

IES

VALUE ADDITION
THROUGH EDUCATION

ANVESHA

The Journal of Management

Abstract Compilation

Vol. 8 No. 3

July - September 2015

ISSN 0974-5467

RESEARCH PAPERS

An Analytical Study of Indian Automobile Industry: Occupational Stress and Leadership Styles

Dr Eliza Sharma

Organizational Commitment as a Predictor of Organizational Citizenship Behavior: A Study of Employees Working in Service Organizations

Dr. Sapna Premchandani, Dr. Manish Sitlani

Some Social and Environmental Issues of Thermal Power Plants: Empirical Evidence from West Bengal

Dr. J. K. Das, Mahadeb Paul

Effects of Intrinsic and Extrinsic Factors on Voluntary Employee Turnover: An Alternative Exposition

Dr. Sumana Guha, Dr. Subhendu Chakrabarti

Comparative Study on Male and Female Employees Perception on Factors Contributing Quality of Work Life in Banks

Barkha Gupta

BPR Project for Dramatic Improvements in Direct Tax Collection in India: A Case Study

Mahendra Singh

Understanding Occupational and Organizational Psychology

Chitralkha Kumar

BOOK REVIEWS

Included in ProQuest
and Ebsco Databases

Editorial Advisory Board

Dr. Pankaj Kumar
Associate Professor – HRM
Indian Institute of Management,
Lucknow

Dr. S. K. Jain
Professor & Head Deptt. of
Mgmt Studies, IIT, Delhi

Dr. Hariom Upadhyay
Director (MCA program)
ABES Engineering College, Ghaziabad

Dr. R. B. Smarta
Managing Director
Interlink Marketing Consultancy
Pvt. Ltd., Mumbai

Dr. Saji Krishna
Associate Professor – Marketing
Indian Institute of Management, Lucknow

Dr. Vinod Kr. Jain
Professor
Logistics, Business and Public Policy
Department, Associate Director, Research
Robert H. Smith School of Business,
University of Maryland, College Park

Dr. Devanathan Sudarshan
Dean
Gatton Business School,
Kentucky University, USA

Prof. Parag Mahulikar
Dean
IES Management College and Research
Centre, Mumbai

Dr. Sanjay Rastogi
Associate Professor – Decision Sciences
IIFT, New Delhi.

Dr. Neeraj Dixit
Associate Professor - Marketing
IES Management College and Research
Centre, Mumbai

Dr. Sanjay Kaushik
Associate Professor
Punjab University, Chandigarh

Dr. G. Sridhar
Assistant Professor – Marketing
Indian Institute of Management, Kozhikode

V. Ranganathan
Professor, Economics & Energy
RBI Chair Professor on Infrastructure
Indian Institute of Management, Bangalore
Bannerghatta Road, Bangalore

Chief Patron : **Dr. Dinesh D. Harsolekar**
Director
IES Management College and
Research Centre

Chief Editor : **Prof. Parag Mahulikar**

Associate Editor : **Prof. Ritu Sinha**

About the Journal

Anvesha, the Journal of IES Management College and Research Centre, is an academic forum for encouragement, compilation and dissemination of research on various aspects of management and business practices. It includes original empirical research as well as theoretical and conceptual works related to the field of management. It also publishes case studies, critical evaluation of existing business models and theories, and reviews of the latest books relevant to the scope of the Journal.

Anvesha is a bi-annual refereed Journal. All papers go through blind review process by peers. Based on the reviewers' recommendations, highly competitive papers are considered for publication. The Journal is to provide a platform for discussion and debate, thus aiding towards development of new processes in Management Theory and Practice.

The information and opinion appearing in the papers/articles are the sole responsibility of the author(s) and do not reflect the opinion of the editor and the Institute.

All correspondence may be addressed to:

The Chief Editor - Anvesha
IES Management College & Research Centre
'Vishwakarma' M.D.Lotlikar Vidya Sankul,
791, S.K.Marg, Bandra Reclamation,
Bandra (W), Mumbai 400050
Email: anvesha.ies@gmail.com, anvesha@ies.edu

Anvesha is included in the ProQuest and EBSCO database. You can access the ProQuest and EBSCO website if your institution is a member.

