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## Secondary Victimization of Vulnerable Victim-Witness at the Time of Deposition



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### **Abstract**

*In this article, researcher has studied various issues pertaining to the secondary victimization of vulnerable victim-witness at the time of deposition and how these issues have been dealt with at international platforms and Indian Criminal Justice System. This article highlights that though the Criminal Justice System, at theoretical level is sufficiently built to address the issues under consideration but at practical level, not being able to overcome the ground realities are making the efforts fruitless.*

### **Introduction**

The largely unnoticed suffering of a victim of crime is “Secondary Victimization”. Here the pain is not inflicted by an offender but it is caused by the unreasonable insensitivity of the criminal justice system. It is committed on a routine basis because there is no protection against such callousness. The tragic part is that the sufferer (victim), instead of getting some healing from the criminal justice system, is victimized (as victim-witness) again by the insensitive treatment of its agencies. This further victimization of a victim, caused by insensitive processes and institutionalized responses is called secondary victimization of victims of crime.

This Secondary Victimization is much more traumatic when faced by the vulnerable victims such as the child victims and victims of sex offences. These victims being the most vulnerable among all vulnerable victim-witnesses need some specific procedural safeguards suitable to their specific vulnerability. Since their vulnerability demands use of some specific measures so as to lessen their pain from the experiences of undergoing the insensitive procedural measures, lack of the same make them feel the system totally apathetic towards them.

This paper is comprised of four parts dealing with the factors pertaining to secondary victimization of vulnerable victim-witnesses, protective measures at International level, position of these victims under Indian Criminal Justice System and conclusion and suggestions for providing more protection respectively.

### **Part-Issues Specific to Vulnerable Victim- Witness**

Though the factors such as the unfamiliar court room environment, a sense of alienation from the Criminal Justice System and intimidation from offender in relation to deposition at trial (outside courtroom and not resulting from his presence at the time of deposition) apply uniformly to all victim-witnesses, the issues specific to vulnerable victim-witnesses are in addition to these common factors and their impact upon the vulnerable victim-witnesses may not only be severe and long-lasting but injurious to the very concept of fair trial. These specific issues have been identified as;

- Intimidation due to the presence of offenders that brings back their traumatic memories. Confronting accused in court room creates anxiety in many victims.
- Lack of protective environment or deposition in a hostile environment brings back stress and anxiety before the actual commencement of trial.
- In case of child victim, this lack of secured environment may be the result of defence’ tactics of providing a false sense of security to elicit substantive information or to contradict victims’ version or may be the result of questioning inappropriate to child’s age with use of unfamiliar or specific linguistic techniques.
- In case of rape victims they face the emotional and psychological trauma for years to come. They should be provided with such an environment where they can depose or testify without any stress of intrusive and aggressive cross examination. Stress may be caused by the nature of questioning such as questioning specifically designed for humiliating the victim as well as by the uncontrolled

cross-examinations where they are asked intricate details of their social life style and character assassination by the defence.

Historically, victim has been given a subservient status in the adversarial Criminal Justice System i.e., of an informant or a witness of a crime, while as the offender has been and still is being treated as a party in the Criminal Justice System. But presently victims' role is being acknowledged at different platforms. Criminal Justice System is not only concerned with the way justice is administered to the offender of a crime, but Victims do also have legitimate interests in the administration of Criminal Justice System.

*"Hobbes argued in Leviathan that individuals had ceded individual rights in return for protection from outlaws."*

Thus they expect the State to provide them protection. This expectation is closely interwoven with the concept of human rights and fair treatment.

Furthermore the issue of vulnerability needs a deeper sense of understanding since the circumstances specific to these kinds of victims demand a more sensitive outlook towards their protection from Secondary Victimization. Specific treatment is required to be given to vulnerable victims and while providing such treatment their need should be taken into consideration.

### **Part-II Protective Measures At International Level**

**United Nations:** The United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power (1985) tried to inculcate victims' dignified treatment in criminal justice system but with the help of all inspirational rights such as compassion and respect for their dignity, access to justice and prompt redress, information about their rights and the timing and progress of their case, consideration of their views, and restitution and compensation, instead of the much needed justifiable rights.

The United Nations standards provide that Child victim-witnesses should be given fair treatment and particular measures should be taken that ensure their self-respect and dignity. The Guidelines on Justice in Matters Involving Child Victims and Witnesses of Crime provide standards for ensuring fair, dignified and secured treatment to child victim-witnesses. Under the instrument child victims are given a right to be protected from procedural hardships. Guideline 9(d) defines child-sensitive procedures as procedures that take into consideration child protection and individual needs of the child.

To reduce intimidation, The UN Guidelines provide that there should be separate waiting rooms and private interview areas. In case of any risk to child safety, appropriate measures should be taken to ensure child safety. To prevent intimidation, the UN Guidelines suggest the use of measures like avoidance of contact between child victim-witness and alleged perpetrators, restraining orders from courts, pre-trial detention of the accused, 'no-contact' bail conditions, house arrest of the accused and protection by the police.

The 'right to be protected from hardship during the justice process' includes the use of child sensitive procedures, modified court environments, breaks during deposition and hearing at appropriate time of day taking into consideration the age and maturity of the child and use of measures needed for facilitating child's testimony [Guideline 30 (d)]. Investigation as well as trial in cases involving child victim-witness should be expedited unless the delay is in the interest of the child victim-witness. Questioning should be done in a "child sensitive manner" under judicial supervision. There should be no cross-examination by the offender. Child victim-witnesses should not be confronted with the offender at or during the deposition Use of testimonial aid or appointments of psychological experts should be taken into consideration so as to help child witnesses testify in a stress free environment.

Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power provides for Access to Justice and Fair Treatment. It provides that appropriate measures should be applied through Judicial and administrative processes to provide protection to all victim-witnesses from intimidation and retaliation. According to the provisions of United Nations Convention against Transnational Organised Crime, States are called upon to provide effective protection from intimidation and retaliation to victim-witness. To ensure safety of the witnesses, use of video links should be permitted during testifying procedures.

### **Child Rights Convention, 1990**

It has been provided under Article 19 of the Convention on the Rights of the Child that it is the obligation of the State to take the necessary legislative, administrative or any other measure to ensure that any child is not subjected to any form of abuse whether physical, mental or sexual abuse. These measures are not confined up to providing social support or awareness programmes towards child sensitive issues

rather it includes in to its ambit the 'identification, reporting, referral, investigation, treatment, follow-up' as well as judicial involvement as may be the need of the case. It is obligatory for the State parties to take all appropriate measures to provide such healthy environment that gives due attention to physical well-being, self-respect and dignity of the child so as to achieve the objective of early physical and psychological recovery of the child victim and is helpful in furthering the process of social reintegration of the child victim. In cases where the State parties contain provisions regarding the rights of child victims into their State legislations than the provisions that are more conducive to the realization of the rights of the child shall be given effect to.

ICC:Provisions for Protection to vulnerable victim- witness from intimidation due to the presence of offender at the time of deposition and stress free testimony or testimony in a secured environment: Without being prejudicial to the rights of the accused, all appropriate measures should be taken by the Court to protect the safety, physical and psychological well-being, dignity and privacy of victims and witnesses with due consideration of the factors such as age and gender of the victim-witnesses. Victim and witness unit will take care of protective measures and security arrangements and counselling needs for the victim-witness at risk.

Taking into consideration the safety aspects of child victim-witness, Rome Statute of International Criminal Court provides an exception to the public hearing by making a provision that any part of the proceedings may be conducted in camera or evidences may be given through electronic or other special means. Article 68 of the Rome Statute deals with the special protection given to victims. It provides that while giving permission for use of specific measures, overall circumstances of the child victim-witness should be taken into consideration.

