

A Study of Supply Chain Management in Selected Mechanical Engineering Units (Some Literature Review)

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ABSTRACT

Study is focused on the some literature review on the supply chain management in selected mechanical engineering units. Various articles are reviewed with special reference to supply chain management practices, challenges as well as issues, use of Information & communication technology in the supply chain management. Some review of nearly 15 articles is done and findings of it are discussed further.

Keywords: Mechanical, Engineering, Challenges, Issues, Information & Communication technology.

INTRODUCTION:

In today's globalized era with increasing competition supply chain managers are facing many new challenges as complexities in it are increasing and advancement in technical as well as functional aspects of it is rapidly taking momentum. Supply chain management is an essential aspect of business in today's global era. The concept is to apply a total systems approach to manage the entire flow of information, materials and services from raw materials of suppliers through factories and warehouses to the end customer. An increasingly popular perspective today is to observe the flow of materials from suppliers all the way to customers as a system to be managed. This perspective of managing flow and information from a company's suppliers through the company's operations and then on to its customers is commonly referred to as supply chain management. In order to further focus on supply chain management some literature review need to be done so as to know the areas on which already study have been completed and where is there is research gap. This article focus on the same.

Objective:

To examine literature review of supply chain management with special reference to mechanical engineering units regarding supply chain management practices, challenges as well as issues, use of Information & communication technology.

REVIEW OF LITERATURE:

Inayatullah, Rakesh Narain, Amar Singh (2015) conducted research study which was aimed to provide insight into the similarities and dissimilarities of supply chain management practices between large enterprises and small and medium enterprises of India. Study found that despite of so many constraints, the managers of the SMEs need to bring in a cultural change in their attitude needed to outlive and outperform other firms existing at every tier of supply chains of LEs. If only SMEs could focus on better strategic planning and management of their businesses and not just only on economic aspects, they could reap much more dividends. It is now for SMEs to grab various opportunities take lesson from the best practices of LEs and put out their best foot forward to play a bigger role in shaping the economy of the country.

S.C Lenny Koh and Mehmet Demirbag, Erkan Bayraktar, Erkan Tatoglu, Selim Zaim (2007) conducted study with the purpose to determine the underlying dimensions of supply chain management practices and to

Technical Issues in E-Governance Initiatives in Satara District in Maharashtra State (India)

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Abstract—Maharashtra is one of the biggest states in India. The state as well as the central government is spending millions of rupees for providing the online services. However, their efforts and large investments result into launching various e-governance projects in the country. Common Service Centre, Public Distribution System and Land Record System, three projects are very important as citizen's centric services concern. These projects are implemented by the state government through their subsidiary offices. Collector office is one of them. At the district level, Collector office is responsible for implementing and smoothly running of the e-governance projects. A rapid change in the technology is forcing new changes to be accepted in the e-governance domain. Considering these changes, government is slow in redefining the Government Process Reengineering, citizens' relation, employee relationship. There are a lot of issues arise at the ground level in the implementation of the projects. Issues can be categorized as technical, administrative, financial, managerial etc. This research paper focuses on technical development and technical issues found in Satara district at the ground level while developing, implementing, delivering the services to the citizens, business and government and sustaining the projects.

Index Terms—CSC, SDC, SWAN, MahaGov Cloud, eGLC, Agile Methodology

and time. While delivering the services to the various stakeholders of the society, it is the duty of government to design integrated services and the citizen centric system and deliver services at the doorstep of the citizens, seven days of a week and twenty-four hours. Among these services, some services initiated and maintained by the central government, some services by the state government and some by local bodies. Common Service Centre (CSC), Public Distribution System (PDS) and Land Records System (LRS) are most important in the district level administration.

From the citizens' point of view, one of the most significant benefits of electronic government over a manual system is 'anywhere and anytime' availability of government services to the citizens. Apart from this, there is a provision of local or multilingual information content, user friendly navigation, accessibility of information, regular updates and latest changes in government services and schemes. Recently, Maharashtra state has made significant progress in the area of ICT in the form of Digital India, MyGov (*Aaple Sarkar*) [1]. In the last few years, Maharashtra government has also realized that ICT has played a crucial role in transforming government services to the doorsteps of the citizens. In this research paper, we are taken technical aspects into consideration right from the procurement of the e-governance project up to the implementation and sustainability of the project in the Satara district.

I. INTRODUCTION

Electronic Governance is the service delivery to the citizens, business and government from the government through the information and communication technology (ICT). The electronic government essentially refers to the emphasis on utilization of ICT for delivering public services to citizen's doorstep, businesses, and government itself. The most prominent advantage of e-government from an organizational point of view is to improve the efficiency and effectiveness of the existing system so that, it results into saving public money, efforts

II. RELATED WORK

There has been some prior works done in the e-governance literature. Ch. Radha Kumari (2003) in her article [2] discussed about the impact of e-Seva in Andhra Pradesh. Her study reveals that the citizens are willing to pay the nominal extra charges for improved and cumbersome-free services. The working hours and days of the service centres are providing convenience and benefit, particularly to working or employed citizens. Bhudeb Chakravarti et al. (2008) published a white paper [3] stated that the bureaucratic approach cannot provide the expected outcomes from the computerizing the

Status of e-Governance in India and Maharashtra State

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ABSTRACT

The concept of e-governance in India owes its origin during the seventies with an in-house development of applications for government organizations like planning, economic monitoring, defence and the deployment of IT to manage data and intensive functions related to elections, census, tax administration etc. In Maharashtra state, the government started the development of projects through the establishment of department of information technology in secretariat. This paper studies the E-Government Development Index and E-Participation Index, e-governance initiatives and hardware infrastructure for the development of e-governance in Maharashtra state and India.

