

Ms.R.SUTHA

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Department of Commerce,
Bishop Heber College,
Tiruchirappalli - 17.

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Qualification

Degree	Branch	Institution / University	Year of Passing
Ph.D	Commerce	Urumu Dhanalakmi College/Bharathidasan University	2021
Mphil	commerce	Bharathiyar University	2011
Mcom(CA)	commerce and computer application	Bharathiyar University	2009
Bcom	commerce	Bharathiyar University	2007

Ph.D. Details

Title of Thesis	Area of Specialization	Year of Award
A STUDY ON CUSTOMER PERCEPTION TOWARDS SERVICE QUALITY OF SELECTED PUBLIC SECTOR BANKS IN TIRUCHIRAPPALI DISTRICT	MARKETING	
Research Supervisor D.D. CHRISTY SELVARANI	Research Centre URUMU DHANALAKSHMI COLLEGE	Pursuing

Cleared NET / SET :	Details	Year of Passing

Additional Qualification

Name of Course	Place of Study	Date	Duration
Typewriting(eng)	coimbatore	march-2006	6month
Honour diploma in computer application	coimbatore	march-2006	1 year

Work Experience

Name of Institution	Address of Institution	Designation	From	To
BHC	BHC,vayalure road ,trichy	Assistant professor	2012	2016
Bishop Heber College	puthur, trichy-17	Assistatnt Professor	1-2-2012	2017
BISHOP HEBER COLLEGE(AUTONOMOUS)	VAYALUR ROAD, PUTHUR, TIRUCHIRAPPALLI-17	ASSISTANT PROFESSOR	1/2/2012	

Table of Contents

1.	Conferences / workshops / Seminars Attended	17
2.	Research Papers Presented	25
3.	Publication in Journals	7
4.	Publication in Books	0
5.	Books Published / Edited	0
6.	Conferences / Workshops / Seminars Organised	0
7.	Research Projects	0
8.	Resource Person	1
9.	Consultancy	0
10.	Awards Recieved	0
11.	Patent	0
12.	Extension Activities Undertaken	0
13.	Professional Membership	0
14.	M.Phil. / Ph.D. Produced	0 / 0

1. National level Workshop on **"Digital Marketing Tools for 21st Century"** sponsored by Mannar Thirumalai Naicker College organized by Mannar Thirumalai Naicker College at Mumbai during 30/05/2020 to 01/01/1900.
2. College level Workshop on **"Examination and Evaluation Reforms"** sponsored by IQAC organized by IQAC at Trichy during 10/03/2018 to 10/03/2018.
3. College level Workshop on **"International Financial Reporting Standards"** sponsored by ISDC organized by ISDC at Trichy during 09/02/2018 to 09/02/2018.
4. College level Workshop on **"Curriculum Design and Evalution Techniques"** sponsored by DST-FIST AND DBT STAR College organized by Bishop Heber College at Bishop Heber college during 21/11/2017 to 22/11/2017.
5. National level Workshop on **"Research Methodology, social Entreneurship and Ict Application"** sponsored by UGC organized by Pondicherry University at puducherry during 22/08/2017 to 01/01/1900.
6. College level Workshop on **"Curriculum Design and Evaluation Techniques"** sponsored by DBT-Star College organized by DBT- Star College at Trichy during 21/11/2016 to 22/11/2016.
7. College level Workshop on **"Faculty Enrichment Programme"** sponsored by IQAC organized by IQAC at Trichy during 18/02/2016 to 18/02/2016.
8. International level Conference on **"Digital India"** sponsored by Bishop Heber College organized by PG and Research Department of Commerce Bishop Heber College at Bishop Heber college during 20/08/2015 to 20/08/2015.
9. College level Workshop on **"Capacity Building Programme"** sponsored by IQAC organized by IQAC at Trichy during 06/08/2015 to 06/08/2015.
10. College level Workshop on **"Caring the Homeless Children at Tiruchirappali"** sponsored by Childline Nodal Organisation organized by Childline Nodal Organisation at Trichy during 10/03/2015 to 10/03/2015.
11. College level Workshop on **"Question paper setting"** sponsored by IQAC organized by IQAC at Trichy during 19/07/2014 to 20/07/2014.
12. College level Workshop on **"Research Techniques and Data Analysis"** sponsored by Bishop Heber College organized by Bishop Heber College at Trichy during 21/10/2013 to 21/10/2013.
13. College level Workshop on **"Research Techniques and Analysis"** sponsored by Bishop Heber college organized by PG and Research Department of Commerce Bishop Heber College at Bishop Heber college during 21/10/2013 to 01/01/1900.
14. -1 level Conference on **"Evangelical teachers fellowship"** sponsored by Bishop Heber College organized by Bishop Heber College at Tiruchirapalli during 29/09/2012 to 29/09/2012.
15. International level Conference on **"Personal Dynamism and Organizational Development"** sponsored by Bishop Heber college organized by PG and Research Department of Commerce Bishop Heber College at Bishop Heber college during 12/03/2012 to 01/01/1900.

