian economy but the arrival of Covid-19 was a catastrophe for the economy. The already troubled economic condition worsened after the covid-19 pandemic. Employment opportunities vanished like a daydream for many and many were left with no option but to return to their native place barefoot. Thus, the last second half of the last decade was full of such events which changed the way of life for many Indians. Under this backdrop, this paper aims to analyse the macro-economic indicators and labour market changes that occurred in the last decade in India.

An Analysis of Macro-Economic Indicators

Table 1 throws light on select macro-economic aggregate at constant prices with the base year 2011-12. The year 2012-13 was peculiar because of 5.46 percent growth of GDP and high capital formation rate i.e. 39.50. The GDP growth rate at constant price came down to 4.04 percent in 2019-20 because of external economic shock as a result of the covid-19 pandemic. The economic shock of the Covid-19 pandemic can be seen from the -7.25 percent GDP growth

rate in the year 2020-21. It is observed that gross capital formation as a percentage of GDP was highest in 2012-13 when the economic growth was weak while the gross capital formation continued to decline thereafter and recovered in 2017-18. However, gross capital formation again declined to 35.56 percent in 2018-19 and increased slightly in 2019-20. The gross saving rate was 33.88 percent in 2012-13 while it declined to 31.38 percent in 2019-20. Thus, the domestic savings were not sufficient to meet investor demand in the country.

Table 1: Macro-Economic Aggregates of Growth and Investment Rates (Percent)

(Constant Prices)									
Category/Year	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Gross Domestic Product	5.46	6.39	7.41	8.00	8.26	6.80	6.53	4.04	-7.25
Per Capita NNI	3.27	4.63	6.17	6.67	6.88	5.52	5.31	2.52	-8.36
As % of GDP									
Gross Capital Formation	39.50	35.18	34.76	34.45	34.94	37.45	35.95	36.41	-
Net Capital Formation	28.53	23.95	23.57	23.28	23.72	26.12	24.45	24.42	-
As % of GDP	**(Current Prices)**								
Gross savings	33.88	32.12	32.24	31.09	31.35	32.07	30.59	31.38	
Net savings	23.21	21.47	21.48	20.57	21.01	21.74	20.10	20.75	

Source: Reserve Bank of India

Table 2 displayed the scenario of GDP growth rate in previous years of the Indian economy. The analysis starts from the first quarter of 2017-18 to the second quarter of 2020-21. An analysis of Table 2 confirmed that the economic slowdown in India started from the second quarter of 2018-19 and the situation deteriorated in the first quarter of 2020-21 when GDP growth was -23.90 percent. The Covid-19 pandemic shook every sector of the economy. However, it is to be noted that the economy was already on the ventilator in the pre-pandemic period as the last quarter of 2019-20 showed only 3.10 percent GDP growth and the previous quarter GDP growth was only 4.10 percent. Thus the arrival of pandemic and economic lockdown fully broke the economy which was already in ICU. The bank frauds, contraction of aggregate demand, lower labour force participation rate of females and slowdown in the automotive sector were some of the reasons for the downturn of the GDP growth rate in the pre-

pandemic period. The second quarter of 2020-21 saw a better recovery as the GDP growth rate was -7.50 percent. Figure 1 shows the recessionary phase of the Indian economy.

Table 2: Growth Rate of Quarterly Estimates of GDP at Constant Prices

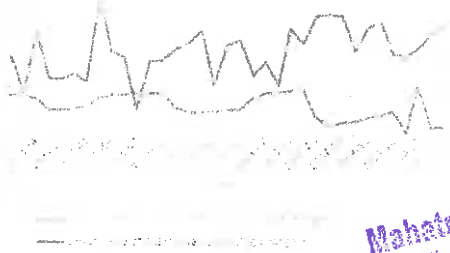
2017-18	First Quarter	6.00
2017-18	Second Quarter	6.80
2017-18	Third Quarter	7.70
2017-18	Fourth Quarter	8.10
2018-19	First Quarter	8.00
2018-19	Second Quarter	7.00
2018-19	Third Quarter	6.60
2018-19	Fourth Quarter	5.80
2019-20	First Quarter	5.00
2019-20	Second Quarter	4.50
2019-20	Third Quarter	4.10
2019-20	Fourth Quarter	3.10
2020-21	First Quarter	-23.90
2020-21	Second Quarter	-7.50

Source: Ministry of Statistics and Program Implementation

Figure 1: Quarterly GDP Growth Rate at Constant Prices

Source - Derived from Table -2

Figure 2: Economic Growth Vs Employment Growth



Source : Derived from Table

Economic Growth Versus Employment Growth Rate in Indian Economy

To analyse employment growth against employment growth, we have used RBI's KLEMS data sources. KLEMS data was available from 1980-81 to 2015-16. Table 3 shows economic growth and employment growth in percentages using KLEMS data of RBI. It is visible from Table 3 that employment growth was left way behind as compared to economic growth achieved by the Indian economy. It can be seen from Table 3 that despite achieving higher economic growth employment growth remained very poor in the country. From 2005-06 onwards India performed extremely bad in employment front as 2012-13, 2014-15 and 2015-16 showed negative employment growth in the country. Figure 2 shows the long term trend of economic growth and employment growth. It can be seen from figure 2 that the employment growth curve remained very close to x-axis from 2005-06 onwards. the year 2013-14 saw a spike in the employment growth to 2.94 percent and it again doped sharply in the next financial year. If we keep registering negative employment growth in the country, where will all the young skilled and unskilled workers work in the coming future is a question which needs to be answered.

Table 3: Economic Growth Versus Employment Growth (Log Changes)

Year	Employment Growth	Growth Rate of Real Value Added	Year	Employment Growth	Growth Rate of Real Value Added
1981-82	2.42	5.42	1999-00	1.28	6.60
1982-83	2.46	2.60	2000-01	2.21	3.86
1983-84	2.20	7.14	2001-02	2.54	4.86
1984-85	1.27	3.74	2002-03	2.58	3.09
1985-86	1.33	3.66	2003-04	2.67	7.37
1986-87	1.45	4.04	2004-05	2.71	6.22
1987-88	1.55	3.43	2005-06	0.68	8.32
1988-89	2.19	9.77	2006-07	0.07	8.47
1989-90	2.40	5.74	2007-08	0.23	8.32
1990-91	2.46	5.29	2008-09	0.39	5.70
1991-92	2.49	1.28	2009-10	0.61	7.52
1992-93	2.50	4.95	2010-11	0.81	7.82
1993-94	2.54	5.05	2011-12	1.02	5.38
1994-95	1.41	5.84	2012-13	-0.51	5.28
1995-96	1.05	6.32	2013-14	2.94	5.88
1996-97	1.09	7.25	2014-15	-0.16	6.98
1997-98	1.17	3.22	2015-16	-0.08	7.64
1998-99	1.21	6.16	-	-	-

Source: Derived from RBI's KLEMS Data

Labour Force Participation Rate

The Labour Force Participation Rate (LFPR) in India is very low compared to other emerging economies. LFPR of females is very low compared to males. The issue of lower female labour force participation rate has been discussed in detail in the studies of Agrawal (2020), Chand and Srivastava (2014), Himanshu (2011), Mehrotra and Sinha (2019) and Mitra and Verick (2013). The lower female labour participation rate is closely associated with women's security issues, higher enrolment of girls in the educational institutes. In addition to this, as family income increase Indian family do not allow females to enter the labour market. Family prefer than females should work in the organised sector and do not prefer unorganised employment. Women do the odd jobs in the unorganised sector to support the family during a difficult times. As the family income rises, women withdraw themselves from the unorganised sector labour market. The percentage of women working in household affairs are higher than the population of Brazil. (Thomas, 2012).

Table 4 : LFPR Rate in Percentage in India (UPSS)

Area	Categories	15 -29 Years	15 years and above
Rural	Male	60.80	77.90
	Female	20.70	33.00
	Person	41.30	55.50
Urban	Male	58.30	74.60
	Female	20.30	23.30
	Person	40.00	49.30
Rural + Urban	Male	60.00	76.80
	Female	20.60	30.00
	Person	40.90	53.50

Source: PLFS 2019-20

Table 4 compares the LFPR of India according to PLFS 2019-20. There are two categories of LFPR of 15 -29 years and above 15 years of age. It can be seen in Table 4 that LFPR in 15-29 years of age is less than above 15 years of age for India. This is because the gross enrolment ratio increased in the post-liberalisation period and therefore youngsters take time to enter the labour market. There is a huge concern about female labour force participation as the rate is very low both in an urban and rural areas.

Youth Unemployment Rate

Table 5: Unemployment Rate in Percentage among Youth (15 -29 Years)

Round and Year	Rural Male	Rural Female	Urban Male	Urban Female
PLFS (2019-20)	13.80	10.30	18.20	24.90
PLFS (2018-19)	16.60	13.80	18.70	25.70
PLFS (2017-18)	17.40	13.60	18.70	27.20
68th (2011-12)	5.00	4.80	8.10	13.10
66th (2009-10)	4.70	4.60	7.50	14.30
61st (2004-05)	3.90	4.20	8.80	14.90

Source: Compiled from different NSSO round and PLFS

Table 5 focussed on unemployment percentage among the youth of 15-29 years of age as per NSSO Rounds and PLFS data. Unemployment rates were higher among urban male and female compared to rural male and female in all rounds. The unemployment rate among rural females was found to be lower than rural male in the last three rounds. On the other hand, unemployment rate among urban females was highest in all categories. If we just compare the PLFS data, the Unemployment rate for urban females was 27.20 percent in 2017-18 which came down to 24.90 in 2019-20. Likewise it is observed that unemployment rate in the subsequent PLFS survey declined in all other categories. Table 5 shows that the unemployment rate among youth was very high. Moreover, unemployment rate in urban females was a concerning factor. It is seen that educated females prefer to go for organised sector jobs in urban areas. Many times it was seen that the unemployed were not from a poor families. (Ghose,2015). Moreover, many private salaried employed females leave the job market after the birth of their child. So they leave the labour market to take care of their family. However, Unemployment rate spiked up to 23.50 percent in April 2020 according to Centre for Monitoring Indian Economy database. The consequence of covid-19 was very severe on labour market. It requires further research to understand the exact impact of covid-19 which is beyond the scope of this paper.

Conclusion

Indian economy was facing lower GDP growth rate in the pre-covid-19 quarters. The impact of covid-19 was disastrous for the world economy and India is no exception as visible from the negative GDP growth rate in 2020-21. The employment fundamentals were already weak compared to the GDP growth rate in the post-reform period. The inception of the covid-19 further deteriorated the employment condition in the country. The lower female labour force participation rate is a socio-economical issue that required special attention from policymakers.

It was found in the study that the unemployment of urban females was very high in India. Indian is having a demographic dividend which needs to be used productively. If we fail to link the economic growth with accelerating employment in the country in the coming future, the demographic dividends will be wasted in the coming years in the Indian economy.

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THE NATIONAL EDUCATION POLICY 2020: THE PERSPECTIVE OF STUDENTS WITH REGARDS TO THE CROSS-FACULTY APPROACH

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Abstract :

The Ministry of Education introduced the National Education Policy with an aim to transform the Indian Education system which will enable an individual to study one or more specialised areas of interest in detail and also develop character, ethical and constitutional values. It also aims a quality higher education which must enable personal achievement and enlightenment, constructive public engagement and productive contribution to the society.

Key words: *C*

Introduction :

The current Indian higher education system has the drawbacks like;

- The large number of universities are resulting into low standard of under graduate education.
- Limited teachers and institutional autonomy.
- Rigid separation on disciplines, with early specialisation and streaming of students into narrow areas of study.
- Suboptimal governance and leadership of Higher Education Institutions (HEIs).
- An ineffective regulatory system.

To overcome the problems and drawbacks in existing education policy, the higher education policy in particular, the National Education Policy 2020 has been introduced. Some of the major initiatives with regards to HEIs are as follows;

- Moving towards 'Multidisciplinary Universities and Colleges' with more HEIs across India that offer medium of instruction in multiple languages.
- Moving towards a more Multidisciplinary Under Graduate Education.
- Moving towards faculty and institutional autonomy.
- Governance of HIEs by independent boards having academic and administrative autonomy.
- 'Light but Tight' by single regulator for Higher Education.

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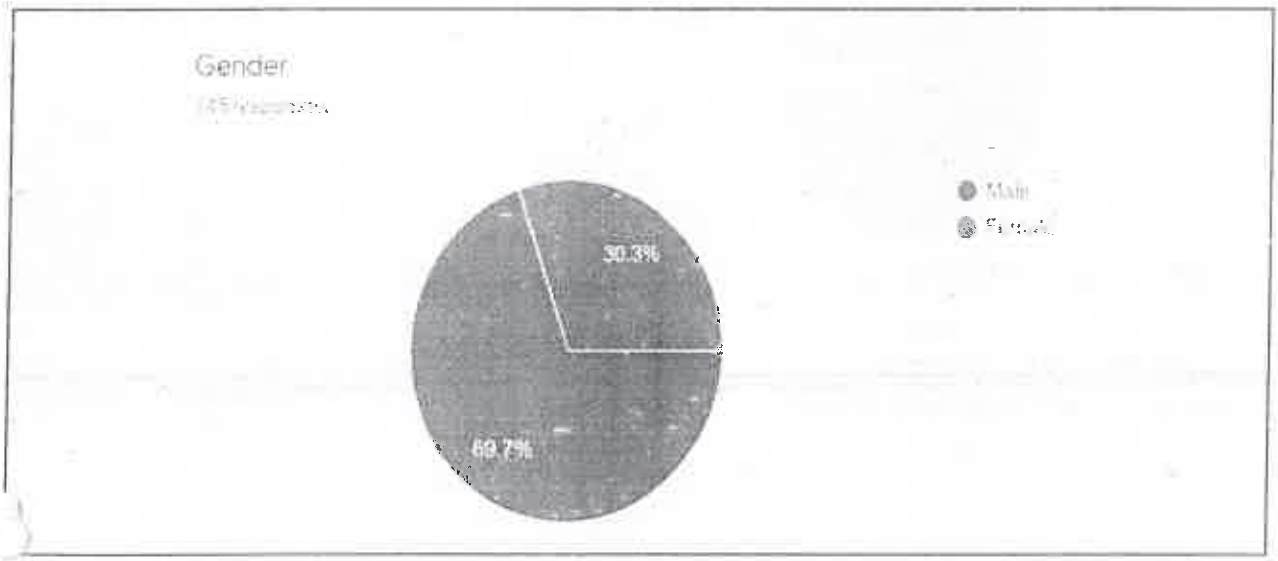
situation, there is a need of coordination between the respective colleges. Again, the colleges may find it difficult to coordinate with each other for the actual implementation of Cross Faculty Programme.

5. **Fear of unemployment:** The Cross Faculty Approach in the NEP 2020 clearly intends phasing out of single stream or dual stream colleges over a period of time. Such colleges have the only option to survive will be converting themselves to the multidisciplinary colleges which will be practically difficult for them.

Data Analysis and Interpretation :

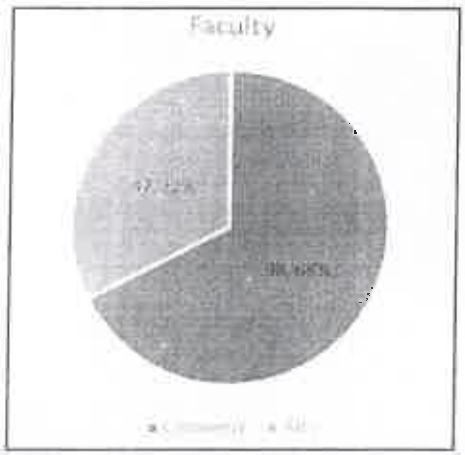
Total 145 Responses collected. Out of total respondents 30.3% are male respondents and balance 69.7% are female respondents.

Figure No.1



Out of 145 respondents 47 respondents were from Arts and 98respondents were from Commerce Faculty.

Figure No.2



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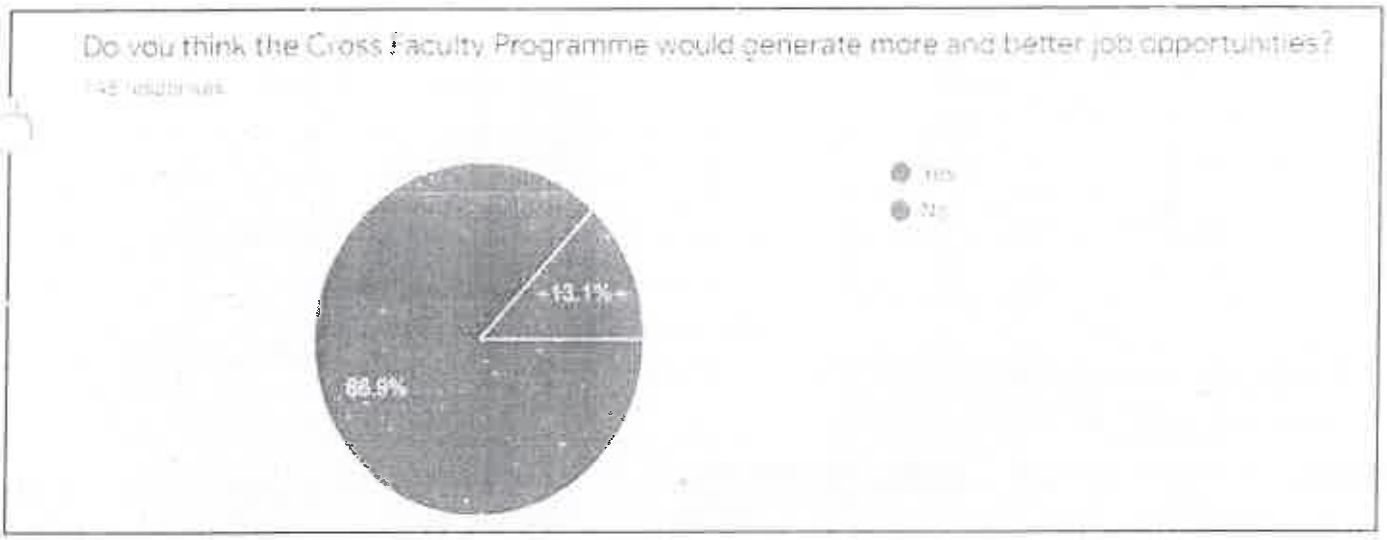
The question was about the generation of more and better job opportunities after the implementation of the NEP 2020.

86.9% respondents opined that the more and better job opportunities would be generated due the implementation of the NEP 2020.

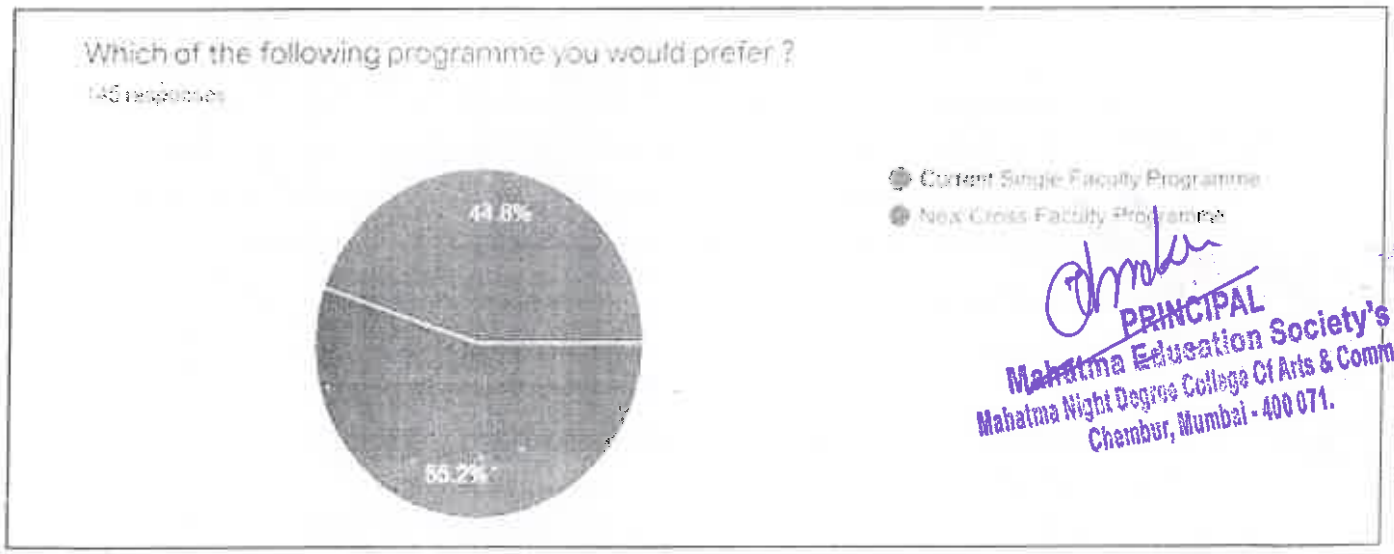
Figure No.5



The respondents were asked that which approach / programme would be preferred out of Current Single Faculty Programme and New Cross Faculty Programme.

Out of total respondents 55.2% selected the Current Single Faculty Programme and 44.8% respondents selected New Cross Faculty Programme.

Figure No.6



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Result :

The Table No.2 indicated that for the variable willingness to opt for cross faculty program, calculated p-value is greater than standard p-value 0.05. Therefore, Null Hypothesis was Accepted and Alternate hypothesis was Rejected. It means **there is no significant association between gender and willingness to opt for cross faculty program. findings**

Findings :

1. It was found that 62.8% respondents were aware about the Cross Faculty Approach in National Education Policy 2020.
2. It was found that 85.5% respondents were of the opinion that the Cross Faculty Approach would be feasible and convenient to implement.
3. It was found that 86.9% respondents were of the opinion that the NEP 2020 would generate more and better job opportunities.
4. It was found that 55.2% respondents were of the opinion that current Single Faculty Programme is better while remaining 44.8% respondents opined that new Cross Faculty Programme would be better.

Suggestion and Recommendation :

1. The New Education Policy 2020 has a student centric approach. Thus, it is required to make students and parents aware about the NEP 2020 especially with regards to Cross Faculty Approach.
2. To generate such kind of awareness among the students and parents, the Government should take initiatives through online or offline modes like:
   - Counselling sessions
   - Workshops
3. Teachers act as an intermediary between students/ parents and Government. Thus, the training and awarenessprogrammes must be organised by the Government for the teacher fraternity.
4. The initiatives taken by the Government should be publicised and promoted properly through social media, news channels and print media.

Conclusion :

The fundamental principle of the NEP 2020 is Multi-disciplinary and a Holistic education across the sciences, social sciences, art, humanities and sports for a multi-disciplinary world in order to ensure the unity and integrity of all knowledge. The clarity, feasibility and outcome could be seen only when the policy would be actually implemented in the educational institutions. Further the corrective measures, if required could be taken during the course of implementation.

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ECONOMIC GROWTH, INTERNATIONAL TRADE AND 'MAKE IN INDIA': GLOBAL AND DOMESTIC CHALLENGES

Is There a Linkage Between Economic Growth and Employment Generation? An Analysis of Indian Economy at Disaggregate Level in the Post Reform Period

Dolly Sunny & Harsh Shukla

INTRODUCTION

The issue of employment generation in the country has been addressed at the macro level since time of classical economists. The employment prospects in the country can affect the aggregate demand and can impact the pace of economic development. The developing countries like India confront the uphill task of shifting the generation of employment from agricultural sector to the industrial and service sectors of the economy. The tale of any developing nation testifies the issues like tackling the backwardness and to improve the livelihood in the country. This establishes that there exist a crucial relationship between employment growth and economic development of a country.

During last four decades, Indian economy witnessed a drastic structural change. The period from 1991 brought a structural change in the Indian economy. The adoption of globalization, liberalization and privatization policies promoted the entry of foreign companies in India. Tax rates were gradually lowered and banking reforms were introduced. It was believed that all these changes will accelerate the pace of economic development and ultimately result in the creation of more employment in the country. The trickle-down effect of growth will provide the fruits of development to everyone. However, these myths were soon broken as period of liberalization brought stiff competition between domestic and foreign firms. In order to remain competitive in the market, firms increased the productivity by substituting the labour to capital intensive technology. The public sector employment decreased from 19.56 million in 1996-97 to 17.61 million in 2011. In a nutshell, the capitalistic nature of economic growth has displaced the labour for monetary gains. In the case of India, the fruits of development have not been distributed in an inclusive manner. In the post liberalisation period growth rate to the extent of 6.00 to 8.00 percent per year only could be achieved, which could not generate adequate jobs. According to India Employment Report 2016, we need to generate 16 million jobs for next 15 years to avoid unemployment problem since potential labour market entrants to the country are subject to a steep hike. The fast changing

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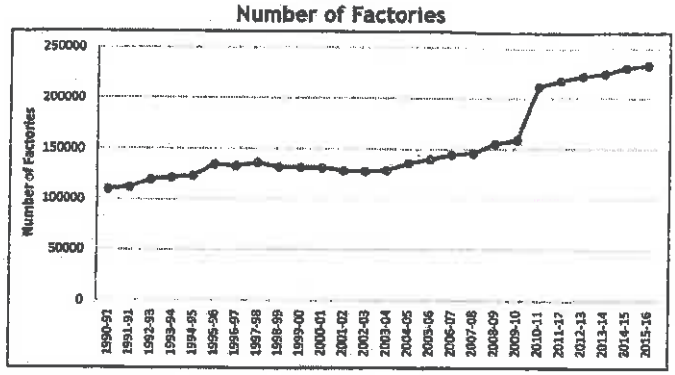
in India and GDP at factor cost at constant prices of 2004-05 have been considered. Vector Error Correction model (VECM) model and Granger Causality test has been performed to support the argument of limited impact of GDP growth on employment in the country.