Keywords: EGDI, EPI, SDC, MSWAN, MahaGov Cloud

I. INTRODUCTION

The most prominent advantage of e-government from an organizational point of view is to improve the efficiency and effectiveness of the existing system so that it results into saving public money, efforts and time. While delivering the services to the various stakeholders of the society, it is the duty of government to design integrated services and the citizen centric system and deliver services at the doorstep of the citizens, seven days of a week and twenty-four hours. Among these services some projects initiated and maintained by the central government, some services by the state government and some by local bodies. From the citizens' point of view, one of the most significant benefits of electronic government over a manual system is *'anywhere and anytime'* availability of government services to citizens. Apart from this, there is a provision of local or multilingual information content, user friendly navigation, accessibility of

information, regular updates and latest changes in government services and schemes [1].

II. UNITED NATIONS E-GOVERNMENT SURVEY

United Nations Division for Public Administration and Development Management has been publishing the E-Government Survey of the 193 member countries of United Nations. This survey publishes every two years since 2003. E-Government Survey 2016 published in July 2016. In this survey, two reports are published i.e. E-Government Development Index (EGDI) and E-Participation Index [2].

A. E-Government Development Index

E-Government Development Index (EGDI) presents the status of the E-Government Development of the member countries of United Nations. This survey publishes the assessment of website development



Present Status and Issues of Land Record System in Satara District, Maharashtra, India

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Abstract: Land is a unique asset because it is immovable, its value depends on its location and with growing population, its demand keeps increasing, while its supply is limited. So the importance of land records shown since the ancient India. Maintenance of land records and easily accessibility of land information is one of the most important issues facing citizens and government today. Maharashtra is one of the pioneer state in providing the electronic services to the citizens in India. National Land Record Modernization Programme is one of them. Maharashtra is the leading state in implementation of National Land Record Modernization Programme. Under this project, various components are implemented in various modes as pilot basis or state wide. Many National Land Record Modernization Programme projects have been successfully implemented in pilot locations and now they are on the borderline of the state wide rollout. Comprehensive land records modernization and management system is proposed under programme called "eMahabhoomi" by the Maharashtra State. District Collectorate office is responsible for the execution and implementation of the National Land Record Modernization Programme project through its subsidiary offices like Tahasil, Circle and Talathi offices in the district. In this article, researcher studied and presented the status, ground reality and issues in Land Record System of the Satara district.

Keywords: Land Record System, NLRMP, Mahabhulekh.

1. Introduction

According to Maharashtra Land Revenue (MLR) Code 1966, "land records" means records maintained under the provisions of, or for the purposes of, this Code includes a copy of maps and plans or a final town planning scheme, improvement scheme or a scheme of consolidation of holdings which has come into force in any area under any law in force in the state and forwarded to any revenue or survey officer under such law or otherwise [1]. Land record department is controlled by the Director of Land Record and Settlement Commissioner at the state level. This work is done by the District Inspector of Land Record and Taluka Inspector of Land Record at the District and Taluka level respectively.

2. Land Records in Maharashtra

National Land Record Modernization Programme (NLRMP) was formed by merging two existing government of India sponsored Computerization of Land Record (CLR) and Strengthening of Revenue Administration and Updating of Land Records (SRA & ULR) with adding new components like registration and titling system [4]. The aim of this modernization is to minimize the scope of land/property disputes by enhancing the transparency in the land record management system and to facilitate guaranteed conclusive titles to immovable properties in the country. The main components of this programme are computerization of all land records, including mutations, digitization of textual and spatial data, survey/resurvey and updating of all survey and settlement records, including creation of original cadastral records wherever necessary, computerization of registration and its integration with the land records maintenance system, development of core Geospatial Information System (GIS) and capacity building.

Objectives of NLRMP are 1) To usher in a system of real-time land records 2) To have automatic mutation 3) To provide integration between textual and spatial records 4) To have inter-connectivity between land records and registration systems 5) To have presumptive title system to the conclusive titling system [2].

Literature Review on Decision Support Systems in Agriculture

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Abstract— India is land of farmers. Agriculture is primary sector of Indian economy. Farmers need latest knowledge to take strategic, tactic and operational decisions. Traditionally decisions of Indian farmers are based on their own experience and expert judgment. Few advanced farmers approaches agriculture scientists and experts in order to get latest information of fertiliser management, pesticide, soil preparation, seed selection and weed management. Most of the farmers are isolated with this expert's and scientist's knowledge due to lack their easy availability. Android app, web and SMS based DSS will make easy availability of agricultural knowledge. After considering success of DSS in various sectors numerous DSS were developed in agriculture. Agricultural DSS are helps farmers to take right decision at right time to get high yield and economically reasonable price to their crop. This paper present need and reviews of various DSS in agriculture. Finally paper concluded with a necessity of a DSS to provide up-to-date information of present demand and potential supply of agricultural products in order to choose the appropriate crop to be grown and its planning.

