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Bishop Heber College,
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Qualification

Degree	Branch	Institution / University	Year of Passing
Ph.D	Commerce	Bharathidasan University	2013
M.Phil.	Commerce	Bharathidasan University	2005
B.Ed.	Commerce	Madurai Kamaraj University	1993
PG.D.B.A.	Business Administration	Bharathidasan University	1991
M.Com.	Commerce	Bharathidasan University	1989
B.Com.	Commerce	Bharathidasan University	1987

Ph.D. Details

Title of Thesis	Area of Specialization	
Service Quality of Mobile Phone Service Providers with special reference to BSNL, TRICHY	Service Quality	
Research Supervisor	Research Centre	Year of Award
Dr. C. Thiruchelvam	H.H.The Rajahs College, Pudukkottai	September 2013

Additional Qualification

Name of Course	Place of Study	Date	Duration
Short Term Course on ICT Tools for Interactive Teaching and Blended Learning	Bishop Heber College, Tiruchirappalli - 17.	July 2021	One Week 12.07.2021

Work Experience

Name of Institution	Address of Institution	Designation	From	To
Vailankanni Raj Matriculation Higher Secondary School, Trichy	Renga Nagar, K.K.Nagar, Trichy -21	PG. Assistant in Commerce	Oct. 1993	April 2000
Bishop Heber College	Puthur Trichy - 620 017	Associate Professor	July 2000	Till Date

Teaching / Research Experience

U.G. : 22 P.G. : 15 M.Phil. : 7 Ph.D. : 6

Research Guidance

U.G. : P.G. : 50 M.Phil. : 24 Ph.D. : 2 Awarded 4 p



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6.	Conferences / Workshops / Seminars Organised	1
7.	Research Projects	1
8.	Resource Person	7
9.	Consultancy	0
10.	Awards Recieved	1
11.	Patent	0
12.	Extension Activities Undertaken	0
13.	Professional Membership	0
14.	M.Phil. / Ph.D. Produced	1 / 6

1. College level Orientation on **"Faculty Orientation Program"** sponsored by TATA Consultancy Services (TCS) organized by Department of Commerce, B. Com. Business Process Management, Bishop Heber College at Bishop Heber College (Autonomous), Tiruchirappalli during 01/03/2024 to 01/03/2024.
2. National level Workshop on **"Research Methodology in Social Sciences"** sponsored by Indian Council of Social Science Research (ICSSR) Southern Regional Centre (SRC) organized by Department of Commerce, Bishop Heber College at Bishop Heber College (Autonomous), Tiruchirappalli during 12/02/2024 to 14/02/2024.
3. College level Orientation on **"Five Day Faculty Development Programme on Tally 4.0"** sponsored by Bishop Heber College organized by Department of Commerce at Bishop Heber College (Autonomous), Tiruchirappalli during 12/02/2024 to 16/02/2024.
4. International level Conference on **"Artificial Intelligence Adoption and Application in Business"** sponsored by ISDC organized by Department of Commerce, Bishop Heber College at Bishop Heber College (Autonomous), Tiruchirappalli during 09/01/2024 to 10/01/2024.
5. International level Conference on **"Creative Economy: Connecting Culture, Business and Innovation"** sponsored by Department of Commerce, Bishop Heber College organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 20/03/2023 to 20/03/2023.
6. International level Conference on **"Social Values and Sustainable Development : Problems and Prospects"** sponsored by Deanery of Research and Development (R&D), Deanery of Academics (Arts) Bishop Heber College (Autonomous) Tiruchirappalli and Bodhi International Journal of Research in Humanities, Arts and Science, India organized by Deanery of Research and Development (R&D), Deanery of Academics (Arts) Bishop Heber College (Autonomous) Tiruchirappalli and Bodhi International Journal of Research in Humanities, Arts and Science, India at Bishop Heber College (Autonomous), Tiruchirappalli during 14/11/2022 to 15/11/2022.
7. College level Workshop on **"Faculty Development Programme on Student Mental Health"** sponsored by Internal Quality Assurance Cell & Academics of Bishop Heber College organized by Internal Quality Assurance Cell & Academics of Bishop Heber College at Tiruchirappalli - 620017 during 15/07/2022 to 15/07/2022.
8. State level Orientation on **"Faculty Development Programme on FinTech the Future of Finance"** sponsored by NSE Academy and Department of Commerce, Bishop Heber College organized by NSE Academy and Department of Commerce, Bishop Heber College at Tiruchirappalli - 620017 during 28/05/2022 to 28/05/2022.
9. International level Conference on **"Digital Transformation in Banking & Finance"** sponsored by Department of Commerce, Bishop Heber College organized by Department of Commerce, Bishop Heber College at Tiruchirappalli - 620017 during 23/03/2022 to 24/03/2022.
10. National level Conference on **"Technopreneurship"** sponsored by Department of Commerce, Bishop Heber College organized by Department of Commerce, Bishop Heber College at Tiruchirappalli - 620017 during 15/03/2022 to 16/03/2022.
11. State level Orientation on **"Faculty Development Programme on SUCCESSFUL WRITING OF A RESEARCH PAPER IN SCOPUS, INDEX JOURNALS"** sponsored by Indian Academic Researchers Association organized by Department of Commerce (Corporate Secretaryship), Einstein College of Arts & Science at Tirunelveli during 25/02/2022 to 26/02/2022.
12. National level Seminar on **"Financial Empowerment through Wealth Creation"** sponsored by Association of Mutual Funds in India (AMFI) organized by Department of Management (MBA), Maharaja Agrasen Institute of Technology at Delhi during 16/02/2022 to 16/02/2022.
13. College level Workshop on **"Faculty Development on Six Sigma Strategy"** sponsored by PG & Research Department of Commerce, BHC, Tiruchirappalli organized by Synergy School of Business Skills at Synergy SBS - Cantonmentm Trichy during 07/10/2021 to 07/10/2021.
14. International level Conference on **"STEP UP SUSTAINABLE DEVELOPMENT GOALS INTO ACTIONS"** sponsored by Department of Commerce, Bishop Heber College organized by Department of Commerce, Bishop Heber College at Tiruchirappalli - 620017 during 31/03/2021 to 31/03/2021.

