

International Journal of Marketing and Technology (ISSN: 2249-1058)

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
<u>1</u>	Environmental Cost and Firm Performance: Evidence from Quoted Oil Companies in Nigeria. Shehu Usman Hassan	<u>1-21</u>
2	A Study Related To Customer Satisfaction On The Mobile Service Operators In India. Mr. Pradeep Narwal and Mr. Anil Kumar	22-44
<u>3</u>	A study of Corporate Governance— Evolution and Challenges with special reference to Implementation of E-government in India. Ms. Renuka S Nifadkar	<u>45-67</u>
4	Consumer Market In India:"A BIRDS EYE VIEW". Raj Kumar Sharma and Dr. Sambit Kumar Mishra	<u>68-86</u>
<u>5</u>	"Financial Performance Analysis Of Co-Operative Sugar Factory". Prof. R. G. Sathe	<u>87-104</u>
<u>6</u>	Using Fuzzy Cognitive Maps And Fuzzy Relational Maps To Analyze Employee- Employer Relationship In An Industry. Dhrubajyoti Ghosh and Anita Pal	<u>105-130</u>
7	A Study On The Purchase Behaviour Of Consumers With Reference To Toiletries And Packaged Food Items. Dr. K. Sai Kumar and A.S. Gousia Banu	<u>131-150</u>
8	Management of Corporate Liquidity and Profitability: An Empirical study. Dr. A. VIJAYAKUMAR	<u>151-175</u>
<u>9</u>	Workers Participation in Management: Theory and Practice. Prof. Satish C. Sharma	<u>176-191</u>
<u>10</u>	Scrap Management In Apsrtc – A Study And Analysis. Dr. K. Sai Kumar	<u>192-215</u>
<u>11</u>	An Inquiry Into The Beneficial Effect Of Agro Based Industrial Co-Operative Society In Salem Region. Gandhimathy B and Dr. S Rajendran	216-231
<u>12</u>	Influence of Customers Trust, Satisfaction and Perceived Listening Ability of the Sales Person on Anticipated Purchases. Jose Varghese	232-248



Chief Patron

Dr. JOSE G. VARGAS-HERNANDEZ

Member of the National System of Researchers, Mexico
Research professor at University Center of Economic and Managerial Sciences,
University of Guadalajara
Director of Mass Media at Ayuntamiento de Cd. Guzman
Ex. director of Centro de Capacitacion y Adiestramiento

Patron

Dr. Mohammad Reza Noruzi

PhD: Public Administration, Public Sector Policy Making Management,
Tarbiat Modarres University, Tehran, Iran
Faculty of Economics and Management, Tarbiat Modarres University, Tehran, Iran
Young Researchers' Club Member, Islamic Azad University, Bonab, Iran

Chief Advisors

Dr. NAGENDRA. S.

Senior Asst. Professor,

Department of MBA, Mangalore Institute of Technology and Engineering, Moodabidri

Dr. SUNIL KUMAR MISHRA

Associate Professor,
Dronacharya College of Engineering, Gurgaon, INDIA

Mr. GARRY TAN WEI HAN

Lecturer and Chairperson (Centre for Business and Management), Department of Marketing, University Tunku Abdul Rahman, MALAYSIA

MS. R. KAVITHA

Assistant Professor,

Aloysius Institute of Management and Information, Mangalore, INDIA

Dr. A. JUSTIN DIRAVIAM

Assistant Professor,

Dept. of Computer Science and Engineering, Sardar Raja College of Engineering, Alangulam Tirunelveli, TAMIL NADU, INDIA



Editorial Board

Dr. CRAIG E. REESE

Professor, School of Business, St. Thomas University, Miami Gardens

Dr. S. N. TAKALIKAR

Principal, St. Johns Institute of Engineering, PALGHAR (M.S.)