Copyright:

©Vol-8 Issue-3, 2015, IES Management College and Research Centre

CONTENTS

From The Editor's Desk

Research Papers

1. **An Analytical Study of Indian Automobile Industry: Occupational Stress and Leadership Styles**

Dr Eliza Sharma

2. **Organizational Commitment as a Predictor of Organizational Citizenship Behavior: A Study of Employees Working in Service Organizations**

Dr. Sapna Premchandani, Dr. Manish Sitlani

3. **Some Social and Environmental Issues of Thermal Power Plants: Empirical Evidence from West Bengal**

Dr. J. K. Das, Mahadeb Paul

4. **Effects of Intrinsic and Extrinsic Factors on Voluntary Employee Turnover: An Alternative Exposition**

Dr. Sumana Guha, Dr. Subhendu Chakrabarti

5. **Comparative Study on Male and Female Employees Perception on Factors Contributing Quality of Work Life in Banks**

Barkha Gupta

6. **BPR Project for Dramatic Improvements in Direct Tax Collection in India: A Case Study**

Mahendra Singh

Book Reviews

Understanding Occupational and Organizational Psychology

Chitralkha Kumar

An Analytical Study of Indian Automobile Industry: Occupational Stress and Leadership Styles

Current study aims to identify the factors which cause occupational stress among blue collar employees of the Indian automobile industry. Stress has become a part of our fast running life. Stress not only affects the mental health but has also become a reason for many critical diseases like, cancer, obesity, heart attack etc. Stress is caused from both personal and professional environment. People spends more than 1/3rd of their time at their work places, therefore occupational stress is getting attention to be studied by the researchers. The stress among blue collar employees can directly affect the production capacity of the company which can lead to declining trend of revenues to the company. Thus keeping in view the importance of studying occupational stress this study has been done. The current study has highlighted the factors which need to be improved for minimizing the occupational stress among blue collar employees. An attempt has been made through current study to determine the relationship between occupational stress and leadership styles. The best leadership style has been identified during the study that can lead to decrease in the occupational stress among blue collar employees.

Dr. Eliza Sharma¹, Assistant Professor, Department of Management, Ganpati Group of Institutions, Yamuna Nagar, Haryana, author can be contact at eliza.phd1986@gmail.com

Keywords :- Occupational Stress, Indian Automobile industries, Leadership, Demographic Variables, Job Authority, Growth and career prospects, Blue Collar Employees, Working Environment.

Organizational Commitment as a Predictor of Organizational Citizenship Behavior: A Study of Employees Working in Service Organizations

The current study examined the relationship between organizational commitments and organizational citizenship behavior. The rationale of this paper was to study whether continuous, affective and normative organizational commitments are strong predictors of OCBO or not. The study was being conducted by collecting data from 375 employees working in different service organizations in Indore and nearby areas. Results of 'Structural Equation Model' (SEM) indicated that proposed structural model was found to be fit and path analysis indicated that normative commitment produced the significant effect on organizational citizenship behavior followed by affective organizational commitment where as continuous commitment produced the weakest effect on organizational citizenship behavior.

Dr. Sapna Premchandani¹, Associate Professor, SRGP Gujarati Professional Institute, Indore, author can be reached at premchandanisapna@yahoo.com

Dr. Manish Sitlani², Associate Professor, IIPS, Devi Ahilya University, Takshila Campus, Indore, author can be reached at msitlani1@yahoo.com

Keywords: Continuous commitment, affective commitment, normative commitment, OCBO, SEM etc.

Some Social and Environmental Issues of Thermal Power Plants: Empirical Evidence from West Bengal

Thermal power plants, the major sources of energy, have inverse relation with environmental system. This paper attempts to study the socio-economic and environmental issues in the nearby area of Bandel Thermal Power Station (BTPS) within the state West Bengal in India. It depicts a picture of energy generation and related emissions scenario of coal fed power plants in India. This empirical study is derived from the data available through personal interview by using stratified random sampling technique to three sections of respondents - project affected families, families in the buffer zone beyond 5 km of the project and selected social representatives. It has highlighted the general profile of respondents, social and environmental consequences, social and ecological disturbances, and remedial activities as a responsible corporate citizen in neighbouring area of the project. It also exposes the detriments caused to the society and environment in the form of air, water, noise pollution, etc.