15. College level Workshop on **"E-Content Development"** sponsored by Deanery of Academics, Bishop Heber College organized by Deanery of Academics, Bishop Heber College at Tiruchirappalli during 27/10/2020 to 02/11/2020.
16. International level Seminar on **"Webinar on TRENDS AND CHALLENGES IN LOGISTICS MANAGEMENT"** sponsored by Department of Business Administration organized by Department of Business Administration at Madurantakam, Chengalpet - 603 306 during 15/07/2020 to 15/07/2020.
17. International level Seminar on **"Webinar on Prospects of Digital Marketing"** sponsored by Department of Commerce, SRI MALOLAN COLLEGE OF ARTS AND SCIENCE organized by Department of Commerce, SRI MALOLAN COLLEGE OF ARTS AND SCIENCE at Madurantakam, Chengalpet - 603 306 during 10/07/2020 to 10/07/2020.
18. International level Orientation on **"Faculty Development Program on GST Using Tally Release 6.6"** sponsored by Tally Education Pvt. Ltd. organized by Tally Education Pvt. Ltd. at during 01/06/2020 to 01/06/2020.
19. International level Orientation on **"International Webinar on Emerging Avenues in HEIs: A Holistic Approach"** sponsored by Internal Quality Assurance Cell organized by Internal Quality Assurance Cell at Agurchand Manmull Jain College, Meenambakkam, Chennai 600 114 during 27/05/2020 to 27/05/2020.
20. International level Conference on **"International Web Conference on Responding to changing Business-Challenges and opportunities (Com Con-2.0)"** sponsored by Mayas Research and Learning (OPC) P - Limited - Salem organized by Department of Commerce, Dr. M.G.R. Educational and Research Institute, (Deemed to be University at Maduravoyal, Chennai - 600 095. during 22/05/2020 to 22/05/2020.
21. College level Workshop on **"Webinar on Unlocking Online Evaluation"** sponsored by Internal Quality Assurance Cell (IQAC) organized by Internal Quality Assurance Cell (IQAC) at Bishop Heber College, Trichy during 22/05/2020 to 22/05/2020.
22. College level Workshop on **"Webinar on Online Teaching: The New Norm"** sponsored by Internal Quality Assurance Cell (IQAC) organized by Internal Quality Assurance Cell (IQAC) at Bishop Heber College, Trichy during 21/05/2020 to 21/05/2020.
23. International level Workshop on **"Online WORKSHOP on PERSONALITY DEVELOPMENT 'UNLEARN TO LEARN THE SKILL'"** sponsored by PG & Research Department of Commerce, National College organized by PG & Research Department of Commerce, National College at Tiruchirappalli - 620 001. during 19/05/2020 to 19/05/2020.
24. International level Orientation on **"Faculty Development Programme on TEACHING PEDAGOGY AFTER COVID - 19"** sponsored by On line organized by Department of Commerce and Economics at Bharath Institute of Higher Education and Research during 15/05/2020 to 15/05/2020.
25. International level Conference on **"Current Issues In Indian Economy"** sponsored by PG & Research Department of Commerce, Bishop Heber College, Trichy organized by PG & Research Department of Commerce, Bishop Heber College, Trichy at Bishop Heber College, Trichy during 08/01/2020 to 08/01/2020.
26. College level Orientation on **"Faculty Development Programme on 'Tally with GST'"** sponsored by PG and Research Department of Commerce organized by PG and Research Department of Commerce at Bishop Heber College, Tiruchirappalli - 17 during 30/08/2019 to 30/08/2019.
27. College level Workshop on **"Question Paper Setting"** sponsored by Post-Graduate and Research Department of Commerce organized by Post-Graduate and Research Department of Commerce at Bishop Heber College (Autonomous), Tiruchirappalli – 620 017 during 19/07/2019 to 20/07/2019.
28. College level Orientation on **"Faculty Recharging Program"** sponsored by Internal Quality Assurance Cell organized by Internal Quality Assurance Cell at Bishop Heber College (Autonomous), Trichy- 17 during 12/06/2019 to 13/06/2019.
29. College level Orientation on **"Two Day Inter-Collegiate Faculty Development Programme on R Programming for Statistical Analysis"** sponsored by Department of Commerce organized by Department of Commerce at Bishop Heber College, Tiruchirappalli during 22/01/2019 to 23/01/2019.