Dr. RAMPRATAP SINGH

Professor, Bangalore Institute of International Management, KARNATAKA

Dr. P. MALYADRI

Principal, Government Degree College, Osmania University, TANDUR

Dr. Y. LOKESWARA CHOUDARY

Asst. Professor Cum, SRM B-School, SRM University, CHENNAI

Prof. Dr. TEKI SURAYYA

Professor, Adikavi Nannaya University, ANDHRA PRADESH, INDIA

Dr. T. DULABABU

Principal, The Oxford College of Business Management, BANGALORE

Dr. A. ARUL LAWRENCE SELVAKUMAR

Professor, Adhiparasakthi Engineering College, MELMARAVATHUR, TN

Dr. S. D. SURYAWANSHI

Lecturer, College of Engineering Pune, SHIVAJINAGAR

Dr. S. KALIYAMOORTHY

Professor & Director, Alagappa Institute of Management, KARAIKUDI

Prof S. R. BADRINARAYAN

Sinhgad Institute for Management & Computer Applications, PUNE

Mr. GURSEL ILIPINAR

ESADE Business School, Department of Marketing, SPAIN

Mr. ZEESHAN AHMED

Software Research Eng, Department of Bioinformatics, GERMANY



Volume 1, Issue 6

ISSN: 2249-1058

Mr. SANJAY ASATI

Dept of ME, M. Patel Institute of Engg. & Tech., GONDIA(M.S.)

Mr. G. Y. KUDALE

N.M.D. College of Management and Research, GONDIA(M.S.)

Editorial Advisory Board

Dr. MANJIT DAS

Assistant Professor, Deptt. of Economics, M.C.College, ASSAM

Dr. ROLI PRADHAN

Maulana Azad National Institute of Technology, BHOPAL

Dr. N. KAVITHA

Assistant Professor, Department of Management, Mekelle University, ETHIOPIA

Prof C. M. MARAN

Assistant Professor (Senior), VIT Business School, TAMIL NADU

Dr. RAJIV KHOSLA

Associate Professor and Head, Chandigarh Business School, MOHALI

Dr. S. K. SINGH

Asst. Professor, R. D. Foundation Group of Institutions, MODINAGAR

Dr. (Mrs.) MANISHA N. PALIWAL

Associate Professor, Sinhgad Institute of Management, PUNE

Dr. (Mrs.) ARCHANA ARJUN GHATULE

Director, SPSPM, SKN Sinhgad Business School, MAHARASHTRA

Dr. NEELAM RANI DHANDA

Associate Professor, Department of Commerce, kuk, HARYANA

Dr. FARAH NAAZ GAURI

Associate Professor, Department of Commerce, Dr. Babasaheb Ambedkar Marathwada University, AURANGABAD



Volume 1, Issue 6

ISSN: 2249-1058

Prof. Dr. BADAR ALAM IOBAL

Associate Professor, Department of Commerce, Aligarh Muslim University, UP

Dr. CH. JAYASANKARAPRASAD

Assistant Professor, Dept. of Business Management, Krishna University, A. P., INDIA

Associate Editors

Dr. SANJAY J. BHAYANI

Associate Professor, Department of Business Management, RAJKOT (INDIA)

MOID UDDIN AHMAD

Assistant Professor, Jaipuria Institute of Management, NOIDA

Dr. SUNEEL ARORA

Assistant Professor, G D Goenka World Institute, Lancaster University, NEW DELHI

Mr. P. PRABHU

Assistant Professor, Alagappa University, KARAIKUDI

Mr. MANISH KUMAR

Assistant Professor, DBIT, Deptt. Of MBA, DEHRADUN

Mrs. BABITA VERMA

Assistant Professor, Bhilai Institute Of Technology, DURG

Ms. MONIKA BHATNAGAR

Assistant Professor, Technocrat Institute of Technology, BHOPAL

Ms. SUPRIYA RAHEJA

Assistant Professor, CSE Department of ITM University, GURGAON





ISSN: 2249-1058



Abstract:

The launching of globalization process, erratic climatic conditions, unfavorable terms of trade, poor marketing conditions and mounting rural indebtedness have all contribute for distress situation in Indian Agriculture. It is alarming that farmers' suicides are mounting even in developed region. In this context, it is essential to opt for cooperative model of development for agrarian economies like India. The members of the SSICS which is an agro based industrial cooperative society relive from the clutches of moneylenders. The study shows the economic dimensions of SSICS in various fields. The sago and starch members', merchants, general public, farmers and government are the major beneficiaries of sago serve. The society offers a number of credits to them and it is one of the well established marketing societies which has a government organizational setup and ensures better marketing for cassava value added products. The official price of sago and starch are fixed through this society and it is a central place for the marketing of sago and starch throughout the country. However, it is essential to engage its activities in various assignments for its future sustainability.