Keywords— DSS, Agriculture, Demand, Supply

INTRODUCTION

Decision Support System is computerized system, which includes models and databases used in decision making. They are tools that help everyone who makes decision and choosing the best alternative solution that is economic, social or environmental point of view [1].

Economically reasonable price for the crop and higher crop yield is the aim of farmers. To achieve this aim, up-to-date information of present demand and potential supply of agricultural products is essential. Based on present state of agricultural products demand and supply information farmers can choose the appropriate crop to be grown. This leads to better price for their crop. Similarly farming based on expert's knowledge and latest research leads to higher drop yield.

Every year different government departments are assigned the work to monitor dynamic agricultural situations in all around the country. This leads, thousands of digital and non digital data files are generated. These records include hundreds of pest-scouting, yield surveys, and other such activities. The data collected, is not organized, it is difficult to integrate and does not provide a complete picture. Thus the lack of data integration and organization leads to an under-utilization of precious and expensive historical data, and inevitably results in a limited ability to provide decision support.

I. NEED OF DECISION SUPPORT SYSTEM IN AGRICULTURE:

A. NEED OF INFORMATION SUPPORT:

In spite of huge collection of information it is of useless until it reaches to its stakeholders. We can see that every year farmers are committing to suicide due to non repayment of loan. As per farmers report 2014 every year 10000 to 18000 farmers committed to suicide. There are number of reasons for the suicide but the major reason is due to getting substantially unfair price to their agriculture products. Agriculture product rates are purely depending on the demand and supply. There is imbalance of total requirement of products and its availability (demand and supply). It happens because the farmers are not getting the up-to-date information while selecting the crop such as:

1. Total requirement of the particular agricultural product
2. Total land required to fulfill the requirement,
3. Previous stock is available,
4. Total land already planted/sown for the respective crop,
5. Available scope for the particular crop.

If the selection of crop by the farmers is based on above information then probability of getting appropriate price for their crop will be high.

There are many parameters for the better yield of particular agricultural product, such as type of land, use of fertilizers', way of farming, rain fall, and whether condition etc. These parameters are uncontrollable. But decision of which crop can be grown is purely in the hands of farmer. This decision can be taken correctly if up-to-date information is available.

B. DSS FOR DECISION MAKING:

Traditionally, agriculture decision making in India is not data driven, but usually based on expert judgment. The data under consideration, such as production of each crop, requirement of particular crop in the market, price, and present stock recordings contains huge analytical potential in two major respects. Firstly, short term decision making and day to day tactical handling of issues related to pest management and secondly, long-term decision making, strategic planning like selecting the crop and policy making where one needs to observe the complete history of events, and related facts such present demand and potential supply of agricultural crop.

II. REVIEW OF DIFFERENT DECISION SUPPORT SYSTEMS IN AGRICULTURE SECTOR:

A Decision Support System can be build to provide up-to-date information through various electronic means such as websites, Android Apps, SMS etc.

B.Manos and others, (2004) [1]. Basic concepts characteristics, structure of DSS, web based decision, process of decision making in agriculture sector, roll payed by DSS in decision making in agriculture has been described in the outset

Android Application for Blood Donation under Make in India Initiative: A Solution for Creating an Awareness of Blood Donation among Indian Citizens

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Abstract — Availability of required blood group donor and in required amount has become serious social issue in India. In respect with this concern a survey was done on 385 respondents to understand their awareness level regarding Blood donation, its advantages and consequences. The objective behind this study was to understand the current practices and issues in blood donation awareness in Indian Citizens as well as to design & implement compatible mobile application to create and increase blood donation awareness among Indian Citizens. Two Hypotheses were formulated and tested by using SPSS. Google form was created and responses were collected. Random Sampling was used to collect the data from respondents. Both the hypotheses were accepted.

Keywords—Blood Donor, blood bank, blood donation app.

I. INTRODUCTION

Blood donation is a dignified work that consists give and take of blood to the other citizens who are in need of it. Each year four to five crore of blood unit are required in our country but regrettably only 2.5 crore of unit is obtainable. For every 2 seconds one human being requirements blood. Each day our country needs more than 38,000 units of blood. Day by day the need of blood requirement is bigger in numbers. Every individual do have different blood group. Blood cannot be manufactured – it can only come from only donors

The prerequisite for the blood is vital factor in modern medicine and healthcare. Blood managing has been noticed as a tough task in present manual system engages in certain limitations. The job of blood bank common in nature which receives blood from different donors, prepare blood group database and sends the blood to the hospitals as in case of emergencies. In country like India, the blood quantity lacks in measures which comes as barrier for others to save life. To accomplish the requirement of blood and to minimize the communication gap between the receiver and donor this proposed system can be adopted

This paper is organized in flowing sequence: Section II elaborates Literature Review work done previously by research scholars. Section III explains about problem present in existing system. Section IV puts focus on impact of blood donation awareness in Indian citizens. The preface to the proposed application system is focused in Section V. At last, the conclusion, suggestions and the future work is stated in the closing part.