30. College level Workshop on **"One Day Workshop on Examinations and Evaluation Reforms"** sponsored by Internal Quality Assurance Cell (IQAC) organized by Internal Quality Assurance Cell (IQAC) at Bishop Heber College, Tiruchirappalli - 17 during 10/03/2018 to 10/03/2018.
31. International level Workshop on **"International Financial Reporting Standards"** sponsored by ACCA & ISDC organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 09/02/2018 to 09/02/2018.
32. International level Conference on **"Emerging Trends in Service Sector in the Transformation of the Indian Economy"** sponsored by PG & Research Department of Commerce organized by PG & Research Department of Commerce at Bishop Heber College, Tiruchirappalli during 01/12/2017 to 01/12/2017.
33. College level Orientation on **"Faculty Empowerment Programme"** sponsored by Bishop Heber College, Tiruchirappalli organized by Bishop Heber College, Tiruchirappalli at Tiruchirappalli during 14/06/2017 to 14/06/2017.
34. College level Workshop on **"Curriculum Design and Evaluation Techniques"** sponsored by DST-FIST Sponsored & DBT -STAR College organized by Bishop[Heber College at Trichy during 21/11/2016 to 22/11/2016.
35. Regional level Orientation on **"Faculty Development Programme on Research methods using SPSS"** sponsored by Hallmark Business School Trichy organized by PSG Institute of Management PSG College of Technology Coimbatore and Hallmark Business School Trichy at Hallmark Business School Trichy during 13/12/2013 to 13/12/2013.
36. College level Workshop on **"Research Techniques and Data Analysis"** sponsored by Bishop Heber College organized by Department of Commerce at Tiruchirappalli during 21/10/2013 to 21/10/2013.
37. Regional level Orientation on **"Faculty Development Programme on Application of Statistical Tools in Business Research"** sponsored by Indian Council of Social Science Research (ICSSR) organized by Department of Management Studies, Periyar Maniammai University at Vallam, Thanjavur during 19/01/2012 to 20/01/2012.
38. College level Workshop on **"Examination Reforms and Evaluation"** sponsored by Bishop Heber College organized by Internal Quality Assurance Cell at Bishop Heber College, Trichy during 17/03/2011 to 19/03/2011.
39. Regional level Orientation on **"Trainer Program for Diploma in Business Process Outsourcing - Finance and Accounting"** sponsored by Accenture organized by IGNOU at Accenture Office, Bangalore during 27/01/2009 to 31/01/2009.
40. State level Refresher on **"Refresher Course in Commerce"** sponsored by UGC organized by Bharathidasan university at Academic Staff College Bharathidasan University Trichy during 25/10/2007 to 14/11/2007.
41. College level Workshop on **"Curriculum Development and Evaluation"** sponsored by TANSCH & UGC organized by Academic Staff College, Bharathidasan University, Trichy at Bishop Heber College, Trichy during 09/03/2006 to 11/03/2006.
42. National level Seminar on **"Financial Sector Reforms"** sponsored by St. Josephs College, Trichy organized by Department of Commerce at Tiruchirappalli during 12/01/2005 to 13/01/2005.
43. Regional level Seminar on **"Revitalisation of Commerce Curriculum"** sponsored by Bishop Heber College organized by Department of Commerce at Bishop Heber College, Trichy during 27/03/2002 to 27/03/2002.