Article 68(2) of the Rome Statute of International Criminal Court provides for the use of specific measures in case of victims of sexual violence or child victim witnesses. It provides that while ordering for use of such measures all circumstances and views of such victim witnesses shall be taken into consideration. Rule 112(4) of the Rules of Procedure and Evidence at the ICC provides for the use of audio or video recording at the time of questioning if it reduces the subsequent adverse effects upon the victims of sexual violence. International Criminal Court (2005) requires judges to exercise vigilance while controlling questioning and to ensure all participants equal protection and benefit of the law. International Criminal Court (2005) imposes an obligation upon judges to avoid racist, sexist or degrading conduct or comments as well as to ensure that all concerned participants in such proceedings refrain themselves from such comments or conduct. In International Criminal Trials evidence of prior or subsequent sexual conduct is prohibited. Rule 70 of the Rules of Procedure and Evidence at the ICC states that:

*"[C]redibility, character or predisposition to sexual availability of a victim or witness cannot be inferred by reason of the sexual nature of the prior or subsequent conduct of a victim or witness"*

EU: Protective Measures for vulnerable victims: Appropriate measures should be used to ensure intimidation free deposition and to ensure witness protection. Witness intimidation should be made punishable. Anonymus deposition may be permitted as an exception. Since the intimidation may be caused by the nature of the process of testifying, thus the principles available for protection against intimidation are applicable to such victim-witnesses who are fearful about the process of giving evidence such as child, victim of sex abuse etc. The Council of Europe's Recommendation (85) 11 provides for special protection of victim against the intimidation and the risk of retaliation by the offender.

The Council of Europe's Recommendation (85) 11, gives due recognition to the right to protection to all victims where it stipulates that during investigation and at trial, vulnerable victims should be protected from any such publicity that have detrimental effect on their private life or dignity. Depending upon the circumstances of the case, the trial should be held in camera.

**U.K.:Protective measures for vulnerable victims:** Special measures have been provided to protect child and other vulnerable victims under The Youth Justice and Criminal Evidence Act 1999. These measures include "screening the witness from the accused, evidence through a live link or in private, the removal of wigs or gowns, use of communication aids, questioning of witnesses through video recording and witness examination through an intermediary." Code of Practice for Victims of Crime provides for enhanced service in case of vulnerable or intimidated victims [Home Office, 2005a] in England and Wales.

### **Part-III Position of Vulnerable Victim-Witness under Indian Criminal Justice System**

**Constitutional Provisions:** Article 14 of the Indian constitution conforms to the Article 7 of the Universal Declaration of Human Rights that prescribes for equal treatment of all before the law. Article 14 of the Indian constitution provides that,

*“The State shall not deny to any person equality before the law or the equal protection of the laws within the territory of India.”*

Though the Article prohibits class legislation but it does not mean that it prohibits reasonable classification. Needs of different classes require different treatment and in such different circumstances identical treatment may result into inequality. So the social need based on the unequal circumstances of different classes of persons demands for a reasonable classification. This constitutional provision recognises the existence of varying needs of different classes of persons. Article 15 (3) empowers the State for making special provisions for women and children as per their specific need and this is not a violation of Article 15 rather an exception of the general rule embodied in clause (1) and (2) of Article 15.

**Legislative Measures:** There is a lack of protective legislations for general victim-witness in India as is clear from the observation made by the Supreme Court in India in National Human Rights Commission v. State of Gujarat and others (Best Bakery Case, 2003)

*‘No law has yet been enacted, not even a scheme has been framed by the Union of India or by the State government for giving protection to the witnesses.’*

As far as rape victims are concerned, there are certain provisions in Indian Evidence Act 1872 and Code of Criminal Procedure, 1973 that try to provide a protective environment to vulnerable victim-witness. In case of child victim, provisions of POCSO try to shield the victim-witness from the secondary victimization.

**POCSO ACT, 2012:** Chapter VI of the POCSO Act provides for procedures for recording statement of the child. This Act provides that statement of the child victim shall be recorded at the place of his residence or by a woman police officer if possible. To prevent any form of intimidation the investigating officer is supposed not to be in uniform. It is for the investigating officer to ensure that during examination the child victim should not be in contact of the accused. The identity of the child shall not be disclosed. Statement of the child victim shall be recorded by magistrate in the same way as given or spoken by the child. Such statement of the child victim shall be recorded in the presence of the parents of the child or of any other person trustworthy to the child. Wherever required help of a translator or interpreter may be taken in the interest of the child. In case of a mentally or physically disabled child help of a special educator or an expert well versed with the manner of communicating with such a child may be taken. As far as possible such statement shall also be recorded through audio-visual means. Medical examination of child victim shall be conducted in the presence of the parents of the child or any other person having trust of the child or in case of absence of parent or such trusted person, in the presence of a woman nominated by the head of the medical institution. Where victim is a girl child then woman doctor shall conduct such medical examination.

During examination of the child, neither the special public prosecutor nor the counsel appearing for the defendant shall directly ask the questions from the child rather the questions to be asked shall be put before the special court that will put questions to the child. Child shall be given frequent breaks during the trial. To ensure that child is given a child friendly environment the special court shall allow the presence of a family member or a trusted person during the testimony of the child in the court. Child shall not be called repeatedly to testify. It has been provided under chapter VIII of the Act that no aggressive questioning or character assassination shall be permitted and in all circumstances the dignity of the child shall be maintained. The identity of the child shall be protected during investigation in the case as well as during trial. To deal the matter in a time bound manner so as to minimize inconvenience to the child it has been provided that deposition of the child shall be completed within a period of thirty days and the trial shall be completed within one year from the date of taking cognizance by the special court.

To prevent victim-witness intimidation due to the presence of the offender at the time of deposition it has been provided that at no point child shall be exposed to the offender at the time of deposition and if needed measures like video conferencing or single visibility mirrors or curtains or any other device that fulfils the criteria may be used. Case shall be tried in camera and in the presence of the parents or of any other trusted person of the child victim. In certain circumstances where it is felt by the court that child should be examined at a different place other than the court room then for such purposes a commission may be issued. If needed court may take the help of a translator or an interpreter. In case of a mentally or physically challenged child court may seek the help of a special educator or an expert who is well versed in communicating with such a child.

**Code of Criminal Procedure, 1973:** In case of sexual offence against a woman below eighteen years of age, the general provision under Section 273 of Criminal Procedure Code, 1973 that prescribes

for the presence of accused or his pleader during the time of deposition is subject to a proviso, that asks courts to ensure that the victim is not confronted by the accused.

**Indian Evidence Act, 1872:** Section 150 of the Indian Evidence Act, 1872 lays down the duty on the counsel for the questions that he ought or should not ask. Sections 151 and 152 of the Indian Evidence Act, 1872 confers upon the court the power to forbid the indecent or scandalous or needlessly offensive questions. Section 146 of The Indian Evidence Act, 1872 though permits asking of character injuring questions if the same is necessary for testing witness credibility and reliability, but the proviso added through the Amendment of 2002, prohibits asking of such questions from a rape victim during her cross examination. Another proviso has been inserted in Section 146 that prohibits adducing of evidence or putting questions in cross-examination of the victim as to general immoral character, or previous sexual experience for proving quality of consent. Section 155(4) of the Indian Evidence Act, 1872 providing for Impeaching of victim-witness credit on the ground of general immoral character by the adverse party, has been omitted by Section 3 of Act 4 of 2002.

**Judicial Trends:** It was held in the case of *Balwant Singh and Ors. v. State of Punjab*, that mere absence of an injury cannot be considered as a proof of 'no resistance' by the victim. In *Delhi Domestic Working Women's Forum vs. Union of India (UOI) and Ors.*, victims' need for legal representation was recognized. It was made mandatory to keep anonymity of the victims' identity.

In the case of *State of Punjab v. Gurmit Singh*, where observing the pathetic condition of rape victims in the country, it was directed by the apex court that it is the duty of the court to ensure that cross-examination is not used as a means to harass or humiliate the victim-witness of rape. To provide a dignified treatment to a rape victim, name of the victim should not be disclosed by the courts and the trial should be held in camera and that too by women judges. Court went on to note that rape cases must be dealt with utmost sensitivity. It was noted by the apex court that,

*"The Courts should examine the broader probabilities of a case and not get swayed by minor contradictions or insignificant discrepancies in the statement of the prosecutrix, which are not of a fatal nature, to throw out an otherwise reliable prosecution case. If evidence of the prosecutrix inspires confidence, it must be relied upon without seeking corroboration of her statement in material particulars. If for some reason the Court finds it difficult to place implicit reliance on her testimony, it may look for evidence which may lend assurance to her testimony, short of corroboration required in the case of an accomplice. The testimony of the prosecutrix must be appreciated in the background of the entire case and the trial court must be alive to its responsibility and be sensitive while dealing with cases involving sexual molestations."*

"The Court, therefore, should not sit as a silent spectator while the victim of crime is being cross-examined by the defence. It must effectively control the recording of evidence in the Court. While every latitude should be given to the accused to test the veracity of the prosecutrix and the credibility of her version through cross-examination, the court must also ensure that cross-examination is not made a means of harassment or causing humiliation to the victim of crime. A victim of rape, it must be remembered, has already undergone a traumatic experience and if she is made to repeat again and again, in unfamiliar surroundings, what she had been subjected to, she may be too ashamed and even nervous or confused to speak and her silence or a confused stray sentence may be wrongly interpreted as "discrepancies and contradictions" in her evidence."