PRINCIPAL CHARACTERISTICS OF ORGANISED MANUFACTURING IN THE POST REFORM PERIOD

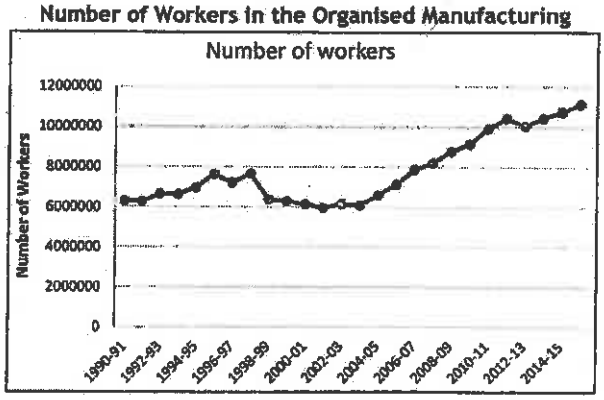
Figure 1
Number of Factories



Source: Derived from Annual Survey of Industries Principal Characteristics

The Figure 1 narrates the increase in number of factories in the initial years of liberalization and how the growth declined for few years and slow recovery occurred after 2003-04 onwards. From 2009-10 onwards there was a steep rise in the number of factories in the organised manufacturing sector. The number of factories were 1,10,179 in 1990-91 increased to 2,33,116 in 2015-16. If we look at the Compound Annual Growth rate of Factories between the periods 1990-91 to 2000-01, it was only 1.77 percent. During second period the growth of factories showed increase of 3.90 percent. The period under scrutiny shows the CAGR of 3.04 percent which is quite low as it was expected that liberalization policy will bring sufficient investment in the country and private sector will boom from private investment.

Figure 2
Number of Workers in the Organised Manufacturing



Source: Derived from Annual Survey of Industries Principal Characteristics

2001-02. After reaching at minimum level of 20.00 percent of profit in the year 2007-08 wages as a percent of profit slightly increased but did not cross 30.00 percent. Thus, there was fall in the wages compared to profit earned by the firms in the post liberalization period. The shift from permanent workers to casual workers can be held responsible for declining wages and workers welfare expenses compare to growing profit margin of the industries.

Table 1

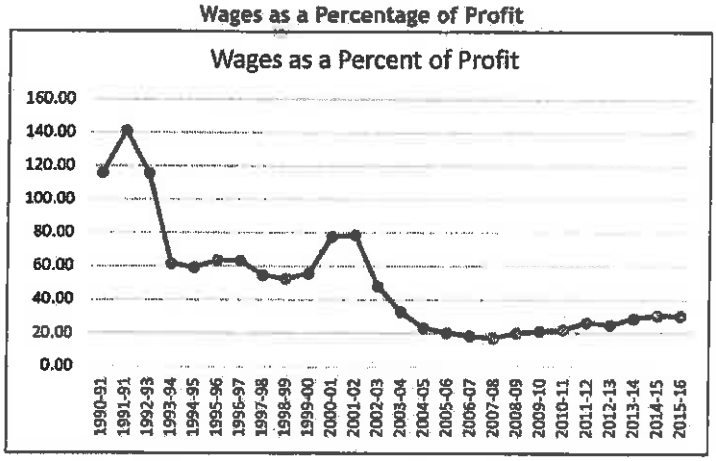
Compound Annual Growth Rate between the years 1990-91 to 2015-16

Characteristics	*1990-91 to 2015-16*	*1990-91 to 2000-01*	*2000-01 to 2015-16*
Number of Factories	3.04	1.77	3.90
Number of Workers	2.30	-0.28	4.05
Number of Employees	2.25	-0.30	3.98
Total Person Engaged	2.21	-0.36	3.96
Wages to Workers	10.39	7.69	12.22
Total Emoluments	11.87	9.44	13.52
Provident & Other Funds	10.52	11.88	9.63
Workmen & Staff Welfare Expenses	11.11	10.86	11.28
Net Value Added	12.91	10.80	14.34
Profit	16.45	12.10	19.45

Source: Calculated by author from Annual Survey of Industries Principal Characteristic

Figure 4

Wages as a Percentage of Profit



Source: Derived from Annual Survey of Industries Principal Characteristics

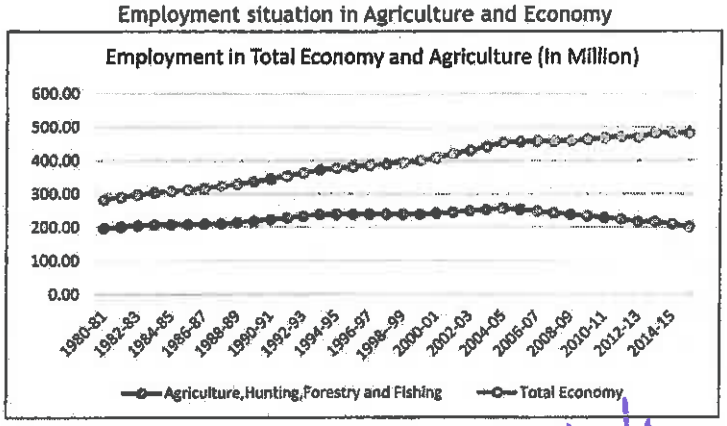
EMPLOYMENT SITUATION AT DISAGGREGATE LEVEL

Figure 5 shows the growth of employment in agriculture sector and in the entire economy. While analysing the employment growth of entire economy picture of dismal employment growth become clearer. The employment growth in the pre liberalisation decade was 2.00 percent. The next decade of post liberalisation period saw decline in the employment growth to 1.70 percent between 1991-92 to 2000-01. The subsequent decade further deteriorated the employment growth as employment grew only by 1.30 percent. The entire period of

first decade in the post liberalisation period but failed to continue the employment growth rate included food product, beverage and tobacco, pulp and paper industry, chemical and chemical products, rubber and plastic product, trade, post and telecommunication. It is quite interesting to find that post and telecommunication which achieved a high employment growth in the first half failed to maintain half of the employment growth rate in the second half. The incessant technological upgradation and arch rivalry led to massive cost cutting in the telecommunication industries in the second decade of the post liberalisation period which resulted in less growth rate of jobs.

It is important to mention construction and trade activities whose contribution in the Indian employment scenario cannot be ignored. Figure 6 shows how the employment growth of construction boomed after 2000. Construction sector showed an exponential expansion in the employment in the post liberalisation period while there is a secular increase in the contribution of trade activities as a percentage of total employment in India. In 1990-91 approximately 12.92 million people were engaged in the construction activities. The number of construction workers increased to 18.53 million in 2000-01 and to 44.19 in 2010-11. In 2015-16 construction sector provided employment to 69.50 million. A total of 14.40 percent were working in the construction sector in the year 2015-16. In the trade sector 25.41 million people were working in the trade activities while its number increased to 48.47 million in the year 2015-16. The share of trade activities in the total employment opportunity was 10.04 percentage of total population. We need to understand that construction and trade sector provides informal employment opportunities. Thus, it deprives social security component of the employment aspect. On the other hand, the sector which provides organised sector jobs like public administration registered declining employment trends as can be seen from Figure 7. This sector employed 9.15 million and 9.28 million respectively 1990-91 and 2015-16 in the years. Further, Education and health sector employed 15.53 million and 5.21 million people in 2015-16. The construction sector alone was providing more jobs than three sectors namely education, health and public administration combined.

Figure 5
Employment situation in Agriculture and Economy



Source: Derived from KLEMS Data Base of RBI

Table 4
Granger Causality Test Results

Pairwise Granger Causality Tests			
Lags: 1			
Null Hypothesis:	Obs	F-Statistic	Prob.
GDPFC does not Granger Cause EMPLOYMENT	36	4.13987	0.0500
EMPLOYMENT does not Granger Cause GDPFC		0.00907	0.9247

Source: Derived from Eviews Software

ECONOMETRIC ANALYSIS

Employment and GDP at Factor cost have been analysed for the span of 37 years from 1980-81 to 2016-17 using Vector Error Correction Model (VECM). The two variables are assumed to be endogenous in nature. Both the variables are non stationary at level and become stationary at second difference. Further Johanson test of co-integration confirms long run association between two variables which testifies the choice of VECM . AIC and SIC lag length criterion have been used to decide the lag structure and they confirmed 1 lag for the analysis. The result corroborates the argument that GDP growth did not have any significant impact on employment creation in the country. Subsequently, Granger Causality test result indicates causation from GDP to employment at 5 percent level of significance while causation from other direction is insignificant.

CONCLUSION

The economic growth did not result in equal distribution of income as expected by the policy makers in the post liberalisation period. The increased competition forced the firms to substitute capital for labour. As a result of in spite of increase in the aggregate number of industries, number of workers did not grow in proportion. The casual worker approach from the industry reduced the wages to the workers while profit of the companies grew like never before. Certain labour intensive industries also registered very low employment growth in the post liberalization period. However, construction sector boom in 2000 onwards absorbed many agricultural labourers. The public sector did not contribute to employment in the post liberalization era. The Gross value added did not impact employment in significant way which in turn is confirmed by the VECM model developed.

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An Introspection of Challenges of Skill Development and Employment Generation in India

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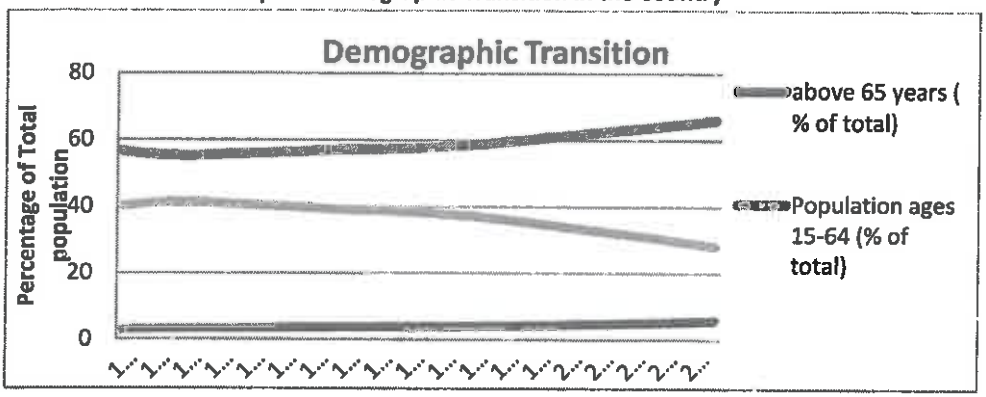
Introduction :- India has demographic dividend till 2040 (World Bank 2012) and this opportunity comes once in the lifetime of any country. According to the World Bank estimates 66 percentage of Indian belong to working age population between 15 years to 65 years. This is a great boon to the country but it can turn into bane if not utilized efficiently. On the contrary, Chinese are moving towards ageing population where number of old age people is more than 10 percent of the total population (Mehrotra et.al 2013). Thus, we have a chance to become a world leader with the help of our demographic dividend. However, economic growth did not bring equal distribution of income to Indians in the post liberalization period, thus; it would be unfair to say that equal opportunities are available to lowest strata of the society. Even after 70 years of independence 22 percent of Indians are living below the poverty line. Further, the lackadaisical approach towards educational infrastructure stands as a major obstacle for imparting quality education to children. Moreover, the quality of education does not ensure the skills required by the job market. For e.g. survey of the employer suggest that only 64 percent of engineering fresh graduates is somewhat satisfied and there is a skill gap what industry desires from these fresh hires. (Blom and Saeki 2011). Thus the first set of challenge India has is to provide employable skills to masses in order to harness the benefit of demographic dividend. The second set of challenge lies in creating employment opportunities for growing young population. To meet the first set of challenge, Honorable Prime Minister Narendra Modi started Pradhanmatri Kaushal Vikas Yojna on 2nd October, 2016 with rupees 1200 crore budget allocation. However still there is huge skill gap lies in different sector of economy according to annual report of Ministry of Skill Development and Entrepreneurship Government of India 2016. In addition to this, Government has not succeeded in creating enough employment opportunities for the youth as shown by dismal job creation rate of 1.52 million until October 2016 since July 2014 When BJP came into power. Thus the question arises how would we become economic super power with unskilled and jobless youth in the world? This paper attempt to analyze demographic dividends India has, nature of skill gap in different sector and the unemployment problem in India. The paper has been divided into three sections. The first section looks into India's demographic dividend. Second section throws light on skill gap and third section discusses about India's employment issues.

Demographic Transition :- Graph 1 explains demographic transition from which India is going through since 1960's. The old age people above 65 years of age were 3.05 percentage of the total population in the year 1960. There was a secular increase in this percentage over a period of time. In the year 2016 the percentage rose to 5.8 percentage of the total population. This trend is visible from blue line in the Graph 1.

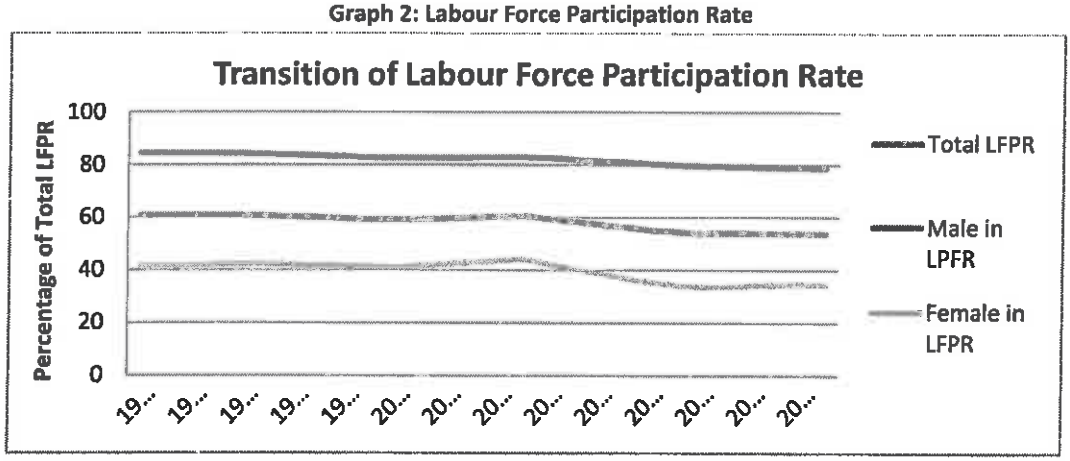
The working age population which is between 15 years of age to 65 years of age was 56.63 percentage of total population in the year 1960. Next 15 years saw a slight decline in the working age population and from 1977 onwards there is increasing trend in the working age population. In 2016, working age population was 66 percent of the total population. This is the demographic dividend India has and it will continue till 2040. There onwards India will also become ageing economy as the share of old age people of 65 years of age will increase above 10 percent of the total population.

Graph 1: Demographic Transition in the Country



This trend is visible through redline in the Graph 1. The last segment of population which less than 15 years of age was 40.30 percent of total population and there is continuous decline over a period of time as it is only 28.19 percent in 2016. This trend is visible from green line in Table 1. Demographic dividend is not sufficient enough for a economy to grow unless people are actually working. In order to understand this scenario we need to look at Labour Force Participation Rate (LFPR) with respect to India. In the year 1990, LFPR rate was 60.65 percent of the total working age population. There onwards there was a secular decline in the LFPR. In the year 2016 LFPR was 53.78 percent. Graph 2 gives the graphical representation of LFPR. Further, gender introspection of LFPR depicts a different picture. It is observed that LFPR of Male was 84.5 and for Female 41.5. Male and Female both of them withdrew from workforce after the period of economic reforms. It is because the post liberalization period, people become more aware about education. Therefore, school and college enrollment ratio grew which restricted the early entry in the labour market. As a result in the year 2016 LFPR for Male was 78.83 while for Female it was 34. 51. People witnessed rise in their annual income and pay commission era of post liberalization period saw withdrawal of female Casual labour from the market. Graph 2 explains these changes as all lines are showing little downward tilt in the post 2004 period.

Graph 2: Labour Force Participation Rate



Enrollment in Higher Education :- Withdrawal of young adults from labour force in the post liberalization period is one of the reasons of declining LFPR. In order to support the enrollment ratio, educational infrastructure also grew. Table 1 gives us a picture of growth of higher education from 2005 to 2015. In the span of 10 year higher education infrastructure expanded from 20 central universities to 43 central universities. Similarly, state public university rose by 100 numbers. These

10 years saw the growth of institute of national importance from 13 to 75. Number of the state private universities was not found in the annual report of 2005-06 but 2014-15 reported 122 private universities. Rise in the private universities denotes the demand and supply gap in the higher educational field. Rise in the private universities is not a healthy sign for Indian higher educational system as these are the profit driven universities. There was spurt of private unaided colleges all over Indian from 2005 to 2015. Educational sector witnessed the growth of many private engineering, management and regular degree colleges where educational degrees were distributed without inculcating the knowledge. This was the period where colleges increased from 20796 in 2005-06 to 38498 in 2015-16. Meager increase in the enrollment ration and number of institutes does not ensure quality education. The said is true as hardly any Indian University makes it in the top 200 world universities every year. Educational institute passes the students whose education does not match the job requirement of the industry. Thus, India is heading towards jobless growth.

Table 1: Higher Education Infrastructure Growth

		2005-06	2014-15
University	Central University	20	43
	State Public University	216	316
	Deemed University	101	122
	State Private University	NA	181
	Central Open University	NA	1
	State Open University	NA	13
	Institution of National Importance	13	75
	College	20796	38498

Source – Educational Statistics at Glance 2005-06 & 2016

Scrutiny of enrollment percent from different discipline from Table 2 explains distribution of youth in higher education. At undergraduate level 40.24 students pursued their graduation from social science discipline from the total gross enrollment in the same year. It is followed by engineering & technology and science which comprised 15.89 and 15.38 percent respectively. Commerce stream was chosen by 13.98 percent student. The most desired medical education was pursued by 3.05 students. Medical education is the most coveted but limited available education career for the students. This is because limited government medical colleges and unaffordable fee structure of private educational mafias in medical education. The influx of students in the social science discipline is an alarming situation for the country. It is because of limited skills and knowledge is given to students at social science stream. There is a need for vocational course for the social science students after their graduation as limited job opportunity is available to them. Post graduation (PG) education was again topped by social science discipline as 17.35 percent student enrolled in PG. The trend and desire of becoming manager among Indian youths is quite visible from 15.70 percent enrollment in the Management. The science discipline ranked third in PG course as 12.51 percent student registered under this discipline. Maximum PhD aspirants came from Science and engineering & technology discipline out of total PhD enrollment as it has great employable opportunity in the job market. The enrollment in higher education at undergraduate level does not guarantee the skills and efficiency for the job market. Therefore teaching the soft skills and other job ready vocational training at undergraduate level is need of an hour. Post graduate level of education increases the knowledge command over the subject. PG does not ensure job ready youths in the market. On the other hand PhD. degree in the technical subject or stream opens the door for entry in the market for the talented youths.

Table 2: Percentage Enrollment in Various Disciplines in 2014-15

Discipline	Ph.D.	Post Graduate	Under Graduate
Agriculture & Allied	3.84	0.58	0.61
Commerce	3.09	9.61	13.98
Engineering & Technology	23.42	7.60	15.89
Foreign Language	2.58	4.86	NA
Home Science	0.51	0.25	NA
Indian Language	5.01	8.99	NA
IT & Computer	1.69	7.48	2.57
Law	0.99	0.67	1.13
Management	5.31	15.70	1.93
Medical Science	3.99	3.06	3.05
Science	25.88	12.51	15.38
Social Science	12.13	17.35	40.24
Others	11.56	11.34	5.22*

Note: * includes 3.25 percent enrollment of education stream

Source – Educational Statistics at Glance 2005-06 & 2016

Skill Gap in Different Sector of the Economy : Indian economy is one of the fastest growing economies in the world and it is believed that it will surpass the China GDP one day. However, this dream is far enough as we have failed to provide skill based education. Thus, growing economic needs of skill based human resource may hamper the growth trajectory. Table 3 shows the different sector where human resource requirement is going to rise till 2022. These sector offer employment opportunities to youth if they acquire necessary skills. Agriculture sector is expected to shed labour in the near future. It is expected that 13.5 million people will leave agriculture. Building construction and real estate sector is estimated to require 30.6 million human resource at all level. The boom in construction sector is expected to continue and it will absorb the surplus labour from the agricultural sector. Retail industry requires 10.7 million human resources for its expansion followed by logistic & transportation sector. Textile & clothing is expected to give employment opportunity to near about 6.7 million people. It should be noted that these sectors are expected to provide maximum casual nature of the job. The quality of job is a great concern in the future. It is observed that organized sector jobs are decreasing since 1990. Beauty & wellness, furniture and furnishing, travel & tourism and handloom & handicraft is estimated to require sizeable number of human resource. Sectors which provides white collar organized sector jobs such as banking, pharmaceutical, IT and healthcare sector does not offer much growth in the employment opportunities till 2022. In a nutshell we can expect rise in the employment opportunities in the service sector of unorganized and casual nature. Organized sector jobs are going to be scarce and limited to certain individuals. This shows a dismal picture of Indian job market. Large number of people working in the unorganized sector may not have social security benefit may live with uncertain future.

Table 3: Incremental Human Resource Requirement 2017-2022

(Estimates in million)

Agriculture	-13.5
Building Construction & Real Estate	30.6
Retail	10.7
Logistics, Transportation & Warehousing	8.2
Textile & Clothing	6.7
Education & Skill Development	3.3
Handloom & Handicraft	4.7
Auto & Auto Components	2.2
Construction Material & Building Hardware	2.7
Private Security Services	3.1
Food Processing	2.8

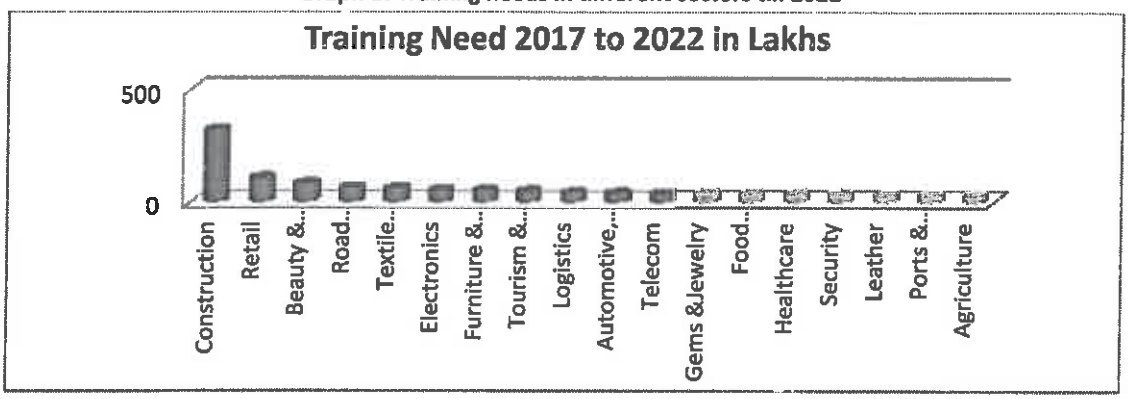
Tourism, Hospitality & Travel	4.9
Domestic Help	3.3
Gems & Jewellery	3.3
Electronics & IT Hardware	3.4
Beauty and Wellness	8.2
Furniture & Furnishing	5.7
Healthcare	2.8
Leather & Leather Goods	2.7
IT &ITeS	1.5
Banking, Financial Services & Insurance	1.2
Telecommunication	2.8
Pharmaceuticals	1.4
Media and Entertainment	0.6
Total	103.4

Source: Ministry of Skill Development and Entrepreneurship Annual Report 2016

Graph 3 explains the training need required in the different sector of the economy. As discussed earlier construction sector required maximum human resource in the coming year's sufficient amount of training is necessary for the 320 lakhs new labour & existing labour force in this sector. The organized retail sector requires 107 lakhs people to be trained. Beauty and wellness sector which is mainly dominated by females needs 82 lakhs people to be trained to understand the modern techniques in this sector. The transport, electronics, tourism. textile, furniture and furnishing sector requires training for more than 50 lakhs employees for optimum utilization of their services. Agriculture sector requires its 24 lakhs farmers to be trained for the advance agricultural methods. Agriculture is the last sector in the graph. All other sector after tourism in the graph require less than 50 lakhs employees and new entrants to be trained by 2022. According to the report India needs 1268.72 lakh trained human resource in all the sectors. However, the question is do we have efficient and sufficient infrastructure to provide training for all these sectors.