II. LITERATURE REVIEW

Review of literature is concerned to the study of previous research work in the field of chosen research problem and other problems related to blood donation awareness computer based systems. This is one of the most imperative components in the research procedure, which focus on research gaps as well as the research process to a researcher. In order to get associate with the research process, to understand the research gaps in the chosen research problem and earlier research studies associated with blood donation awareness. Study of literature is based blood donation awareness, system designed for increase awareness of blood donation and its advantages or disadvantages.

P. Priya , V. Saranya , S. Shabana , Kavitha Subramani (2014) in their research on "The Optimization of Blood Donor Information and Management System by Technopedia" they proposed web based system which helped to make timely update of important information regarding the donors, acceptor and patients where the administrator access the whole database regarding blood bank system. The system implemented by the research scholars also keep track on available blood with types of groups. If the store of a particular blood group is less than required amount then the system notifies the donor to donate blood. In addition to designed and implemented web application, an android mobile application is proposed for further research to search the donors who are available nearby during the emergency cases in hospitals or as accidents.

SRCN Senanayake, ADAI Gunsekara (2015) published article "Designing an Information System Model for National Blood Bank of Sri Lanka". Researchers study totally is based on scheming an Information System Model for the National Blood Bank of Sri Lanka to utilize the donation of blood to minimize the existing problems such as limiting early reservations for donations, lack of centralized database to keep the donors' records, low security etc. In this paper, an Information System Model to utilize the Donation of Blood has been designed. The designed model is fully based on an ASP.net web application using the Service Oriented Architecture.

III. A SCENARIO OF BLOOD DONATION

Blood donation saves life and improves healthiness, but many patients who are on demand for blood but they do not get timely access to safe blood. Making available safe and enough blood must be primary part of every nation's health awareness policy. World Health Organization recommends that all such activities related to blood collection, testing,

APPRAISING ASSIMILATION OF KPI DASHBOARD IN HUMAN RESOURCE INFORMATION SYSTEM WITH REFERENCE TO BALANCED SCORECARD

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ABSTRACT --Human resource management is about the procedures and practices that encompass the human resource aspect within organizations (Dessler and Al Ariss, 2012). With the growing importance attached to HRM being a strategic partner, it is only imperative that more and more research is stimulated in the field of Human Resource Information System or HRIS. HRIS is a computerized system typically comprising a data base or inter related data base that track employees and their employment specific information (Gill and Johnson, 2010). Digital dashboards have become an integral component of HRIS, which provide real-time information, mostly in graphical format to executives to make strategic decisions in HRM. Different authors have identified different KPIs for evaluating performance of HR department that help in strategic HRM. The paper attempts to appreciate Digital Dashboard in HRIS with reference to KPI in strategic HRM using Balanced Scorecard concept.

KEYWORDS: HRIS, Digital Dashboard, KPI, Strategic HRM, Balanced Scorecard.

I. INTRODUCTION:

Human Resource Management is about the procedures and practices that encompass the human resource aspect within organizations (Dessler and Al Ariss, 2012). With the growing importance attached to HRM being a strategic partner, it is only imperative that more and more research is stimulated in the field of Human Resource Information System or HRIS. HRIS is a computerized system typically comprising a data base or inter related data base that track employees and their employment specific information (Gill and Johnson, 2010). HRIS can be briefly defined as integrated systems used to gather, store and analyze information regarding an organizations human resources (Hendrickson 2003).

Many studies came out with many functions that represent an HRIS. For example, HRIS functions include corporate

communication, recruitment, selection, training, employee opinion survey, compensation, payroll services and employee verification as well as general staff related information and demographics (Ngai and Wat, 2006; Beulen, 2009; Holincheck et al., 2007).

Human resource information system acting on more sophisticated information expert systems mainly support decision-making in managing human skills (Ostermann, H., Staudinger, B., & Staudinger, 2009), (Nishad Nawaz, 2014). The use of human resource information system would allow for the human resource function to become more efficient and facilitate better information for decision making (Beadles, Lowery, Johns, Aston, & Li, 2005), (Nishad Nawaz, 2014).

Usage of Information Technology has increased the effectiveness and efficiency of modern organizations and Human Resource Information System (HRIS) has become an inseparable part of modern organizations (Kapoor, 2012), (Nishad Nawaz, 2013b), (Nishad Nawaz and Anjali, 2012).