In *Sakshi v. Union Of India*, to provide protection to vulnerable victim-witness of child sex abuse or of rape from the intimidation arising out of the presence of the accused in the court room, Supreme Court of India issued the direction that there should be some screen or any other alternative so as to hide the body or face of the accused from the victim-witness. To minimize the stress related to questioning directly by the accused or his pleader, it was directed that questions sought to be asked on behalf of the offender shall be put forth before the court in writing and the court may put them to the victim-witness in a language comprehended by the victim-witness in a manner that does not cause embarrassment to the victim-witness. To minimize the inconvenience related to deposition in a hostile environment, it was directed that sufficient breaks shall be given to the victim of child abuse or of rape as required by the victim-witness. This direction shall be in addition to the already issued directions in the case of *State of Punjab v. Gurmit Singh*.

#### **Reports and Recommendations of Law Commissions**

Law Commission of India in its 198<sup>th</sup> report on witness identity protection and witness protection programmes (August 2006), made a reference to the earlier reports of law commission of India. Study of these reports show that troubles undergone by victim-witness have been acknowledged time and again. It is clear from the observation made by the Law commission of India in its 198<sup>th</sup> report in chapter- IV that,

*“The 14<sup>th</sup> Report of the Law Commission (1958) examined, inter alia, the question of providing adequate facilities to witnesses attending cases in courts. The 4<sup>th</sup> Report of the National Police Commission (1980) acknowledged the troubles undergone by witnesses attending proceedings in courts.”*

Commission took note of the observation made by the Law Commission in its 154<sup>th</sup> Report (1996) that confidence building measures are needed to ensure victim-witness that their protection concern should be paid due attention. It was observed in 154<sup>th</sup> Report that,

*“Necessary confidence has to be created in the minds of the witnesses that they would be protected from the wrath of the accused in any eventuality.”*

Law Commission of India in its 198<sup>th</sup> report, referred to 172<sup>nd</sup> Report of Law Commission (2000) of India that dealt with the issue of review of rape laws. Law commission took note of the suggestion made in 172<sup>nd</sup> Report that,

*“the testimony of a minor in the case of child sexual abuse should be recorded at the earliest possible opportunity in the presence of a judge and a child support person. It further urged that the court should permit the use of video-taped interview of the child or allows the child to testify by a closed circuit television and that the cross-examination of the minor should be carried out by the judge based on written questions submitted by the defence.”*

To prevent victim-witness intimidation due to the presence of the offender in the court room, it was also recommended by the law commission in its 172<sup>nd</sup> report that a proviso should be inserted in Section 273 Cr.P.C. having effect that,

*“It should be open to the prosecution to request the court to provide a screen so that the child victim does not see the accused during the trial.”*

### **Ground Realities**

- NCRB data shows an increase of 9.2% in crime against women reported in the year 2014 as compared to the year 2013 and among these crime against women, rape cases show an increase of 9.0% in year 2014 as compared to 2013.
- NCRB data 2011 shows 83.6% pendency of rape cases in courts despite there being fast track courts to deal with the rape cases. As per the NCRB data 2014 conviction rate in cases of crime against women is 21.3%.
- What would happen to the case, if at the doorstep of justice delivery system, a victim is denied access to justice by a refusal to register her case. In a shocking instance, UP police refused to file a FIR in a rape case. Lax attitude of Haryana police in dealing with the offences against women emboldened the offenders to gang-rape the Dalit women second time and police failed to provide any security measure to the victim despite the threats from the offender. Family members of the 12 year old gang-rape survivor alleged that their hope of getting justice is shattered because at one side police has arrested only one culprit and trying to shield the other three accused and on the other hand after approaching court, accused have forced them by their violent acts to leave their home
- Law mandates for the active role of woman police officers in sexual offence cases in order to ensure dignified treatment to vulnerable victims without an element of intimidation. But ground picture is dismal with women police officer forming only 5.3% of total police force.
- Recently, in NH- 91 Rape case, it was alleged by the victims asked were inappropriate in their statement that despite being aware of the ordeal faced by the rape victims, the government doctor's behaviour who conducted their medical examination was harsh and questions.

### **Conclusion**

From the above study, it can be concluded that various issues emerging out as ‘secondary victimization’ of vulnerable victim-witness such as intimidation arising out of the presence of the offender or intimidation arising out as a result of the deposition in an untrustworthy and hostile environment has been sufficiently addressed by the mandate of the constitution as well as by the collective efforts of legislature and judiciary. At one hand, constitution provides vulnerable victims with a protective umbrella under its Article 15 (3) and on the other hand, legislative measures such as Indian Evidence Act, 1872, Code of Criminal Procedure, 1973 and the Protection of Children from Sexual Offences Act, 2012 (No. 32 of 2012) as amended by the Criminal Law Amendment Act, 2013 provide a much needed protective machinery to vulnerable victim-witnesses. Initiatives taken by the judiciary further empowers the vulnerable victim-witness so as to ensure justice to them.

Despite the sincere legislative efforts, in conformity of the measures taken at international level, to deal with the issue of secondary victimization of vulnerable victims, ground reality is different because of the insensitive and apathetic attitude of the agencies of the criminal justice system and instances are enough

to show how insensitive the agencies of criminal justice system are towards the issue of secondary victimization of vulnerable victims?

Despite all these measures, victims are not getting any respite because of the lack of proper training, proper sensitization of agencies of criminal justice system with respect to ordeal faced by the vulnerable victim-witness. To provide protection from secondary victimization to vulnerable victims, a multi-dimensional, multi-agency and multi-tier approach is need of the hour.

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12. *Supra* note 4 at 243.
13. *Supra* note 4 at 37.
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16. Each Member State shall ensure that victims have a real and appropriate role in its criminal legal system. It shall continue to make every effort to ensure that victims are treated with due respect for the dignity of the individual during proceedings and shall recognise the rights and legitimate interests of victims with particular reference to criminal proceedings.
17. Each Member State shall ensure that victims who are particularly vulnerable can benefit from specific treatment best suited to their circumstances."
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## Environmental Rights of Marginalized in the Narmada Valley Dam Project in India



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### Introduction

The post-independence developmental debate in India has centered on two major issues: equity and growth. The environmental concern has added a third dimension i.e. sustainability. Development can take place at the cost of environment only until a point. In the long run, it can only be anti-development and can go on only at the cost of enormous human suffering, increased poverty and disempowerment and disenfranchisement. People who are most deeply affected by environmental degradation in India are poor and socially marginalized. They are the first victims of the nation's precious 'commons' i.e. water, air, soil and forest. For millions of poor in India their only wealth is common property resources. The biggest challenge confronting India today is to identify and implement a development process that will lead to greater equity, growth and sustainability.

Some of the cases are fairly illustrative of the destruction of nature and its impact on the lives of poor people in India. For example the policies of the State have generated endless conflict in the forest. Almost the entire tribal population and thousands of other forest dwelling people are dependent on forest for their very existence. Forest is the ecological habitat or natural world for these groups of people. Destruction and change in the use-pattern of forest resources has meant the social, cultural and economic death for them. Haphazard and unplanned development with little regard to the aspirations of the people living in these areas is not conducive for a viable economic growth. The basic reason for rural and tribal poverty is nothing but the privatization of Commons in a non equitable manner in the name of development, growth and nation building.