Introduction:

The industrial co-operatives (ICs) set up in the rural areas have an incredible impact on socio-economic life of the community. In India, first attempt to form ICs was made in Madras 1905 for weavers and latter on it engaged its activities in diversified fields. As industrialization is the key element in accelerating the pace of economic development, the integration of industries on cooperative line was stressed as yearly as 1918. The primary object of developing small industries in rural areas is to extend employment opportunities, rising income, standard of living and to bring about a more balanced and integrated rural economy. Now, there are 20 types of ICs in Tamil Nadu, in which they are engaging in different types of trade activities like sago, coir, metal, bricks, banking, tea, furniture, polythene, leather, engineering, printing, special, handicrafts, auto and labour contract (Gandhimathy and Rajendran, 2011).

ICs help to strengthen other cooperative services like credit, marketing and storing etc. Limitations in the organization of processing, selling of agricultural produce constitute a significant control on agricultural output and hence there is a need for developing an efficient,

http://www.ijmra.us



ISSN: 2249-1058

effective and orderly processing marketing system. It is also stated that (Iqbal, 2006), while formulating arrangement for processing of agricultural produce and injecting agro-industries in the rural Indian economy, care should be taken to see that they only offer services but at the same time involve the farmers too. Rajendran and Gandhimathy (2011) revealed that the launching of globalization process, erratic climatic conditions, unfavorable terms of trade, poor marketing conditions and mounting rural indebtedness have all contribute for distress situation in Indian Agriculture. It is alarming that farmers' suicides are mounting even in developed region. In this context, it is essential to opt for cooperative model of development for agrarian economies like India.

The members of the Sago Serve can relive from the clutches of moneylenders and can avail better prices for their products at some extent (Rajendran and Gandhimathy, 2010). The sago serve generates employment opportunities to the large number of people in rural areas to both – skilled and unskilled. The significance of Sago Serve can be realized through its forward and back ward linkages. The beneficial effect of the society can be assessed from its forward linkages such as members, backward linkages such as merchants and leverage effects of farmers, the general public, contribution to the government exchequer and creation of employment opportunities. The leakages of the society can be assessed from inhibiting factors which could reduce the effective functioning of the society.

Review of Literature:

Studies by Rao (1978), Austin (1981), Olayiwola and Adeleye (2005), Pardeep and Shehrawat (2006), Kamalakannan (2006) and Iqbal (2006) emphasized the significance of agro based industries. Pushpavalli (2008) in her study pointed out that the tapioca is an unchallenged monopolized raw material for sago production and hence the integrated approaches under sophisticated environment will open up new markets with in the country and abroad.

The story of ICs is revealed by Ramana Acharyulu (2009) by his study on Gandhi-gram Agro-Industrial Co-operative Society Limited (GAICS). Due to the rubber dealer intermediaries the rubber grower finds difficult to get a good remunerative price. Seeing the difficulties of local people Fr. Pazhempally (one of the Fathers of Churches in the Gandhigram area) had drawn four

http://www.ijmra.us



stage strategies to lay Gandhi gram Agro-Industrial Cooperative Society which benefits the community as a whole. According to Thanuskodi and Kalyani (2010), the information is an indispensable source for choice making at every level. It is accepted that a nation which is wealthy in information is rich in cost-effective spheres. Rajendran and Gandhimathy (2010a), Rajendran and Gandhimathy (2010b) and other similar studies revealed the socio-economic importance of agro based industries. Reduction of transaction cost and price spread between the farmers and final consumers will gives impetus to cultivators and processors of tapioca. The farmers and sago processing units have mutual interest in better the production of agriculture produce for the former it means wealth and for the latter a steady supply of raw materials of requisite quantity. SSICS is an important service delivery system for the tapioca growers.