It is the requirement of HR executives to have real-time information about key aspects of HR on daily basis. Dashboard in Information Systems is a concept that helps in fulfilling this need to executives. Dashboards can be broken down according to role and can be strategic, analytical or

Operational, (Few S. 2006). Strategic dashboards support managers at any level in an organization, and provide the quick overview that decision makers need to monitor the health and opportunities of HR in the company. Dashboards of this type focus on high level measures of performance, and forecasts. Strategic dashboards benefit from static snapshots of data (daily, weekly, monthly, and quarterly) that are not constantly changing from one moment to the next. Dashboards for analytical purposes often include more context, comparisons, and history, along with subtler performance evaluators. Analytical dashboards typically

ROLE OF JOINT MANAGEMENT COMMITTEE IN ENHANCEMENT OF QWL

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Abstract : The joint management committee is the best substitute for an employee union. The joint management committee is playing a crucial role in industrial peace and enhancing QWL of human resource as well of organization. This study is important to identify the role and importance of Joint management committee in maintaining and enhancing QWL of the engineering industry. The study proposes to test the hypothesis, there is no relationship in between QWL and Joint management committee and there is a similarity in QWL of Joint management committee present and absent organization. The primary focus of this article is to compare the QWL in Joint management committee present and absent units of engineering industry and to identify the role and importance of joint management committee for enhancing QWL in the engineering industry.

Walton's eight criteria of QWL have been considered as a base for QWL assessment. The total sample size of the study was 330 in which Joint management present engineering units sample size is 100 and Joint management absent engineering unit sample size is 230. QWL related data is collected on Walton's eight dimensions of QWL. A structured schedule has been used for data collection from samples. A study found that QWL in Joint management present engineering units have been differing from Joint management absent units. The null hypothesis is rejected and alternative hypothesis i.e. There is a significant relationship has been found between Quality of Work Life determinants and joint management committee. There is difference QWL of Joint management committee present and absent units i.e. QWL in joint management committee present units is higher than joint management committee absent units. The Joint management present units have better Quality of Work Life than Joint management present units in all contexts.

Index Terms - Quality of Work-life, Employee Union and Joint management committee

I. INTRODUCTION:

Employee/Workers Unions in generally hunted to encourage collective bargaining rather than participation or involvement in decision making process. So its leads to divide organization in two group i.e. employee union and management while Joint management committee will helpful for participation of employees and workers with management in decision making process. Joint management committee enhances workers performance, inter-relationship of management -workers and industrial peace. For the success of organizational Planning and strategy, it was necessary to set up Joint Management committee in the every organization undertaking which will have representatives of Management Employee and Workers. Joint Management committee can discuss issues related to organizational infrastructure, safe working conditions, administration of welfare policies and recreational activities. Joint Management committee leads to enhance Quality of work life of an organization.

LITERATURE REVIEW:

The important factors that influence and construct the Quality of Work Life are attitude, environment, opportunities, nature of job, people, stress level, career prospects, challenges, growth and development and risk involved in the work and rewards (Indumathy. R.2012). The organizational outcome factors described as the immediate effects on psychology of employees (positive attitudes, commitment, and satisfaction) and ultimate effects on performance of organization. A high degree of QWL leads to job satisfaction which ultimately results in effective and efficient performance (Srivastava & Kanpur, 2014).

The QWL in union and non unionised organisation in indian scenario was studied by a few authors. The impact of trade union on degree of Quality of Working Life in medium scaled organizations in Satara industrial estate. The research was attentive regarding awareness and satisfaction of workers about eight broad criteria and eighty eight micro-parameters of QWL in the presence and absence of trade union. The study find out that QWL in medium scaled unionized organization is better than non-unionized organization. Union plays crucial role in the improvement of QWL in organization (Bhola & Nigade, 2014). The Impact of Quality of Work Life Programs and Grievance System Effectiveness on Union Commitment states that union members who participated in Quality of Work Life (QWL) programs were less likely than nonparticipants to view QWL as a threat to the union, and also more loyal to the union. The perceived effectiveness of the grievance procedure was a much stronger determinant of attitudes toward the union than was participation in QWL programs-leading to speculate that one way for unions to strengthen their ties with their members might be to improve the effectiveness of the grievance procedure (Eaton, Gordon, & Keefe 1992).

Employee unions are played very important role in any organisations work and climate rather unions have influence on company. Employees take union help to demand, to take benefits of their rights. The union are backbone of Quality of work life maintenance. Now days unions rules and regulations are changed. The changes are examined in union and organizational commitment after the implementation of a joint union-management quality-of-work-life program. It shows both union and company commitment increased after employee's involvement in a joint QWL process. However, the underlying dynamics of

RESEARCH PAPER

ASSESSMENT OF QUALITY OF WORK LIFE WITH REFERENCE TO ENGINEERING INDUSTRY, SATARA

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ABSTRACT

QWL is concerned with the overall working atmosphere and its impact on work, human resource as well as on organization effectiveness. Quality has become an essential and important for the best survival. This study is important to identify the determinants of Quality of Work Life and effectiveness of determinant factors for enhancement of QWL in engineering industry.