The net consequence of the developmental model followed by India has increasingly impoverished the tribals and they are being forced to give up their traditional occupation to become landless labourers or urban migrants. Many people like to call the urban migrants as economic refugees from the countryside but to my mind many of them are ecological refugees, displaced by dams, by mining, by deforestation, by destruction of grazing lands, by floods, by droughts, by urban expansion and what not. This alarming situation raises very important and interrelated questions on environmental issues, development, participation, social justice which are invariably linked to human rights.

It is therefore important to stress the issues crucial to the survival of the poor and the marginalized in India by raising some of the very fundamental questions viz. to who are the owners of land, water and forest? And with comes a more elementary question of democracy? Do poor have a right to stay and live in India with dignity or not? Without any doubt, all the conflicts share certain structural similarities. Firstly they all seek to defend one or more ecosystems against the predatory claims of the non-residents owners to exploit them. The motivation, however, is not to conserve the nature per se but securing certain natural spaces for community habitation like forests, rivers, hills, coastlines, wet lands etc. Economically such a habitat may provide important resources for subsistence and market production, while culturally it often forms a link between the present and the past. Major encroachment and displacement of people from their natural area therefore have not only an ecological but social significance as well because they threaten the very existence of the community. This threat gives rise to the "Environmentalism of the Poor" which is not only aimed at the protection of natural resources but it is the only way to defend their natural right to survive. Is it not a Human rights issue? In other words the environmental movement and cry for environmental justice in India and elsewhere raises basic human rights issues which call upon the overhauling of the priorities of the State.

In order to assert their rights environmental movements in India has adopted multi-pronged strategies. Besides mobilizing themselves to protect their natural habitat against the encroachments of the State, they have also taken the help of substantive legal provisions to demonstrate the validity of their claims. This paper is an attempt to document and analyse the efficacy of political and legal strategies adopted by the people affected by the construction of Narmada dam to demand for restoration of their rights and justice from the State. This paper will also attempt to critically evaluate the promises of law and their actual implementation with reference to Narmada movement.

### **Narmada Dam project: Gains and Losses**

The Narmada is the largest perennial river in peninsular India which traverses through one thousand three hundred and twelve kilometers in the states of Madhya Pradesh, Maharashtra and Gujarat. Several rich and ancient cultures have thrived around its banks and been nourished by its waters. The Narmada Valley project, if and when completed will rank as the highest irrigation, drinking water and hydroelectric project ever planned and implemented as a single unit anywhere in the world. By the year 2040, the project authorities hope to complete 31 major dams (11 on Narmada and 20 on its tributaries), 135 medium dams and 3000 minor dams. These dams if constructed according to the current official plan, will transform the river into a series of large artificial lakes.

It is a multi million project that is expected to generate big revenue for the government. The Narmada Valley Development plan is the most promised and most challenging plan in the history of India. People backing the plan are of the view that it will produce 1450 MW of electricity and pure drinking water to 40 million people covering thousand of villages and towns. But the opponents of the dam say that this hydro project will devastate human lives and bio diversity by destroying thousands of acres of forests and agricultural land and it will overall deprive thousands of people of their livelihood. Instead the project would displace more than 320,000 people and affect the livelihood of thousands of others. Overall, due to related displacements by the canal system and other allied projects, at least one million people are expected to be affected if the project is completed.

The Institute of Urban Affairs in New Delhi estimates the Narmada Valley Project will eventually displace more than a million people. The cost of relocation and "human suffering" is a great one that has in fact been estimated. The Narmada Valley Dam Authority (NVDA), which oversees the overall damming of the river, has estimated the "human suffering" by, "determining two years annual income of the family, multiplied by a factor of 1.5," and this has yielded an estimate of Rs. 200 million (\$6.7 million U.S.). This was estimated prior to 1987, and since the estimated costs of the dams have increased since that time, this estimate can be assumed to have increased since then. The Indian government's Department of Forests has also given an estimate of the "social cost" of the projects at about \$3 million U.S. (Rs. 90 million).

The Indira Sagar and Sardar Sarovar dams alone will necessitate the resettling of 300,000; since nearly half of these are tribal populations, whose beliefs and lifestyles are intricately woven into the forest and the land, environmentalists fear for their survival outside their traditional territory. S.C. Varma, chairman of the government's Narmada Valley Development Agency (NVDA), admits that such displacement will be painful; to compensate the 'ousters,' as the displaced farmers and tribal's are called, the government is offering cash settlements or, increasingly, "land for land." However, there are concerns that if their existing assets are undervalued, the ousters will end up with even less money in their pockets or land of poorer quality than before. fair compensation is one issue; having the resources to provide compensation in the first Place is another. State officials concede that there is simply not enough land to meet the needs of the displaced. Inevitably, increased demand will inflate the price of what is available in neighbouring villages. Plans for the landless are as yet undefined beyond the government's intention to absorb these people into activities other than agriculture. In analyzing the resettlement situation, the World Bank reports, 'the odds are high that the ousters will be worse off following the removal.' The Narmada Sager dam will submerge 40,332 hectares of forest land, not including the 1,500 hectares needed to build staff housing and other construction facilities. The Sardar Sarovar dam will submerge 13,744 hectares of forest land. (Satellite data show that India is losing 1.3 million hectares of forest land every year.) The Department of Environment and Forests originally stated that for every hectare of forest destroyed for dam construction, an equivalent amount of non-forest land had to be afforested. But because of the scarcity of land even for cultivation, the terms were modified to accept replanting on 'degraded forest land'. As a remedial measure, this is far from satisfactory in the opinion of environmentalists, who say that reforestation cannot replace a natural forest. Instead, it creates a plantation of trees lacking in biodiversity, devoid of wildlife and tribal populations. Environmentalists are even more alarmed about the fate of the

existing ecosystem, already fragile and overstrained. With the submerging of forest land, a wealth of flora and fauna will simply disappear.'

While the State government is using all the issues to impress upon the public the necessity to complete urgently the Narmada valley project as a solution to the water and energy crisis but it also constitutes a case of environmental rights violation and therefore, the links between human rights and environment cannot be overlooked.

Providing the most liberal interpretations of Article 21 of the constitution of India, Supreme Court of India and High Courts have pronounced several judgments drawing the necessary relationship between environment and human rights. In *MP Rambabu v Divisional Forest Officer* the Andhra Pradesh High Court observed that under art. 21 of the constitution the right to have a decent life, a good environment maintenance of ecology must be held to have primacy over the statutory right to hold and enjoy property. The Court held:

“though part III of the constitution does not contain any provision to provide right to pollution free environment as fundamental right, but, in view of the liberal interpretation of Article 21 given by the Apex court, the right to pollution free environment and protection of ecology came to acquire the status of fundamental rights under article 21

In *MC Mehta v Kamalnath* the court made it abundantly clear that ‘any disturbance of the basic environmental elements, namely air, water and soil, which are necessary for ‘life’ would be hazardous to life within the meaning of art.21 of the constitution ‘Human rights must be distinguished from economic, financial or political issues. What is at stake is not whether Narmada project can deliver the benefits it is meant to deliver, but whether it is affecting the human rights of any individuals or groups. Indeed, human rights are not competing claims of one individual or group against another. They are fundamental entitlements that all individuals have, such as the right to life. Therefore large dams such as Narmada raise serious question related on the developmental model itself which undermines its sustainability and violates the basic rights of the people.

#### **The rehabilitation and resettlement of dam ousters: Human Rights and Legal Challenges**

In this section, we will overview some of the most persuasive arguments that have been raised against big dams from the viewpoint of displaced people and their implications for resettlement and rehabilitation policy.