Origin of Sago Serve:

On 20.8.79 the director of industries and commerce was asked to explore the possibility of setting up of a Service Industrial Co-operative Society and the proposal was submitted to start for in Salem. In order to obtain a remunerative price for the small Sago and Starch units in Salem, district, "Sago Starch and Sago Manufactures Service Industrial Cooperative Society Ltd" (Sago Serve), was established in Salem (1981) under the Tamil Nadu cooperative Society Act 1961. It was registered on 21.07.1981 and commenced its business on 27.2.1982, functioning under the administrative control of the director of industries and commerce, Government of Tamil Nadu. As an intermediary between the sago factory owners and merchants it replaces large number of intermediaries.

Methodology:

The Sago Serve is awarded as the best IC society in Tamilnadu for many years by National Cooperative Union of India. The present study aims to explore the beneficial effect of the society to its farmers, members, merchants, government exchequer and the general public. In the mean time, the data source revealed that the memberships of the society are drastically reduced from year to year. The active participation of the members indicates the success achieved by the society. Hence, 'what is true for the society may not be true for individual

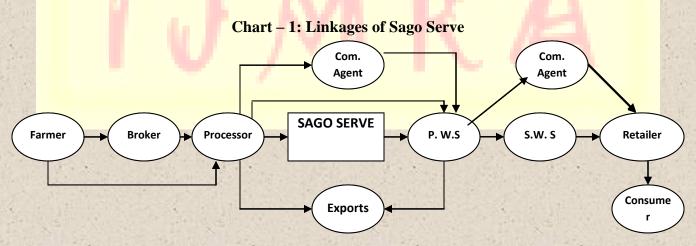


units'. In this context, it is necessary to bring out the overall assessment of Sago Serve. This study tries to bring out the causes for the adverse effect to the society. The adverse effects are known as leakages of the society which reduce the effective functioning of the society.

For cross section analysis the Salem taluk is taken into account as it is least in production of sago and starch in Salem district. Twenty sago factories are drawn randomly from the whole population of fifty which constitutes forty percent. The cross section data pertains to the year 2009-10 as reported as it is a normal year by the agriculture department. Since, members are more significant factor to determine the performance of Sago Serve well structured interview schedule is used to gather information from them. Merchants are orally interviewed. This study relies on both the cross section and time series data to. Secondary source are gathered from the official report of sago serve.

Discussion:

The Sago Serve seems to be a central place which has forward and backward linkages from various segments. The different segments are tapioca growers, brokers/intermediary, sago processors, Sago Serve, primary wholesalers, secondary wholesaler, retailer and final consumer. Sago producers may send their products directly to primary wholesalers, commission agents or export to foreign countries either partially or fully in their produce. The forward d and backward linkages of sago serve are shown in the chart -1.



November 2011

The Sago Serve is linked forward with tapioca growers, commission agents/brokers and sago/starch producers. The backward linkages of sago serve are primary wholesaler (P.W.S), Secondary Wholesaler (S.W.S), Retailer and final consumer. The impact of Sago Serve can be analyzed from its major beneficiary's viz., members of Sago Serve, merchants of Sago Serve, farmers, general public and the payment made to the government exchequer.

1. Impact on members:

The SSICS is considered to be a official mode of fixing the price. The business units have free to contact the sago serve for market information. Most of the sago producers have reliance with SSICS as it gets rid of the market price fluctuations at some extent. The stability conditions of sago prices are essential for fixing the prices of tapioca also. If the estimated tender price is not enough for the manufacturer, they can store and sell till the prices are favorable to them. The prices are fixed according to the product segregation and their grades. It helps the sago producers for finding out the price of their product and quality. The SSICS enables the producer to get a subsidy of 50 percent or a maximum of Rs. 4,00,000 lakhs to install the land and machineries. It encourages rivalry among the sago firms which leads to efficiency in the production units and better production. The competition is like a mild inflation which is good for sago production. The SSICS makes preparations for foreign visit to the countries like Indonesia and Thailand. Hence, the selected members of SSICS could obtain the newest technology and contribute to of scientific proficiency. It leads to the transmission of technology from foreign countries to domestic country and vice versa for ensuring by and large improvement in the sago units.