The Government of India started **National Skill Development Mission and Kaushal Vikas Yojna** for training the youths and makes them employable. Therefore, it is desirable to assess the impact of this scheme. Data from the National Skill Development Corporation reveals that of the 8,00,145 candidates trained through non-scheme skilling programmes in 2016-17, just 48.4 per cent or 3,87,762 candidates got jobs. Similarly in 2015-16, of the 13.55 lakh students skilled, just 46.9 per cent or 6.35 lakh got jobs. Out of 18.03 lakh persons trained under PMKVY in 2015-16, only 12.4% persons were placed. Such a pessimistic placement numbers showed the jolt to Prime Minister Narendra Modi's program of PMKVY. The public private training module of NSDC failed to employ trainees as they get very less incentive for the placement. Thus skilling itself is not sufficient if they are not employed. Moreover, the result of these programs emphasizes that such program has to be cohesive with secondary and higher education system for effective results. Time has come to pay more focus on quality vocational education which just does not give degree but also confirms the job the candidate.

Graph 3: Training needs in different sectors till 2022



Source: Ministry of Skill Development and Entrepreneurship Annual Report 2016

Supply & Demand Side Economics of the Job Market :- According to environmental scan report 2016 in India 103.4 million people will be required in different sector of the economy by 2022. The skill development programs are not adequate to bridge the gap between demand and supply of the job market. However, is there really this much demand? The improvement of technology years after years displaced the manual labour. It has been discussed that the fifth industrial revolution would be drives less car, robots in the manufacturing sector etc. The robotics technology will be going to change the humanity in drastic way. It would be interesting to see how the technological changes will displace the old job and create the new jobs in the future. If we examine the current unemployment situation in India, data from the World Bank ILO estimate unemployment for the year 2017 is 3.6 percent. It attempts to console that the problem is unemployment is not severe in India. On the contrary the problem of underemployment and casualization of labour force is a cause of concern. There is no official statistics available for the underemployment. However, unorganized sector of the job market and contract labour agreement promotes the underemployment.

Conclusion :- India has demographic dividend and it is important to optimally utilize this opportunity. It is possible under the sufficiently good government educational infrastructure which caters the need of poor and middle income groups. In addition to this, quality education would be the most important educational reform of the era. There is a need to frame the educational syllabus in such a way that it would land the students in good job. Need to start more vocational training along with regular education is inevitable. This can bridge the supply gaps in the labour market. In order to bridge the demand gap, entrepreneurial growth has to be materialized. Modi Government is not yet fully successful in easing the business environment for the start ups. Further, Demonetization and introduction of Goods & Service tax has affected the business for the few quarters and Gross Domestic Product figures. Skills will be of no use if there is no buyer for it. Therefore, business reforms must increase ease of doing business. World Bank has improved India's ranking on 100th position in 2018from 130th position last year. It is a result of positive reforms of the government. Still there is a long road ahead. Casualization of labour force is a cause of concern. Endeavour should be more on formalization of the workforce. We must make use of demographic dividend through education and employment otherwise lack of both leads to demographic disaster for the country.

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A Study on role of Emotional Intelligence in Handling Job Stress Among Academicians in Navi- Mumbai

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ABSTRACT

Background - The term "emotional intelligence" seems first to have appeared in a 1964 paper by Michael Beldoch, and in the 1966 paper by B. Leuner entitled Emotional intelligence and emancipation which appeared in the psychotherapeutic journal: Practice of child psychology and child psychiatry. The lateral roots of EI can be traced back to Thorndike's (1920) social intelligence, which concerned the ability to understand and manage people and to act wisely in human relations. Its proximal roots lie in Gardner's (1983) work on multiple intelligences and, more specifically, his concepts of intrapersonal and interpersonal intelligence.

Introduction – EI-Emotional Intelligence is the capability of individual to recognize their own emotions and those of others, discern between different feelings and label them approximately, use emotional information to guide thinking and behaviour, and manage or adjust emotions to adapt to environment or achieve one's goal(s).

Job stress, within the context of workplace health, refers to a physiological condition in which work-related duties and responsibilities become burdensome and overwhelming to the point that it imposes unhealthy effects on the mental and physical wellness of employees. The workplace is often a breeding ground for stressful situations because of the relative high expectations and priorities assigned by employers. The clash of multiple personality types between employees and the fear of losing a source of income can also act as a factor into creating job stress.

The teaching profession is considered to be a highly stressful profession. Stress in teaching profession restrains the quality of the teachers and the same creates a misery in the minds of the teachers due to heavy workload, unsecured state of job, low pay emoluments, lack of career development, lack of communication, harassments in the school or college by peer teachers/workers/students/others, family and financial problems. Teacher's stress erodes the peacefulness in the mind and life of teachers. It has negative effect on their work performance. Factors which are root cause for the stress is known as stressors. Multiple factors influence the stress among college teachers. Findings of so many research studies pointed out that organizational stressors like over work load, frequent changes in working environment, new innovations, pay amenities, pupils' discipline, work culture, lack of communication, career hurdles, administrative problems, lack of management support and funding polices are some of the causes of stress.

Key Words: - Emotional Intelligence, Job Stress, Teachers, Causes of Stress

INTRODUCTION

Definition:

- **Emotional Intelligence**

1.We define EI or EQ as the ability to:

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others

In practical terms, this means being aware that emotions can drive our behaviour and impact people (positively and negatively), and learning how to manage those emotions – both our own and others – especially when we are under pressure.

2."the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behaviour" - Peter Salovey and John Mayer.

Emotional Intelligence is the capability of individual to recognize their own emotions and those of others, discern between different feelings and label them approximately, use emotional information to guide thinking and behaviour, and manage or adjust emotions to adapt to environment or achieve one's goal(s).

were adopting psychological stress coping strategies more as compared to males and difference in mean scores was found to be significant statistically.

RESEARCH METHODOLOGY

Objectives of the study

- To study various contributors of EI.
- To study role of various elements of EI in handling job stress.
- To study role of self–management in handling job stress.
- To study if duration of working hours is a stress.

Hypothesis

- H0: Emotional Intelligence has no role in helping employees to handle job stress.
- H1: Emotional Intelligence has an effective role in helping employees to handle job stress.

Scope

- This study covers the school and college faculties with an intension to know the Role of Emotional Intelligence in handling the stress caused at their job place. Faculties from the Navi Mumbai area were mainly considered for the study. Organizational and Personal stressors were taken as a base.

Data Collection:

Primary Collection: Self-administered questionnaire circulated through google forms.

Secondary Data: Secondary data is collected through research papers and articles.

- **Sample size:** 100
- **Sampling:** Purposive Sampling

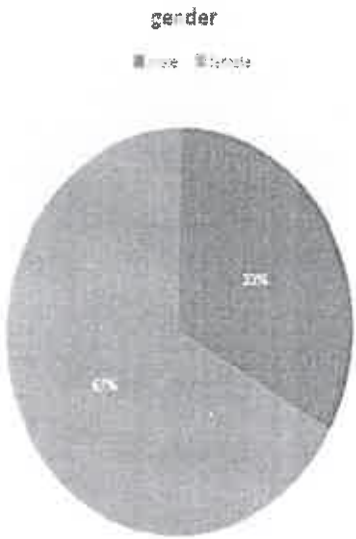
Limitations of the study

The geographical area of study is limited to educational institution of Navi Mumbai.

Data Analysis and Interpretation

1. Gender :

Option	Male	Female	Total
No. of respondent	33	67	100
Percantage	33	67	100

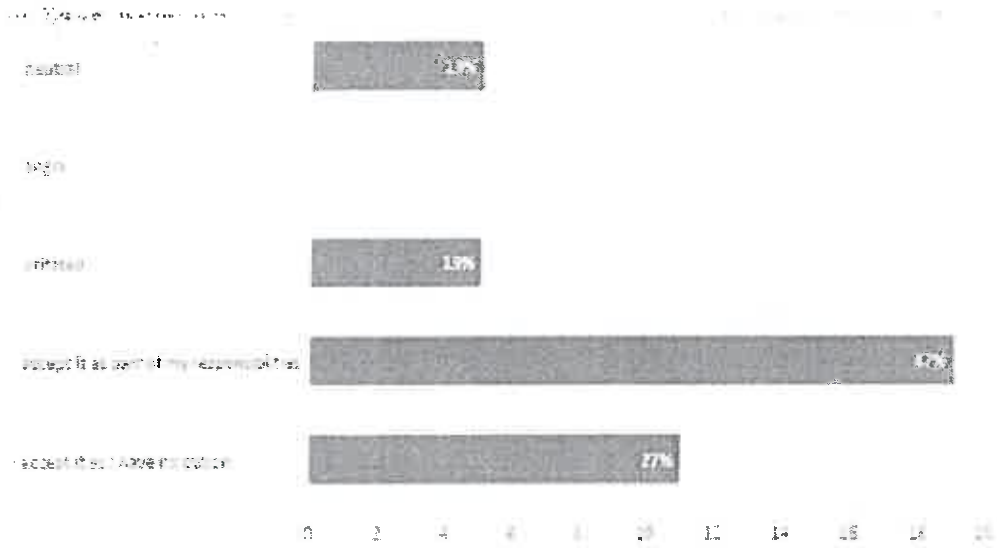


Interpretation:

67% of respondent were femle and 33% were male. Female respondent were maximum in number.

2. Age :

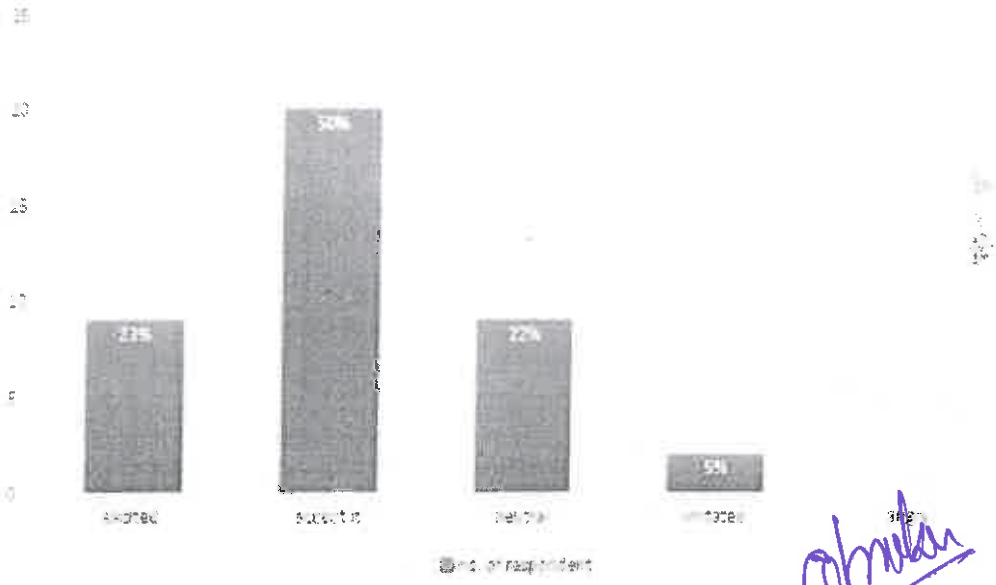
Option	22-30	31-36	37-41	42-28	Total
No. of respondent	66	14	4	11	100
Percentage	66	14	4	11	100



Interpretation:
47% accept it as a part of their responsibilities if they are to work more than stipulated hours.
0% feel anger in this situation.

5. Whenever your institution brings about new system, what would be your reaction?

Option	Excited	Accept it	Neutral	Irritated	Angry	Total
No. of respondent	23	50	22	5	0	100
Percentage	23	50	22	5	0	100



Interpretation:
50% teachers accept the new system introduced in the institution.
0% feel anger on introduction of new system.

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6. If your institution compels you to complete a task with stringent deadline, what would be your reaction?

Option	Accept it as a responsibility	Accept it as I have no option	Neutral	Irritated	Angry	Total
No. of respondent	61	17	11	0	11	100
Percentage	61	17	11	0	11	100

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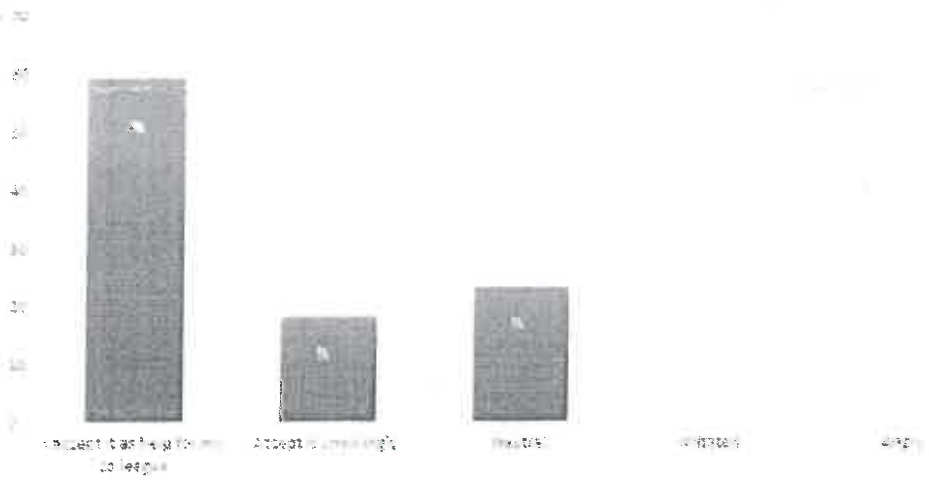
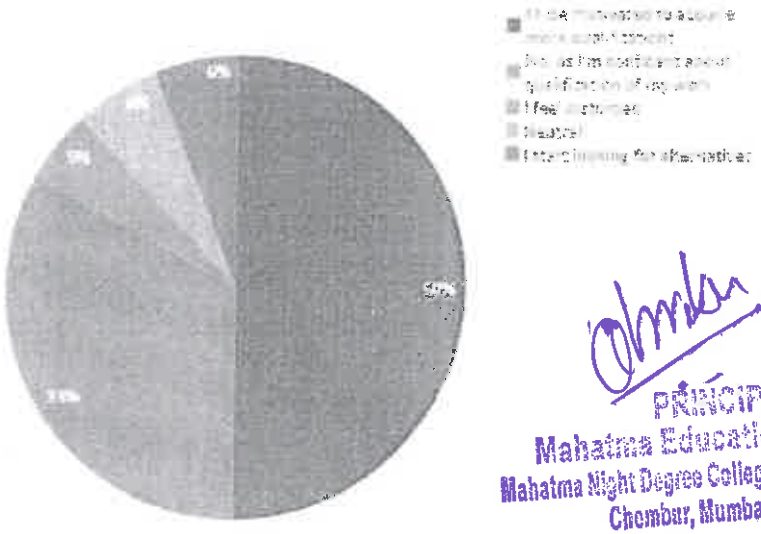


Interpretation:
59% of respondent are ready to accept their colleague's workload as a help for them. None of them feel irritated or angry about it.

9. Do you feel insecure when your institution recruits someone more qualified than you?

Option	I'll be motivated to acquire more qualifications	No, as I'm confident about qualification of my work	I feel disturbed	Neutral	I start looking for alternatives.	Total
No. of respondent	50	33	5	6	6	100
Percentage	50	33	5	6	6	100



Interpretation :
Maximum no. of people i.e 50% will be motivated to acquire more qualifications.
5% of respondent will feel disturbed about it.

10. What will be your reaction, a senior imposes his/her idea of work on you hampering your freedom to work in your own style?

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EFFECTS OF PANDEMIC AND LOCKDOWN ON MENTAL HEALTH OF FEMALE FACULTIES

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Abstract .

Background

The COVID-19 pandemic has had a profound impact worldwide. This study sought to assess the "Effects of Lockdown on the Mental Health of Female Faculties.

*The 2019 coronavirus disease (COVID-19) caused by the novel coronavirus (SARS-CoV-2) began in the city of Wuhan in China and spread quickly around the world, generating a global health crisis of massive proportions. As a result of this pandemic, people found themselves forced to cope with new emotional challenges and particularly with feelings of stress, uncertainty and fear. COVID-19 poses a real threat to physical and emotional health[1].While social distancing may make people feel safer, it can also increase their feelings of isolation, stress and frustration and cause difficulties in many life situations. Bereavement, isolation, loss of income and fear are triggering mental health conditions or exacerbating existing ones. Many people may be facing increased levels of alcohol and drug use, insomnia, and anxiety. The COVID-19 pandemic has led Faculties to an unpredictable scenario where the lockdown situation has accelerated the shift from traditional to online educational methods, and relationships have been altered by the avoidance of direct contact with the others, with implications for their mental health. Physical activity seemed to be a factor that could prevent mental disorders such as anxiety or depression in this peculiar situation. Female Faculties have experienced higher levels of distress due to the workload generated during the lockdown. As females are expected to balance both their professional and personal life (Household chores) efficiently, compared to male faculties, Female faculties are expected to face more difficulties and challenges, both physically and mentally. Therefore, the aims of this study were to explore how female faculties have been affected by the lockdown with respect to their **Personal and Professional life.** In conclusion, to prevent **mental health problems** among female faculties in future similar situations, it would be important to facilitate the practice of physical activity at home. Furthermore, Faculties training in blended or online educational methods would be crucial for their favourable work development.*

Keywords *COVID-19, Lockdown, Stress, Mental Health, Female faculties, Personal life, Professional life*

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Introduction

- **Pandemic and Lockdown**

  In the last 12 months, the novel coronavirus has paralysed economies, devastated communities and confined nea[illegible] four billion people to their homes. It has been a year that changed the world like no other for at least a generati[illegible] possibly since World War II.

  By mid-April, 3.9 billion people or half of humanity were living under some form of lockdown. From Paris to Ne[illegible] York, from Delhi to Lagos, and from London to Buenos Aires, streets fell eerily silent, the all too frequent wail [illegible] ambulance sirens, a reminder that death loomed close[1]

- **Stress- Stress** is a feeling of emotional or physical tension. It can come from any event or thought that makes yo[illegible] feel frustrated, angry, or nervous. **Stress** is your body's reaction to a challenge or demand.

  Stress and female faculties

  Women faculty are also more likely to offer emotional support to students, many of whom are themselves copin[illegible] with added **stress** and anxiety. This disproportionate burden on **women** academics adds to their increased stres[illegible] anxiety and burnout.

  A new report from humanitarian organization CARE is pointing to an overlooked crisis: women's mental healt[illegible] According to the report, women were almost three times more likely than men to report that their mental health ha[illegible] been impacted by the pandemic. Women cited issues such as skyrocketing unpaid care burdens and worries abo[illegible] livelihoods, food and health care—all of which are causing rising rates of anxiety, stress and other mental healt[illegible] issues[2]

- **Types of Stress**

  a. physica' stress,

  b. psychological stress,

  c. psychosocial stress, and

  d. psychospiritual stress.

a. **Physical stress:** trauma (injury, infection, surgery), intense physical labour/over-exertion, environmental pollutio[illegible] (pesticides, herbicides, toxins, heavy metals, inadequate light, radiation, noise, electromagnetic fields), illness (vir[illegible] bacterial, or fungal agents), fatigue, inadequate oxygen supply, hypoglycaemia I(low blood sugar), hormonal and/o[illegible] biochemical imbalances, dietary stress (nutritional deficiencies, food allergies and sensitivities, unhealthy eating habits), dehydration, substance abuse,dental challenges, and musculoskeletal misalignments/imbalances.

b. **Psychological stress:** emotional stress (resentments, fears, frustration, sadness, anger, grief/bereavement), cognitiv[illegible] stress (information overload, accelerated sense of time, worry, guilt, shame, jealousy, resistance, attachments, self-criticism, self-loathing, unworkable perfectionism, anxiety, panic attacks, not feeling like yourself, not feeling like

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things are real, and a sense of being out of control/not being in control), and perceptual stress (beliefs, roles, stories, attitudes, world view).

c. **Psychosocial stress:** relationship/marriage difficulties (partner, siblings, children, family, employer, co-workers, employer), lack of social support, lack of resources for adequate survival, loss of employment/investments/savings, loss of loved ones, bankruptcy, home foreclosure, and isolation.

d. **Psycho-spiritual stress:** A crisis of values, meaning, and purpose; joyless striving (instead of productive, satisfying, meaningful and fulfilling work; and a misalignment within one's core spiritual beliefs.

> **Stress coping strategies**

- **Rejuvenate-** Take good care of your mind and body by following a physical fitness routine. Cut down on calories and pile up proteins, fruits, salads and leafy vegetables in your diet. The entire meal-plan should be ***re-worked*** to be suitable for the current life-style.
- **Re-connect-** with your far-flung family, cousins and old friends and enjoy catching up with them. Consciously steer away from unhappy and negative conversations. Instead talk of happy memories that give you peace and joy. Create a support-group for each other.
- **Renewal** of self will need some ***me-time*** to do that one thing that makes you truly happy. To do this you will have to learn *to 'prioritise' and 'say no'* which is less stressful than promising but not being able to deliver.
- **Recognise,** understand and believe that people need compassion, help, and generosity to survive COVID-19 pandemic with minimum damage. Try not to be critical- it doesn't help them and only fills you with negativity. Give – kind words, share resources and empathise with everyone.
- **Resolve** to Make 'self-care' a habit. Remember during turbulence you should first put on your ***'oxygen mask'***, so that you are in a position to help others. When you find *oxygen supply to your soul* becoming low – take a break and re-join with your energies recharged.
- **Repurpose** by looking at your work from a totally new perspective. Think of new ways to engage with learners who have so far not responded to your efforts. Read about inspirational experiences of teacher's world over. Believe that you can ***make a difference*** and meet your learners with new optimism and energy.

Literature Review

- **Asma Zaheer – (January 2016) Journal of Human Resource Management 4(1): 1-5 Published online October 21, 2015 ISSN: 2331-0707 (Print); ISSN: 2331-0715 (Online)** – The female faculty of central universities of Delhi are having a moderate level of work-life imbalance or Work-Life Balance. Stress is not a big problem in the environment of higher education institutions as there is a moderate level of stress perceived by university teachers of Punjab. The correlation analysis identified a strong positive relationship between occupational stress and work life imbalance of female faculty in central universities of Delhi.
- **Dr. Anuj Sheopuri1, Anita Sheopuri (March 2015) Impact of Stress on Job Satisfaction and Plight of Faculties -International Journal of Business Quantitative Economics and applied management research. ISSN: 2349-5677 Volume 1, Issue 10** - "Role insufficiency" and "role ambiguity" should be improved and

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supervisor support must be increased. Inadequate salary, lack of time to prepare the lecture, insufficient overload of lectures / subjects, insufficient institutional recognition, frequent changes to timetable, etc. mental stress.

- **Rashmi Chari in Edutrends India, India, Lifestyle, TOI – July 3,2020 - Teacher wellbeing & self-care in Covid times -** Teachers are also responsible of taking care of their learner's mental well-being who are under the impact of social distancing, lack of routine, absence of friends during the lockdown. It's not easy to class full of dejected, distracted and disinterested adolescents through a computer screen, who would prefer to with you socially and emotionally and share their feelings rather than learn textbooks.**https://timesofindia.indiatimes.com/blogs/edutrends-india/teacher-wellbeing-self-care-in-covid-times/**
- **Shefali Luthra – Economic Times, January 4th,2021 -Amid coronavirus pandemic, teachers' mental health suffers in ways they've never experienced.** The National Education Association, a major teachers union, that 28% of educators said the pandemic made them more likely to leave teaching. The sources of stress fatigue are complex. Many teachers have had to switch back and forth between in-person and online lea https://www.usatoday.com/story/news/education/2021/01/04/covid-19-teachers-mental-health-suffering-du pandemic/4091864001/
- **Leire Aperribai 1 , Lorea Cortabarria2 *, Triana Aguirre3 , Emilio Verche4 and África Borges 3 Nov,2020 –Frontiers in psychology- Original Research Article-Teacher's Physical Activity and Mental Health During Lockdown Due to the COVID-2019 Pandemic -** Lack of direct contact with students, Fe using Modern Technological tools, More working hours and Concern for students creates higher levels of M stress which thereby reduces Job satisfaction

Objectives of the Study

1. To identify the effects of lockdown on the **Professional life** of female faculties causing mental stress.
2. To examine the effects of lockdown on the **Personal life of** female faculties causing mental stress.
3. To suggest some **Stress coping strategies** for female faculties to overcome mental stress.