Opponents of big dams have argued that big dams are part of a development strategy that intrinsically impoverishes and disembowels the poor. The debate and struggles around big dams in India since independence in fact have been inextricably intertwined with largely irreconcilable ideological battle lines about the nature and impacts of state-induced development. In the years immediately after Independence, the overarching ideology of nation-building favoured a development model of accelerated economic growth through the agency of a mixed economy, combining centralised planning and command investment with capitalist free enterprise. Equity concerns were pushed to the backburner, and it was believed that growth would itself take care of poverty and unemployment, hunger and inequality. Mega-projects like dam-building was considered synonymous with nation-building and the ascendancy of humanity over nature. When Nehru, India's first Prime Minister, described big dams as the secular temples of modern India, while inaugurating the Nagarjunasagar Dam in Andhra Pradesh, his optimism and reverence resonated in vocal sections of the population. However from the start this model of development was challenged by ideological sceptics, which included also followers of Gandhi. Although their voices were in the beginning muted amidst the nationalist rhetoric and charisma of mega-projects, this alternative view questioned a model of development which equated development merely with increased production of goods and services. It demanded that the human, social, equity and environmental impacts of such ‘development’ interventions be carefully assessed. It was based on the conviction that much more important than merely how much was produced were questions about what was produced, how was it produced, at what costs and for whom? Apart from the displacement implications of big dams, opponents of big dams have identified several other grave adverse social consequences for disadvantaged people which are inherent in a development strategy predicated on large-scale technological intervention. For instance, Smitu Kothari points out that the dominant patterns of economic development continue to depend quite heavily on the intensive and extensive utilisation of natural resources. For communities who depend on these resources as the primary source of their livelihood, the extractive processes play havoc usually setting into motion a dynamic that forces them onto increasingly fragile lands. Despite growing evidence from all over the country, a host of environmental problems remain unacknowledged. For

instance the concentration of large numbers of people on increasingly fragile ecosystems most often leads to further unsustainability of resources. All this leads to increasing economic marginalisation and cultural insecurity which compel most of the displaced to seek desperate means of survival cultivating increasingly fragile lands, migration, bondage, contract crime, even prostitution.

Manab Chakraborty documents how large dams and introduction of irrigation accentuate existing social inequalities: · —irrigation improvement creates appropriate conditions for agricultural intensification through the use of HYVs (High Yielding Varieties) and other modern inputs · —the large farmer is often in a better position to use the new opportunities. The difference between large and small farmer rapidly increases. · —because of higher productivity, the landlords find it profitable to cultivate directly with the help of hired farm labour and / or machinery · —tenancy rentals are further raised or dispensed with. Tenants turn into landless labourers. The net outcome is strengthening of economic power of the rich peasantry. Whether irrigation is in fact a force that tends to deepen inequalities is a much-debated proposition among economists particularly in the context of the Green Revolution. Some economists have argued that structural biases in access to irrigation water and drainage undermine the much-vaunted scale neutrality of HYV technologies.

Narmada Bachao Andolan has raised some of the key questions related to environment, development and distributive justice? For example who benefits and who loses in use of nature? Its cognitive importance derives from the fact that often disadvantages and advantages of environmental use do not accrue to one and the same social players, but are unevenly spread among the different stakeholders. What the economists like to call 'the externalization of negative consequences' not only has bio physical but also a social profile, this is to say that the mechanism whereby advantages are internalized and disadvantages externalized structures society into winners and losers. The frequently non-random distribution and accumulation of effects among certain groups in certain geographical areas is the expression of asymmetry of power between the groups. Power relations establish a social differential which ensures that positive consequences crystallize at the top and negative consequences at the bottom end. The shifting of costs may take place in temporal, spatial or social dimensions i.e. costs may be shifted from present to future, spatially from centre to periphery and socially from upper classes to lower classes.

The Narmada Bacho Andolan (Save the Narmada movement), with Medha Patkar at the centre may therefore be conceptualized as a dispute over environmental justice of an exceptional intensity. Its primary aim is not to correct the skewed distribution of environmental burdens but to prevent a major reduction in people's existential circumstances. This is the case when physical, social and economic conditions which already make a group vulnerable are worsened to a point beyond the threshold of reasonably to be expected to endure. At a certain degree of vulnerability then burdens tip over injustice and threaten the basic rights of people involved. When injustice of this kind arises out of ecological disadvantages, it throws up a number of human rights issues.

In the case of a project like Narmada, whose submergence zone impacts the displacement of mass of people living alongside the river besides the problems faced by people affected by the construction of the canal or people living downstream, whose livelihood may be affected by the reduced water flow. The inadequacies of the domestic framework concerning displacement have been amply documented and it is sufficient to recall here that there is still no comprehensive policy on resettlement and rehabilitation.

International human rights do not provide in a binding form all the specific norms that should guide resettlement and rehabilitation, but there exist a number of basic principles. The Committee on Economic, Social and Cultural Rights, which oversees the implementation of the Covenant on Economic, Social and Cultural Rights, has, for instance, indicated in its authoritative interpretation of the right to housing that forced evictions, which are incompatible with this right, occur, for instance, if procedural guarantees are not offered. The required procedural guarantees from the governments include provision for genuine consultation with the project-affected people (hereafter PAP), the issue of adequate notice to all affected persons prior to the date of eviction and the provision of legal remedies and legal aid where applicable. Documented cases in the Narmada valley, starting with the Bagri dam, indicate that these rights have been violated repeatedly.

The limited legal rights of PAP derive firstly from the colonial Land acquisition act (hereafter LAA), a 19<sup>th</sup> century colonial law incongruous in democratic polity, from justice and human rights perspective, stem from the principle of 'eminent domain' of the state that underlies the entire basis of the act. The Act assumes sovereignty of the state over all the resources. The act does not significantly defend

the rights of the PAP, but rather facilitates the state acting in so called 'public interest'. It is a concept usually not defined and cannot be challenged legally once declared by the states. The law as it exists presumes that the displacement is inevitable and at best compensates the deemed monetary value of property to which PAP hold legal rights. The law does not compensate the loss of livelihood, loss of habitat, loss of cultural resources, loss and access to natural resources and loss and access to basic amenities. The act has an emergency clause which without adequate checks and balance that leaves it open to widespread misuse. The acquired property is usually undervalued because the valuation is usually based on the past sales deed, which in turn is typically undervalued to evade payment of registration levies. The LAA is restricted to prescribing processes of private property by public authorities. But even the limited colonial law does grant some rights to the PAP. There is firstly the implied right to information about the land intended for acquisition and the nature of the 'public purpose' involved the LAA sec. 4(1), sec6(1) and (2) There is also implied the right of informed challenge of (a) the quantity of land to be acquired; and (b) the specific location of land to be acquired (LAA sec.5a) It also extends to the land owners the right to monetary compensation of the 'true area and value' of the land at the date of publication of the notification under sec 4(1) of LAA, adjudicated by the due process of law by a disinterested government authority and its just apportionment between interested parties in the land. The right of the 'eminent domain of the state is exercised under the LAA only by a collector of the district or any government officer specially appointed to perform this function. In case of ISP the State government of Madhya Pradesh has in an astounding innovation both surrendered and abdicated its rights and duties of such independent adjudication, to a party that is admittedly directly interested in acquisition. This is the Narmada Hydro-Electric Development Corporation (NHDC), corporate registered under the companies act, of 1956, a joint venture of Narmada Hydro-Electric Power Corporation (NHPC) and the state government of Madhya Pradesh. This anomaly was informed to the MoEF by a leading human rights lawyer, Prashant Bhushan. In his view, the right of the 'eminent domain' of the state being a sovereign right is not alienable nor can it be transferred. Hence no person who is not working under the state government can be given the status of a collector and allowed to perform the functions of the 'collector the district' to acquire lands under the principle of eminent domain, even if he she works with the government controlled corporation or a company. Similar legal objection through petition have been raised in the High Court.

The LAA of 1894 requires a public notification under sec 4 to inform the people about state's intention to acquire land for what it claims to be a 'public purpose' and there is implicit within this the entitlement to enable the people affected to challenge the intention with informed objections. The first problem which was universally encountered in Narmada case was the inordinate delay by several years; even decades in legally notifying affected people about the intention to acquire their land. The notification is typically issued only months before the physical displacement are planned. The implication is that the prolonged delay in the issue of even the initial legal; notice to the persons from whom land has to be taken, thereby reduces this notice and the legal opportunities that this is intended under the law to extend the affected people, to a completely empty and meaningless formality. At a stage when mega projects is nearing completion, a legal notification that allows people whose lands and homes are slated for imminent submergence to make informed challenges to the public purpose of the intended land acquisition, is less than an eyewash. It openly deprives people of these limited rights. It is important to know that it is well known to state and project authorities which villages were slated for submergence decades earlier and if the authorities wished to enable people to secure their limited rights under the LAA, initial notification must be issues before the decision related to construction is actually taken.