1. **"Customer Perception on Service Quality in Banking Sector"** in the International conference on *Current Issues in Indian Economy 2020* sponsored by , organized by Bishop Heber College at Trichy during 08/01/2020 to 08/01/2020.
2. **"A study on Employee Welfare and safety measures in Hotel Industry"** in the International conference on *Sustaining Advantage in the Changing Business Scenario* sponsored by , organized by Bishop Heber College at Trichy during 12/09/2018 to 12/09/2018.
3. **"The Role of E - Banking and Entrepreneur Development"** in the International conference on *Sustaining Advantage in the Changing Business Scenario* sponsored by , organized by Bishop Heber College at Trichy during 12/09/2018 to 12/09/2018.
4. **"A Comparative study of customer satisfaction towards performance of Bajaj and Tvs bike in Trichy"** in the Select conference on *Sustaining Advantage in the Changing Business Scenario* sponsored by , organized by Bishop Heber College at Trichy during 12/09/2018 to 12/09/2018.
5. **"Goods and Services Tax(GST) in India and its impact on Indian Economy"** in the National conference on *GST- Perspective and Challenges* sponsored by , organized by Mary Matha college of Arts and Science, Periyakulam at Periyakulam during 21/02/2018 to 21/02/2018.
6. **"A study on consumer buying behaviour towards E- Marketing in Trichy"** in the International conference on *Business finance and management challenges in the global era* sponsored by , organized by Urumu Dhanalakshmi College at Trichy during 06/12/2017 to 06/12/2017.
7. **"Emerging trends in Health service sector in the transformation of the Indian Economy"** in the International conference on *Emerging trends in Health service sector in the transformation of the Indian Economy* sponsored by , organized by Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
8. **"Emerging trends in information Technology"** in the International conference on *Emerging trends in Health service sector in the transformation of the Indian Economy* sponsored by , organized by Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
9. **"A study on customer perception towards Online marketing"** in the International conference on *Emerging trends in Health service sector in the transformation of the Indian Economy* sponsored by , organized by Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
10. **"A study on banking and Insurance"** in the International conference on *Emerging trends in Health service sector in the transformation of the Indian Economy* sponsored by , organized by Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
11. **"The impact of internet service quality in the Banking sector"** in the International conference on *Emerging trends in Health service sector in the transformation of the Indian Economy* sponsored by , organized by Bishop Heber College at Trichy during 01/12/2017 to 01/12/2017.
12. **"Impact of Internet Banking system and Technology on Indian Banking"** in the International conference on *Recent Trends in business and Finance* sponsored by , organized by Bishop Heber College at Trichy during 05/10/2016 to 05/10/2016.
13. **"A comparative study on customer satisfaction towards public and private sector on e-banking services with special reference to SBI and ICICI bank in trichy"** in the International conference on *Digital India Prospect and Challenges* sponsored by , organized by Bishop heber college at Tiruchirappalli during 20/08/2015 to 20/08/2015.
14. **"A study on customer satisfaction related DTH service with special Reference in Coimbatore city"** in the Select conference on *Applied Research in Commerce and Management* sponsored by , organized by Bishop Heber College at Trichy during 22/01/2014 to 22/01/2014.