Prime focus of this article is to assessment of Quality of Work Life (QWL) in engineering industry, Satara. The reliability of scale i.e. Cronbach's alpha is ranging from .919 to .595 to which indicates a good to high level of acceptable internal consistency for scale with above mentioned sample. Descriptive analysis has been used to assessment of QWL variables of engineering industry. Study found that, Walton's eight criteria of QWL have been contributing in overall QWL. Besides this, sub-variables are also giving a high level of contribution in individual Walton's eight criteria

Keywords: *Quality of Work-life, QWL Factors, QWL Assessment, QWL in Engineering Industry*

1. INTRODUCTION

Quality human inputs are the greatest asset to any organization. There is a competition going on to attract and retain quality human resource in order to be ahead of competitors in respective industry. Maintaining the quality of such human inputs rises from maintaining the QWL perfectly.

Rise in the QWL would help employees' well being there by the well being of the whole organization. QWL has gained deserved prominence in the Organizational Behaviour as an indicator of the overall of human experience in the work place. It plays a key role in any organization and has an effect on the people, their work, performance and self development as well as organization's development. It basically refers to relationship between the employees and ecosystem in which they work. It focuses on creating a working environment where employees work co-operatively and achieve results collectively.

At this backdrop, QWL has emerged as one of the most important aspect of Job that ensures long term association

of employees with organization. Quality is no more a specialized word but has become a necessary and must for the best survival.

2. LITERATURE REVIEW

The important factors that influence and construct the Quality of Work Life are attitude, environment, opportunities, nature of job, people, stress level, career prospects, challenges, growth and development and risk involved in the work and rewards (Indumathy. R.2012). Quality of Work Life framed with their factors. There is predominant 18 factors which influence the Quality of work life, they are employee relationship, Work nature, Job autonomy, Job security, Work environment, Social environment, Psychological environment, Physical health, Depressive symptom, work stress, Work family interference, family work interference, Motivation, career satisfaction, interpersonal communication, efforts by employer, specified to job purpose and self-efficacy. Majority of the factors are positively correlated to the quality of work life. Employee relationship is positively correlated to all the factors of Quality of work life. The

RESEARCH PAPER

SELF-PERCEIVED LEVEL OF EMPLOYABILITY SKILLS OF BBA GRADUATE MBA STUDENTS

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ABSTRACT

Employability has become a big concern for students of professional education streams like engineering, management, pharmacy. Employer perceptions have indicated that these students have very low employability. When post graduate students are found non employable then the onus lies on higher education. It is important to consider and gauge student perception about self-perceived employability. Perceived employability refers to individual's perception of his or her possibilities of obtaining and maintaining employment. This study has made an effort to know whether BBA graduate students self-perception of acquired skills and qualities improve after completion of MBA program.

The study is diagnostic in nature having inferential approach. The hypothesis put to test is 'There is no significant difference between self-perceived skills and traits level at graduation level (BBA) and at post-graduation level (MBA) in management education'. The objective of study is to find the employability skills and personal qualities required by management students at entry level employment, to know the MBA students perceived employability, to know whether BBA graduate students perceived employability improves after completion of MBA program. The schedule was executed on 89 MBA students which consist of 47 skills and 18 personal qualities. The data has been analysed with the help of mean and standard deviation. The hypothesis was tested using paired sample 't' test and Wilcoxon matched-pair signed-rank test. From research it has found that BBA graduate students self-perceived skill levels have improved during the MBA course.

Keywords: Perceived employability, skills and traits, student perceptions, BBA, MBA.

1. INTRODUCTION

Employability has become an important aspect. Not only traditional graduate but also professional education graduates from streams like engineering, management, pharmacy etc. have low employability. Employability is defined as the ability to keep the job one has or to get the job one desires (Rothwell & Arnold, 2007). Various study reports have reported low employability of management students, around 7% by (ASSOCHAM, 2016) and also study done by (Aspiring Minds, 2012) reported employability in functional areas of management remains below 10%.

As civilization is getting matured day by day, the requirements are getting complex. Today's employer needs students with all possible skills and qualities. This leads to increasing the responsibility of higher education institutes to continue its efforts on graduates to make them fit for the employers else the onus will be on the shoulder of higher education institutes as the evaluation made by the market at the end of the day. (Shil Nikhil Chandra, 2011).

For addressing the issue of employability, it is very much important to know the perception of important

MANAGEMENT EDUCATION- CURRENT SCENARIO

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Abstract : The benefits of demographic dividend by fastest growing economy (India) can be reaped only if it is supported by fully equipped and skilled human resource. There is gap in supply of quality human resource. Management education is oriented towards training the managers who can handle functional roles in the organizations catering needs of bottom level and middle level managers.

The growth and development of management education was enormous but now it has led to stagnancy and trend reversal. The higher education in India is regulated by many statutory agencies which has led to poor performance of higher education. The business world is rapidly changing, so future of management education should work to align skillset to keep pace in this Volatile Uncertain Complex and Ambiguous world.

Challenges in front of management education and institutes are regarding the employability, admission, research, research funding, student quality, faculty and faculty quality, uneven industry development and job opportunities, entrepreneurship development, theoretical course structure, FDI in education, lack of industrial linkage, examination and evaluation system etc. To assure quality and achieve excellence in management education, it is necessary for schools to go for accreditation. To survive in future, it is necessary to adapt global practices and assure quality in all dimensions. After AICTE, NAAC and NBA, international accreditation is going to be need of the hour for top business schools in India.