1. **"Indian Retail Sector Trends and Challenges with Interactive Marketing Technology"** in the International conference on *Artificial Intelligence Adoption and Application in Business* sponsored by ISDC, organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 09/01/2024 to 10/01/2024.
2. **"Artificial Intelligence impact in Education System"** in the Select conference on *Artificial Intelligence Adoption and Application in Business* sponsored by ISDC, organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 09/01/2024 to 10/01/2024.
3. **"A Study on Consumer Satisfaction towards E-Retailing"** in the International conference on *New Trends and Challenges in Business Management and Promotion* sponsored by , organized by School of Management, Nehru Arts and Science College at Coimbatore during 10/02/2022 to 10/02/2022.
4. **"A study on Job Satisfaction among Teaching Faculties-with reference to Arts and Science Colleges in Kanchipuram District"** in the International conference on sponsored by Step up Sustainable Development Goals into Actions, organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 31/03/2021 to 31/03/2021.
5. **"Consumer Perception towards Mobile Retailing"** in the International conference on *Step up Sustainable Development Goals into Actions* sponsored by , organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 31/03/2021 to 31/03/2021.
6. **"A Study on Consumer Satisfaction towards E-Retailing"** in the International conference on *Current Issues In Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 08/01/2020 to 08/01/2020.
7. **"A Study on Stress among School Teachers with Specific Reference to Kanchipuram District"** in the International conference on *Current Issues In Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 08/01/2020 to 08/01/2020.
8. **"Emotional Intelligence and its impact on Job Satisfaction an Empirical Study on Bank Employee of Kanchipuram District"** in the International conference on *Current Issues In Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 08/01/2020 to 08/01/2020.
9. **"Influence of Consumer Buying Behaviour towards E - Retailing"** in the National conference on *Emerging Issues on the Road Map for a 5 Trillion Economy in India* sponsored by , organized by Department of Commerce, VELS University at VELS Institute of Science, Technology & Advanced Studies (VISTAS), Pallavaram, Chennai. during 17/10/2019 to 17/10/2019.
10. **"Employees Efficiency in Life Insurance Corporation of India in Kanchipuram District"** in the International conference on *Eminent Management Practices - A Vision for Sustainable Business Growth* sponsored by , organized by Department of Business Administration, Faculty of Management, SRM Institute of Science & Technology at Kattankulathur during 20/03/2019 to 20/03/2019.
11. **"A Study on promoting and performance of Bank products of State Bank of India (with special Vellore District)"** in the International conference on *Eminent Management Practices - A Vision for Sustainable Business Growth* sponsored by , organized by Department of Business Administration, Faculty of Management, SRM Institute of Science & Technology at Kattankulathur during 20/03/2019 to 20/03/2019.
12. **"A Study on Quality of Work Life an Employees among Private Sector Banking, special reference to Kancipuram Town"** in the International conference on *Services Marketing - Process, Practices and Potential* sponsored by , organized by PG & Research Department of Commerce, National College at Tiruchirappalli during 24/01/2019 to 24/01/2019.
13. **"A Study on Consumer Perception towards E - Retailing"** in the International conference on *Services Marketing - Process, Practices and Potential* sponsored by , organized by PG & Research Department of Commerce, National College at Tiruchirappalli during 24/01/2019 to 24/01/2019.

14. **"A Study on Service Quality Gap with respect to Public Sector Banks at Mylapore, Chennai City"** in the International conference on *Services Marketing - Process, Practices and Potential* sponsored by , organized by PG & Research Department of Commerce, National College at Tiruchirappalli during 24/01/2019 to 24/01/2019.
15. **"Subscribers Perception on Service Quality of BSNL, Trichy"** in the International conference on *Sustaining A Competitive Advantage in the Changing Business Scenario* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 12/09/2018 to 12/09/2018.
16. **"GST and its impact on Educational Society"** in the National conference on *Contemporary Issues in Commerce and Management* sponsored by , organized by Department of Commerce and Management at Bengaluru - 560 022. during 07/09/2018 to 07/09/2018.
17. **"Customer's Satisfaction of E Banking Services in Public Sector Banks in Chennai District"** in the International conference on *Economic Transformation for Inclusive Growth and Development* sponsored by Indian Council of Social Science Research (ICSSR), organized by Department of Applied Economics, Cochin University of Science and Technology, Kochi - 22, Kerala State, in Collaboration with Indian Economic Association (IEA) at Kochi - 22, Kerala State during 16/03/2018 to 17/03/2018.
18. **"A Study on Employee's Perception of E-Banking with special reference to selected Commercial Banks in Vellore District"** in the International conference on *Economic Transformation for Inclusive Growth and Development* sponsored by Indian Council of Social Science Research (ICSSR), organized by Department of Applied Economics, Cochin University of Science and Technology, Kochi - 22, Kerala State, in Collaboration with Indian Economic Association (IEA) at Kochi - 22, Kerala State during 16/03/2018 to 17/03/2018.
19. **"A Study on Marketing of LIC Products in Chennai Division – A Study"** in the International conference on *Economic Transformation for Inclusive Growth and Development* sponsored by Indian Council of Social Science Research (ICSSR), organized by Department of Applied Economics, Cochin University of Science and Technology, Kochi - 22, Kerala State, in Collaboration with Indian Economic Association (IEA) at Kochi - 22, Kerala State during 16/03/2018 to 17/03/2018.
20. **"A Study on Emotional Intelligence on Employees work place behaviour in Public and Private Sector Banks"** in the International conference on *Economic Transformation for Inclusive Growth and Development* sponsored by Indian Council of Social Science Research (ICSSR), organized by Department of Applied Economics, Cochin University of Science and Technology, Kochi - 22, Kerala State, in Collaboration with Indian Economic Association (IEA) at Kochi - 22, Kerala State during 16/03/2018 to 17/03/2018.
21. **"A Study on Customer Awareness and Preferences towards Internet Banking Services with reference to Public Sector Banks at Chennai"** in the National conference on *Opportunities and Challenges of Vibrant Management in Dynamic Global Environment* sponsored by , organized by Department of Business Administration & PG Department of Human Resource Management at Agurchand Manmull Jain College, Chennai during 23/02/2018 to 23/02/2018.
22. **"Usage Profile of the RTE Food Products in Trichy City - A Study"** in the International conference on *Emerging Trends in Service Sector in the Transformation of the Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 01/12/2017 to 01/12/2017.
23. **"A Study on Banking Service Quality and Perception with special reference to Public Sector Banks in Vellore"** in the International conference on *Emerging Trends in Service Sector in the Transformation of the Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
24. **"Marketing of LIC Products of Kanchipuram Division - A Study"** in the International conference on *Emerging Trends in Service Sector in the Transformation of the Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 01/12/2017 to 01/12/2017.