Scope

This study has a covered the school and college faculties with an intension to know their level of mental stress affected due to the Pandemic and Lockdown period.

Faculties from the Panvel and Kharghar area were mainly considered for the study.

Personal and Professional life stressors were taken as a base with 5 point Likert scale method

Research Methodology

- **Profile of the respondents**

  This study has a focus only on the female faculties of both Schools and Colleges.95 % of the respondents are co faculties and mere 5% are school teachers.
- **Sample size**

  35 respondents were considered for the study.
- **Geographical Coverage**

  Panvel and Kharghar area was the prime focus..

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> **Hypothesis**

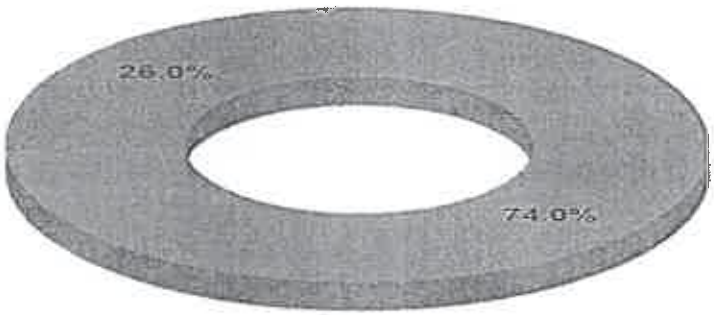
1. H_0 – Professional life has no impact on the mental health of female faculties during lockdown period.
   H_1 – Lockdown period has an impact on the Professional life of female faculties causing mental stress.
2. H_0 – During Lockdown period, Personal life has no role to play in maintaining the mental health of female faculties.
   H_1 – The period of lockdown has greatly influenced the Personal life of female faculties causing mental stress

Limitations of the study

1. Period of Lockdown is the only Duration taken for this research study.
2. Only Females are taken into consideration in this study.
3. Females only from the Educational sector are considered for the study.

Findings (Results)

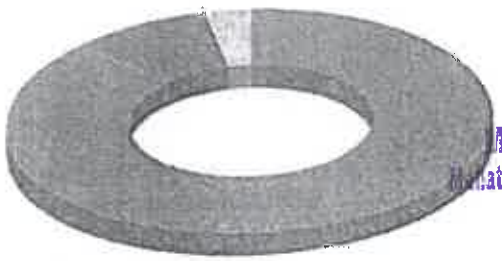
1. **Where have you spend maximum time during lockdown?**



Making a learning content for lectures
with your loved once (family members)

> **74% of the participants responded that, during lockdown, their maximum time has been spent on making an e-content.**
> **Only 26% could spend their time with their loved ones during lockdown period**

2. **Increased workload and excessive time dedication lead to Headache and Fatigue**



Agree Neutral Disagree

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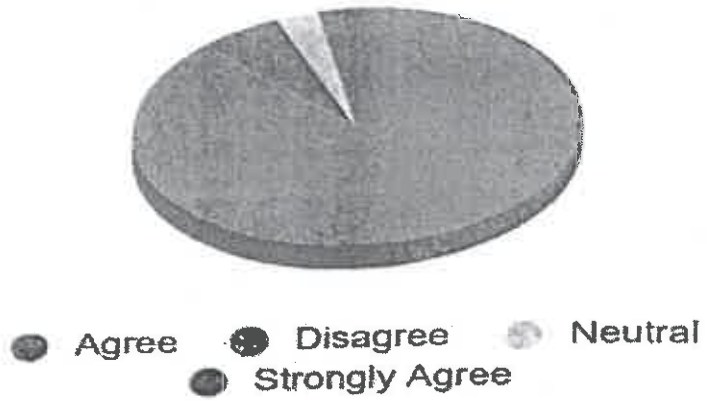
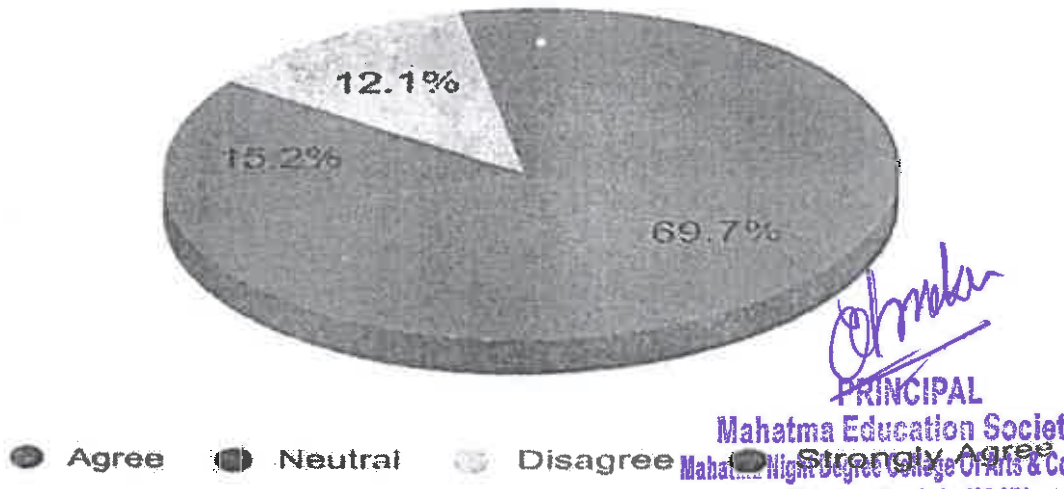
- Majority of the participants responded that due to increased workload and excessive time dedication, they suffering from headaches and fatigue during lockdown
- Very few participants were unaffected by the increased workload and excessive time dedication during lock period

3. **Feeling tensed, due to lack of direct contact and increased concern for students**



- 75 % of the participants suffered from tension and worries due to the lack of direct contact and increased concern students.
- Remaining 25% were unaffected by the lack of direct contact with the students

4. **Feeling frustrated and irritated due to the absence of Maids or servants at home**



- During lockdown period, as the maids and servants couldn't extend their services, nearly 73% of the particip were frustrated and irritated.
- Remaining 27% were unaffected with the absence of maids or servants at their homes during lockdown period

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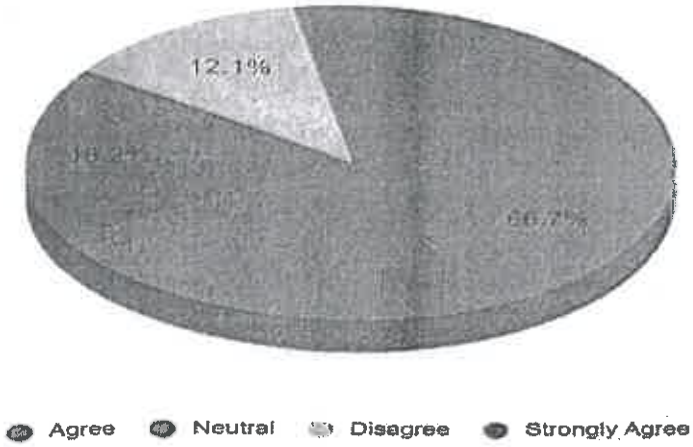
5. Network issues and technical glitches leads to anger and frustration



- Approximately 70 % of the participants were angry and frustrated due to the network issues and other technical glitches at the time of conducting online lectures from home.
- Assuming remaining 30% of the participants were more techno savvy and hence they could overcome some basic technical or network issues, if any.

Conclusions

Even though telecommuting in the field of online teaching was originally set forth as a mode of working that facilitates autonomy and better a work–life balance because of the flexibility with hours and location it advocates, our results show the presence of several stressors or psychosocial risk factors such as mental overload, time pressure, lack of a fixed schedule, and emotional exhaustion may lead to the appearance of several psychosocial risks including stress, burnout, and difficulty with the work–life balance.

Sr. No	Changes in Professional life during lockdown	Changes in Personal life during lockdown
1	Time spend on professional work was too high	Very less time left for personal activities
2	They had to work on weekends/Holidays	There was no or very less effective communication between family members
3	Lack of direct communication with students led to inability to understand students' difficulties or challenges faced by students	Stress increased because of continuous worrying
4	Effective training was not provided to the faculties for digital transformation	Extra time spent to learn the things personally

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5	Less physical interaction leads to decrease in job satisfaction and in ability to understand student's/colleagues' feedback	Low self-esteem due to which Relation... started spoiling.
6	Faculties were tensed to adapt the new delivery mode which is not traditional in format	Depression, Sadness, Nervousness due to ... outings or not quality time being spent ... near and dear ones
7	Infrastructure unavailability leads to student frustration and stress	Personal savings needs to spend to the lo... jobs of spouse.

Recommendations

- Take Some Time Off: Female faculties must take some time off from their regular schedule to relax. Dur... Pandemic, being continuously busy in online teaching and that too with increased workload leads to fatigue ... headaches
- Get More Laughter Into Your Life: Laughter can lead to better overall health and bring joy into your day. Be alw... happy. Try to keep yourself satisfied and contended and watch the comedy shows an movies which keeps ... energetic, enthusiastic and charming.
- Indulge in Hobbies: Don't wait until your life calms down to engage in your hobbies. Try keeping yourself busy ... all those activities in which you have liking. No matter how busy you are in your day-to-day activities. At least ... out some time for your own self. This will keep you happy and fresh
- Get More Enjoyment Out of Your Current Job: If you landed in a job you don't love; all is not lost. Try to make yo... teaching more interesting to your students and to you too. Apart from traditional classroom teaching, as in t... pandemic and lockdown period, you are supposed to work from home with increased time dedication, make yo... teaching different form the others e.g Show some topic related videos, case studies of the corporates, narrate sor... biopic or success stories of people. It will motivate your students and will keep stick to your lectures
- Make Your Weekends Count: Learn how to bring some of your weekend into your work week for less stress. M... than philosophies to read for reducing stress, it is up to you how you smartly cope up with the stress. Go out w... your friends and family members for outings. Just forget about the work and related commitments for few days. T... is very much necessary to make your post-holiday days more productive.
- Write in a Journal: Apart from actual teaching, try to indulge in some activities relating to teaching which refresh... you. Involve in some research related activities wherein you get some more learning experience in your own fie... You will be exposed to may unexplored areas of your field.
- Talk to a Friend: Learn about the several different types of social support friends can offer you. Go and freak o... with your friends. Remember to enjoy very moment of your life irrespective of your work pressure. Have an op... communication with your close friend and be free to express your feelings and emotions.

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- Practice Mindfulness: Mindfulness can help keep you rooted in the present moment. If your mind is happy, ultimately, it will keep you focused towards your goals and objectives. Mind controls over whole body
- Exercise Regularly: Exercise and stress management are closely linked for several reasons. Physical and Mental fitness is very crucial for one's healthy lifestyle. Do some daily exercises like Yoga or Suryanamaskar which keeps your body flexible enough.
- Maintain a Healthy Diet: Fuelling your body well can help with overall stress levels because your entire system will function better. Intake of type of food also influences your stress level. Consume fresh and healthy food as much as possible. Avoid junk and stale food
- Cultivate Supportive Relationships: Having a solid support system is a crucial coping mechanism. Increase your social relationships and build strong networks outside your home and work place. It will educate you in many areas and you will be involved in many extracurricular and social work activities
- Meditate Regularly: While quick meditations are great for dealing with acute stress, a regular meditation practice will help build your overall resilience to stress. Meditation increases your concentration power and thereby helps you in increasing your productivity and efficiency at work and nonwork places.
- Listen to Music: Music can act as a wonderful, stress-reducing backdrop to everyday task. Have a good collection of music of your choice either in your cell phones or any other music system. Tune in some silent / soothing music

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9. Analytical study of the campaign 'Self Reliant India' in Agriculture Sector with Reference to Agricultural Credit

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1.1 Abstract

This paper provides a study of the variance of direct institutional agricultural credit for agricultutre and allied activities. It analysed the reactions of data base from 2000-01 to 2015-16 for the direct agricultural credit issued by institutional sources. It measures the relation of credit offered by institutional sources for agriculture of India. The paper visualises the new campaign self reliant India in relation to contribution of agriculture in Indian ecomomy. It futher analysed the selected relative factors like agricultural credit to make India self reliant in agriculture sector.

Key Words: Self reliant, agriculture, agricultural credit

1.2. Introduction

Agriculture is the backbone of the economic system. It is the provider of food and raw material. It is the source of creating employment to majority polpulation of the country.

1.2.1 Agricultural credit

Agricultural credit is any loan or other extension of credit that a bank provides not only for more production but also to buy equipment, harvest or do other things necessary for operations or other rural use.

According to William G. Murray, agricultural finance is the economic study of borrowing of funds by farmers; of the organization and operation of farm lending agencies; and of society's interest in credit for agriculture.

Depending upon credit requirement of the farmers agricultural credit in India can be classified firstly as Short Term Credit for a period of less than 15 months to meet short term needs of farmers like purchasing fertilisers, seeds, etc., secondly Medium Term Credit ranging between 15 months and 5 years for purchasing cattle, pumping sets, other agricultural

implements etc., and thirdly Long Term Credit which is for more than 5 years to buy additional land or to make permanent improvement on land like, horticulture, reclamation of land, etc.

1.2.1.2 Sources of agricultural credit

I. Non-Institutional Sources

I. **Moneylenders** - From the past moneylenders have been advancing for farm credit. They include Professional moneylenders and Agriculturist moneylenders.

II. **Traders and Commission agents** - They advancing loan to the agriculturist before the maturity of crops for productive purposes later they force the farmers to sell their crops at very low prices and charge heavy commission. They generally offer advances for cash crops.

III. **Relatives**- Some times during crisis cultivators borrowing fund from their own relatives in the form of cash or kind. These are informal loans may carry no interest and are usually to be returned after harvest.

IV. **Landlords** - In India, tenants, small and marginal farmers are also taking loan from the landlords to meet their financial requirements.

II. Institutional Sources

I. **Co-operative Credit Societies** - It is one of the cheapest and the best source of rural credit in India. It offers usually short term and medium term loans to the farmers.

II. **Land Development Banks** - These banks advancing advancing long term credit like 15-20 years to the farmers against the mortgage of their lands for permanent improvement, for repaying old debts, purchasing agricultural implements etc.

III. **Commercial Banks**- Initially these banks have played marginal role in advancing rural credit however, after the nationalisation of commercial banks in 1969 they started to extend financial help directly and indirectly for both short and medium periods. They also sponsored regional rural banks to extend credit to small and marginal farmers and rural artisans.

IV. **Regional Rural Banks** - They were established in 1975 to supplement commercial banks and co-operatives in supplying rural credit. These Banks advancing direct loans to small and marginal farmers, agricultural labourers and rural artisans etc. for productive purposes.

V. **Government** - Another important source of agricultural credit is the Government of our country. Government lend taccavi loans (Taccavi loan was a short

term loan given to poor farmers to purchase seeds, fertilizers, equipment's and for other agriculture purposes.) during emergency or distress like famine, flood etc. It charge low rate of interest.

1.2.2 Self- Reliant India

On 12th May, 2020 Prime Minister of India, Mr Narendra Modi during his address to the nation announced the campaign Aatma Nirbhar Bharat Abhiyaan i.e Self- Reliant India Movement to convert deadly pandemic crisis into an opportunity and to become Aatmanirbhar or self-reliant.

The campaign relates to the five important bases i.e. Economy: to bring an economy quantum jump, Infrastructure: such a way that identity of modern India, System: drive by technology and to fulfill our 21st century dreams, Democracy: source of energy to make India self-reliant and Demand: Potential use of demand-supply chain.

1.2.2.1 Self- Reliant India- Package - Prime Minister for this campaign announced package of □ 20 lakh crores - equivalent to 10% of India's GDP. The package charactreistics towards Poor, including migrants, farmers and agriculture sector includes[1]-

- Additional refinance support of □ 30,000 crore will extend by NABARD for crop loan requirement of Rural Co-op Banks & RRBs.
- Front-loaded on-tap facility to 33 State Co-operative banks, 351 District Co-operative banks and 43 RRBs available on tap based on their lending
- To benefit around 3 crore farmers mostly small and marginal farmers.
- To enable farmers to access for institutional credit at concessional interest rate.
- To cover benefit about □ 2 lakh crores credit flow to 2.5 crore farmers.
- To undertake Special drive for concessional credit to PM-KISAN beneficiaries through Kisan Credit Cards.
- To provide funding for Agriculture Infrastructure Projects at farm-gate & aggregation points (Primary Agricultural Cooperative Societies, Farmers Producer Organisations, Agriculture entrepreneurs, Startups, etc.)

1.3 Review of Literature

Sarukkai, S. (Nov, 2020)[2] elaborated the terms 'self of a nation' and the other to 'national self'. It viewed that the self of a nation, is about about nation qualities related to identity, belongingness and the space of experiences for those who live and/or belong to it where as, national self is more referred to some quality of the individual selves. It furher opiend that the concept of self reliant is not restrited only to the manufacturing but must be about the nation's

progress, betterment of the citizens educational targets with effective functioning of democracy and equality.

Ghosh N. (July, 2020) visualied on two ideas i.e. Aatmanirbhar Bharat and Make in India and specified that the call for "self-reliance" is a progression of "make in India". It explained that the Make in India was for boosting productivity and employment generation capacity, however "Self-Reliant India" announced for reviving economy affected due to pendamic Covid-19.

SIRU, (July, 2020) revealed that research and development is a key to make self-reliant economy. It stated the the need of introduction of frequent use of new technologies for producing global standard products, initiative of government to sustain MSME and empowering rural areas with entrepreneurial models for not only reviving the economy from pandemic- COVID-19 but also to make it self reliant.

Mahalle, S. & Rohila, A. & Yadav, A. & Thakur, S. (2018)[3] suggested immediate payment, advacnce declaration of MSP, improved facilities at procurement centers etc. for MSP system in India. It also concluded that MSP, policy of government helps for an assured market, boost farmers for new agricultural practices and improving production.

Golait, R. (2007)[4] pointed out the issue of inadequacy and slow down act of banks towards of credit offering credit to small and marginal farmers. To increase the credit flow for agriculture, the suggestions of new techniques in credit offering, facilitating credit through processors, input dealers, NGOs, etc given.

Misra S. N. (1999)[5] studied performace of commercial banks with reference to case of hilly and drought-prone areas of Orissa. The author tried to put forward solutions for problems of capability and required changes in cropping pattern, offering credit by banks to farmers, whether timely repayment of loans by farmers or not along with measures to improve bank performance of such hilly and drought-prone areas.

D. Varalakshmi & P. Venkateshwarlu (2016)[6] concluded that District co-operative Central Banks have better performance in respect of their growth, number of branches, membership and in investment.

However, it suggested that the management should focus on cost of management and initiatives should be taken by government for betterment of District Central Cooperative Banks in India.

1.4 Objectives of the study

a. To study institutional direct agricultural credit offered for agriculture and allied activities.

b. To study about Self- Reliant India in the view point of agriculture credit.

c. To make conclusions and suggestions.

1.5 Research Methodology

1.5.1 Data Collection

Secondary data is collected from the publications and reports.

1.5.2 Sample Size

Samples were collected from official sources from range of 2000-01 to 2015-16 for institutional agricultural credit.

1.6 Limitations

1. The sample collection for research paper is restricted to only direct institutional agricultural credit issued for agriculture and allied activities.
2. The sample collection restricted from the years from 2000-01 To 2015-16.

1.7 Data analysis

Anova Two-Factor is used for data analysis

1.7.1 Table- 1 Direct Institutional Credit for Agriculture and Allied Activities - Short-Term

	Loans Issued (□ Crore)		
Year	Co-operatives	SCBs	RRBs
2000-01	18556	10704	3095
2001-02	21670	12661	3810
2002-03	23629	16825	4834
2003-04	29326	24134	6133
2004-05	31887	29978	9883
2005-06	35624	45644	12816
2006-07	40796	65245	17031
2007-08	47390	68243	20377
2008-09	48022	107766	22851
2009-10	56946	124646	30529
2010-11	69038	146063	38560
2011-12	81829	217897	47011
2012-13	102592	-	57757
2013-14	113574	-	70646
2014-15	199872	-	84686
2015-16	227571	-	98150

SCBs : Scheduled Commercial Banks RRBs : Regional Rural Banks

Source- Publications of RBI Date : Sep 15, 2019

1.7.1.2 Analysis

Table of calculation and analysis				
Summary	Count	Sum	Average	Variance
2000-01	3	32355	10785	59765551
2001-02	3	38141	12713.66667	79746980.33
2002-03	3	45288	15096	90555087
2003-04	3	59593	19864.33333	148151352.3
2004-05	3	71748	23916	148604887
2005-06	3	94084	31361.33333	283047141.3
2006-07	3	123072	41024	581186437
2007-08	3	136010	45336.66667	575950622.3
2008-09	3	178639	59546.33333	1902247000
2009-10	3	212121	70707	2356526263
2010-11	3	253661	84553.66667	3069775686
2011-12	3	346737	115579	8154803124
2012-13	3	160349	53449.66667	2645194456
2013-14	3	184220	61406.66667	3288787329
2014-15	3	284558	94852.66667	10064724929
2015-16	3	325721	108573.6667	13028629630
Co-operatives	16	1148322	71770.125	3879050586
SCBs	16	869806	54362.875	4114330881
RRBs	16	528169	33010.5625	926672429.6

Source of Variation	SS	df	MS	F	P-value	F crit
Rows	52905347679	15	3527023179	1.307992987	0.257354	2.014804
Columns	12059932197	2	6029966098	2.236206843	0.124378	3.31583
Error	80895460758	30	2696515359			
Total	1.45861E+11	47				

1.7.2 Table- 2 Direct Institutional Credit for Agriculture and Allied Activities - Long-Term

	Loans Issued (□ Crore)		
Year	Co-operatives	SCBs	RRBs
2000-01	8739	5736	871
2001-02	8899	5977	736
2002-03	10411	8431	1045
2003-04	10723	12069	1042
2004-05	13122	18389	2043
2005-06	12499	34955	2484

2006-07	13223	50021	3198
2007-08	10253	45229	3461
2008-09	10765	52924	3648
2009-10	6551	63607	4111
2010-11	9083	76729	5405
2011-12	6134	94980	6048
2012-13	8611	-	6892
2013-14	6390	-	7728
2014-15	8119	-	13151
2015-16	9492	-	20384

SCBs : Scheduled Commercial Banks RRBs : Regional Rural Banks

Source- Publications of RBI Date : Sep 15, 2019

1.7.2.2 Analysis

Table of calculation and analysis				
Summary	Count	Sum	Average	Variance
2000-01	3	15346	5115.333333	15765276.33
2001-02	3	15612	5204	17106789
2002-03	3	19887	6629	24365892
2003-04	3	23834	7944.666667	36188034.33
2004-05	3	33554	11184.66667	69612874.33
2005-06	3	49938	16646	276489667
2006-07	3	66442	22147.33333	607831126.3
2007-08	3	58943	19647.66667	502336277.3
2008-09	3	67337	22445.66667	709359524.3
2009-10	3	74269	24756.33333	1133519125
2010-11	3	91217	30405.66667	1612770329
2011-12	3	107162	35720.66667	2633753289
2012-13	3	15503	5167.666667	20767324.33
2013-14	3	14118	4706	17057388
2014-15	3	21270	7090	44031331
2015-16	3	29876	9958.666667	104040197.3
Co-operatives	16	153014	9563.375	4927509.983
SCBs	16	469047	29315.44	959877401.9
RRBs	16	82247	5140.438	26994723.46

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Source of Variation	SS	df	MS	F	P-value	F crit
Rows	4529069500	15	301937966.7	0.875358004	0.595587	2.014804
Columns	5302063862	2	2651031931	7.685691354	0.002019	3.31583
Error	10347925029	30	344930834.3			
Total	20179058392	47				

1.8 Hypothesis

1.8.1 Case -I - As Per table 1

H_0:

Ho_1 : There is no significant difference in yearly short term agricultural credit issued by institutional credit organisations.

Ho_2 : There is no significant difference in short term agricultural credit offered by Co-operatives.

Ho_3 : There is no significant difference in short term agricultural credit offered by SCBs.

Ho_4: There is no significant difference in short term agricultural credit offered by RRBs.

H_1

H_{1_1} : There is significant difference in yearly short term agricultural credit issued by institutional credit organisations.

H_{1_2} : There is significant difference in short term agricultural credit offered by Co-operatives.

H_{1_3} : There is significant difference in short term agricultural credit offered by SCBs.

H_{1_4} : There is significant difference in short term agricultural credit offered by RRBs.

1.8.2 Case -II- As Per table 2

H_0

Ho_1 : There is no significant difference in yearly long term agricultural credit issued by institutional credit organisations.

Ho_2 : There is no significant difference in long term agricultural credit offered by Co-operatives.

Ho_3 : There is no significant difference in long term agricultural credit offered by SCBs.