The problem created by the inordinate delay in notification and token communication of acquisition details to PAPs are compounded by delayed and defective surveys. This was revealed to the members of Independent People's commission appointed by National Alliance for People's Movement (NAPM) by the PAPs. Surveys of submergence are done on desktop contour maps as a result there are huge incongruities between the projected PAPs and actual PAPs. Invariably, the later becomes larger than the former. Once again the a responsive administration undertaking timely and transparent field surveys involving the local people could really decrease the misery of PAPs.

These completely avoidable delays in legally notifying the affected people, and undertaking accurate surveys with updated records result into the disbursement of monetary compensation barely months even days before submergence causing untold and avoidable hardship to affected people. Delayed notification of the intent to acquire land has naturally led to the accumulated delays in fixing and payment of compensation. Disbursements of the compensation is also paid in installments subject to the

production of *sauda chittis* or 'agreement to sell land' for which there is no provision under the law. Since money is paid in small quantities, it tends to be frittered away and there is even less chances of cultivator securing alternative agricultural land.

Arguably the most significant new rights that accrued from the award to the affected families who lost more than twenty five percent of their agricultural land holdings, was the allocation of at least five acres (two hectares) of irrigated land. The importance of this right is drawn from the universal observations on the experience of PAPs, who were victims of past displacement, is that the monetary compensation tends to be frittered away in conspicuous expenditure, repayment of past loans, and involuntary cuts for land revenue and income tax dues not to mention the illegal bribes. Payment of monetary compensation also tends to push up land and dwelling house prices, pushing them out of the reach of the PAPs. Non-farm livelihoods are difficult in rehabilitation sites unless carefully planned by project authorities. The chances of affected farmers regaining comparable levels of livelihood and economic well-being after displacement are much greater if they are allotted agricultural lands. This is barely achieved in the case of Narmada ousters.

Despite such manifest grave and almost universal failure of the state to secure for PAPs not just their legal rights but even their means of survival, the process of actual uprooting of people and relocation is unexplainably brutal and callous. Any forced displacement leaves a trail of generations of human suffering. Indeed, it is the irony that the developmental model practiced in India coercively extracts such profound sacrifices from powerless people only to augment the privileges of a few.

Internationally, the U.N. Human Rights Commission has defined non-binding principles concerning internal displacement. These shed light on the obligations of states with regard to their citizens. They highlight, for instance, that governments should first examine all feasible alternatives that could avoid displacement altogether. They also indicate that the process of displacement itself should not violate the rights to life, dignity, liberty and security of the affected people. Again, numerous reports of displacement violating some or all of these norms come from the Narmada valley. In one of the resettlement colonies of the ISP in Madhya Pradesh a woman cried and summed up the horrors of predicament in her words "What we most cannot bear is to see our children hungry. I wish they had just given all of us poisoned. It would have been better than this living dead".

The recognition of any human right is a step in the right direction. However, if the implementation of human rights is not monitored, it may become extremely difficult to judge how far they are realized. At the domestic level, courts have the power to enforce rights to a large extent. It is, however, striking that courts have been rather hesitant to use international human rights standards to strengthen the domestic legal framework where the latter is not progressive enough. At the international level, enforcement mechanisms are only as effective as allowed by the states themselves. Thus, countries' compliance with human rights accords is often judged only through the reports that they have to submit to an independent committee periodically. Usually, these committees will also hear what non-state actors have to say on the matter, but the whole process remains in the form of a dialogue with governments. There are a few instances where mechanisms have been put in place to allow individuals to complain against their governments for their failure to uphold accepted rights. However, India has not ratified the relevant treaties and this further limits the possibilities for individuals to confront the government on its human rights record. The weaknesses of the international system thus come both from its own limitations and from the fact that states cannot be forced to ratify treaties against their will.

On the whole, India has had a rather ambivalent attitude towards environmental rights. While it is a member to the main instruments, it has by no means ratified all the important human rights treaties. A case in point is found in the context of the International Labour Organisation (ILO). India ratified the Convention concerning the Protection and Integration of Indigenous and other Tribal and Semi-Tribal Populations in Independent Countries (Convention 107) adopted in 1957 but have refrained from ratifying the new Convention of 1989, which updates the former and provides stronger rights to tribal peoples. Nevertheless, Convention 107, which is still in force for India, is of direct relevance in the case of the Narmada Valley Project. It provides, for instance, that when the removal of indigenous and tribal populations is necessary as an exceptional measure, they shall be provided with lands of quality at least equal to that of the lands previously occupied by them, which should be suitable to provide for their present needs and future development. Rehabilitation and resettlement process of the Narmada project affected people clearly violates the convention 107 of the ILO.

It is significant that, on the basis of this Convention, the Indian government has been taken to task by the body in charge of supervising the implementation of ILO conventions, which examines the periodic reports submitted by states. The committee of experts has indeed repeatedly taken note of the situation concerning the Sardar Sarovar dam. In its 1998 report, it noted that over a number of years, the committee had "requested the Government to take urgent measures to bring its resettlement and rehabilitation policies for tribal people in line with the Convention". It also noted that it "remains concerned by the difficulty encountered in acquiring land for resettlement and providing compensation". Generally, human rights constitute a fundamental part of any development project. Indeed, the human rights of project-affected people are absolute rights like the human rights of all other individuals and groups on earth. A number of international treaties recognize and protect rights that are of direct relevance to project-affected people in the Narmada valley. However, the enforcement machinery is either lacking or unavailable in this specific case and this tends to relegate human rights to moral claims that are not taken as seriously by the Indian government as, say, the conditions of a public or private bank loan for the same project. This notwithstanding, the Indian government has put its credibility at stake by signing international human rights treaties. This point seems to be well taken since it attaches significant importance to its international image and a good human rights record is essential for democratic states.

As noted, international human rights standards may differ or sometimes be more evolved than domestic law. In the European context, it is, for instance, not infrequent for the European Court of Human Rights to find that a given domestic provision violates one of the rights protected in the Human Rights Convention. Since there is currently no regional Asian human rights treaty and since India does not recognize the jurisdiction of the U.N. Human Rights Committee, more attention should be devoted to reconciling domestic and international rights. Indeed, in a context where there is no comprehensive resettlement and rehabilitation legal framework, Convention 107 of the ILO can, for instance, provide a starting point for considering cases involving tribal populations.

The human rights dimension of the development process has often been sidelined because it does not accommodate well with prevailing conceptions of development. The failure of development projects such as the Sardar Sarovar to respect even the most basic rights of the people who are meant to sacrifice their livelihoods for the well-being of the community at large implies that a conception of development that does not recognize the central value of human rights is bound to be a complete failure at a basic human level, whether it successfully brings development benefits to the nation at large or not. Human rights may be recognized at the international level but their real and only value consists in their application in everyday situations. It is only at this level that the human rights record of any state can be judged.

Beyond the specific violations of human rights involved in mass displacement, evictions and the Narmada valley project rehabilitation measures, there have been during the course of project various and frequent human rights violations, primarily against the protestors and NBA leaders and activist. These violations have run the gauntlet from unexplained police detention and abuse while in custody to beatings of non-compliant outsets and protestors by the police and in few tragic cases, police shooting on the crowds resulting in injuring and death. It appears that the government of India has many times failed to deal with protestors and responded with oppression and violence. The repetitive nature of these violations had drawn the attention of the international human rights community, which has formed the Narmada international Human Rights panel and now holds international Narmada symposium to present the report of the fact finding missions by the NGOs to chronicle abuses in India associated solely with the Narmada Valley Project.

#### **Role of Narmada Bacaho Andolan in protecting environmental rights of the PAPs**

The most popular movement in the environmental history of India is the movement against the Narmada River Valley Project. Though the movement started as early as late 1970s, along with the clearance of the project, it received momentum only during late 1980s. Resistance began to shape up against the displacement and completely inadequate resettlement plans of 250,000 people in several hundred villages, most of them tribal's, faced the threat of losing not only their homes but also the fields, watercourses, pastures and forests from which they drew their livelihood.

