

Papers In-Absentia

3112 A Study on Economic and Market Value Addition on UCAL Fuel Ltd. in India

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This project studied the UCAL FUEL SYSTEM LTD., profile to demonstrate a direct correlation between the investment in stakeholder relationships and corporate performance. With the help of Economic Value Added and Market Value Added which tell what the institution is doing with investor's hard earned money, the project examines an appropriate way of evaluating the company performance which has been able to create or destroy shareholders wealth since 1993-1994 to 2002-2004. The overriding message of this project is that UCAL FUEL SYSTEM LTD., must always strive to maximize shareholders value without which their stock can never be fancied by the market.

3164 Intrinsic and Extrinsic Factors: an Empirical Study on Organizational Knowledge

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The effect of intrinsic and extrinsic factors on knowledge sharing has attracted lot of IS researchers to study the use of motivational factors to increase the success rate of KMS implementation. This paper examines the influence of intrinsic and extrinsic factors in an IT Shared Services company. The research found that junior and middle rank employees are driven by extrinsic rewarding factors whereas senior level employees are driven by intrinsic factor. To senior knowledge workers, knowledge contribution and sharing in the area of their expertise is an honour in their positions as senior employees in the organization.

3218 Research Into Consumer's Satisfaction of Lg C-tv in Patna

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This project study is mainly focused in knowing the satisfaction level of consumer and also to know the opinion of the consumer towards various schemes, facilities, products etc. in "CONSUMER'S SATISFACTION OF LG C-TV IN , PATNA". Descriptive research design was used to describe the characteristics of the customers. The suggestion is that companies should open more branches in semi urban and rural areas. All the collected data were evaluated using tables and percentage analysis and random sampling method was used in this project for a sample size of 100.

3504 A Generalized Discrete Model for Evaluating Supply Chain Delivery Performance

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Models for evaluating delivery performance to the end customer in supply chains commonly assume that the delivery time distribution is Gaussian. In reality delivery times are discrete and the delivery distribution is rarely symmetric. Hence, a more generalized approach to modeling supply chain delivery performance can be achieved using a class of discrete random variables which have the flexibility to generate either symmetric or nonsystematic delivery distributions. In this paper we present a discrete model for evaluating supply chain delivery performance which overcomes limitations inherent to Gaussian delivery models found in the literature.

3510 Service Quality Gap Issues in Online Banking

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Service quality gap issues are the issues emerging from differences in consumer expectations and consumer perceptions Service marketers study the quality gap issues to gain the differential competitive advantage and increase the value Despite the extensive research taken place in service quality area gap issues keep evolving in the banking industry This paper describes the prevailing issues in online banking where the consumer expectation is not equated with the consumer perception for the online banking products Earlier research Minjoon et.al suggests that there is no substantial difference between internet only bank and traditional banks offering internet service.

3512 Towards Developing a Conceptual Framework for Measuring Intrapreneurial Behaviour

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The purpose of this article is to develop a conceptual framework for measuring employee intrapreneurial behaviour. Theories underpinning this study are based on numbers of previous empirical studies. Previous studies found several dimension of intrapreneurial behaviour which proactiveness, innovativeness, risk taking, autonomy and competitive aggressiveness. In addition, this study proposed that intrapreneurial behaviour has positive impact on employee performance. Practical implications are in terms of strengthening the entrepreneurship framework through organizational development, training and career development that can promote positive outcomes on firm performance.

3514 An Empirical Investigation of Extrinsic Motivation in IT Industry

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External incentives such as money or promotion are extrinsic motivators for employees to perform a given task. If extrinsic motivators become primary incentive to perform their work it may reduce the internal desire for self satisfaction in performing the task itself. It is very important to create a balance between extrinsic and intrinsic motivators among young IT professionals. The main focus of the study is to investigate various factors that impacts extrinsic motivation among professional in IT Industry. The research is supported by primary data collected from various IT Companies.

3516 Hospitals in the Web: Evaluation of Hospital Websites in Greece

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The emerging Information and Communication Technologies (ICT) are considered as a crucial component of efficiency in the hospital industry too. Our research scope was the evaluation of hospital websites in Greece, in order to draw conclusions about the level of ICT use and specifically the ways they provide information to the citizens-patients. From our survey we assessed that only a small portion of hospitals in Greece have a web presence via an active and accessible website. Also, the majority of hospital websites provide limited general information and interactive features to potential users.

3517 The Impact of Knowledge Management to Strategic Plan

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The aim of this research is to examine the effect of knowledge management to strategic plan of Insurance Organizations funded status. Furthermore it was investigated the process of capturing distributing and effectively using the knowledge management into organization. For this purpose a survey was conducted in five Pension funded with sample of 225 managers and employees and rate of respond 60. The findings showed that the contribution of Knowledge Management on the human resources is to be tied on to organizational objectives and strategic plans using their creativity and skills better leading to improved their effectiveness and performance.

3522 Capability Maturity Model (CMM) Based Quality Management System (QMS)

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Software project management is a field of paramount importance as billions of dollars are lost each year due to project failure. In the current scenario the success rate of IT projects is very low. A plethora of Quality Assurance certifications and assessments are available for the success of the software projects. This paper takes a quick look at benefits to be drawn from using CMM Level 5 supplier to serve a corporation's IT needs. It also provides many salient points that must be considered when a software organization aims for achieving a QMS at par with CMM standards.

3529 A Study on Application of IT Tools in the FMCG Supply Chains in Kerala

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The major corporate retailers are present in Kerala State in India. The success of FMCG sector lies in the proper communication and collaboration among supply chain partners. This study is aimed at understanding the level of usage and necessity of new tools of supply chain management among them. The study was descriptive using primary data collected through three questionnaires. Sample sizes were 126, 28 and 25 for retailers, suppliers and transporters respectively using multistage sampling and statistical tests are used. The usage of new tools is low among them. They feel that most of these tools are highly necessary.

3532 Study on Consumers Expectation Satisfaction and Preference Towards Refrigerator

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This empirical research paper deals with Consumers Expectation, Satisfaction and Preference towards Refrigerator. It throws light on the differences in Expectation, Satisfaction and Preference level among consumers, based on their Occupation and Income. Also it highlights on the relationship between Expectation, Satisfaction and Preference of consumers towards Refrigerator. Using a structured questionnaire data were collected from 120 respondents in Chennai city through convenience sampling. Statistical tools like F-Test and Correlation analysis were performed using SPSS. Based on the analysis it was found that there exist a correlation between consumer Preference, Expectation and Satisfaction towards Refrigerator.

3533 The Problems and Issues in Banking

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The Training and Development in banks enables the public to boost the deposits. Non-Cooperation of the bank employees will brings the bank deposits gradually decreases. This paper analysis and shows the impact of training and development of the banks to boost the deposits and bridges the gaps between employees and public. The evaluation made the study by analyzing some nationalized bank branches in Chennai and defined that there is lack of public relationship bank employees. It also highlights that there is significant relationship between the opinions that the training will improve decision-making ability among the various designation of demographic facts.