Source of Variation	SS	df	MS	F	P-value	F crit
Rows	4529069500	15	301937966.7	0.875358004	0.595587	2.014804
Columns	5302063862	2	2651031931	7.685691354	0.002019	3.31583
Error	10347925029	30	344930834.3			
Total	20179058392	47				

There is no significant difference in long term agricultural credit offered by RRBs.

H_1:

H_{1_1} : There is significant difference in yearly long term agricultural credit issued by institutional credit organisations.

H_{1_2} : There is significant difference in long term agricultural credit offered by Co-operatives.

H_{1_3} : There is significant difference in long term agricultural credit offered by SCBs.

H_{1_4} : There is significant difference in agricultural credit offered by RRBs.

1.9 Testing of Hypothesis and Interpretation

1.9.1 Case -I - As Per table 1

The critical value is > 1.307992987

As $\alpha = 0.05$ where, P-value > 0.05

We, accept

H_{0_1} : There is no significant difference in yearly short term agricultural credit issued by institutional credit organisations.

and we reject,

H_{1_1} : There is significant difference in yearly short term agricultural credit issued by institutional credit organisations.

In the second part

The critical value is > 0.875358004

As $\alpha = 0.05$ where, P-value > 0.05

We, accept

H_{0_2} : There is no significant difference in short term agricultural credit offered by Co-operatives.

H_{0_3} : There is no significant difference in short term agricultural credit offered bySCBs.

H_{0_4} : There is no significant difference in agricultural credit offered by RRBs.

and we reject,

H_{1_2} : There is significant difference in short term agricultural credit offered by Co-operatives.

H_{1_3} : There is significant difference in a short term gricultural credit offered by SCBs.

H_{1_4} : There is significant difference in short term agricultural credit offered by RRBs.

1.9.2 Case -II - As Per table 2

The critical value is > 1.055767

As $\alpha = 0.05$ where, P-value > 0.05

We, accept

H_{0_1} : There is no significant difference in yearly long term agricultural credit issued by institutional credit organisations.and we reject,

H_{1_1} : There is significant difference in yearly long term agricultural credit issued by institutional credit organisations.

In the second part

The critical value is < 9.024825

As $\alpha = 0.05$ where P-value < 0.05

We, accept,

H_{1_2} : There is significant difference in long term agricultural credit offered by Co-operatives.

H_{1_3} : There is significant difference in long term agricultural credit offered by SCBs.

H_{1_4} : There is significant difference in long term agricultural credit offered by RRBs. and we reject,

H_{0_2}: There is no significant difference in long term agricultural credit offered by Co-operatives.

H_{0_3} : There is no significant difference in long term agricultural credit offered by SCBs.

H_{0_4} : There is no significant difference in long term agricultural credit offered byRRBs.

1.9.3 Achievements of Self- Reliant India- Package[7]

- Availed 3 months loan moratorium benefit by 3 crore farmers with agricultural loans of 4.22 lakhs crore.
- Extension of Interest Subvention and Prompt Repayment Incentive on crop loans due from 1st March to 31st May, 2020.
- Sanctioned of 25 lakh new Kisan Credit Cards with a loan limit of □ 25,000 cr.
- Approved 63 lakh loans of □ 86,600 crore in Agriculture between 1.3.2020 to 30.04.2020.
- Refinancing of □ 29,500 crore to Cooperative Banks & Regional Rural Banks by NABARD in March 2020.

- Credit boost to 2.5 crore farmers through Kisan Credit Cards.
- Out of 183.14 lakh applications received, banks have issued KCC for 157.44 lakh eligible farmers and sanctioned a limit of □ 1,43,262 crores.
- Pradhan Mantri Matsya Sampada Yojana Proposals sanctioned at a total cost of □1681.32 crores
- Disbursed □ 25,000 crore Additional Emergency Working Capital Funding for farmers through NABARD.

1.10 Conclusion

It has been observed that from 2001-01 to 2015-16, the Co-operatives, Scheduled commercial banks including Regional Rural Banks rising their share for offering direct institutional short term credit for agriculture and allied Activities. But in the case of long term credit it is slightly different. It has been noticed that lot of changes or fluctuations in the case of direct institutional long term credit by the Co-operatives, Scheduled commercial banks including Regional Rural Banks. The performance of these organisations for direct short term credit not shows that much significant variance for yearly credit offered by these institutes and their own yearly credit offerings. However, there found significant variance for their own yearly long term credit offerings with not that much significant variance for yearly credit offered by these institutes. On the other part, it has found that Atmanirbhar Bharat Package 3.0 has considerably focusing on credit offered to agriculture sector and has some imperative achievemnts. It stood a rational move of Indian government though agriculture credit for the trench of agriculture to revive from pandemic- COVID-19 and make India and Indian farmers Self relaint.

1.11 Suggestions and Recommendations

1. There is a need of scheduled commercial banks to attempt for maximum offering of both short and long term credit.
2. The short term credit offering of Regional Rural Banks needs to improve.
3. The co-operatives need to focus on their long term credit offering as how they are performing for short term credit.

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Analytical Study of Indian Economy in View Point of Performance of Agriculture And Industry with Special Reference of Their Employment for the Period 2007 To 2019

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Abstract:

This paper provides a study of the variance of employment provided by agriculture and industry direct It analysed the reactions of data based on survey periods and rounds from July 2007 to June 2019. It measures the relation and the trend for providing employment to understand the performace of agriculture and industry of India for the said period.

Key Words:agriculture, industry, employment

1. Introduction

The history of agriculture in India dates back to Indus Valley Civilization. India ranks second worldwide in farm outputs. It is the world's largest producer of milk, pulses, and spices, and has the world's largest cattle herd (buffaloes), as well as the largest area under wheat, rice and cotton. Indian agriculture, with its allied sectors,stands the largest livelihood provider in India, more so in the vast rural areas.It contributed 17–18% to country's GDP.Sustainable agriculture, in terms of food security, rural employment, and environmentally sustainable technologies and biodiversity protection, are essential for rural development.

On the other hand, Industrial sector plays an important role in the development of Indian economy. Policy reforms of Indian government made industries liberalised and led to substantial growth in number of industries in India. In India, the development process has a trend of people shifting from agriculture to non-farm activities such as manufacturing and services. The manufacturing sector is important for employment generation and development of an economy.

Eventhough, agriculture comprises a minor share of GDP, shows disproportionately large share in employment. For India's demographic growth and a disproportionate expansion in the working age population, manufacturing sector playing an important role.
Both sectors Agriculture and Manufacturing industry are drivers of growth for any economy.

2. Review of Literature

Samantaray, L. L. (2015)[1]suggested to take lead by goverrment for trade, R &D, price mechanism, marketing, technology, increase of standard of living of the rural poor, sustainable

[1]Samantaray, L. L. (2015)[1]A Study on the Current Trend of Agricultural Productivity in India and its Future Prospects. International Journal of Humanities Social Sciences and Education. Vol. 2, Issue 4, pp 16-21.

agricultural growth to reduce socio-economic problems. There is need to set stable trade policy, itinialisationof alternate marketing and incentivize the private sector to scale up investments. The effective intervention fornfoodgrain production by government can solve pronlem of artificial shortage

P. Venkatesh, (2013)[2] revealed that the share of agriculture is maximum to provide employment in 2009-10. It is supported by self-employed households to generate employment. It observed that faster growth of agricultural wages however it also found that in some states non-farm sector contributes positively for the agricultural wages. The growth in agricultural sector will continue to improve rural wages, which in turn becomes strong livelihood in India.

Das P., Basu R.,Halder A. (2017)[3]explored contribution of registered manufacturing industries for employment in India. It observed that after 1998, the trend wage growth declined significantly however, labour productivity increased from its negative value to 6.8 percent. It further viewed that Wage rate is not determined by following the productivity rule in many manufacturing industries, whereas, some cases found positive significant relation.

It has underdtood that in many industries the wageproductivity gap has negative significant effect on employment.

Banga R. (2005)[4] estimated impact of FDI, trade and technology on wages and employment in the Indian manufacturing industries in the post reforms period. In case of Higher FDI in an industry brought positive impact on the wage rate of the industry but does not lead to a higher employment levels. On the other side, technology acquisition in an industry produced unfavourable impact on the employment levels and no impact on wages. It suggested that developing countries like India need to undertake labour market reforms and remove artificial rigidities that exist in their labour markets.

3. Objectives of the study

a. To studynumber of employment provided by primary sector.
b. To study number of employment provided by secondary sector.
c. To compare contribution of primary and secondary sector in providing employment.
d. To make conclusions and suggestions.

4. Research Methodology

4.4.1 Data Collection

Secondary data is collected from the publications and reports.

[2]P. Venkatesh, (2013), Recent Trends in Rural Employment and Wages in India: Has the Growth Benefitted the Agricultural Labours?, Agricultural Economics Research Review. Vol. 26, pp 13-20.

[3]Das P., Basu R. , Halder A. (2017)[3], Employment, Wage and Productivity: Analysis of Trend and Causality in Indian Manufacturing Industries The Journal of Industrial Statistics Vol. 6, Issue 1, pp 41 – 56.

[4]Banga R. (2005)[4] Impact Of Liberalisation On Wages And Employment In Indian Manufacturing Industries, Indian Council For Research On International Economic Relations, New Delhi

4.4.2 Sample Size

Samples were collected from official sources from range of July 2007 to June 2019.

5. Limitations

1. The sample collection for research paper is restricted only to employment provided by agriculture and industry.
2. The sample collection restricted to survey periods and rounds from July 2007 to June 2019.

6. Data analysis

Anova Two-Factor is used for data analysis.

Table- 6.1

Employment Situation In India - Per 1000 Distribution Of Usually Employed in Rural areas.

	Primary Sector			Secondary Sector		
Survey Period	Male	Female	Total	Male	Female	Total
July 2007-June 2008	665	835	1500	162	97	259
July 2009-June 2010	628	794	1422	193	130	323
July 2011-June 2012	594	749	1343	220	167	387
July 2017- June 2018	550	732	1282	232	136	368
July 2018- June 2019	532	711	1243	235	154	389

Note- Primary sector : Agriculture and allied activities

Secondary sector : Mining and quarrying , Manufacturing, Electricity, water, etc. and Construction

Consolidated data on NSS rounds 38, 43, 50, 55, 61, 66 and 68 293

Source : NSS 60 th and 61st Round, Periodic Labour Force Survey Report (PLFS), National Statistical Office, Ministry of Statistics and Programme Implementation, Government of India

Table- 6.2

Employment Situation In India - Per 1000 Distribution Of Usually Employed in Urban areas.

	Primary Sector			Secondary Sector		
Survey Period	Male	Female	Total	Male	Female	Total
July 2007-June 2008	58	153	211	343	323	666
July 2009-June 2010	60	139	199	346	333	679
July 2011-June 2012	56	109	165	353	340	693
July 2017- June 2018	54	91	145	360	301	661
July 2018- June 2019	49	78	127	353	293	646

Note- Primary sector : Agriculture and allied activities

Secondary sector : Mining and quarrying , Manufacturing, Electricity, water, etc. and

Construction:

Consolidated data on NSS rounds 38, 43, 50, 55, 61, 66 and 68

Source : NSS 60 th and 61st Round, Periodic Labour Force Survey Report (PLFS), National Statistical Office, Ministry of Statistics and Programme Implementation, Government of India.

7. Hypothesis:

7.1 Case -I - As Per table 1

H_0:

$H_{0(1)}$: There is no significant difference in total employment provided by primary sector in rural areas.

$H_{0(2)}$: There is no significant difference in total employment provided by secondary

sector in rural areas.

$H_{0(3)}$: There is no significant difference between total employment provided by primary and secondary sector in rural areas.

H_1:

$H_{1(1)}$: There is significant difference in total employment provided by primary sector in rural areas.

$H_{1(2)}$: There is significant difference in total employment provided by secondary sector in rural areas.

$H_{1(3)}$: There is significant difference between total employment provided by primary and secondary sector in rural areas.

7.2 Case -II- As Per table 2

H_0:

$H_{0(1)}$: There is no significant difference in total employment provided by primary sector in urban areas.

$H_{0(2)}$: There is no significant difference in total employment provided by secondary sector in urban areas.

$H_{0(3)}$: There is no significant difference between total employment provided by primary and secondary sector in urban areas.

H_1:

$H_{1(1)}$: There is significant difference in total employment provided by primary sector in urban areas.

$H_{1(2)}$: There is significant difference in total employment provided by secondary sector in urban areas.

$H_{1(3)}$: There is significant difference between total employment provided by primary and secondary sector in urban areas.

8. Testing of Hypothesis

8.1 Case -I - As Per table 8.1

Survey Period	Primary Sector	Secondary Sector
July 2007-June 2008	1500	259
July 2009-June 2010	1422	323
July 2011-June 2012	1343	387
July 2017- June 2018	1282	368
July 2018- June 2019	1243	389

Anova: Two-Factor Without Replication

SUMMARY	Count	Sum	Average	Variance
July 2007-June 2008	2	1759	879.5	770049.5
July 2009-June 2010	2	1745	872.5	603900.5
July 2011-June 2012	2	1730	865	456968
July 2017- June 2018	2	1650	825	417698
July 2018- June 2019	2	1632	816	364658

Primary Sector	5	6790	1358	10871.5
Secondary Sector	5	1726	345.2	3027.2

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Rows	6739.4	4	1684.85	0.137946	0.959477	6.388233
Columns	2564409.6	1	2564410	209.9592	0.000132	7.708647
Error	48855.4	4	12213.85			
Total	2620004.4	9				

8.2 Case -II - As Per table 8.2

Survey Period	Primary Sector	Secondary Sector
July 2007-June 2008	211	666
July 2009-June 2010	199	679
July 2011-June 2012	165	693
July 2017- June 2018	145	661
July 2018- June 2019	127	646

Anova: Two-Factor Without Replication

SUMMARY	Count	Sum	Average	Variance
July 2007-June 2008	2	877	438.5	103512.5
July 2009-June 2010	2	878	439	115200
July 2011-June 2012	2	858	429	139392
July 2017- June 2018	2	806	403	133128
July 2018- June 2019	2	773	386.5	134680.5
Primary Sector	5	847	169.4	1254.8
Secondary Sector	5	3345	669	319.5

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Rows	4384.6	4	1096.15	2.292481439	0.220707	6.388233
Columns	624000.4	1	624000.4	1305.030639	3.51E-06	7.708647
Error	1912.6	4	478.15			
Total	630297.6	9				

9. Data Analysis and Interpretation

9.1 Case -I - As Per table 9.1

In the first part,

The critical value is >0.137946

Hence, we, accept

$H_{0(1)}$: There is no significant difference in total employment provided by primary sector in rural areas.

$H_{0(2)}$: There is no significant difference in total employment provided by secondary sector in rural areas.

and we reject,

$H_{1(1)}$: There is significant difference in total employment provided by primary sector in rural areas.

$H_{1(2)}$: There is significant difference in total employment provided by secondary sector in rural areas.

In the second part,

The critical value is <209.9592

Hence, we, accept

$H_{1(3)}$: There is significant difference between total employment provided by primary and secondary sector in urban areas.

and we reject,

$H_{0(3)}$: There is no significant difference between total employment provided by primary and secondary sector in urban areas.

9.2 Case -II - As Per table 2

In the first part,

The critical value is >2.292481439

Hence, we, accept

$H_{0(1)}$: There is no significant difference in total employment provided by primary sector in urban areas.

$H_{0(2)}$: There is no significant difference in total employment provided by secondary sector in urban areas.

and we reject,

$H_{1(1)}$: There is significant difference in total employment provided by primary sector in urban areas.

$H_{1(2)}$: There is significant difference in total employment provided by secondary sector in urban areas.

In the second part,

The critical value is <1305.030639

Hence, we, accept

$H_{1(3)}$: There is significant difference between total employment provided by primary and secondary sector in urban areas.

and we reject,

$H_{0(3)}$: There is no significant difference between total employment provided by primary and secondary sector in urban areas.

10. Conclusion:

It has been observed that from July 2007 to June 2019, ... both the sectors i.e primary and secondary performing indifferently. The scale of providing employment by primary sector in rural and urban areas is at decline rate but still considered as prominent in creating employment. On the other side secondary sector performingwith rising trend for providing employment in

rural as well as urban areas. However, while observing the comparision between these two sectors against each other it has been observed that they are performing significantly different in providing employment in both rural and urban areas. Although their contribution in employment still play important role at their individual level.

11. Suggestions and Recommendations

1. There is a need of primary sector to focus on provision of employment in rural and urban areas.
2. The promotion of agro based and allied industries can bring good addition in cration of employment.

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4. http://www.fao.org/india/fao-in-india/india-at-a-glance/en/

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A STUDY OF CUSTOMER-EMPLOYEE RELATIONSHIP AND ITS IMPACT OF CUSTOMERS' SATISFACTION WITH REFERENCE TO POST OFFICES IN MUMBAI CITY, MAHARASHTRA

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ABSTRACT
The Department of Post is the closest, nearest, the most accessible and reachable network to the people of the country. Being the Government department it enjoys monopoly in the field of postage and telegraph. Due to this monopoly, the Department tends to administer many aspects of the customers' need and wants. However, it is always observed that it takes customers for granted. In the ever-growing competitive world, the Department is striving hard to retain the customers and its market share. One of the key aspect to be concentrated and having direct impact on customers' satisfaction is 'Customer Employee Relationship'. The present paper has analyzed the post office customers' satisfaction with regards to their relationship with its employees. Further it also talks about the relation between the satisfaction of customers of post offices with regards to customer employee relationship and overall satisfaction.

Keywords: Department of Posts (DoP), Customer Employee Relationship.

INTRODUCTION
[1]For more than 150 years, the Department of Posts (DoP) has been the backbone of the country's communication and has played a crucial role in the country's social economic development. It touches the lives of Indian citizens in many ways: delivering mails, accepting deposits under Small Savings Schemes, providing life insurance cover under Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) and providing retail services like bill collection, sale of forms, etc. The DoP also acts as an agent for Government of India in discharging other services for citizens such as Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) wage disbursement and old age pension payments. With 1, 55,531 Post Offices, the DoP has the most widely distributed postal network in the world.

The DoP is the closest and oldest communication network. With the traditional postal services, the DoP has also introduced various modern and new financial services for its customers. In the year 2018 the DoP has come up with a bank called India Post Payment Bank (IPPB). The Department is close to every citizen and most accessible and reachable for rural and remote people. However, it is the need of the hour that the Department should concentrate on the Customer Employee Relationship to retain the existing customers and to attract the young and prospective customers. Since the Department has entered banking sector, the direct competition form the existing banks especially from co-operative and private banks, the Department needs to concentrate on its customers and their requirements and expectation.

STATEMENT OF THE PROBLEM
In modern days private players have taken up much of the functions of the post office. The internet has increased the pressure in capturing the market. Thus, though the post office providing various services, if the Department fails to satisfy the needs of the existing customers, it will not be able to attract new customers. The present study is an attempt to assess the Customer Employee Relationship of the Post Office and its impact on customers' satisfaction.

OBJECTIVES
1. To study the profile of post offices in Mumbai city.
2. To study the level of satisfaction of customers of post offices with regards to customer employee relationship
3. To study the relation between the satisfaction of customers of post offices with regards to customer employee relationship and overall satisfaction.

HYPOTHESIS
H_0: There is no relation between level of satisfaction of customers of post offices with regards to customer employee relationship and overall satisfaction.

[1] https://www.indiapost.gov.in/VAS/Pages/AboutUs/AboutUs.aspx

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H_1: There is relation between level of satisfaction of customers of post offices with regards to customer employee relationship and overall satisfaction.

RESEARCH METHODOLOGY

The research is indicative in nature. Both primary and secondary data were used to collect the information. A structured questionnaire was prepared to collect the primary data from post office customers. Secondary data were collected from annual reports, journal, research papers, newspapers and other published and unpublished data.

Total **120** responses were collected from the post office customers.

DATA ANALYSIS AND INTERPRETATION

The data collected was evaluated using frequency percentage to study the level of customers' satisfaction of post office with regards to customer employee relationship. Percentages were rounded off for the purpose of presentation.

For the purpose of the study data was collected from Male and Female respondents.

Table No. 1: Gender

Gender	No. of respondents	Percentage
Male	74	62%
Female	46	38%
Total	120	100%

Source: Primary Data

For the purpose of the study, data was collected from customers of different age groups i.e. Up to 25 years, 26 to 40 years, 41 to 60 years and above 60 years.

Table No.2: Age Group

Age Group	No. of respondents	Percentage
Up to 25 years	18	15%
26 to 40 years	28	23%
41 to 60 years	35	29%
Above 60 years	39	33%
Total	120	100%

Source: Primary Data

Above table indicated that, out of 120 respondents, 18 i.e. 15 per cent belonged to age group up to 25 years, 28 i.e. 23.33 per cent belonged to 26 to 40 years, 35 i.e. 29.17 per cent belonged to 41 to 60 years and 39 i.e. 32.5 per cent belonged to age group above 60 years.

For the purpose of the study data was collected from customers with different Occupation.

Table No.3: Occupation

Occupation	No. of respondents	Percentage
Service	41	34%
Self Employed	27	23%
Housewife	9	8%
Student	6	5%
Retired	37	30%
Total	120	100%

Source: Primary Data

Above table and figure indicated that, out of total 100 respondents 41 belonged to occupation group "Service", 27 belonged to group "Self-employed", 9 "House wives", 6 were "Students", 37 were "Retired".

The questions asked to respondents with regards to customer employee relationship were analyzed and represented for interpretation. Further, the respondents with responses 'Strongly Agree and Agree' were considered as 'Satisfied' customers and the respondents with responses 'Disagree and Strongly Disagree' were considered as 'Not satisfied' customers.

- **The respondents were asked whether the Post Office employees treat the customers politely and courteously.**

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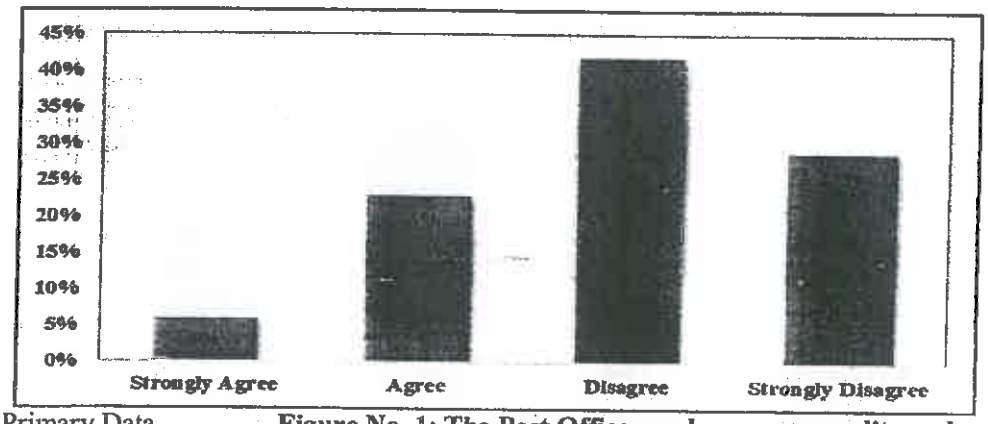
The responses were as follows.

Table No. 4: The Post Office employees were polite and courteous

Responses	Percentage	Result
Strongly Agree	6%	Satisfied 29%
Agree	23%	
Disagree	42%	Not Satisfied 71%
Strongly Disagree	29%	
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data **Figure No. 1: The Post Office employees were polite and courteous**

The above table and figure indicated that 6 per cent respondents stated Strongly Agree, 23 per cent respondents stated Agree, 42 per cent respondents stated Disagree and 29 per cent stated Strongly Disagree.

- **The respondents were asked whether the Post Office employees treat the customers without any prejudice.**

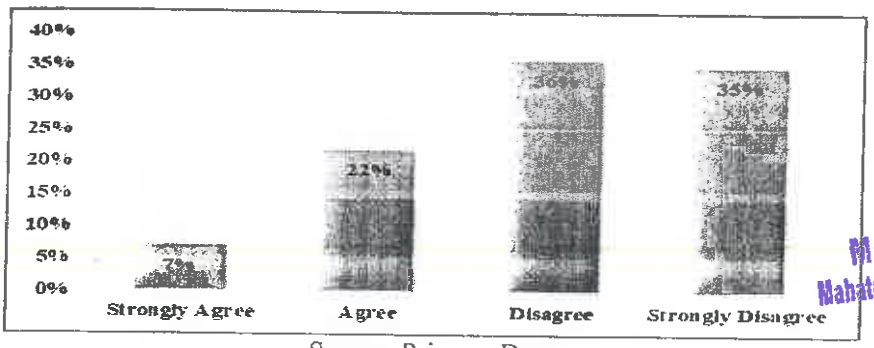
The responses were as follows.