Dr. J. K. Das¹, Professor, Department of Commerce, University of Calcutta, Kolkata, author can be reached at jadabkdas@gmail.com

Mahadeb Paul², Associate Professor, Department of Commerce, Sovarani Memorial, Howrah, author can be reached at mahadeb.paul1102@gmail.com

Keywords: Project affected areas, project affected families, buffer zone, social representatives, geological change, social impact, environmental hazards, corporate social responsibility.

Effects of Intrinsic and Extrinsic Factors on Voluntary Employee Turnover: An Alternative Exposition

High valued employees' quitting behaviour is a major problem for organizations to maintain or achieve competitive advantage in the present hypercompetitive market condition. After economic globalization, the socio-economic environments both locally and globally have been continuously changing and that in turn affect employee's attitude as well as their decision making process related to their turnover intents. Present study argues that employees are now well aware of their capabilities, market condition and plausible alternative job opportunities. Their decisions to change jobs are not only for achieving their career objectives but also enhancing their socio-economic welfare. As a result, a rational employee takes extrinsic turnover offers as achievable alternative opportunities and the ultimate decision of staying into or quitting the organization depends on financial and social trade-offs. For formulating employee retention strategies, employees' core attitude which developed by their socio-economic environment has to be taken into account.

Dr. Sumana Guha¹, Assistant Professor, St. Xavier's College, Kolkata, author can be reached at guha.sumana@gmail.com

Dr. Subhendu Chakrabarti², Associate Scientist, Economic Research Unit, Indian Statistical Institute, Kolkata, author can be reached at chakrabartisubhendu@gmail.com

Keywords: Employee Turnover, Human Capital, Globalization, Attitude.

Comparative Study on Male and Female Employees Perception on Factors Contributing Quality of Work Life in Banks

Quality of Work Life is the quality of relationship between employees and working environment of the organization. The factors contribute to Quality of Work Life that includes Organizational commitment and Productivity, HRD Climate, Normative Commitment and belongingness, Sound Compensation, Redesigning of job and reward system, Equity and, Enthusiasm at work place. This article focuses on examines the significant difference between male and female employees' perception over the factors affecting Quality of Work-Life in banks and offers suggestions to improve the work- life of the employees. Data was collected from 150 employees of Nationalized and Private Banks. T-test and One way Anova was used for data analysis. It is clear from this study that compare to male, female employees are greatly affected in the Quality of work –life factors such as equity and enthusiasm at work place.

Barkha Gupta¹, Faculty, Shri RGP Gujarati Professional Institute, Indore, author can be reached at barkhagupta25@gmail.com

Keywords: Quality of Work-Life (QWL), Banks, Gender

BPR Project for Dramatic Improvements in Direct Tax Collection in India: A Case Study

The case studied implementation of business process reengineering (BPR) project as initiative of e-governance in administering Income tax collection in India. Case discussed essence of Information technology as simplification for end user interface, methodology used for project implementation and the different organisational changes brought in for the project and dramatic changes taken place by implementation of BPR Project. Study is done in order to analyze and understand what reasons were and why BPR project has been undertaken by income tax department for direct tax collection (DTC) by reviewing secondary literature for studying BPR project mission, BPR project objectives and BPR project scope, different phases of BPR project (re-evaluation of existing process in form of 'As is' study and design and implementation of 'To be' model), implementation and administration. This study highlights unique attempt, the essence and application of BPR by the use of information technology. BPR has resulted in simplification at all the levels of operations with intelligent application of information technology.

Mahendra Singh¹, Assistant Professor, Department: Business Administration, University: Central University of Jharkhand, Ranchi, author can be reached at mashmba@gmail.com

Keywords: BPR project, Dramatic Improvements, 'AS IS' study, 'TO BE' model, Income tax collection

JOURNAL SUBSCRIPTION FORM



The annual Subscription rates, including postage, are as follows:

	Institutional	Individual
Within India	Rs. 1000	Rs. 600
Within SAARC Countries	US\$ 50	US\$ 30
Rest of the World	US\$ 100	US\$ 50

The subscription order should be accompanied by payment in the form of Bank Draft drawn in favour of "IES-MCRC", payable at Mumbai.

Name:

Position (If Individual):

Organization:

Mailing Address:

.....

.....

Telephone:

Fax:

Email:

Payment Details:

Bank Draft/Cheque at par drawn in favour of "IES-MCRC", payable at Mumbai

DD No. Dated:

Date: **Signature:**.....