15. **"A study on labour absentism"** in the National conference on *Talent management* sponsored by , organized by Bishop heber college at Tiruchirappalli during 05/10/2012 to 05/10/2012.
16. **"A study on rural banking in India"** in the International conference on *Personal Dynamism in organisational development* sponsored by , organized by Bishop Heber College at Trichy during 12/03/2012 to 12/03/2012.
17. **"Emerging trends in E-commerce"** in the National conference on *Emerginh trends in commerce, Economics and management-2010* sponsored by , organized by Hindustan college of arts and science at Coimbatore during 02/03/2010 to 02/03/2010.
18. **"International banking"** in the National conference on *FACETS OF COMMERCE* sponsored by , organized by SREE NARAYANA GURU COLLEGE at COIMBATORE during 19/02/2010 to 19/02/2010.
19. **"Private &Public institution financing in transport industry"** in the National conference on *Financial markets-Innovation and growth* sponsored by , organized by VLB Janakiammal college of arts and science at Coimbatore during 06/02/2010 to 06/02/2010.
20. **"Banking sectors in india"** in the State conference on *Impact of economic reforms on industrial sectors* sponsored by , organized by Kaamadheu arts and science college at Sathyamangalam during 03/02/2010 to 03/02/2010.
21. **"The Global financial crisis and its impact on India"** in the National conference on *THE GLOBAL FINANCIAL CRISIS AND ITS IMPACT ON INDIA* sponsored by , organized by MAHARAJA ARTS AND SCIENCE COLLEGE at COIMBATORE during 25/09/2009 to 25/09/2009.



1. **"A STUDY ON CUSTOMER PERCEPTION TOWARDS SERVICE QUALITY OF SBI BANK TIRUCHIRAPPALLI DISTRICT"** published in SAMBODHI (PEER REVIEW) Vol. 43, Issue No. 04(X), December 2020 ISSN : 2249-6661.
2. **"A STUDY ON CUSTOMER PERCEPTION TOWARDS SERVICE QUALITY OF BANKING SECTOR IN TIRUCHIRAPPALLI"** published in KALA SAROVAR (PEER REVIEW) Vol. 23, Issue No. 04(VII), December 2020 ISSN : 0975-4520.
3. **"A STUDY ON CUSTOMER PERCEPTION TOWARDS SERVICE QUALITY OF BANKING SECTOR IN TIRUCHIRAPPALLI"** published in JXAT JOURNAL (PEER REVIEW) Vol. XII, Issue No. VIII, August 2020 ISSN : 1006-7930.
Impact factor , Scopus Index 6614, h - index , Citation index
4. **"A STUDY ON CUSTOMER PERCEPTION TOWARDS SERVICE QUALITY OF SBI BANK TIRUCHIRAPPALLI DISTRICT"** published in JXAT JOURNAL (PEER REVIEW) Vol. 43, Issue No. vii, July 2020 ISSN : 1006-7930.
5. **"A study on consumer buying behaviour towards E-marketing in Trichy"** published in (SELECT) Vol. , Issue No. , January 1900 ISSN : ---.
6. **"A study on consumer satisfaction related to DTH service with special reference towards coimbatore"** published in Applied research in commerce and management (SELECT) Vol. , Issue No. , January 1900 ISSN : ---.
7. **"A comparative study on customer satisfaction towards public& private sector on E-banking services with (special reference to SBI and ICICI bank in trrichy)"** published in Digital India prospects and challenges (SELECT) Vol. , Issue No. , January 1900 ISSN : ---.

TRAINING PROGRAMME

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- # COLLEGE level ORIENTATION on **"Recent trends in research an Interdisciplinary Approach"** Sponsored by , Organized by Bishop Heber College at Trichy during 01/03/2018 - 17/03/2018.
- # COLLEGE level on **"capacity Building programme"** Sponsored by Bishop Heber College, Organized by IQAC Bishop Heber College at Bishop Heber college during 25/02/2017 - 01/01/1900.
- # COLLEGE level on **"faculty enrichment programme"** Sponsored by Bishop Heber College, Organized by IQAC Bishop Heber College at Bishop Heber college during 18/02/2017 - 01/01/1900.
- # REGIONAL level on **"Capacity Building Programme"** Sponsored by Bishop Heber College, Organized by IQAC Bishop Heber College at Bishop Heber college during 27/10/2015 - 27/10/2015.
- # COLLEGE level ORIENTATION on **"Workshop on caring the homeles children"** Sponsored by , Organized by IQAC Bishop Heber College at Tiruchirappalli during 10/03/2015 - 10/03/2015.

RESOURCE PERSON

- 1

1. International level Chair Person on **"Current Issues in Indian Economy"** at Bishop Heber College, Trichy, 01/08/2020.



Signature of Staff
(R.SUTHA)