Table No. 5: The Post Office employees treated customers without any prejudice

Responses	Percentage	Result
Strongly Agree	7%	Satisfied 29%
Agree	22%	
Disagree	36%	Not Satisfied 71%
Strongly Disagree	35%	
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data

Figure No.2: The Post Office employees treated customers without any prejudice

The above table and figure indicated that 7 per cent respondents stated Strongly agree, 22 per cent respondents stated Agree, 36 per cent respondents stated Disagree and 35 per cent stated Strongly disagree.

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- **The respondents were asked whether special care to the senior citizens and physically challenged customers was taken by the Post Office staff.**

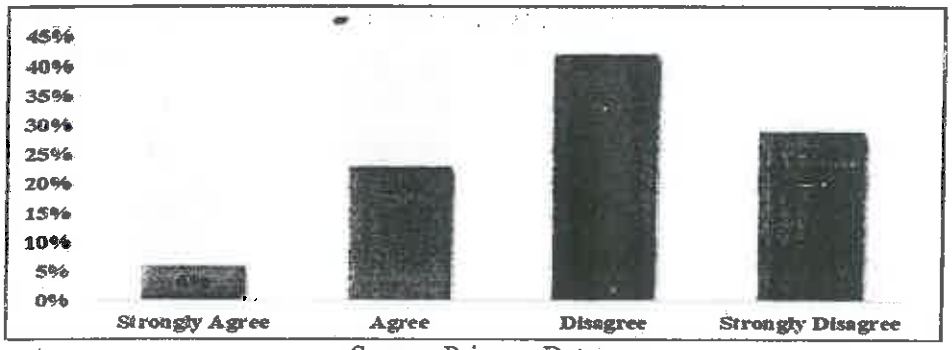
The responses were as follows.

Table No.6: Special care was taken to senior citizens and physically challenged customers

Responses	Percentage	Result
Strongly Agree	6%	Satisfied
Agree	16%	22%
Disagree	57%	Not Satisfied
Strongly Disagree	31%	88%
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data

Figure No. 3: Special care was taken to senior citizens and physically challenged customers

The above table and figure indicated that 6 per cent respondents stated Strongly Agree, 16 per cent respondents stated Agree, 57 per cent respondents stated Disagree and 31 per cent stated Strongly Disagree.

- **The respondents were asked whether all the queries / doubts of the customers were properly handled / answered by the employees.**

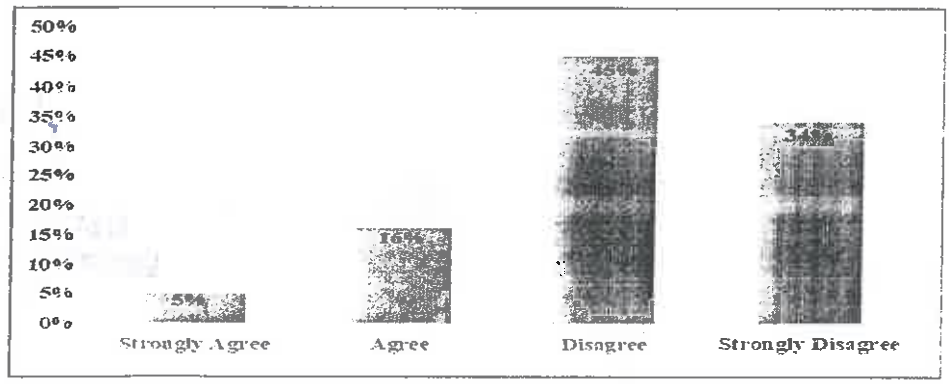
The responses were as follows.

Table No.7: Queries and doubts were handled properly by the employees

Responses	Percentage	Result
Strongly Agree	5%	Satisfied
Agree	16%	21%
Disagree	45%	Not Satisfied
Strongly Disagree	34%	79%
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data

Figure No.4: Queries and doubts were handled properly by the employees

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The above table and graph indicated that 5 per cent respondents stated Strongly Agree, 16per cent respondents stated Agree, 45 per cent respondents stated Disagree and 34 per cent stated Strongly Disagree.

- **The respondents were asked whether the employees help customers to make the choice of services which suit their needs the best.**

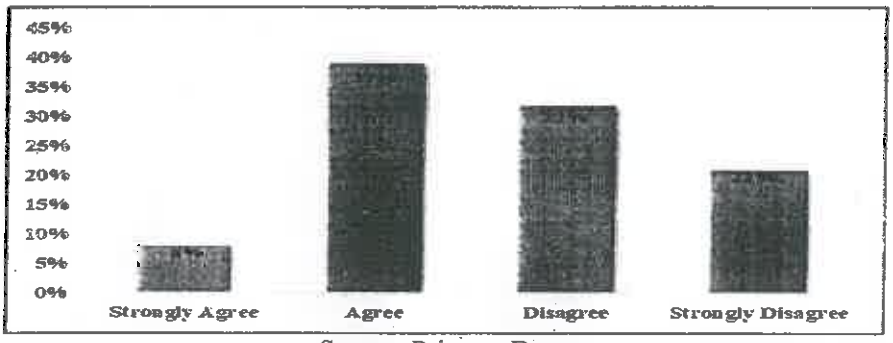
The responses were as follows.

Table No.8: The Post Office employees helped customers to make choice of postal services

Responses	Percentage	Result
Strongly Agree	8%	Satisfied
Agree	39%	47%
Disagree	32%	Not Satisfied
Strongly Disagree	21%	53%
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data

Figure No. 5: The Post Office employees helped customers to make choice of postal services

The above table and figure indicated that 8 per cent respondents stated Strongly agree, 39 per cent respondents stated Agree, 32 per cent respondents stated Disagree and 21 per cent stated Strongly disagree.

- **The respondents were asked whether the Post Office employees were well trained.**

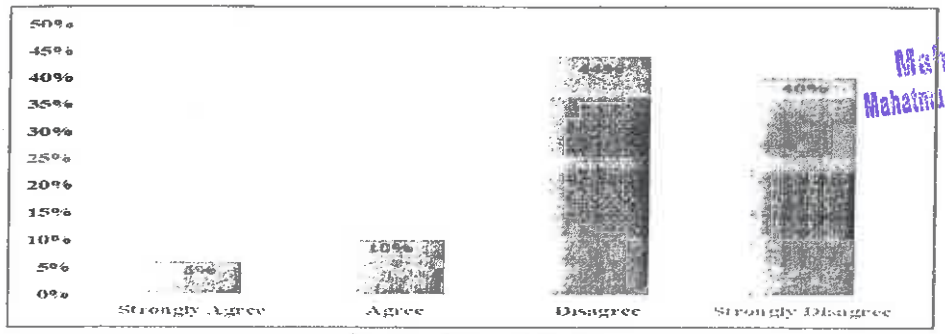
The responses were as follows.

Table No.9: The Post Office employees were well trained

Responses	Percentage	Result
Strongly Agree	6%	Satisfied
Agree	10%	16%
Disagree	44%	Not Satisfied
Strongly Disagree	40%	84%
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data

Figure No.6: The Post Office employees were well trained

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The above table and figure indicated that 6 per cent respondents stated Strongly Agree, 10 per cent respondents stated Agree, 44 per cent respondents stated Disagree and 40 per cent stated Strongly Disagree.

- **The respondents were asked whether the employees of the Post Office are punctual.**

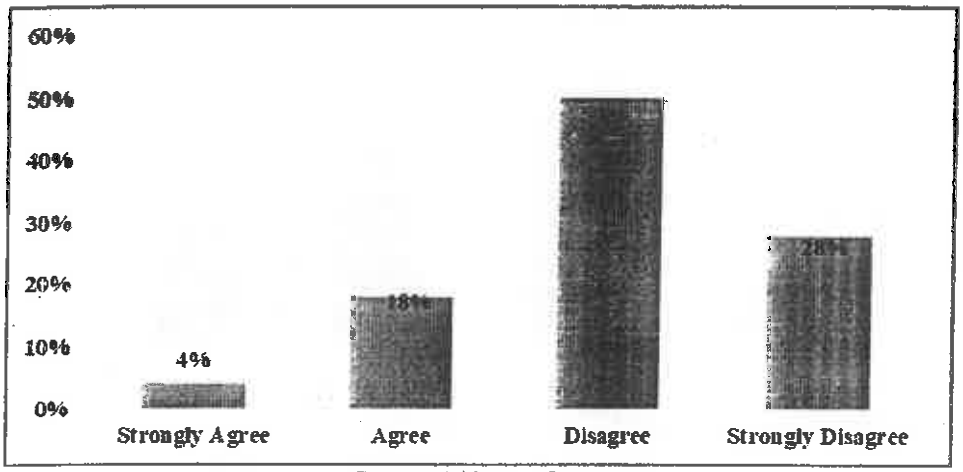
The responses were as follows.

Table No.10: The Post Office employees were punctual

Responses	Percentage	Result
Strongly Agree	4%	Satisfied 22%
Agree	18%	
Disagree	50%	Not Satisfied 78%
Strongly Disagree	28%	
Total	100%	

Source: Primary Data

The graphical presentation of the above data is as follows.



Source: Primary Data

Figure No.7: The Post Office employees were punctual

The above table and figure indicated that 4 per cent respondents stated Strongly Agree, 18 per cent respondents stated Agree, 50 per cent respondents stated Disagree and 28 per cent stated Strongly Disagree.

To test the **Null Hypothesis** Pearson's correlation test was applied. Results were as follows

Table No. 11: Correlations: Overall Satisfaction and Customer and Employee Relationship

		Overall Satisfaction	Customer Employee Relationship
Overall Satisfaction	Pearson Correlation	1	.687**
	Sig. (2-tailed)		.000
	N	120	120
Customer Employee Relationship	Pearson Correlation	.687**	1
	Sig. (2-tailed)	.000	
	N	120	120

**. Correlation was significant at the 0.01 level (2-tailed).

Source: Primary Data

Above table indicated that Pearson's coefficient value is 0.687. This indicates that, there is a **strong positive** relation between overall satisfaction and the level of satisfaction with regards to customer employee relationship.

The corresponding p-value is 0.000 which is less than 0.05. It means Null Hypothesis got Rejected i.e. Alternate Hypothesis is Accepted. Therefore, there is relation between overall satisfaction and the level of satisfaction with regards to customer employee relationship. This indicates that, the increase in the level of satisfaction with regards to customer employee relationship will increase the overall satisfaction of the customers.

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FINDINGS

It was found that, the customers of the post office were highly dissatisfied with the treatment given to them by the Post office employees. The customers were of the opinion that, the employees are not trained properly with regards to communication skills and handling of customers' queries and doubts. However, it was also found out that, the employees cooperate and help their customers in selection of various services available at post offices to meet the customers' need.

It was further observed that, the main reason behind the long ques, longer waiting period and stressed out employees at post offices is insufficient manpower. The technical problems of servers etc. adds to the customers' inconvenience. These factors affect the employees' attitude towards customers and thereby the customers' satisfaction with regards to customer employee relationship.

SUGGESTIONS

The following suggestions are drawn for the better customer employee relationship at post offices thereby increased level of customers' satisfaction.

- To avoid inconvenience to the customers and employees as well due to insufficient manpower, the Department should fill the vacancies at earliest. This will also lead to faster and prompt services to the customers.
- The employees should be properly trained on a regular basis with regards to soft skills, effective communication and overall personality development.
- There is a need for psychological and behavioral change in the post office employees' attitude. The Department of Post should give proper training from time to time to its employees for not only updating them with the recent services, products and schemes but also in the areas of politeness, courtesy and empathy.

CONCLUSION

The Department of Post can make with the coordination with other stakeholders, impart necessary human resource with proper training & technology, bring innovation and other appropriate measures the Department can obtain the benefits of its huge network, extensive outreach & lower cost.

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ANNA LEELA COLLEGE OF COMMERCE & ECONOMICS
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Date: 13/12/19

To,
Dr. Anaya A. Markandeya
Mahatma Night Degree College
Chembur

Sub: Appointment as Moderator for FYBCom - Comm-I

Dear Sir/Madam,

I am Pleased to inform you that you have been appointed as moderator in the Subject of Commerce I for FYBCom Sem. I Examination. You will be required to moderate 24 papers. The moderation is scheduled to be on 13/12/19

Kindly make it convenient to be present for the same. You will be remunerated as per University guidelines.

PRINCIPAL
Mahatma Education Society's
Mahatma Night Degree College Of Arts & Commerce
Chembur, Mumbai - 400 071.

Date of Moderation: 13/12/19

Time: 1:00 pm

Principal
Dr. Padma Deshmukh

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A STUDY OF CUSTOMERS' SATISFACTION WITH REFERENCE TO INFRASTRUCTURAL FACILITIES IN THE POST OFFICES

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INTRODUCTION

The dynamic business world is characterized by economic liberalization, financial challenges, demanding and well informed customers and growing competition especially in service industry. In current market scenario every organization whether private or public, seeks competitive advantages through customer centric approach rather a service-centric approach. The main aim of every organization should be to satisfy customers' demands and expectations.

The post office is the one of those institution who has come closer to human lives. The Postal organization has been one of the oldest, cheapest and efficient service providers to the millions of people of India since its inception, almost two centuries ago. The significance of postal communication for business houses, industrial establishment and social well-being is recognized. The postal history of India prior to independence in 1947 was a mixture of British efforts and varied efforts of several Princely states. The postal service was made available to the public on 1 April, 1774. There were only three postal circles servicing the country, Bengal, Bombay and Madras.

The Department of Post, with its network of 1,54,910 Post Offices, is the largest postal network in the world. The beginning of this vast postal network can be traced back to the year 1727 when the first Post Office was set up in Kolkata. Subsequently, General Post Offices (GPOs) were also set up in the then three Presidencies of Kolkata (1774), Chennai (1786) and Mumbai (1793). To bring some uniformity amongst the then Post Offices, the Indian Post Office Act of 1837 was enacted. This Act was followed by the more comprehensive Indian Post Office Act of 1854. This Act reformed the entire postal system and its provisions granted the monopoly of carrying mail in the British territories in India to the Indian Post Office. The present postal system in India thus came into existence with the Indian Post Office Act of 1854. In the same year, Railway Mail Service was introduced as also the sea mail service from India to Great Britain and China. Thereafter, the Indian Post Office Act of 1898 was passed which regulated postal services in the country.

In modern days the private players have taken up many of the functions of the post office. In spite of the post office providing multiple postal and financial services it seems the customers of the post offices are not satisfied with the basic infrastructural facilities available in the post offices. The present study is conducted to assess the level of customers' satisfaction with regards to infrastructural facilities of the post offices.

OBJECTIVES

1. To study the profile of the Department of Post
2. To study the level of satisfaction of customers of post office with regards to infrastructural facilities of the post office.

HYPOTHESIS

H_0 There is no significant difference between the level of customers' satisfaction and infrastructural facilities in the post offices.

H_1 There is significant difference between the level of customers' satisfaction and infrastructural facilities in the post offices.

RESEARCH METHODOLOGY

The research is indicative in nature. Both primary and secondary data were used to collect the information. A structured questionnaire was prepared to collect the primary data from post office customers. Secondary data were collected from annual reports and other published and unpublished data.

Total 100 responses were collected from the post office customers.

DATA ANALYSIS AND INTERPRETATION

The data collected was evaluated using frequency percentage to study the level of customers' satisfaction of post office with regards to infrastructural facilities.

For the purpose of the study data was collected from Male and Female respondents.

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Table No-1: Gender

Gender	Percentage
Male	65%
Female	35%
Total	100%

Source: Primary Data

For the purpose of the study, data was collected from customers of different age groups i.e. Up to 25 years, 26 to 40 years, 41 to 60 years and above 60 years.

Table No-2: Age

Age Group	Percentage
Up to 25 years	13%
26 to 40 years	46%
41 to 60 years	31%
Above 60 years	10%
Total	100%

Source: Primary Data

Above table indicated that, out of 100 respondents, 143 i.e. 13 belonged to age group up to 25 years, 46 belonged to 26 to 40 years, 36 belonged to 41 to 60 years and 59 i.e. 5.30per cent belonged to age group above 60 years.

For the purpose of the study data was collected from customers with different Occupation.

Table No-3: Occupation

Occupation	Percentage
Service	35%
Self Employed	31%
Housewife	11%
Student	8%
Retired	15%
Total	100%

Source: Primary Data

Above table and figure indicated that, out of total 100 respondents 35 belonged to occupation group "Service", 31 belonged to group "Self-employed", 11 "House wives", 65 i.e. 8 were "Students", 15 were "Retired".

The questions asked to respondents with regards to infrastructural facilities were analyzed and represented for interpretation. Further, the respondent with response 'Yes' was considered as 'Satisfied' customers and the respondent with response 'No' was considered as 'Not satisfied' customer.

- The respondents were asked whether proper seating arrangement was available in the Post Office.

The responses of the respondents were as follows.

Table No-4: Availability of seating arrangement

Responses	Percentage	Result
Yes	27%	Satisfied
No	73%	Not Satisfied

This indicated that 26.5 per cent respondents were satisfied, whereas 73.5 per cent respondents were not satisfied with the seating arrangements in the post office.

- The respondents were asked whether a writing desk was available in the Post Office.

The responses of the respondents were as follows.

Table No-5: Availability of writing desk

Responses	Percentage	Result
Yes	36%	Satisfied
No	64%	Not Satisfied

This indicated that 35.60 per cent respondents were satisfied, whereas 64.40 per cent respondents were not satisfied with the writing desk arrangements in the post office.

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- The respondents were asked whether a suggestion box was kept in the post office.

The responses of the respondents were as follows.

Table No-6: Availability of suggestion box

Responses	Percentage	Result
Yes	26%	Satisfied
No	74%	Not Satisfied

Source: Primary Data

This indicated 26 per cent respondents were satisfied, whereas 74 per cent respondents were not satisfied with the seating arrangements in the post office.

- The respondents were asked whether a complaint box was kept in the post office.

The responses of the respondents were as follows.

Table No-7: Availability of complaint box

Responses	Percentage	Result
Yes	44%	Satisfied
No	56%	Not Satisfied

Source: Primary Data

This indicated that 44 per cent respondents were satisfied, whereas 56 per cent respondents were not satisfied with the availability of a complaint box in the post office.

- The respondents were asked whether drinking water facility was available in the post office.

The responses were as follows.

Table No-8: Availability of drinking water facility

Responses	Percentage	Result
Yes	17%	Satisfied
No	83%	Not Satisfied

Source: Primary Data

This indicated that 17 per cent respondents were satisfied, whereas. 83 per cent respondents were not satisfied with the availability of drinking water facility in the Post Office.

- The respondents were asked whether toilet facility was available in the post office.

The responses of the respondents were as follows.

Table No-9: Availability of toilet facility

Responses	Percentage	Result
Yes	19%	Satisfied
No	81%	Not Satisfied

Source: Primary Data

This indicated that 19 per cent respondents were satisfied, whereas 81 per cent respondents were not satisfied with the availability of toilet facility in the Post Office.

- The respondents were asked whether the post office had proper security arrangements like watchman, gunman etc.in the post office.

The responses of the respondents were as follows.

Table No-10: Proper security arrangements were made in the Post Office.

Responses	Percentage	Result
Yes	19%	Satisfied
No	81%	Not Satisfied

Source: Primary Data

This indicated that, 19 per cent respondents were satisfied, whereas. 81 per cent respondents were not satisfied with the security arrangements made in the Post Office.

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- The respondents were asked whether the cleanliness was maintained in and around the post office building.

The responses were as follows.

Table No-11: Cleanliness was maintained in and around the Post Office

Responses	Total Percentage	Result
Yes	36%	Satisfied
No	64%	Not Satisfied

This indicated that 36 per cent respondents were satisfied, whereas. 64 per cent respondents were not satisfied with the cleanliness maintained in and around the Post Office.

- The respondents were asked whether working hours of the post office were convenient for the customers.

The responses were as follows.

Table No-12: The Post Office working hours were convenient

Responses	Total Percentage	Result
Yes	38%	Satisfied
No	62%	Not Satisfied

Source: Primary Data

This indicated that, 38 per cent respondents were satisfied, whereas. 62 per cent respondents were not satisfied with the working hours of the Post Office.

- The respondents were asked whether the overall infrastructure and ambience of the post office was good.

The responses were as follows.

Table No-13: Overall infrastructure and ambience of the Post Office was good

Responses	Total Percentage	Result
Yes	16%	Satisfied
No	84%	Not Satisfied

Source: Primary Data

This indicated that, 16 per cent respondents were satisfied, whereas 84 per cent respondents were not satisfied with the overall infrastructure and ambience of the Post Office.

FINDINGS

It was found that, the customers of the post office were highly dissatisfied with the basic infrastructural facilities like, seating arrangement, writing desk, drinking water, security arrangements, and availability of complaint and suggestion box.

SUGGESTIONS

The physical facilities are the necessities rather than a convenience. Basic infrastructural facilities and good ambience is an important aspect which contributes to the customers' satisfaction of any organisation. To retain the existing customers and to attract the new customers the post office should provide the basic facilities to its customers.

1. Proper seating arrangements should be provided at the post offices. Special care should be taken in case of senior citizens and handicapped customers.
2. Writing desks with minimum stationery required like pen, glue etc. should be provided at the post offices.
3. Clean drinking water can be provided by installing water purifier. Annual Maintenance Contract (AMC) can be given for maintenance of the purifier.
4. As a basic hygiene facility, clean toilet facility should be provided to the customers. The staff can be appointed on contract basis for maintaining cleanliness of toilets and surrounding area of the post office.
5. The suggestion box should be kept in the post offices to invite suggestions from the customers for improvement. Screening of such suggestions should be done on regular basis. Further, the accepted and implemented suggestions should be displayed in the post office with the name of the customer to encourage and motivate customers and citizens.

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6. The post office should keep complaint box as a part of feedback mechanism. Complaints and grievances should be addressed, resolved and communicated to concerned customers on regular basis. This will result into reduction in complaints thereby increase in customer satisfaction.

CONCLUSION

In earlier days the postal services were restricted only to deliver letters, parcels, telegrams, selling of postal stationery and money transfer. In modern days the private players have taken up many of the functions of the post office. In spite of the post office providing multiple postal and modern financial services, it seems the postal services are reduced to the delivery and dispatch of letters. One of the main causes of reduction in customers' satisfaction and thereby reduced number of customers is poor infrastructural facilities provided by the post office. By improvement in basic infrastructural facilities may lead to increased existing customers' satisfaction and attracting the prospective new customers to the post office.

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EMPLOYMENT CHALLENGES AND POLICIES

Need for Employment Creation in Police: Testifying through Time Series Analysis

Dolly Sunny & Harsh Shukla

I. INTRODUCTION

The penultimate aim of economic growth is the attainment of social welfare. The growth process which promotes the development of few by discomforting many cannot be viewed as an idealistic one. The Human Development Report of 2015 ranks India as131st in HDI and without significance improvement since last decade. As per the United Nations report of 2014 one third of world's poor people dwell in India while Forbes magazine reports that numbers of billionaires are increasing in the country. The paucity of financial resources and the task to correct infrastructural bottlenecks are the biggest challenges for the Narendra Modi led government of National Democratic Alliance. It brings to focus the reality that the most vital aspect which was neglected related to Indian growth story is the dismal rate of job creation in the last decade.

The Scenario of Job Creation

The pace of job creation was very low in many sectors and certain sectors registered negative growth rates and low private and foreign investment. Formal sector jobs have declined and replaced by jobs in informal sector. At present, around 93 percent of Indian workforce is engaged in the informal sector without any social security benefits, health insurance nor able to provide education to their children which in turn portray gloomy picture of development prospects.

Development needs of the nation are not only determined by its hassle free business and political environment but also by the role of efficient police system. Police constitute an integral part of any society and plays a major role for its development. Despite the number of problems, it is moral duty of the police to perform the dynamic role in rapidly changing social scenario (Sharma, 2005).In the view of above, the paper emphasizes on the critical issue of failure of the government to create employment in police force and to fill up the existing vacancies by focussing on its impact on State Domestic Product. The major role of police is attributed to maintaining law and order in the society and so if police does the

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work diligently, it encourages more investment. Section one of the paper is an introductory one while section two describes the changing role of police in society and problems faced by them. Section three throws light on Compound Annual Growth Rate (CAGR) of relevant indicators by emphasising the potential employment gap in the police force. Section four deals with methodology adopted for the study and data analysis and Section five is the conclusion.

CHANGING ROLE OF POLICE

Policemen are often regarded as saviour of the common man and are responsible for the internal security of the country. In general, people look forward by assuming that the only function of police force is the maintenance of law and order. However, rampant changes in the social milieu have added more responsibilities of police force. Now, their duty is not only limited to solve the grievances of public and to control criminals but also to protect nation from the terrorist attack, techno-savvy criminals by maintaining corruption free image. It is worth while analysing whether police force is modernised with changing needs of the society.

Issues Related to Working Condition

Though police personnel are killed and being declared as martyr against armed militancy within the Naxal Pockets of the country, they still lack public trust. The root cause lies in the system since people friendly image of police is not popularised.