To start with, this movement was cantered around the issue of human rights. In fact, some of the main leaders of the movement at present like Medha Patkar were working toward proper rehabilitation programmes for the dam displaced. Due to improper implementation of the rehabilitation programmes by the State the human rights activists have become the articulators of anti-dam protests. Their demands included complete stopping of the dam, resettlement and rehabilitation benefits to the 'ousters'. These



demands were aptly supported by environmentalists who oppose construction of large dams for ecological reasons. The movement, however, gained wider public attention with mobilization and organization of 'ousters' (mostly tribal's and subsistence farmers ) and the joining of the eminent social workers like Baba Amte, Sunderlal Bahuguna and Medha Patkar. Though its wider public attention is due to its coverage (impact) in three states, the most notable feature of this movement is the international support it has received. In fact, the main reason behind the World Bank's withdrawal of funding to the project was due to international pressures. To list a few instances: Japanese environmentalists persuaded their government in blocking the money advance for the project. Similarly, the US environmental groups have worked hard to stop World Bank funding with this international support, the leaders of the movement received a sympathetic hearing from an US Congressional Sub-Committee. In the wake of the World Bank's independent review committee report, the European Parliament urged its member countries to instruct their World Bank directors to suspend all further aid to Sardar Sarovar and in the final voting all the donor countries voted against funding while poor recipient countries voted for continuation. This kind of international support is something unprecedented in Indian environmental history. The completion of Narmada Valley Project is not directly linked with World Bank funding and hence the success of the movement. It is also unlikely that the project would remain half finished forever. On the other hand, without international pressures it would have been very difficult for the leaders of Narmada Bacho Andolan (Save Narmada Agitation) to stop World Bank funding on their own. Even this may be termed as only a partial success of the movement as the ultimate success lies in convincing or pressurizing the government to stop the project with people's support which is most unlikely in the present socioeconomic conditions in India.

Narmada movement started with addressing the problems of livelihoods of local people [read tribals], traversed into human rights issues and focused on environmental concerns while suggesting an alternative development paradigm. Interestingly, the strategy of the leadership has been to address all these dimensions simultaneously in an effective manner. The reason for the success of the movement is its mass base among the dam affected tribal communities which are homogeneous and removed from modern influence and hence easier to organize. Narmada agitation, apart from addressing different objectives, has been following a synergy and coordinated approach to the issues like subsistence rights, poverty, human rights, rights of indigenous people, development etc to influence the opinion of national and international actors without losing touch with the local people whose brief it has been carrying. Simultaneously, the activists are very much involved in the socioeconomic development of the tribal communities, i.e., building schools, dispensaries, etc. This approach to secure the human rights and environmental justice to the people worked on the principle of the mutual informed reciprocity of actors held in a series a chain. A Classic model of local to global and vice versa . In fact the Narmada movement confirms the nature relationship existing between local to global and vice versa suggested by Koen De Feyter in his discussion paper titled 'Localizing Human Rights'

The Narmada movement borrowed Resistance strategies from Gandhian satyagraha included non-cooperation and civil disobedience, refusal to cooperate with project authorities, blocking of all project-related work, and refusal to leave their villages. The movement derived strength and credibility also from extensive and outstanding studies on social and environmental impacts of big dams.

The major achievement of the Narmada movement is its success in restoring the political voice of the marginalized, in ensuring their political significance in mainstream political and developmental decision making processes. They have begun to challenge the mainstream discourse on development, and the assumptions about who must win and who must lose .By ensuring that these voices are heard, the Narmada Bachao Andolan have succeeded in compelling governments, both central and state, and powerful funding agencies like the World Bank, to rethink their policies on displacement and rehabilitation. However, the political voice of those excluded in the past is still by no means as powerful as it should be—and as is warranted by their numbers and their need. But it would be safe to hypothesise that the strength of these movements will continue to contribute to the empowerment of these vulnerable groups, and the gradual— sometimes grudging— influence over state development policies in their favour.

Equally important has been the broader political impact of the Narmada struggle. It proved to be the cutting edge of the social movements that have deepened India's democracy and transformed the political scene. The state bureaucracy and political parties must now listen to these movements or risk opposition or, in the case of parties, being thrown out of power. Social movements in the rural areas played a key role in stirring up the mass consciousness that led to the defeat in 2004 of the neoliberal

coalition led by the Hindu chauvinist BJP (Bharatiya Janata Party) that had campaigned on the pro-globalization slogan "India Shining." While its successor, the Congress Party-led coalition, has turned its back on the rural protest that led to its election and followed the same anti-agriculture and pro-globalization policies of the BJP, it risks provoking an even greater backlash in the near future.

### Conclusion

Noted Author and Activist Arundhati Roy very succinctly put the whole Narmada Conflict in the following terms "In India over the last ten years the fight over the Sardar Sarovar Dam far more than fight for one river. This has been its strength as well as its weakness. Some years ago it became a debate that captured the popular imagination. That is what raised the stakes and challenged the complexion of the battle. Far from being fight over the fate of a river valley it began to raise doubts about an entire political system. What is at issue is now the very nature of our democracy? Who owns its lands? Its forests? Its fish?...These questions are being taken hugely seriously by the state. They are being answered in one voice by every institution at its command- the army, police, bureaucracy and the courts. And not just answered but answered unambiguously, in bitter and brutal ways." This passage by Roy underlines the unconditionality of human rights of the marginalized and it should therefore serve as the basis of setting up of priorities: the realization of fundamental rights must take precedence over all other issues and activities. Applied to the ecological subsistence rights, this means that the right to living must take precedence over non-fundamental resource needs of other agents. Subsistence needs come before luxury needs. This formula indicates a basic duty that recognition of subsistence rights implies for national and international institutions. If we bear in mind that the lack of rights is the result of persistent differences in power then it becomes clear that more rights can be achieved only through changes in power structure. Since everything depends on progress of closing the power scissors, we might speak here of dual strategy; to increase the room for maneuver available to poor and restrict the well off.

For the poor to achieve greater room to maneuver, local community rights must be recognized and strengthened in case of conflict. After all pasture and forest, fresh water and clean air are valuable resources for the survival of the poor. Since intact ecosystems mean that poor are less vulnerable, therefore conservation of nature and the environment is the core of any serious policy to overcome poverty. And conversely, since effective rights of the local inhabitants are the best guarantee that the resources of the poor will not be easily diverted to the rich, a policy of protecting people's right to decent living is the central plank of natural environmental conservation. Ecology and subsistence rights are closely intertwined. Undoubtedly this has been the underlying inspiration of the Narmada movement which surely has led to the transformation of several institutional, legal and legislative measures in India.

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# International Journal of Professional Development

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IJPD



## Psychological Strain as a Mediator of the Relationship Between Job Design and Employee Satisfaction



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### Abstract

*In this study, we developed a model in which psychological strain mediated the effects between job design on both employee work reactions and job performance. We also examined the impact of several job design factors (cognitive demands, problem solving demands, responsibility demands, quantitative demands, timing control, methods control, skills discretion and decision authority) on psychological strain. A total of 429 technical workers from a large telecommunication industry in India completed our survey. We conducted structural equation modelling (SEM) using AMOS 6.0 to test our model. SEM analyses showed that psychological strain partially mediated the relationships between job design and both employee work reactions and job performance. In addition, job design had main effects on psychological strain, employee work reactions and job performance. These findings have several implications for future research on job design and employee well-being.*

*Keywords: Psychological Strain, Job Design and work satisfaction*

*Job design is a core function of human resource management and it is related to the specification of contents, methods and relationship of jobs in order to satisfy techno*

### Introduction

logical and organizational requirements as well as the social and personal requirements of the job holder.<sup>[1]</sup> Its principles are geared towards how the nature of a person's job affects their attitudes and behavior at work, particularly relating to characteristics such as skill variety and autonomy.<sup>[2]</sup> The aim of a job design is to improve job satisfaction, to improve through-put, to improve quality and to reduce employee problems. Many occupational studies have focused on the impact of job design on job satisfaction, turnover intentions, and job performance. Two aspects of work that have emerged as being especially relevant to these outcomes are the level of demand placed on the employee and the degree of control afforded to the employee. For example, studies have focused on how high demands and low control are associated with psychological strain (e.g., Karasek & Theorell, 1990). Previous studies have found little or no relationship between job design (e.g., job demands) and performance (Dwyer & Fox, 2004). Researchers have argued that the weak relationship might be due to the omission of potential intervening variables that mediate the job design-outcome variables relationship (Hart & Cooper, 2001). Based on the comprehensive model of occupational health developed by Hart and Cooper (2001), we examined psychological strain as a mediator of the job design-outcome variables relationship. Accordingly, this study had two goals. The first was to identify the direct effects of job demands and job control of psychological. The second was to examine whether psychological strain mediated the link between job demands and job control and various criterion variables.