25. **"A Study on Banking Service Quality and Perception with special reference to Public Sector Banks in Vellore"** in the International conference on *Emerging Trends in Service Sector in the Transformation of the Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
26. **"Marketing of LIC Products of Kanchipuram Division - A Study"** in the International conference on *Emerging Trends in Service Sector in the Transformation of the Indian Economy* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 01/12/2017 to 01/12/2017.
27. **"Price Discovery and Hedging Effectiveness of Commodity Futures Market in India"** in the International conference on *Recent Trends in Business and Finance* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 05/10/2016 to 05/10/2016.
28. **"Constructing an optimal portfolio using Markowitz Theorem of Selected Sectors Quoted in BSE"** in the International conference on *Recent Trends in Business and Finance* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 05/10/2016 to 05/10/2016.
29. **"A Study on E – Service Quality of Bishop Heber College with special reference to Web Design and Information"** in the International conference on *Digital India – Prospects and Challenges* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 20/08/2015 to 20/08/2015.
30. **"A Study on E – Service Quality of Bishop Heber College with special reference to Web Design and Information"** in the International conference on *Digital India – Prospects and Challenges* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 20/08/2015 to 20/08/2015.
31. **"Digital Communication"** in the International conference on *Digital India – Prospects and Challenges* sponsored by , organized by PG & Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 20/08/2015 to 20/08/2015.
32. **"Influences of Product on Customer Satisfaction In Kaveri Super Market, Trichy Main Branch"** in the International conference on *Contemporary Issues in Business* sponsored by , organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 05/12/2014 to 06/12/2014.
33. **"Persuasion of Work Culture on Quality of Work Life in Kothari Sugars and Chemicals Limited, Kattur, Trichy"** in the International conference on *Contemporary Issues in Business* sponsored by , organized by Department of Commerce, Bishop Heber College at Tiruchirappalli during 05/12/2014 to 06/12/2014.
34. **"Impact of work culture on quality of work life in Kothari Sugars and Chemicals Limited, Kattur, Trichy"** in the National conference on *Human Resource Management in the Era of Globalization : Issues and Challenges* sponsored by ICSSR, organized by Department of Lifelong Learning, Bharathidasan University at Trichy – 620 023 during 28/03/2014 to 29/03/2014.
35. **"Impact of Price on Customer Satisfaction with Special Reference to Kaveri Super Market, Trichy"** in the Select conference on *Emerging Trends in Management* sponsored by , organized by Department of Management Studies, Sourashta College at Madurai – 625 004. during 28/03/2014 to 28/03/2014.
36. **"Customer Satisfaction of Mobile Banking (With Special Reference to Central Bank of India, Trichy Main)"** in the International conference on *Applied Research in Commerce and Management* sponsored by , organized by Post-Graduate and Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 22/01/2014 to 22/01/2014.
37. **"Influence of Family & Self-Profile of Final Year U.G. Commerce Students on their Academic Achievement (with Special Reference to Bishop Heber College, Shift II)"** in the International conference on *Applied Research in Commerce and Management* sponsored by , organized by Post-Graduate and Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 22/01/2014 to 22/01/2014.