Index Terms - Management education, Management education challenges, Current trends in Management education, Accreditation, Current scenario.

I. INTRODUCTION

Ancient management examples are pyramids (Egypt), Great wall (China), floating warship assembly lines (Venetians) etc. The next historical event was book 'The Wealth of Nations' by Adam Smith in 1776. His main contribution was division of labour to increase productivity. Then the Industrial revolution was major push for management. Then different approaches like classical, quantitative, behavioral, contemporary approach developed the management stream.

The division of work got major push by F.W. Taylor through his book titled as 'The Principles of Scientific Management' in the year 1911. The intention was to create specialized individuals who can perform their task with superiority than others. Functional areas of business management are nothing but divisions of similar work which require common skills. The division of work is termed with either departments or teams which are Marketing, Sales, Administration, Human Resource, Finance, Production etc. Each department or functional area is led by head or also called as manager. Management education is oriented towards training the managers who can handle functional roles in the organizations.

"Manager is someone who uses authority and reason for efficient and effective problem solving and to mobilize, coordinate and control organizational resources by the use of standardized procedures that are a part of organizational policy" (Prevodnik & Biloslavo, 2009)

According to (World Bank, 2017) Indian economy has grown at 8.01 in 2015, 7.107 in 2016 and according to (IMF, 2017) it will grow at 7.4 in 2018. India is young country with fairly large population in working age leads to demographic dividend for economy. Around 64% of India's population is expected to be in the age bracket of 15-59 years by 2026, with only 13% of the total aged above 60 years. (FICCI and EY, 2013)

The benefits of demographic dividend by fastest growing economy can be reaped only if it is supported by fully equipped and skilled human resource. The human resource is required at various stages of management like bottom level, middle level and top level. There is gap in supply of quality human resource. The management education primarily caters the needs of bottom level and middle level managers.

India with its huge and ever-growing potential market for the companies across the world need to set up their plants/distribution network/after sales service centres in India. This emerging trend has led to the huge requirement of managers. So the future of management education in India seems to be very bright and prospering (Panwar Kirti Singh, 2012). This verdict seems to be not true by looking at the AICTE intake data, admission status and employability rates. This is also applicable to professional education courses.

The higher education in India is regulated by many statutory agencies such as the All India Council of Technical Education (AICTE), Bar Council of India (BCI), Council of Architecture (COA), Indian Nursing Council (INC), Medical Council of India (MCI), National Council on Teacher Education (NCTE), Pharmacy Council of India (PCI), Distance Education Council (DEC), University Grants Commission (UGC) and so on. This has led to undesirable conditions for quality development of higher

SERVAQUAL ANALYSIS OF RURAL BANKING IN SATARA DISTRICT

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Abstract: Bank provides variety of services to rural masses in competitive environment. For penetration and better hold of rural market bank is attempting for service differentiation. . Obtaining customer is easy task but difficult is to retain. So there is a need to identify quality of services given by banks in rural area. Measurement of quality of service is difficult task. Some models are developed to assess the quality of service. Objective of this research paper is to study expectation, perception and service quality Gap in the banking services rendered to customers. Study put forth hypothesis to test that, 'there is significant difference between the service quality gap of the services provided by sample banks. Total 96 bankers and 1409 customers from rural area of Satara are interviewed for this study with the help of structured schedule of standard SERVQUAL variables and few variables added by researcher on the basis of literature review. In total 34 variables brought in use, the reliability of schedule was measured 0.971. It is found that there is negative gap between customers expectations and perception. Public sector banks are strong in tangible aspects. Private sector banks are good in tangibility and reliability aspects. Where co-operative sector banks are good in reliability and responsiveness but have to concentrate on tangibility variable. Paired 't' test is used to test hypothesis.

Keywords: SERVQUAL, service quality, gap analysis, bank Constitution wise gap in quality

Introduction:

"Service quality is a measure of how well the service level delivered matches customer expectations. Delivering quality service means conforming to customer expectations on a consistent basis." (Lewis and Booms 1983)

Grifvi, 2001 says that "Services quality is the amount of difference between customer's perceptions from services and his/her expectations." In late 1980s, Parasuraman et al., (1985) explained "Quality as a gap between what customers feel to be offered and what is provided."

Service Quality Measurement Models:

To measure quality of service is difficult task. There are some models to measure quality described as follows.

a) SERVQUAL Model of Service Quality Dimension:

This model was developed in the early 1990. This model primarily included ten basic service quality dimensions i.e. reliability, responsiveness, competence, access, courtesy, communication, credibility, security, empathy and tangibles. But these ten service quality dimensions were reduced upto 5 service quality dimensions. It makes difficulty in measuring service quality. So that these ten service quality dimensions were reduced upto 5 service quality dimensions. The five dimensions are Reliability, Responsiveness, Assurance, Empathy and Tangibility. The detail of each dimension is described as under.