2. Impact on merchants:

The merchants plays dominant role among various segments because they determine the price of sago items as they are the buyers. According to the current market demand the merchants quote the price. Coverage of merchants is extended from local – national to international level. Inter-state connections are made and the northern part of the state constitutes major buyers. The merchants can buy the sago and starch products in a one velocity viz., Sago Serve. The society offers the best product as for as possible with Agmark trade.

3. Impact on farmers:



Influxes of new varieties of tapioca tubers are canvassed by SSICS among the tapioca cultivators in the filed which enables to introduce the best variety. SSICS will organize the training programmes and workshops which will benefit the sago producers, merchants and tapioca cultivators. SSICS identified the problems of farmers in the cultivation practices and with the help of Tamil Nadu Agricultural University it releases the latest research and development with regard to the cultivation in the form of Medias, news papers, radios and small notices. Tapioca growers are badly affected by the pests which affects the yielding capacity at large scale in recent years. This could be prevented by the SSICS and now the pest problems are controlled by the growers. Restrictions of licensing in transformation of new stalks from overseas to domestic country leads to lack of accessibility of innovative among the tapioca cultivators. Now, the most recent varieties like aboorva, Thailand, co-4 and co-3 are available in foreign countries like Nigeria and South Africa which yield relatively higher productivity than available stalks. With the help of R&D, now the new hybrid varieties are released which have the potentiality of yielding throughout the year.

4. Impact on general public:

The superiority of the manufactured goods is checked through the lab test of sago which gives agmark trade of the product. Food adulterations in sago and starch items are completely removed. The following table shows the lab test in Sago Serve. The arrivals of sago and starch items in the SSICS should pass the following tests. It is find that the producers use chemicals to obtain the higher price which are harmful to the human health. In order to prevent the malpractices in the sago processing, the tests are essential. The following table shows it.

Table – 7.1: Lab test in Sago Serve

Name of the test	Test Norms	Norms fixed by
Ph	4.5 to 7	BIS
HCN	Maximum 5 PPM	PFA and G.O issued by the government of Tamil
		Nadu
Chloride	Maximum 600 PPM	In the by laws of Sago Serve
Sulphate	Maximum 400 PPM	In the by laws of Sago Serve
Optical Whitener	Nil	In the by laws of Sago Serve
Smell test	Free from bad odour	In the by laws of Sago Serve

Source: Koushal (2011).



After the introduction of lab test, the unscrupulous activities of sago producers are removed. If the product is not passed in the lab test, the product is summarily rejected, and the manufacturers are asked to enhance the quality of the sago and starch products. This method helps to avail the best and harmless products.

5. Impact on Government Exchequer:

The SSICS collects sales tax on the basis of sales value. It is given the concessionral rate of tax for the member producers. The average annual growth rate of tax is shown in the following table.

Table – 2: Sales tax paid to Government Exchequer

Years	Tax Amount	AAGR
	(in lakhs)	(%)
1999-00	51.32	
2000-01	45.18	-13.59
2001-02	41.09	-9.95
2002-03	55.08	25.40
2003-04	68.14	19.17
2004-05	35.60	-91.40
2005-06	44.43	19.87
2006-07	122.60	63.76
2007-08	465.43	73.66
2008-09	556.01	16.29
2009-10	375.49	-48.08



November **2011**

Volume 1, Issue 6

ISSN: 2249-1058

The growth of tax paid shows unstable condition which simultaneously reflects unstable position of sales value. On the basis of sales value, the tax amount is collected. The rate of sales tax is reduced considerably in the year 2009-10. It is caused by the producers who seep their produce into private merchants. Albeit, the government gives incentives, the producers of sago find profit in selling the commodity in outside practitioners. The cross section of the data reveals that the sago serve some times rejects the product though it is high quality product.