38. **"An Overview of Wages and Salaries Administration of administrative staffs in Indian Contest"** in the National conference on *A Potential Strategy to Empower an Enterprise* sponsored by , organized by Post-Graduate and Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 05/10/2012 to 05/10/2012.
39. **"An Overview of Change Management"** in the National conference on *Recent Trends in Human Resource Management* sponsored by UGC, organized by Department of Lifelong Learning, Bharathidasan University at Trichy – 620 023 during 30/03/2012 to 31/03/2012.
40. **"Effectiveness of Service Quality Dimension – Reliability Among Mobile Phone Service Providers in Trichy"** in the International conference on *Global Issues & Challenges in Business Scenario* sponsored by , organized by Department of Commerce, Quaid - E – Millath Government College for Women at Anna Salai, Chennai - 600 002. during 14/03/2012 to 15/03/2012.
41. **"Effectiveness of Service Quality Dimension – Reliability Among Mobile Phone Service Providers in Trichy"** in the International conference on *Global Issues & Challenges in Business Scenario* sponsored by , organized by Department of Commerce, Quaid - E – Millath Government College for Women at Anna Salai, Chennai - 600 002. during 14/03/2012 to 15/03/2012.
42. **"Influence of Service Quality Determinant – Responsiveness in Cellular Phone Service Providers in Trichy"** in the International conference on *Personal Dynamism in Organisational Development* “ HIC P DOD – 2012 sponsored by , organized by Post-Graduate and Research Department of Commerce, Bishop Heber College at Tiruchirappalli during 12/03/2012 to 12/03/2012.
43. **"Impact of Service Quality Dimension – Tangibility amongst mobile phone service providers in Trichy"** in the International conference on *Competency Building Strategies in Business & Technology for Sustainable Development* sponsored by , organized by Sri Ganesh School of Business Management at Mettupatti, Salem - 636 111. during 24/02/2012 to 24/02/2012.
44. **"Constraints of Women Entrepreneurs"** in the National conference on *Youth Entrepreneurship – Issues, Challenges and Opportunities* sponsored by , organized by Post Graduate Department of Commerce, Bishop Heber College at Tiruchirappalli during 23/02/2011 to 23/02/2011.
45. **"Impact of Information Technology in Banking Customer Service"** in the National conference on *Indian Service Sectors* sponsored by , organized by Department of Commerce, Madurai Sivakasi Nadars Pioneer Meenakshi Women's College, at Poovanthi, Sivagangai Dt. - 630 611. during 26/02/2010 to 26/02/2010.
46. **"Impact of Information Technology in Banking Customer Service"** in the National conference on *Indian Service Sectors* sponsored by , organized by Department of Commerce, Madurai Sivakasi Nadars Pioneer Meenakshi Women's College, at Poovanthi, Sivagangai Dt. - 630 611. during 26/02/2010 to 26/02/2010.
47. **"Constrains of Women Entrepreneur"** in the National conference on *Women Empowerment with Special Reference to Rural Economy* sponsored by UGC, organized by A. Veeriyar Vandayar Memorial Sri Pushpam College (Autonomous) at Poondi, Thanjavur – 613 503. during 24/01/2009 to 25/01/2009.
48. **"Insurance Sector Reforms"** in the National conference on *Indian Insurance Sector – Innovation, Sustainability and Social Impact* sponsored by , organized by Department of Commerce, CMS College of Science and Commerce at Chinnavedampatti, Coimbatore – 641 006. during 23/02/2008 to 23/02/2008.
49. **"Insurance Sector Reforms"** in the National conference on *Indian Insurance Sector – Innovation, Sustainability and Social Impact* sponsored by , organized by Department of Commerce, CMS College of Science and Commerce at Chinnavedampatti, Coimbatore – 641 006. during 23/02/2008 to 23/02/2008.
50. **"Recent Trends in customer services in banks"** in the National conference on *Recent Trends in Services Marketing in India* sponsored by , organized by Department of Commerce, Rev. Jacob Memorial Christian College, at Santhipuram, Ambilikai -624 612. during 07/02/2008 to 07/02/2008.

51. **"creating quality in retail services"** in the National conference on *Emerging Trends in Retail Management* sponsored by UGC, organized by Department of Commerce and Department of Management Studies, Bishop Heber College at Tiruchirappalli during 30/03/2007 to 30/03/2007.



1. **"Quality of Work life in Private Sector Banks Employees in Kanchipuram District"** published in Journal of Research Administration (Society of Research Administrators International) (PEER REVIEW) Vol. 5, Issue No. 2 (2023), November 2023 ISSN : ISSN:1539-1590.
2. **"The Effect of Job Crafting on Performance and Satisfaction: Physical Engagement as a Mediator and Cognitive and Emotional Engagement as Moderators"** published in IIM Kozhikode Society & Management Review, in.sagepub.com/journals-permissions-india (PEER REVIEW) Vol. , Issue No. , January 2023 ISSN : ---.
3. **"E – Retailing Attributes with Consumer Satisfaction, Trust and Repurchase Intension"** published in Review of Economics and Finance (PEER REVIEW) Vol. 20, Issue No. 1, January 2023 ISSN : 1923-7529.
Impact factor , Scopus Index nil, h - index nil, Citation index nil
4. **"Web design and trust as moderators in the relationship between e-service quality, customer satisfaction and customer loyalty"** published in The TQM Journal, Emerald Publishing Limited (PEER REVIEW) Vol. , Issue No. , January 2023 ISSN : ---.
5. **"A Study on Student Knowledge and Behaviour on Sustainable Development Goal with Special Reference to Undergraduate Students of Bishop Heber College Tiruchirappalli"** published in Bodhi International Journal of Research in Humanities, Arts and Science (PEER REVIEW) Vol. 7, Issue No. 1, November 2022 ISSN : 2456-5571.
6. **"The COVID-19 impact on employee performance and satisfaction: a moderated moderated-mediation conditional model of job crafting and employee engagement"** published in Human Resource Development International (PEER REVIEW) Vol. 25, 2022, Issue No. 5, July 2022 ISSN : ---.
7. **"A STUDY ON CONSUMER SATISFACTION TOWARDS E-RETAILING"** published in new Trends and Challenges in Business and Management Innovation (PEER REVIEW) Vol. , Issue No. , April 2022 ISSN : ---.
8. **"A Study on Consumer Satisfaction Towards E- Retailing"** published in Our Heritage (PEER REVIEW) Vol. 68, Issue No. 45, February 2020 ISSN : 0474-9030.
Impact factor , Scopus Index nil, h - index nil, Citation index nil
9. **"A Study on Stress among School Teachers with Specific Reference to Kanchipuram District"** published in Our Heritage (PEER REVIEW) Vol. 68, Issue No. 45, February 2020 ISSN : 0474-9030.
Impact factor , Scopus Index nil, h - index nil, Citation index nil
10. **"Emotional Intelligence and Its Impact on Job Satisfaction an Empirical Study On Bank Employees of Kanchipuram District"** published in Our Heritage (PEER REVIEW) Vol. 68, Issue No. 45, February 2020 ISSN : 0474-9030.
Impact factor , Scopus Index nil, h - index nil, Citation index nil
11. **"Influence of Consumer Buying Behavior towards E-Retailing"** published in Adalya Journal (CONFERENCE PROCEEDING) Vol. 8, Issue No. 10, October 2019 ISSN : 1301-2746.
Impact factor , Scopus Index UCC Care List A, h - index , Citation index