1. Reliability : It means services provided as per promise.
2. Responsiveness : It means care for timely delivery of services to the customer
3. Assurance : It includes knowledge and courtesy of staff who provide service. Such knowledge and courtesy should result in consumer confidence.
4. Empathy: It means individual customer care.
5. Tangible : It includes service appearance based on physical elements, equipment, etc.

Actually SERVQUAL is questionnaire of 22 questions, covering the above five basic service quality dimensions. Businesses measure service quality by using this SERVQUAL. Customers expectations of service quality in terms of these five dimensions is asked and their perception of the service they receive is taken. When expectations are higher than perception service quality is low and need to improve. SERVQUAL is not only measurement model but also a management model. The SERVQUAL authors identified five Gaps that may cause poor service quality.

- Gap one arises between consumer expectation and management perception
- Gap two arises between management perception and service quality specification
- Gap three arises between service quality specification and service delivery
- Gap four arises between service delivery and external communication
- Gap five arises between expected service and experienced service

b) Gap Model of Service Quality :

The second service quality model widely accepted in reference sources is the GAP quality model. This model was developed in 1985 by Parasuraman et al., which highlight that service quality is a function of consumer perception, i.e. the way how consumers perceive a service, and expectations formed before purchasing a given service. In GAP model, service quality is represented by the following formula:

k

$$SQ = \sum (P_{ij} - E_{ij})$$



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Awareness of BCSBI Guidelines among Rural Satara District

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ABSTRACT

Ultimate goal of each bank should be provide quality service to customer. BCSBI (Banking Codes and Standard Board of India) provides protection to customers and explains how banks are expected to deal with customers in their day-to-day operations. There is need to know awareness and level of fulfillment about these guidelines among bankers. Hence, this paper is an attempt to identify awareness of BCSBI guidelines among rural population and level of fulfillment by banks regarding BCSBI guidelines in rural area of Satara district. Study put to test the hypothesis; all banks under study follow the BCSBI guidelines to render banking services towards depositors and borrowers. Total 96 bankers and 1409 customers are interviewed for this study using structured codified schedule. It is found from this study that no single customer knows all guidelines fully in rural area. And only 51% bankers are aware about BCSBI guidelines. It is also observed that in private sector banks bankers are aware and follow BCSBI guidelines more than public and co-operative sector. Hypothesis testing reveals though the banks have implemented BCSBI guidelines more than 80% it has either not reached to customers or even it has reached they are not satisfied towards it.

1. Introduction

The Banking Codes and Standards Board of India (BCSBI) is an independent banking industry regulator which protects consumers of banking services in India. BCSBI has developed some code of banks commitment to customer which reveals that bank will provide quality service to customer. It is not a reimbursement mechanism. It does not solve customers' complaint. It is an independent and autonomous body, registered as a separate society under the Societies Registration Act, 1860 on February 18, 2006.

Now a days due to consumerism there is increase demand for implementation of citizen charter to service sector including government sector. RBI has published citizen charter on its website. So there is need of standardization of banking services. BCSBI has determined some standards in case of banking services. But whether such standards are implemented by banks or not. Whether customer know about such BCSBI guidelines. Since BCSBI guidelines plays significant role in quality it is need to study scenario of BCSBI guidelines. So study is conducted to know awareness and scenario of BCSBI guidelines in rural area of Satara district.

2. Review of Literature

"The Banking Codes and Standards Board of India (BCSBI) undertook a survey of bank branches to verify obedience with the provisions of the Code of Bank's Commitment to Customers and Code of Bank's Commitment to Micro and Small Enterprises. A sample of 1135 branches spread over 22 cities, of 49 member banks (excluding RRBs and Urban Co-operative Banks) was taken up for visits. It was found that among total branches maximum branches i.e. 75% of the bank officials were aware about the Code of Bank's Commitment to Customers. Whereas 67% of branches have

'Enquiry' or 'May I help you' counter. 60% of the branches visited had Comprehensive Notice Boards. Whereas only 39% of the branches visited had displayed the bank's BPLR along with its effective date, while 37% of the branches displayed Base Rate also. 55% of branches had a Booklet / Folder containing customer-centric policy documents and other material for the perusal of the customers. In the case of settlement of claims in respect of deceased account holders, without survivor / nominee clause, 84% branches disposed off such cases within 15 days. 60% of the branches had a complaint book with perforated copies in each set and 77% of the branches had disposed of customer complaints within 30 days. Very few branches i.e. only 20% of the branches, it was mandatory for the customer to avail insurance cover only from the company having tie-up with the bank. 53% of the branches paid compensation for delay beyond 15 days in releasing the securities / documents to the borrower / guarantor after repayment of all dues as agreed to or contracted. In 99% of the branches, the borrowers were informed, in writing, before the bank initiated recovery proceedings." (Survey of compliance with the provisions of the Codes)

Another study is done to implementation of the Code provisions relating to different aspects of Deposit Accounts by branches of select member banks. The findings of the study are furnished as

1. Generally Banks followed to the Code provisions. But the practices followed differed. Some banks provided the required information in the Account Opening Form, other bank provide information on the back page of savings bank pass books.
2. Maximum banks had placed system to record fact of nomination in the passbook / statement and Fixed

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