Related to Infrastructure Facilities

The role of police has drastically changed with increase in terrorism, communal and caste violence, white collar crime and cyber crime though adequate funds and resources are not earmarked. In many states, police cannot reach at crime scene on time in the absence of official vehicles. There are only 7 jeeps per 100 policemen at all India level. (Human Right Watch, 2009). Moreover, it has been observed that in the Mumbai attack led by Ajmal Kasab, Policemen could not respond a lethal attack initially because of outdated weapons to tackle the planned attack using AK-47. This resulted in the tragic death of several policemen and civilians (Dolly Sunny, 2010). Modernization of police by way of provision of ample infrastructural facilities and up to date technical knowhow is the need of the hour.

Archaic Technology

White collar crimes and cyber crimes need to be dealt with efficient police network. There has been public outcry since police infrastructure and technology are archaic. Many police stations do not have computer facility and internet connectivity. There is dearth of computerized criminal data base at national level and so the crime rate could not be controlled. Dissemination of information at the right time, at the fastest speed can help to grab the criminals and curb crime rates.

Stressful Career

The working and living condition of policemen is another area of concern. Firstly, the system of direct recruitment does not allow the lower ranking policemen to get promoted to

higher rank. The situation is worst in the case of constables who comprises of 80 percent of police force. There are instances where constables have remained as constables throughout the career in the absence of promotion to the higher posts. Apart from limited scope in promotional issues, long working hours and inadequate accommodation facilities increase their frustration. Owing to shortage of staff they are compelled to work for 10-16 hours a day throughout the week. Their barracks in the metro city are in pathetic state due to lack of maintenance. Hiring better accommodation on meagre salary is not affordable to them. So policemen are compelled to live alone at the place of duty while their family is away at native place. Thus, excessive work pressure and separation from the family many a times result in outburst of anger and abuse of general public as observed by (Mukharjee, 2005). Certain times the organizational frustration adversely affects the peace of mind of and efficacy.

In certain states, the politicians use policemen as tool to threaten their opponents and do not want to lose control over them through police reforms. The duties of police also include escorting a politician, patrolling the religious ceremonies etc. Prior to election, use of police force is at the peak to attract the attention of the potential voters and also to uphold the law and order.

Investment arena and business environment are highly influenced by the socio-political milieu of the country. We cannot foresee a crime free society without efficiently equipped and considerably trained police professionals. Certain Indian states are characterized by high crime rates and social disturbances which attract less investment from domestic players as well as from abroad. Freedom from violence and crime are neglected issues in the developmental studies though it affects human well being in indirect ways (Dreze & Khera 2000). This is simply not possible without improving the lives of policemen and providing modern facilities to modernize. Similarly, recruitment of the new staff will reduce their long duty hours. It will solve the problem of unemployment to certain extent. This has been discussed in detail in the next section.

AN OVERVIEW OF EMPLOYMENT SCENARIO

The Compound Annual Growth Rates (CAGR) of crime and police efficiency variables have been computed by the authors from the data of National Crime Record Bureau (NCRB) and Bureau of Police Research and Development from 2001 to 2016 in Table 1.

Compound Annual Growth Rate of Employment

Table 1 indicates CAGR of cognizable crime under Indian Penal Code (IPC) which was reported to be highest in Delhi i.e.9.40 percent. At all India level CAGR is 4.91 percent. Only five states i.e. West Bengal, Assam, Kerala, Haryana and Tripura registered growth rate above the national level. Dadara & Nagar Haveli has the unique record of the lowest negative CAGR in crimes. Further, it has been found that smaller states and union territories have lower cognizable crime rate.

When we compare the CAGR of total expenditure on police force from cognizable crime, some tentative explanation of high growth rate in crime rates can be derived. The

growth rate of total expenditure on police force is highest in Dadara &Nagar Haveli i.e. 20.01 percent while it has lowest crime rate. It is followed by Andaman & Nicobar islands i.e 15.39 and Chhattisgarh probably due to prevalence of naxal belt CAGR is 14. The lowest CAGR in total expenditure in crime is observed in Delhi with -21.99 percent and it ranks first in cognizable crime in India. The growth rate of total expenditure on police force for the country is merely 10.89 percent.

Employment Gap in Police Force

The national growth rate of police strength is 2.61 as depicted in Table 1. This reflects the picture of a very dismal recruitment in the police force in India. Infact this segment of organised job market can provide promising opportunity to the educated and potential youths. There is substantial gap between actual police strength and sanctioned police strength. Thus filling up this gap will reduce unemployment and crime to a certain extent. Chhattisgarh ranks one in CAGR in police strength i.e 11.15.. Arunachal Pradesh and Nagaland rank second and third in terms of growth rate of police strength and it is reflected by their lower rank in crime. It is followed by Madhya Pradesh, Assam and West Bengal with CAGR of 0.08, 0.25 and 0.96 respectively. It is a cause of concern that large states like Madhya Pradesh and West Bengal have lower growth in their police strength while crime rate is increasing. Nineteen states and union territories registered the growth rate of police strength below national average which includes states of Rajasthan, Uttar Pradesh and Gujarat.

The last column of Table 1 explains the potential gap in police force recruitment. It explains the gap between actual police strength and sanctioned police strength. The CAGR in potential employment gap is highest in the state of Manipur with 20.49 percent. The employment gap has increased from 176 in 2001 to 7559 in 2016 in Manipur. Uttar Pradesh ranks third in CAGR in terms of employment gap with 22.27 percent. The employment gap of 10,503 in Uttar Pradesh in 2001 was beyond 2 lakh in 2016. Uttar Pradesh is characterised by high level of unemployment and under employment could have generated 2,14,335 additional jobs by 2016. Few states like Jammu & Kashmir, Madhya Pradesh and Punjab have matched up their actual strength with sanctioned strength for certain years. Moreover, states such as Mizoram, Goa and Jharkhand had employed more policemen than their sanctioned strength. The CAGR of difference in potential employment at national level is 11.92 percent. Thirteen states recorded higher CAGR than the national level including the states of west Bengal and Assam. The states of Mizoram, Meghalaya and Rajasthan have registered a declining trend in terms of the gap. Sikkim and Chandigarh have also registered a very slow growth in the potential employment gap after recording negative growth rate in 2001. The negative growth rates of Maharashtra and Tamil Nadu may be corroborated in terms of declining employment gap. The state of Bihar which recorded CAGR of 10.40 percent indicates that the gap in terms of number increased from 7,813 in 2001 to 34484 in 2016.

Figure 1 depicts the gap in terms of actual and sanctioned police strength in India. From 2001 to 2005, the potential employment gap remained steady at around 10,000 but it increased

from 2006. It characterised a sharp rise in 2009 from 1,96,984 in 2008 to 3,97,685. It indicates that 2,00,701 were employed afresh in year 2009. For the year 2016, this potential employment gap did not reflect any prospective decline. In fact, in 2016, it has crossed the employment of 5 lakh. As indicated in Table 2, there exists a gap of 5,10,617 in terms of potential employment. Filling up such posts would have resulted in forward linkages in terms of high GDP and promotion of FDI.

Table 1
CAGR of select variable in India (2001-2016)

States/Union Territories	*Cognizable Crime*	*Total Expenditure*	*Police Strength*	*Number of Policemen Per 100 Sq.Km*	*Gap in Potential Employment*
Arunachal Pradesh	0.53	NA	5.24	5.31	23.04
Assam	7.04	7.82	0.25	0.20	20.14
Bihar	4.21	12.65	3.69	3.70	10.40
Chhattisgarh	2.42	14.63	11.15	11.18	17.05
Goa	0.94	13.51	4.44	4.44	15.15
Gujarat	2.38	8.52	1.55	1.55	14.09
Haryana	5.66	12.68	2.44	2.45	6.16
Himachal Pradesh	1.02	9.97	1.89	1.90	5.94
Jammu & Kashmir	1.53	11.53	1.90	1.91	NA
Karnataka	2.07	8.09	4.02	4.01	8.88
Kerala	6.31	12.72	2.44	2.44	8.71
Madhya Pradesh	2.53	10.00	0.08	0.06	21.28
Maharashtra	2.87	13.07	3.66	3.67	-0.57
Manipur	1.63	12.86	3.71	3.70	28.49
Meghalaya	4.71	10.20	2.57	2.58	-1.31
Mizoram	0.51	9.97	1.10	1.29	4.77
Nagaland	0.73	12.69	4.72	4.71	-231.72
Odisha	3.78	13.99	3.29	3.29	9.89
Punjab	2.46	12.05	1.11	1.11	19.09
Rajasthan	1.01	12.93	2.33	2.35	6.31
Sikkim	4.08	13.51	1.88	1.88	-201.45
Tamil Nadu	1.01	11.68	3.17	3.17	-3.38
Tripura	2.29	7.79	3.19	3.20	5.34
Uttar Pradesh	3.11	11.17	1.62	1.63	22.27
Uttarakhand	2.00	12.21	3.34	3.34	12.80
West Bengal	7.28	10.79	0.96	0.96	14.50
A & n islands	1.33	15.39	2.30	2.31	11.10
Chandigarh	-0.83	13.76	2.64	2.64	-198.91
D & n Haveli	-2.38	20.01	2.54	2.53	14.87
Delhi	9.41	-21.99	2.60	-14.83	6.51
Puducherry	0.03	13.32	5.78	5.96	-2.41
India	4.91	10.89	2.61	1.12	11.92

Source: Computed from Crime Statistics in India

Table 2
Employment Gap in India

Year	*Employment gap*
2001	94285
2002	87492
2003	95947
2004	96034
2005	101898
2006	118005
2007	173369
2008	196984
2009	397685
2010	394879
2011	379636
2012	403346
2013	437128
2014	542121
2015	549025
2016	510617

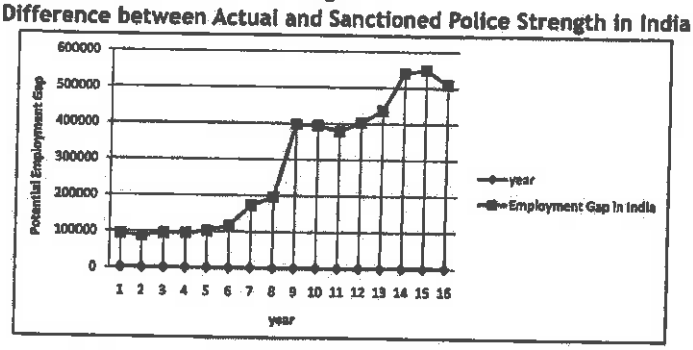
Source: Computed from Crime Statistics in India

Table 3
Johansen Test of Co-integration

Hypothesed number of co-integration	*statistics*	*Critical value at 5%*
None *	41.49005	29.79707
At most 1	8.100528	15.49471
At most 2	0.007556	3.841466

Source: Derived through E-views

Figure 1
Difference between Actual and Sanctioned Police Strength in India



Source: Derived from Table 2.

DATA AND METHODOLOGY

The crime and police related data used for time series analysis have been compiled from Crime in India statistics for the years 2001 to 2016. Data on Gross Domestic Product (GDP) have been taken from World Bank.

Test of co-integration has been conducted to examine whether there is any long term causality among variables. As indicated in Table 3, there is long run causality in the variables. Null hypothesis cannot reject at 5% level because value of trace statistics is more than the critical values at 5% level. Hence, VECM model is developed.

Table 4
VECM Estimates

CointegratingEq:	*CointEq1*
CRIME(-1)	1.000000
GDP(-1)	-7.18E-07
	(1.2E-07)
	[-6.10917]
PEXP(-1)	-10.13526
	(3.36021)
	[-3.01626]
C	-867734.4
CointEq1	-0.442762
	(0.07591)
	[-5.83267]
D(CRIME(-1))	-0.225713
	(0.10841)
	[-2.08210]
D(GDP(-1))	-2.60E-07
	(1.3E-07)
	[-2.03632]
D(PEXP(-1))	-14.35712
	(3.44843)
	[-4.16338]
C	199674.8
	(30014.3)
	[6.65265]
R-squared	0.808404
Adj. R-squared	0.723250
Sum sq. Resids	1.67E+10
S.E. equation	43028.21
F-statistic	9.493469
Log likelihood	-166.1469
Akaike AIC	24.44955
Schwarz SC	24.67779
Mean dependent	85384.36
S.D. dependent	81791.81

Source: Derived through E-views

Table 4 presents the estimates of coefficients in VECM of Cognizable crime rate of India, Gross Domestic Product (GDP) and Annual Expenditure of Police forces. Equation 1 depict cognizable crime as a dependent variable and lagged values of Cognizable Crime, GDP and Police Expenditure as independent variables. Table 4 reveals that R^2 value for the first equation is highest i.e 0.80. The first model seems technically sound with akaike value

of 24.44 and schwarz value of 24.67. The coefficients of police expenditure are significant. Coefficient of GDP and crime are insignificant. It testified that lagged values of Police expenditure significantly affect the present cognizable crime. However, value of GDP and Cognizable crime are insignificantly affecting crime rate. All variable negatively affect the crime rate in the model. Thus inference can be drawn that increasing police expenditure helps to reduce crime rate. However with 1 lag period rise in GDP value reduces the crime rate but the relationship is not statistically significant. The residuals of the model are not serial correlate and normally distributed.

CONCLUSION

Economic development remained highly uneven and non-inclusive in nature during the post liberalisazation period. This adversely affected the creation of adequate job opportunities. Though a large number of jobs are created in service sector, they are informal in nature. In spite of the prevalence of vacant positions in the police force, State Government's lackadaisical attitude towards recruitment as evident from the analysis has not only deprived of potential employment opportunities of youth but also resulted in frustration in the existing police staff due to mounting work pressure. It has also accelerated crime rates in certain states due to low police to population ratio.

The role of police has drastically changed in the society. The pattern and methods of crime took a sharp turn in the last decade and maintenance of law and order situation has become difficult. Moreover failure to modernize the police force has enhanced the agony of policemen. Often, frustration of the policemen is expressed by the way of them committing suicide or through their inhuman behaviour towards public. The evaluation of CAGR of various police and crime indicators revealed that Delhi West Bengal, Assam and Tripura are worst with respect to cognizable crime, police expenditure and police strength growth. However, we have found that there are certain large states like Uttar Pradesh with high potential employment gap high. The Vector Error Correction Model infers that increase in expenditure on police force is significant to reduce crime rate in the country. The present situation of Indian police is attributable to lack of reforms and lack of political will to change the system. The police force is inevitable part of the system and if they do not put in diligent work, it affects the functioning of the society and prosperity of the nation. This could be very disastrous for the economic growth of the country. The economic activities cannot flourish in a disturbed society since maintenance of peace and harmony in the society are primarily the responsibility of police force. There is an urgent need to address the issue of shortage of police staff in various states which will foster employment creation.

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"A Study of Digital Banking with special reference to E- Banking Services"

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Abstract -

The development of banking sector depends upon the various services provided by the banks to their customers in various ways. Most of the banks start innovative banking with object to create more value customers. Digitisation of banking products and services is one of the innovations in banking sector.Digitisation in banking business means transformation of traditional banking into technology oriented banking. Technology has been a boon to many industries and especially to the banking industry. With the help of technology banks are able to reach out to more customers and provide better services to them. Also, it helps them function in an organized and in a secure way. In today's competitive world, the customers have various options for adopting their banking needs. At the same time banks are also required to be competitive enough to provide various services to their customers on prompt basis and at lowest cost.

The present research paper analysed the usage of digital banking with special reference to RTGS, NEFT, IMPS and use of ATM at POS. This research paper also analysed the transactions made by the customers by using RTGS, NEFT, IMPS and use of ATM at POS.

Key words - Digitisation, ATM, POS, Banking sector, Banking Products, RTGS, NEFT and IMPS

Introduction -

The development of banking sector depends upon the various services provided by the banks to their customers in various ways. Most of the banks start innovative banking with object to create more value customers. Digitisation of banking products and services is one of the innovations in banking sector. Digitisation in banking business means transformation of traditional banking into technology oriented banking. Technology has been a boon to many industries and especially to the banking industry. With the help of technology banks are able to reach out to more customers and provide better services to them. Also, it helps them function in an organized and in a secure way. In today's competitive world, the customers have various options for adopting their banking needs. At the same time banks are also required to be competitive enough to provide various services to their customers on prompt basis and at lowest cost.

Emerging technologies have changed the banking industry from paper and branch based banks to "digitized and networked banking services". Banks are providing various banking services with the use of technology. Introduction of technology in banking services leads to reduced in cost as well as increase in efficiency. The Honourable Prime Minister of India has gave more emphasis on digitalization, hence almost every bank is trying to introduced Information Technology in banking services as well as in other incidental services of the banks.

Review of Literature -

Uppal R. K. (2008)[1] realizes that Indian banking sector has made rapid strides in reforming and aligning itself to the new competitive business environment. Indian banking industry is in the midst of an IT revolution. Technological infrastructure has become an indispensable part of the reform process in the banking system, with the gradual development of sophisticated instruments and innovation in the market practices. For modernizing the payment and settlement system in India, a three pronged approach has been adopted with due emphasis on development and integration. Many banks have commenced the process of set up core banking solution, which are at various stages of implementation. Networking has been receiving focus attention by banks. This activity is also being monitored by RBI. Most banks have their own corporate network to facilitate inter branch and branch controlling office communication in an electronic mode. Another major development witnessed in recent years is the growth in multiple delivery channels to customer such as internet base banking, mobile banking and anywhere banking.

Singh Sultan (2007)[2] author explain the impact of reform on the operational performance and efficiency of the commercial banks in India. To measure the performance of commercial banks in India, Ratio analysis tools used. It was found that after reform the size of Non Performing Assets is decline in case of public sector banks and the quality of service also improved. In deregulation era the lending to priority sector is seem to be decline.

Melanie L, Fein L and Fein Esq (2006)[3]Author has mentioned many services offered by the banks to public at large. He explains the brokerage services of the banks. He also explain the transactions and dealing in shares and mutual funds. There are legal formalities also with the banks to be fulfilled. He explains in detail the legal aspects and agreement for the said services of shares and mutual funds.

Shroff Firdos T (2007)[4] In this book author written about the technological changes in banking industry in post reform period. How rapidly and what technological changes were made has written systematically. Author said most of the banks have adopted PC linked electro logical services to boost their banking business. Author explains the phases of technology in banking business and the changes happen in each of the phases. He also wrote hoe the Information Technology helps in decision making.

Objectives of the Study -

1. To study the benefits of digitisation of banking services to banks and customers.
2. To analysed the digital banking trends of banks.

Limitations of the Study -

1. The data is used from the period April 2019 to October 2019.
2. The study covers digital banking tools i.e. RTGS, NEFT, IMPS and ATM at Point of Sell.

Research Methodology -

For the purpose of the present study, secondary data is been used. The secondary data is collected from the official website of Reserve Bank of India. The data is analysed with the help of simple percentage and trend analysis technique.

The Importance of Digitalization in Baning Services is as Follows -

1. **Banking Made Easier** - Due to introduction of technology in banking sector, the banking made more easy and comfortable to the customers at large. Customers can make payment, transfer of money and many more transaction by sitting at home. The technology helps the customers to save their time and energy.
2. **High rate of Interest** - If the banks provide all banking services online then the banks will save the cost on infrastructure, Salaries and other incidental cost. This reduces the expenses of the banks and at that time banks can give more interest on savings and deposits and low interest rate on loans and advances.
3. **Mobility of Banking Services** - Online banking, Debit cards, Credit Cards and other digitisation in banking sector, helps the customers to take the benefits of banking at anytime and anywhere.
4. **Access from Home** - Introduction of Online Banking or Internet Banking helps the customers to do the banking transactions at home. The customers can make various payment through internet banking. The utility payments also makes easy for the customers, this includes the payment of bill, taxes, transfer of money etc.

Track of spending: With the help of technology in banking sector, the customers can keep track of their spending and accordingly he can make his budget for the month. Unnecessary spending can be avoid because of less handling of cash.

Data Analysis and Interpretations -

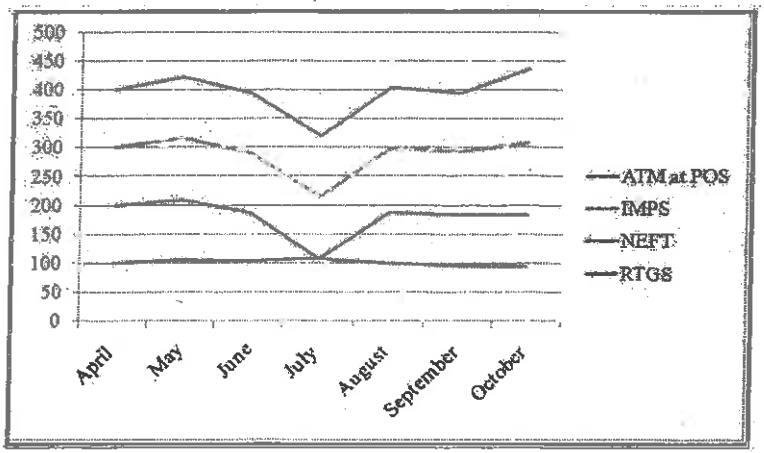
Table 1 - Business made by the Bank

Months 2019	RTGS		NEFT		IMPS		ATM Usage at POS	
	Volume (Lacs)	Value (Crores)	Volume (Lacs)	Value (Crores)	Volume (Lacs)	Value (Crores)	Volume (Lacs)	Value (Crores)
April	115	1,48,48,120	2034	2054669	1850	169197	4131	55351
May	125	15837963	2177	2127774	1833	180456	4125	58047
June	118	15299131	1991	1749645	1713	173019	5121	57453
July	127	16004194	2194	1784264	1893	182021	4256	58345
August	119	14842138	2213	1796153	2003	189113	4293	58078
September	114	14298230	2167	1811781	2042	183747	4149	55718
October	129	13861415	2424	1860798	2369	212600	4550	70150

Business made by the Bank- Trend Analysis

Months 2019	RTGS	NEFT	IMPS	ATM Usage at POS
	Value (Crores) (%)	Value (Crores) (%)	Value (Crores)(%)	Value (Crores)(%)
April	100	100	100	100
May	106.67	103.56	106.65	104.87
June	103.03	85.16	102.26	103.80
July	107.79	86.84	107.58	105.77
August	99.96	87.82	111.77	104.93
September	96.27	88.18	108.60	100.66
October	93.35	90.56	125.69	126.74

Graph.1. Business made by the Bank- Trend Analysis



From the above table no. 1 and 2 and graph 1, it is observe that:

1. The RTGS facility using by the bank's customers during six months ended October 2019 were 93.35 percent. It is also shows that till July 2019 the RTGS facility using by the customers are increasing in trend but after July the RTGS facility is decreasing in trend.
2. The NEFT facility using by the customers since April 2019 to October 2019 is also reduced to 90.56 percent. The NEFT facility is continuously decreasing in trend in the last six months.
3. The IMPS facility is increased by 25.69 percent. This may be due to more easy and time saving facility offered by the banks to the customers. This facility able to settle money in a very quick mode and less formality as compared to NEFT and RTGS facility.
4. The customers of the banks are highly used the ATM card during their purchases (Point of Sale). The customers now a days don't carry money with them but they carry their ATM card. This trend shows the use of ATM at the time of POS is increasing by 26.74 percent over the period of six months ending

October 2019.

Recommendations -

The Government of India and Banks should make awareness campaign for the customers regarding Information Technology in Banking. The benefits and procedure also should be explain properly to the customers. The charges for card payment or other online payments should be waive, so that more and more customers can avail the benefits.

Conclusion -

The banking services with the use of technology has been increasing very fast and banks also makes lot of revenue from these sources. Banks has given lot of services with the use of Internet/ Information Technology like NEFT, RTGS, IMPS, Debit Cards etc. The banks charges for some of the transactions while some other transactions has minimum charges, as a result of this the customers reduces the use of these services. The banks should reduced the charges on some important services so the dream of our nation i.e. Digital India will come in true.

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A study on Perception of Individuals About Health and Life Insurance

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Abstract -

This paper provides a study of the impact of Perception of Individuals about Health and Life Insurance of Mumbai Region. It analyses the success of an insurance awareness among the hposeholds. The study relates understanding of what people think about insurance and their education towards unaware aspects of insurance. Primary data is collected from the age group of 21 to 55 years through structured Questionnaire. 78 Samples were collected from respondents by random sampling method.

Key Words - Perception, Individuals, Health and Life Insurance

Introduction -

The modern world is full of risks which exposure to losses. To overcome and the loss arising out of occurrence of these risks a concept of insurance has been introduced. Insurance is a contract whereby one person, the insurer undertakes to make good for the loss of another, called the insured, on payment of a specific sum of money, called premium, to him on the happening of a specified event.