12. **"Impact of HR Practices Perception and Performance of Public Sector Banks in Vellore Sector"** published in Think India (PEER REVIEW) Vol. 22, Issue No. 4, October 2019 ISSN : 0971 - 1260.
13. **"A Study on Employee Efficiency in Public and Private Sector Life Insurance Companies in Kanchipuram District"** published in Think India (PEER REVIEW) Vol. 22, Issue No. 4, October 2019 ISSN : 0971 - 1260.
14. **"A Study on Quality of Work Life an Employees among Private Sector Banking, special reference to Kancipuram Town"** published in Journal of Management Research and Analysis (JMRA) (PEER REVIEW) Vol. 06, Issue No. 01, January 2019 ISSN : 2394-2770.
15. **"A Study on Service Quality Gap with respect to Public Sector Banks at Mylapore, Chennai City: GAP 5"** published in Journal of Management Research and Analysis (JMRA) (PEER REVIEW) Vol. 06, Issue No. 01, January 2019 ISSN : 2394-2770.
16. **"A Study on Consumer Perception towards E-Retailing"** published in Journal of Management Research and Analysis (JMRA) (PEER REVIEW) Vol. 06, Issue No. 01, January 2019 ISSN : 2394-2770.
17. **"A Study on Consumer Insight on Service Quality towards Retailing"** published in EIJFMR (PEER REVIEW) Vol. IV, Issue No. III, March 2018 ISSN : 2395-5929.

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18. **"Usage Profile of RTE Food Products in Trichy City - A Study"** published in Emerging Trends in Services Sector in the Transformation of the Indian Economy (CONFERENCE PROCEEDING) Vol. nil, Issue No. nil, January 2018 ISSN : nil.
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19. **"A Study on Banking Service Quality and Perception with special reference to Public Sector Banks in Vellore"** published in Emerging Trends in Servces Sector in the Transformation of the Indian Economy (CONFERENCE PROCEEDING) Vol. , Issue No. , January 2018 ISSN : 2395-5929.
20. **"Marketing of LIC Products of Kanchipuram Division - A Study"** published in Emerging Trends in Services Sector in the Transformation of the Indian Economy (CONFERENCE PROCEEDING) Vol. , Issue No. , January 2018 ISSN : 2395 - 5929.
21. **"Marketing of LIC Products of Kanchipuram Division - A Study"** published in Emerging Trends in Services Sector in the Transformation of the Indian Economy (CONFERENCE PROCEEDING) Vol. , Issue No. , January 2018 ISSN : 2395 - 5929.
22. **"Price Discovery and Hedging Effectiveness of Commodity Futures Markets in India"** published in Recent Trends in Business and Finance (CONFERENCE PROCEEDING) Vol. VII, Issue No. , May 2017 ISSN : ---.
23. **"Constructing an Optimal Portfolio, usnig Markowitz Theorem of selected sectors quoted in BSE"** published in Recent Trends in Business and Finance (CONFERENCE PROCEEDING) Vol. VII, Issue No. , May 2017 ISSN : ---.

24. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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25. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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26. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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27. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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28. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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31. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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32. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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33. **"Perspicacity on value for money paid at AMMA Unavagam (Worthiness) at Trichy"** published in Emperor International Journal of Finance and Management Research (EIJFMR) (PEER REVIEW) Vol. II, Issue No. 10, May 2016 ISSN : 2395-5929.
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1. **Disentangling the relationship between trust, online buying, and customer satisfaction: a three-way interaction model.** *Journal of Marketing Analytics.* :Springer Nature, May 2023.
2. **Influences of Product on Customer Satisfaction in Kaveri Super Market, Trichy Main Branch.** CONTEMPORARY ISSUES IN BUSINESS. Tiruchirappalli – 620 017 :PG and Research Department of Commerce, Bishop Heber College, January 2015.
3. **Impact of Price on Customer Satisfaction with Special Reference to Kaveri Super Market, Trichy.** *Emerging Trends in Management.* Madurai, :Mrs. Chitra Latha for Dharani Publications, April 2014.
4. **Impact of Price on Customer Satisfaction with Special Reference to Kaveri Super Market, Trichy.** *Emerging Trends in Management.* Madurai, :Mrs. Chitra Latha for Dharani Publications, April 2014.
5. **Influence of Family and Self-Profile of Final Year U.G. Commerce Students on their Academic Achievement (with Special Reference to Bishop Heber College, Shift II).** *Applied Research in Commerce and Management.* Tiruchirappalli – 620 017 :PG and Research Department of Commerce, Bishop Heber College, January 2014.
6. **Influence of Family & Self-Profile of Final Year U.G. Commerce Students on their Academic Achievement (with Special Reference to Bishop Heber College, Shift II).** *Applied Research in Commerce and Management.* Tiruchirappalli – 620 017 :PG and Research Department of Commerce, Bishop Heber College, January 2014.
7. **An Overview of Change Management.** *Trends in Human Resource Management.* Trichy :Ideal Publishing House, August 2012.
8. **Influence of Service Quality Determinant – Responsiveness on Subscribers' Preference with Special Reference to Cellular Phone Service Providers.** *Personal Dynamism in Organisational Development*". Tiruchirappalli – 620 017 :PG and Research Department of Commerce, Bishop Heber College, March 2012.
9. **Effectiveness of Service Quality Dimension – Reliability among Mobile Phone Service Providers in Trichy.** *Challenges in Business Scenario.* Mangalore - 575 002 :Global Issues, March 2012.
10. **Service Quality of Cellular Phone Service Providers in Trichy District.** *Search and Research in Commerce and Management.* Trichy :Learntech Press, March 2012.

Books Published / Edited

- 3

- * . **Business Computing.** Trichy : PG and Research Department of Commerce, , August 2012.
- * . **Computer in Business (Tally) Text and Manual.** Trichy : Learn Tech Press, Trichy , January 1900.
- * . **Personnel Management Teaching Manual.** Trichy : Department of Commerce, Bishop Heber College, , January 1900.

Conferences / Workshops / Seminars Organised

- 1

1. International level Conference Entitled "**Contemporary Issues in Business**" at Tiruchirappalli, sponsored by , during 05/12/2014 to 06/12/2014.

Awards Recieved - 1

Award Name	Presented by	Year	Level	Instituted by / Place	amount
Fellow of THE MAYAS FOR ACADEMIC EXCELLENCE	Mayas Research & Learning (OPC) Pvt. Ltd	22/12/2019	INTERNATIONAL	Mayas Research & Learning (OPC) Pvt. Ltd.	

RESEARCH PROJECTS - 1

1. Minor project entitled **"IMPACT OF AMMA PROGRAMS IN TAMILNADU"** (*PRINCIPAL INVESTIGATOR*), Sponsored by UGC, during 01/04/2015 to 4/30/2017 [Completed].

TRAINING PROGRAMME - 2

- # STATE level Faculty Development Programme on **"Faculty Development Programme"** Sponsored by Indian Academic Researchers Association, Organized by Department of Commerce (Corporate Secretaryship) Einsten College of Arts & Science at Tirunelveli during 25/02/2022 - 26/02/2022.
- # NATIONAL level REFRESHER on **"Refresher Course in Commerce"** Sponsored by UGC, Organized by Academic Staff College Bharathidasan University at Tiruchirappalli during 25/10/2007 - 14/11/2007.

RESOURCE PERSON - 7

1. College level Workshop on **"Questionnaire Designing"** at Theivanai Ammal College for Women, Villupuram, 27/07/2023.
2. International level Conference on **"Creative Economy : Connecting Culture, Business and Innovation"** at Bishop Heber College, Tiruchirappalli, 20/03/2023.
3. College level Invited Lectures on **"Restyling on Banking Services"** at Subashakthi College of Arts & Science for Women, /sathiyamangalam, Kulithalai Tk., Karur District, 08/04/2022.
4. International level Chair Person on **"Digital Transformation in Banking & Finance"** at Department of Commerce, Bishop Heber College, Tiruchirappalli - 620 017., 24/03/2022.
5. International level Chair Person on **"Digital Transformation in Banking & Finance"** at Department of Commerce, Bishop Heber College, Tiruchirappalli - 620 017., 23/03/2022.
6. College level Symposium on **"Impact of Covid - 19 on Indian Economic and Social Environment"** at Department of Commerce, E.S. ARTS AND SCIENCE COLLEGE (Co- Ed), VILLUPURAM., 22/05/2021.
7. College level Invited Lectures on **"Self Motivation"** at Theivanai Ammal College for Women, Villupuram – 605 602, 22/07/2019.

JOURNAL REFEREE

1. **Editor** of International Journal *"Emperor International Journal of Finance and Management Research (EIJFMR)"*(vol.) at India during 01/05/2015 - Till Date.

Additional Information

- @ Additional Chief Superintendent - Central Valuation (both UG & PG) November 2017 onwards
- @ Chairman for the Board of question paper setters for M.Com. Cooperative Management (First year Semester - I)
- @ Board of Studies - External Member (Department of Commerce), Theivanai Ammal College for women (Autonomous), Villupuram
- @ Coordinator B.Com. (Computer Applications) from June 2020 onwards



Signature of Staff
(A.RAVIKUMAR)