From the above discussion it is clear that the Sago Serve has helped in members, merchants, farmers, general public and the government. However, the reduction of the membership is not a healthy sign for the society. The curtailment of the members makes the society less significant. The difficulties encountered by the linkers are given below.

6. Weakness:

The manufacturers view that the time gap of selling the sago products and collection of money from SSICS involves five days. The sago manufacturer gets the cash only after the fifth day of their selling of the supplies. But the sago manufacturers need money for the business dealings and also operational capital. These time lags of five days according to producers are large and if they sell the products outside practitioners, they avail the money which is helpful to them for further production. Better teaching, communications and net works also have its impact and make the society less importance and ensuring direct dealing with the merchants. Hence, opening up of economical way of sending the products reduces the strength of SSICS. Some of the exogenous factors like changing taste and preference, new lifestyle lead to shifting of sago and starch manufacturing business to alternative business.

Conclusion:

The study shows the economic dimension of SSICS in various fields. The sago and starch members', merchants, general public, farmers and government are the major beneficiaries of sago serve. The society offers a number of credits to them and it is one of the well established marketing society which has an government organizational setup and ensures better marketing for cassava value added products. The official price of sago and starch are fixed through this

http://www.ijmra.us

Volume 1, Issue 6

November 2011



ISSN: 2249-1058

society and it is a central place for the marketing of sago and starch throughout the country. However, it is essential to engage its activities in various assignments for its future sustainability.

References:

- Austin I.E (1981),"Agro Industrial Project Analysis", John Hawkins Press, Baltimore, p
 168.
- http://www.the free library.com/Information+support+systems+for+small—scale+industries+Salem Time: 11 a.m Date:31.7.2010.
- Iqbal Badar Alam (2007), Agro-Industries: Key to Economic development, Serials publications, New Delhi.
- Kamalakannan K (2006), Rural Industrialization and Poverty Alleviation, Kurushetra, 54(7): 3-8.
- Kaushal (2011), Co-operative Intervention and Economic Growth in India keynote address delivered in the workshop Co-operative Intervention and Economic Growth in India, in the Department of Economics, Periyar University, Salem, held on 24th March
- Pardeep and Shehrawat (2006), Agro-Processing Industries A Challenging
 Entrepreneurship for Rural Development, The Economic Panorama, 15(4): 53-54.
- Pushpavalli A (2008), Production and Marketing of Tapioca in Tamil Nadu in Glimpses
 of Indian Agriculture, Macro and Micro aspects Ed by S.M, Jharwal and Others, Atlantic
 Publications, Delhi.
- Rajendran and Gandhimathy (2011), **Globalization**, **Agrarian Stress and Farmers'** suicides in India, Ed by Sundrara Raj P, Agriculture and Rural Development, Novel Corporation, Chennai, Pp 28-40.
- (2011) Viability exploration of Police Women Industrial Cooperative Society in Salem Region, Cooperative Perspective, 45(4):54-63.

November 2011



Volume 1, Issue 6

ISSN: 2249-1058

- (2010), Market Structure and Performance of Agro Based Industrial Cooperative Society in Salem Region, Indian Cooperative Review, 47(4):258-64.
- (2010), Sago and Starch Manufactuers Service Industrial Co-operative Society

 Ltd (Sago Serve): A Case Study from India,

 (http://www.fao.org/ag/ags/subjects/en/agmarket/agmarket.html/), FAO online PDF

 Publications accessed on 5.2.2010.
- Ramana Acharyulu A V (2009), Rural Marketing Concepts and Practices, National Publishing House, Jaipur & New Delhi.
- Rao R.V.(1978), Rural Industrialization in India, Concept publishing Company, New Delhi, p 79.
- Veeramani R (1995), Agro Industries A Study of Sago district in Salem district,
 University of Madras, Salem 11, (unpublished records).