Advanced Learner's Dictionary - "Undertaking by a company, society or the State, to provide safeguard against loss, provision against sickness, death, etc., in return for regular payments". It defines insurance, as a device which cooperate to spread the loss caused by a particular risk over a number of persons who are exposed to it and who agree to insure themselves against that risk. a small amount towards a common fund contributed to share the loss.[1]

There are different types of insurance

(i) **Life Insurance** - Life insurance is the contract whereby the Insurance Company agrees to pay a specified sum of money to the insured, on the expiry of a certain period of time or on the death of the insured person, whichever is earlier. Life insurance combines protection and investment. Element of protection provides the safeguard against the risk of early death by replacing the income of the deceased. Element of investment implies that the small sums paid to the insurance company by way of premium over a long period say 10 years, 20 years which later grow into a large sum and are paid back to the policyholder after the expiry of the term.

(ii) **General Insurance -**

(a) **Fire Insurance** - Fire insurance covers the risks of fire. It is a contract whereby the insurer undertakes to compensate the insured against any loss caused by fire to the property insured upto the limit agreed upon between the insurer and the insured.[2]

(b) **Marine Insurance** - Marine insurance provides protection against risk of marine adventures and perils upto a certain limit mentioned in the policy document. Marine insurance insures ship, cargo and freight.

(c) **Miscellaneous Insurance** - This insurance cover is risk of number of uncertainties. It includes accident insurance, burglary insurance, workmen's compensation insurance, national health insurance, crop insurance, sickness insurance etc.

Life insurance in India -

In Kolkata Oriental Life Insurance Company was the first insurance company by Europeans to help widows of their community. Bombay Mutual Life Assurance Society the first Indian Insurance Company came into existence In the year 1870 with the objective to insure Indian lives at normal rates since in the earlier period Indian lives were treated as subnormal and loaded with an extra premium of 15 to 20%.[3]

In India the first legislation for regulating insurance business was The Life Insurance Companies Act, 1912 which was replaced by a comprehensive insurance Act of 1938. This Act was again amended in 1950. Finally, the Government of India in the year 1956 by passing the Life Insurance Corporation Act, nationalized the entire life insurance business Life Insurance Corporation was set up on 1st September, 1956.

After the economic crisis of 1991, government adopted the policy of deregulating all the sectors including the insurance sector thereby promote the private players to prove their worth. On 7th January, 1994 under the chairmanship of Sri R.N. Malhotra, the former Governor of RBI reportsubmitted to the Government with recommendations for the establishment of an effective Insurance Regulatory Authority (IRA) in the form of a statutory autonomous board. The committee viewed that allowing some foreign insurance companies could be useful[4].

Again in the year 1998, it was proposed by the Government to permit the entry of private Indian companies into the insurance sector. With the effect, the Insurance Regulatory and Development Authority Act, 1999 enacted to provide for the establishment of an authority to protect the interest of insurance policyholders and to regulate, promote the insure orderly growth of insurance industry. This Act was assented by President of India on 29th December, 1999.

Health insurance in India -

Health insurance helps protect policy holder from high medical care costs.

It classified into following categories:

1. **Hospitalization** - Hospitalisation plans are indemnity plans that pay the cost of hospitalization and medical cost of the insured subject to the sum assured.
2. **Family Floater Health Insurance** - Family health insurance plan is a policy which covers entire family in one health insurance plan. It covers pre and post hospitalization expenses.
3. **All Pre - Existing Disease Cover Plans** - People suffer from different diseases, so to claim medical benefit for such diseases Pre-existing disease cover plan is appropriate. It provides coverage against diseases that policy holder had before buying health policy.
4. **Senior Citizen Health Insurance** - In old age people require protection for health issues. Senior citizen health insurance plans are for old age people to receive medical benefits.
5. **Maternity Health Insurance** - For women medical facilities are necessary pre and post-delivery. Maternity health insurance provides coverage for maternity and other additional expenses.
6. **Hospital daily cash benefit plans** - This plan pays a defined sum of money for every day of hospitalization.
7. **Critical illness plans** - People now-a-days suffer from critical illness like heart-attack, cancer etc.These illness costs high when compared to other day-to day medical needs. Critical illness plans pay lump sum amount on diagnosis of covered critical illness and medical procedures.
8. **Disease specific special plans** - These plans are introduced due to growing occurrence of viral diseases like dengue, malaria etc., in India which has become a cause of concern.

You can file a health insurance claim in the following two ways:

1. **Cashless** - Every insurance company has its network of hospitals where cashless treatment is given to policyholders. It means, if you visit any of these hospitals, you only need to submit your insurance card to the hospital billing desk who will further process cashless treatment for the patient, subject to the approval of the insurance company.
2. **Reimbursement** - In case you admit in a hospital, which is not in the list of network hospitals of the insurance company, you will have to make all payments on your own and then approach the insurance company for reimbursement.

Review of Literature -

K.Swathi, R.Anuradha,[5] suggested thatlike public companies, private companies should build the confidence in the public to increase the health insurance coverage. Government should introduce new health insurance schemes for the welfare of the public. The study supports that rising healthcare costs can punch a big hole in your

pocket so that by paying a small health insurance premium is the simplest way to mitigate the financial losses and to achieve peace of mind.

Satakshi Chatterjee, Dr. Arunangshu Giri, Dr. S.N. Bandyopadhyay, Nov. 2018, 6 Covered the study of overall healthcare insurance sector of India. They Pointed out the challenges faced by the healthcare insurance industry of India. They also analyse the insurance models of other countries in terms of healthcare. The study suggested that the future of the health insurance industry looks very promising if the regulatory framework is changed slightly. It could alter the way in which business is done today between the policy holder and the policy taker.

External Committee Report, 2015, 7 recommended that both Indemnity as well as Benefit based products play a complementary role to each other in meeting the Health care needs of policy holders. There is also no need to segregate the tenure of the products between Life and non life insurers. Freedom of product design, along with pricing flexibility, is strongly recommended as the Long term goal to be achieved to improve the health insurance penetration. certain pilot products and innovation in terms of entry age based pricing as well as premium discounts and incentives to encourage wellness behaviour are necessary to attract younger population into Health insurance portfolio.

Tanja Ahlin, Mark Nichter & Gopukrishnan Pillai, Feb2016, 8 overviewed Insurance schemes introduced by the central and state governments. They studied differences in behaviour patterns in cash and cashless insurance systems and suggested public awareness and understanding of insurance. They pointed out (mis)trust in health insurance schemes and document reasons for rising interest in health insurance and summarize the country's history of insurance projects to date.

B. Reshmi, N. Sreekumaran Nair, K.M. Sabu and B. Unnikrishnan, 2007, 9 studied awareness of health insurance in an urban population in south India. The study recommended that the health insurance companies should come out with clear cut policy detailsThe middle and low socio-economic groups are a potential market to be tapped as they are ready to spend a reasonable amount as premium payable per annum rather than huge medical expenses in case of any adversities. To develop a viable health insurance scheme, it is important to understand people's perceptions and develop a package that is accessible, available, affordable and acceptable to all sections of the society.

Objectives of the study -

1. To study the Perception of Individual's towards Health and Life Insurance.
2. To make conclusions and suggestions.

Research Methodology -

Data Collection -

Primary data is collected from the individuals like Students, Salaried, Businessmen and Professionals.

Sample Size

78Samples were collected from regular respondents. Samples were collected by random sampling method.

Data analysis -

Simple Percentage is used for data analysis.

Limitations -

1. The sample collection for research paper is restricted to individualsof age group from 21 to 55years.
2. The sample collection has done from respondents of Mumbai Region only.

Hypothesis -

H0 : There is no general awarness among people while opting life and health insurance as a need of life.

H1 : There is general awarness among people while opting life and health insurance as a need of life.

Data Analysis and Interpretation -

Table - 1 - Classification of respondents according to their profile

No.	Factor	Category	No. of respondents	Percentage
1.	Age	21-30	12	15.38 %
		31-40	56	71.79 %
		40-50	08	10.27 %
		50-55	02	2.56 %
		Total	78	100 %
2.	Sex	Male	47	60.26 %
		Female	31	39.74 %
		Total	78	100 %
3.	Occupation	Student	02	2.55 %
		Salaried	48	61.54 %
		Businessmen	20	25.64 %
		Professional	08	10.27 %
		Total	78	100 %

The above table indicates the classification of respondents based on their Age, Sex, Occupation.

Table - 2 - Relevance Of Reasons For, Benefits Of, Recovering Financial Risks Of Individuals Towards Life And Health Insurance To Individuals

No.	Relevance of Reasons for Life and Health Insurance to Individuals	Impact on Individuals's behaviour					
I		Highly Agree	Agree	Neutral	Disagree	Highly Disagree	Total
1.	Accidents	60.12%	35.28%	3.06%	3.45%	1.10%	100%
2.	Theft/ Burglary	38.04%	26.52%	4.43%	11.35%	9.61%	100%
3.	Physical disability	30.15%	32.07%	15.41%	20.52%	2.12%	100%
4.	Chronic illnesses	40.85%	37.35%	13.04%	2.03%	6.58%	100%
5.	Economic burden of higher education	57.47%	39.20%	0.04%	4.01%	9.28%	100%
6.	Untimely death	52.3%	43.31%	4.25%	0.3%	-	100%
7.	Investment	22.31%	38.35%	4.25%	18.13%	4.05%	100%
8.	Enjoy the present instead of money of the future	15.23%	28.51%	3.21%	41.23%	22.40%	100%
9.	Companies replace hard earned money	26.08%	24.37%	16.31%	13.25%	19.41%	100%
II	Relevance of benefits of Life and Health Insurance vis-à-vis other Avenues of Savings to Individuals						
1.	Tax benefits	48.34%	43.84%	4.52%	2.28%	-	100%
2.	Usefulness in emergency	47.41%	41.57%	3.62%	3.03%	2.05%	100%
3.	Any other benefit	33.30%	24.31%	3.23%	25.61%	13.46%	100%
III	Relevance of recovering Financial Risks of Individuals through Life and Health Insurance.						
1.	Loss of main earner	48.65%	35.57%	4.15%	4.16%	7.47%	100%
2.	Loss of job	27.52%	25.55%	43.13%	17.31	13.8%	100%
3.	High cost of hospitalisation	38.10%	42.10%	15.91%	4.04%	5.75%	100%
4.	Fire/theft/burglary	31.05%	33.17%	12.00%	13.80%	20.80%	100%

Findings -

1. From the above table no.2, it is shown that Relevance of Reasons for Life and Health insurance to Individualstowards Accidents 95.39 %, Theft / Burglary 84.56 %, Physical disability62.15 %, Chronic illnesses 77.35 %, Economic burden of higher education 86.67 %, Untimely death 95.63 %, Investment 60.66 %.
2. Relevance of benefits of Life and Health Insurance vis-à-vis other Avenues of Savings to Individualsconsist of Tax benefits 92.20 %, Usefulness in emergency 88.98 %, Any other benefit 57.71 %.
3. Loss of main earner has 84.22 %, Loss of job 53.67 %, High cost of hospitalisation 80.20 %, Fire/ theft/burglary 64.20 % in case of Relevance of recovering Financial Risks of Individuals through Life and Health Insurance.

Table - 3 - Relevance of services of Life and Health Insurance to Individuals

No.	Relevance of services of Life and Health Insurance to Individuals	Impact on Individuals's behaviour					
		Highly Agree	Agree	Neutral	Disagree	Highly Disagree	Total
1.	Too expensive	24.51%	37.04%	16.44%	22.01%	-	100%
2.	Limited range of products	38.00%	37.00%	11.00%	12.04%	1.96%	100%
3.	Poor services	38.02%	37.04%	3.88%	14.18%	6.88%	100%
4.	Accessibility problem	37.73%	38.04%	3.01%	10.12%	11.1%	100%
5.	Difficult procedure	33.16%	41.05%	5.16%	8.11%	12.58%	100%
6.	Inadequate value on maturity	35.04%	37.55%	12.04%	13.07%	2.30%	100%

Findings -

1. The above table no.3, showed therelevance of services of Life and Health Insurance to Individuals towards Too expensive 61.25 % %, Limited range of products 75 %, Poor services 75.06 %, Accessibility problem 75.77 %, Difficult procedure 74.21 %, Inadequate value on maturity 72.59 %.

Testing of hypothesis -

1. Table 2 which shows the Positive highest percentages of positive relevances of Individualsconsisting 9 Relevances of Reasons for Life and Health insurance, 3 relevances ofbenefits to Individualsfor Life and Health insurance including 4 Relevancesto cover Financial Risks Life of housholds which all together 16 relevances.
2. Table 3 shows the highest percentages of Negative relevances of Individuals towards benefits of services of Insurance Companies with 6 relevances.
3. For the above points, with highest percentage of positive relevances, the researcher rejects the null hypothesis (H0),There is no general awarness among people while opting life and health insurance as a need of life and accepts the alternate hypothesis (H1), There is general awarness among people while opting life and health insurance as a need of life.

Conclusion -

The factors like Limited range of products, Poor services, Difficult procedure, Inadequate value on maturity etc. are the major hurdles which makes insurance unpopular. It is an important for insurers to keep their policyholders satisfied and retained as long as possible and also get new business out of it by offering need based innovative products.The Health insurance in India should looked not only as a means of tax benefits but also a necessity for continued well-being.

Suggestions and Recommendations -

1. There is a need to relax settlement claim prodedure, offer better quality products to people.
2. Insurance companies should introduce policies which provide effective risk coverage rather than focusing on the tax benefits and also encourages them for long term investment in insurance.
3. Insurance companies and healthcare outlets should be associated with insurance awareness programs across the country.
4. Insurance companies should concentrate and offer qualitycustomer service.
5. The health insurance companies should provide clear cut policy details.

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Footnotes -

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Banking Services- Need of 21st Century For Survival

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Abstract

The banking system occupies an important place in a nation's economy. A banking institution is indispensable in a modern society. It plays a pivotal role in the economic development of a country and forms the core of the money market in an advanced country. The commercial banks have to perform a variety of functions which are common to both developed and developing countries. These are known as 'General Banking' functions of the Commercial banks. The modern banks perform a variety of functions. These can be broadly divided into two categories: (a) Primary functions and (b) Secondary functions. The present research is about the services provided by banks whether it is chargeable or not chargeable.

Keywords: *Banking Services, Bankers, Banking, Chi Square test*

1.1 Introduction

The banking system occupies an important place in a nation's economy. A banking institution is indispensable in a modern society. It plays a pivotal role in the economic development of a country and forms the core of the money market in an advanced country.The commercial banks have to perform a variety of functions which are common to both developed and developing countries. These are known as 'General Banking' functions of the Commercial banks. The modern banks perform a variety of functions. These can be broadly divided into two categories: (a) Primary functions and (b) Secondary functions, these are:

1. Acceptance of Deposits
2. Advancing Loans
3. Creation of Credit
4. Clearance of Cheques
5. Remittance of funds
6. Agency services and
7. General utility services

In to days competitive world every bank need to provide variety of banking services to their customers for the profit and survival. The scope of Nationalised Banks, Private Banks and Co-Operative Banks are different and vary from banks to banks.

The bankers survival is depends upon the profitability and liquidity. But to earn the maximum profit, banks has to provide various services which are provided by other banks. Providing various services to their customers only is not enough but at the same time their motive should be customers satisfaction.

1.2 Review of Literature

Bhattacharya Hrishikesh (2011) , found the classical economic functions of banks and other financial intermediaries all over the world have remained virtually unchanged in the modern times. What have changed are the institutional structure, the instruments and the techniques used in performing these functions. Since the profit is now the major focus of the Indian banking industry, in spite of the continuous of directed lending, the strategic plan must evolve around the profit objectives. The author has mentioned various financial and operating variables of borrowing units and then taken a critical look at each such variables from a lender point of view. He also highlighted the differences in approach between a corporate finance manager and a credit manager of a lending organization.

J Janaki (2001) The author in this book explain that due to liberalisation banking sector faces competitive pressure. Due to liberalisation Indian banking system transform its banking from domestic to international. After liberalisation all banks and financial institutions need to focus on their competencies and strategies. Author also said banks took many initiatives for technological change. Acquisition and merger also took place after liberalisation. Research concludes that all banks must identify their strengths and weaknesses and then enter in new venture related to their areas.

Singh Sultan (2007) author explain the impact of reform on the operational performance and efficiency of the commercial banks in India. To measure the performance of commercial banks in India, Ratio analysis tools used. It was found that after reform the size of Non Performing Assets is decline in case of public sector banks and the quality of service also improved. In deregulation era the lending to priority sector is seem to be decline.

Melanie L, Fein L and Fein Esq (2006) Author has mentioned many services offered by the banks to public at large. He explains the brokerage services of the banks. He also explain the transactions and dealing in shares and mutual funds. There are legal formalities also with the banks to be fulfilled. He explains in detail the legal aspects and agreement for the said services of shares and mutual funds.

Kanthale A.K (1989) In this study author wrote the diversification of banking business from its traditional business. He said the subsidiary and ancillary banking business are related to the main objective of the banks. For viability and sustainability banks have diversified their banking business. He also highlighted the problems face by the banks for facing the competition with other banks.

1.3 Objectives of the study

1. To make the comparative study of the banking services provided by Nationalised, Private and Co-Operative Banks in India
2. To make conclusion and suggestion.

1.4 Research Methodology

Data Collection: Primary data is collected from Bank's Managers through structured Questionnaire.

Sample Size: 30 samples were collected from each type of banks i.e. Nationalised Banks, Private Banks and Co-Operative Banks. Samples were collected random basis.

Data analysis: Chi-Square Test is used to test the hypothesis. Simple percentage is also calculated.

1.5 Hypothesis

H0: Services offered by banks are independent of the types (Nationalise, Private and Cooperative banks) of Banks.

H1: Services offered by banks are not independent of the types (Nationalise, Private and Cooperative banks) of Banks.

1.6 Data Analysis and Interpretations

Table 1

Bank Manager's Responses on Sale of Third Party Products

	Nationalise bank		Private Bank		Cooperative Bank	
	Count	Column N %	Count	Column N %	Count	Column N %
Yes	24	80.0%	27	90.0%	6	20.0%
No	6	20.0%	3	10.0%	24	80.0%

From the above table it is shows that the majority of the branch managers from Nationalised Banks, Private Banks and Co-Operative Banks are of the opinion that their banks sales the third party products.

Table 2

Bank Manager's Responses on Use of Internet banking by the Customers

	Nationalise bank		Private Bank		Cooperative Bank	
	Count	Column N %	Count	Column N %	Count	Column N %
Yes	30	100.0%	30	100.0%	15	50.0%
No	0	.0%	0	.0%	15	50.0%

From the above table it is shows that, all the branch managers from Nationalised Banks and Private Banks are of the opinion that their customers used Internet banking for banking transactions while only half of the branch managers from Co-Operative Banks are of the opinion that their customers used Internet banking for the banking

transactions.

Table 3

Bank Manager's Responses on Mobile Banking facility

	Nationalise bank		Private Bank		Cooperative Bank	
	Count	Column N %	Count	Column N %	Count	Column N %
Yes	30	100.0%	30	100.0%	18	60.0%
No	0	.0%	0	.0%	12	40.0%

From the above table it is shows that, all the branch managers from Nationalised Banks and Private Banks are of the opinion that their banks provide Mobile Banking facility for banking transactions while only 60 percent of the managers from Co-Operative Banks are of the opinion that they provide Mobile Banking facility.

Table 4

Bank Manager's Responses On adding of New Services

	Nationalise bank		Private Bank		Cooperative Bank	
	Count	Column N %	Count	Column N %	Count	Column N %
Yes	15	62.50%	15	55.60%	12	44.40%
No	9	37.50%	12	44.40%	15	55.60%

From the above table it is shows that, majority of the branch managers from Nationalised Banks and Private Banks are of the opinion that their banks are planning to add new services while majority of the branch managers from Co-Operative Banks are of the opinion that their banks have no planning to add new products and services.

1.7 Testing of Hypothesis

Table 5

Bank Manager's Responses on Services Offered

		Bank Type					
		Nationalised bank		Private Bank		Cooperative Bank	
		Count	Percent.	Count	Percent.	Count	Percent.
ATM facility/ Debit card	With charges	18	60.00%	18	60.00%	6	20.00%
	Without charges	12	40.00%	12	40.00%	24	80.00%
NEFT/RTGS/ ECS/ Money transfer	With charges	30	100.00%	18	60.00%	30	100.00%
	Without charges	0	0.00%	12	40.00%	0	0.00%
Demand Draft/ Pay order	With charges	30	100.00%	27	90.00%	30	100.00%
	Without charges	0	0.00%	3	10.00%	0	0.00%
Online ticket booking/ Tax Payment	No	0	0.00%	0	0.00%	27	90.00%
	With charges	15	71.40%	15	50.00%	0	0.00%
	Without charges	6	28.60%	15	50.00%	3	10.00%
Credit card	No	0	00.00%	0	00.00%	27	100.00%
	With charges	27	100.00%	27	100.00%	0	0.00%
	Without charges	0	00.00%	0	0.00%	0	0.00%
Internet banking	No	0	0.00%	0	0.00%	6	20.00%
	With charges	9	33.30%	12	40.00%	0	0.00%
	Without charges	18	66.70%	18	60.00%	24	80.00%
Mobile banking	No	0	0.00%	0	0.00%	12	40.00%
	With charges	15	55.60%	12	40.00%	6	20.00%
	Without charges	12	44.40%	18	60.00%	12	40.00%
Sale of Mutual Fund	No	3	12.50%	0	0.00%	24	80.00%
	With charges	15	62.50%	27	90.00%	6	20.00%
	Without charges	6	25.00%	3	10.00%	0	0.00%
Travellers' cheque	No	9	37.50%	12	40.00%	30	90.00%
	With charges	12	50.00%	18	60.00%	0	10.00%
	Without charges	3	12.50%	0	0.00%	0	0.00%

Table 6

Chi-square Test Results: Services Offered by the Banks and Type of Banks

Pearson Chi-Square Tests			
		Test results	Interpretation
ATM facility/ Debit card	Chi-square	12.857	Reject H_0
	d.f.	2	
	p-value	.002*	
NEFT/RTGS/ ECS/ Money transfer	Chi-square	27.692	Reject H_0
	d.f.	2	
	p-value	.000*,a	
Demand Draft/ Pay order	Chi-square	6.207	Reject H_0
	d.f.	2	
	p-value	.045*,a,b	
Online ticket booking/ Tax Payment	Chi-square	73.189	Reject H_0
	d.f.	4	
	p-value	.000*	
Credit card	Chi-square	61.933	Reject H_0
	d.f.	4	
	p-value	.000*,a,b	
Internet banking	Chi-square	23.614	Reject H_0
	d.f.	4	
	p-value	.000*,a	
Mobile banking	Chi-square	28.950	Reject H_0
	d.f.	4	
	p-value	.000*,a	
Sale of Mutual Fund	Chi-square	54.731	Reject H_0
	d.f.	4	
	p-value	.000*,a	
Travellers cheque	Chi-square	26.859	Reject H_0
	d.f.	4	
	p-value	.000*,a,b	

1.8 Conclusion

The co-operative Banks are not able to compete with Nationalised and Private Banks. The Co-Operative Banks should provide online ticket booking and online payment of taxes to their customers. It shows that the Co-Operative banks are not enough capable in terms of technology in banking services.

The Co-Operative Banks does not provide Credit card facility to their customers and hence the valuable customers are shifted from Co-operative banks to Nationalised Banks or Private Banks.

Mobile banking and travellers cheques services are also not provided by some of the Co-Operative Banks and this leads to inconvenience to the customers. The inconvenience to the customers leads to dissatisfaction of the customers.

The Co-Operative Banks does not sell third party products, which gives maximum revenue to the banks.

In todays world banks should not depends upon only Interest Income but at the same time they have to earn other income i.e. fee base income, which is generated on banking and non banking services. But the Co-Operative Banks are not sufficient to compete with other sector banks and therefore if the Co-Operative Banks has to be sustain and survive in the market they have to provide banking and non banking services.

1.9 Suggestions and recommendations

More than 50% of the managers from Co-Operative Banks are in the opinion that there banks is not planning to add new banking services. The Co-Operative Banks has the limitations like area of business, financial support etc. hence these banks must add new services which wipe out these limitations and can achieve the desire target.

Banks have to create awareness for their customers about the technology available by the banks for the customers, but many customers are either not aware about the technology available in the banks or either the customers are not interested to use because of risk factor. Therefore every banks must have one day in the month for technology awareness campaign for their customers. The awareness campaign should be make in different ways like advertisement, technology day etc. due to this awareness many customers will avail the technological facilities for the banking transactions. Banks also should resolve the problems of faced by the customers because of technology in banking products and services.

Information Technology helps the banking sector to make banking more easy and convenient to the customers but at the same time there is risk involved in banking with the use of Information Technology. Many of the customers are also not aware about the Internet and use of technology in banking transactions. Banks should take necessary initiative to create awareness about the use of Internet and Technology related services of their Banks.

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