Mail to:

The Chief Editor – Anvesha,
IES Management College & Research Centre
'Vishwakarma' M. D. Lotlikar Vidya Sankul,
791, S.K.Marg, Bandra Reclamation, Mumbai - 400 050



Guidelines for Authors

The editors invite original unpublished empirical and theoretical papers, case studies and scholarly articles consistent with the scope of the journal.

- **Review Process:** All contributions submitted for publication will be subjected to peer-review. To allow blind review, authors are advised to provide their identification, affiliation etc. in a separate sheet and not in the main text. The Chief Editor reserves the right of making editorial amendments in the manuscript to meet the journal's standards.
- **Format:** Articles/Papers (3000-8000 words), and book reviews should be neatly typed as Word document on one-side of A4 size paper with double spacing in Times New Roman, 12-point font size justified text. The author(s) must also submit the soft copy of article/paper either in a CD or through e-Mail.
- **Cover page** should provide the title of the paper, name(s), designation and contact details of the author(s), along with a short biography of the author(s) within 100 words.
- The paper should be accompanied with an Abstract (150-300 words) and a list of keywords included in the paper.
- **Footnotes** to the text should be avoided. If required, they should be numbered consecutively and presented as endnotes.
- **Citations** of other works should be limited to the name of the author and year of publication. Short quotations should be included in the text within parentheses, while quotations of more than 30 words should be placed in a separate paragraph indented from the main body of the text.
- **References** should be indicated in the text by giving the name of author(s), with the year of publication in parentheses. All references should be alphabetically listed at the end of the paper in the following standard APA format:
 - Books:** Gregory, James R & Wiechmann, Jack G. (2002) Branding across borders: a guide to global brand marketing. Chicago: McGraw-Hill.
 - Journal Articles:** Joseph, H. (1997) Social Work with Groups: A Literature Review, The Indian Journal of Social Work, 58(2), 195–211.
 - Conference Papers:** Mehta, Minu (2007) 'Entrepreneurship & empowerment of women; how & why', paper presented at the International Conference on Empowerment of Women, CHM College of Arts, Science & Commerce, 28-29 May
 - Dissertations:** Ahmed, Shahid (1994) 'An analysis of globalisation of Indian economy' M.Phil Dissertation, Maharshi Dayanand University, Rohtak
- In the covering letter accompanying the manuscript, the author(s) should certify that the manuscript has neither been published anywhere nor is it being considered elsewhere for publication.
- The authors should obtain copyright clearance for the information and data used in the manuscript
- Copyright of all accepted papers for publication and use in any form/format will vest with IES Management College.

For online submission of articles/papers, files can be attached in the email addressed to the Editor, Anvesha and sent to anvesha.ies@gmail.com or anvesha@ies.edu. In the Subject Column, indicate "Article for the Journal".

The manuscript should be sent on the following address:

The Chief Editor - **Anvesha**
IES Management College & Research Centre
'Vishwakarma' M.D.Lotlikar Vidya Sankul,
Opp. Lilavati Hospital, Bandra Reclamation,
Bandra (W), Mumbai 400050

Call for Paper

Anvesha, the Journal of IES Management College and Research Centre, is an academic forum for encouragement, compilation and dissemination of research on various aspects of management and business practices. It includes original empirical research as well as theoretical and conceptual works related to the field of management. It also publishes case studies, critical evaluation of existing business models and theories, and reviews of the latest books relevant to the scope of the Journal.

Anvesha, The Journal of Management is a quarterly publication offering researchers more opportunity to publish their papers / articles. It has ISSN No. 0974-5467 and is available online through ProQuest and EBSCO databases. All articles are subjected to a double blind refereeing process.

For the forthcoming issue, scholars/authors are requested to send their contribution to anvesha.ies@gmail.com, anvesha@ies.edu

The last date for the paper submission is Mar 15, 2016.

The authors of selected papers are awarded with suitable honorarium.



**Indian Education Society's
Management College and Research Centre**
'Vishwakarma' M.D. Lotlikar Vidya Sankul, 791, S. K. Marg,
Bandra Reclamation, Bandra (W), Mumbai - 400 050.
Tel: 91-22-61378484 / 61378349 / 61378329
Fax: 91-22-61378444
Email: anvesha.ies@gmail.com, anvesha@ies.edu
Website: www.ies.edu/management
Also available at search.proquest.com