### Job design and Psychological Strain

The relationship between job design and psychological strain has been frequently investigated and this established area of research has been thoroughly reviewed elsewhere (e.g., Cooper, Dewe, & O'Driscoll, 2001). The key point to note is that both demands and control have been identified as sources of psychological strain. Much of the early research on demands posited a U-shaped relationship, with either high or low levels of demand being associated with high strain and moderate levels of demand being associated with lower strain (e.g., French, Caplan, & Harrison, 1982). In practice, however, perhaps because work demands tend to fall toward the high end of the distribution, the predominant finding has been a positive linear relationship with strain (e.g., Cooper, Davidson, & Robinson, 1982). Interest in demands and control as predictors of psychological strain has been

reinforced by Karasek's demand-control model (Karasek & Theorell, 1990). Consistent with the wider literature, high-strain jobs are those characterized by heavy work demands and low control. However, rather than providing support for Karasek's model, a high proportion of studies have obtained direct effects of job demands and job control on strain. In summary, there is an extensive body of evidence showing that higher demands are associated with greater strain and that greater control is associated with less strain.

#### Core Job dimensions

- **Skill variety:** This refers to the range of skills and activities necessary to complete the job. The more a person is required to use a wide variety of skills, the more satisfying the job is likely to be.
- **Task identity:** This dimension measures the degree to which the job requires completion of a whole and identifiable piece of work. Employees who are involved in an activity from start to finish are usually more satisfied.
- **Task significance:** This looks at the impact and influence of a job. Jobs are more satisfying if people believe that they make a difference, and are adding real value to colleagues, the organization, or the larger community.
- **Autonomy:** This describes the amount of individual choice and discretion involved in a job. More autonomy leads to more satisfaction. For instance, a job is likely to be more satisfying if people are involved in making decisions, instead of simply being told what to do.
- **Feedback:** This dimension measures the amount of information an employee receives about his or her performance, and the extent to which he or she can see the impact of the work. The more people are told about their performance, the more interested they will be in doing a good job. So, sharing production figures, customer satisfaction scores etc. can increase the feedback levels.

#### Techniques of job design

**Job rotation:** Job rotation is a job design method which is able to enhance motivation, develop workers' outlook, increase productivity, improve the organization's performance on various levels by its multi-skilled workers, and provides new opportunities to improve the attitude, thought, capabilities and skills of workers. Job rotation is also process by which employees laterally mobilize and serve their tasks in different organizational levels; when an individual experiences different posts and responsibilities in an organization, ability increases to evaluate his capabilities in the organization.

**Job enlargement:** Hulin and Blood (1968) define Job enlargement as the process of allowing individual workers to determine their own pace (within limits), to serve as their own inspectors by giving them responsibility for quality control, to repair their own mistakes, to be responsible for their own machine set-up and repair, and to attain choice of method. Frederick Herzberg referred to the addition of interrelated tasks as 'horizontal job loading'.

**Job enrichment:** Job enrichment increases the employees' autonomy over the planning and execution of their own work. Job enrichment has the same motivational advantages of job enlargement; however it has the added benefit of granting workers autonomy. Frederick Herzberg viewed job enrichment as 'vertical job loading' because it also includes tasks formerly performed by someone at a higher level where planning and control are involved.

**Scientific management:** Under scientific management people would be directed by reason and the problems of industrial unrest would be appropriately (i.e., scientifically) addressed. This philosophy is oriented toward the maximum gains possible to employees. Managers would guarantee that their subordinates would have access to the maximum of economic gains by means of rationalized processes. Organizations were portrayed as rationalized sites, designed and managed according to a rule of rationality imported from the world of technique.

**Human Relations School:** The Human Relations School takes the view that businesses are social systems in which psychological and emotional factors have a significant influence on productivity. The common elements in human relations theory are the beliefs that

- Performance can be improved by good human relations
- Managers should consult employees in matters that affect staff
- Leaders should be democratic rather than authoritarian
- Employees are motivated by social and psychological rewards and are not just "economic animals"
- The work group plays an important part in influencing performance

**Socio-technical systems:** Socio-technical systems aims on jointly optimizing the operation of the social and technical system; the good or service would then be efficiently produced and psychological needs of the workers fulfilled. Embedded in Socio-technical Systems are motivational assumptions, such as intrinsic and extrinsic rewards

**Work reform:** Work reform states about the workplace relation and the changes made which are more suitable to management and employee to encourage increased workforce participation.

**Motivational work design:** The psychological literature on employee motivation contains considerable evidence that job design can influence satisfaction, motivation and job performance. It influences them primarily because it affects the relationship between the employee's expectancy that increased performance will lead to rewards and the preference of different rewards for the individual. Hackman and Oldman developed the theory that a workplace can be redesigned to greater improve their core job characteristics. Their overall concept consists of:

- Making larger work units by combining smaller, more specialized tasks.
- Mandating worker(s) to be responsible via having direct contact with clients.
- Having employee evaluations done frequently in order to provide feedback for learning.
- Allowing workers to be responsible for their job by giving them authority and control.

### Psychological Strain as Mediator

In the present study, we consider psychological strain as technical workers' feelings about the emotional and mental disturbances they have experienced in their jobs. This includes such issues as the ability to concentrate on tasks, losing sleep because of worries, feeling constantly under strain, and feeling unhappy and depressed. Psychological strain has two components: anxiety/depression and social dysfunction. Anxiety/depression reflects an individual's emotional reaction to stressful experiences. Social dysfunction reflects emotional problems experienced in social situations. Although most studies have found a link between job design and employee strain, relatively few studies have examined how job design affects employee work reactions and job performance (Jex, 1998). Studies that have analyzed the relationship between demands and performance have typically found little relationship between them (Jex, 1998). Few studies have considered that psychological strain as a mediating variable. For example, job demands negatively influence psychological strain, and psychological strain, in turn, influences individual outcomes (e.g., job performance) (Lang, Thomas, Bliese, & Adler, 2007). Accordingly, psychological strain might be a mediating variable in the relationships between job design and the criterion variables. Work design variables such as job demands and job control may affect the psychological strain among technical workers which in turn influence their job satisfaction, job performance, and turnover intentions. Job satisfaction is a potential outcome of strain (Beehr, 1995), thus we included job satisfaction is a criterion variable.

### The Present Study

The aim of the present study was to examine the direct effects of job design on psychological strain and the criterion variables, i.e. job satisfaction, turnover intentions, and job performance. The present study was also aim to examine the mediated effects of psychological strain in the relationships between job design and the criterion variables. Because our confirmatory factor analysis results indicated that job performance consists of two factors, i.e. task performance and organizational citizenship behaviour towards individual (OCBI), we included both of these variables as criterion variables. Job design consists of job demands (i.e., cognitive demands, responsibility demands, and quantitative demands) and job control (i.e., timing control, methods control, skill discretion, and decision authority). Psychological strain consists of anxiety/depression and social dysfunction. Figure 1 depicts the structural model we used. We hypothesized direct effects of job demands (H1) and job control (H2) on the criterion variables. Moreover, we hypothesized that job demands would be positively associated with psychological strain (H3) and job control would be negatively associated with psychological strain (H4). Finally, we hypothesized that the relationships between job design and the criterion variables would be mediated by psychological strain (H5).

### Method Sample

The sample in the present study comprised 429 technical workers from a large telecommunication industry in India. The majority of the respondents were male (85%) and their ages ranged from 20 to 55 years (mean age = 45.7, SD = 6.7). Job tenure ranged from 0.5 to 30 years

(mean tenure = 13.4, SD = 8.4). The majority of respondents had obtained either a Indian Certificate of Education (81.8%), diploma (16.1%), or university degree (1.6%). In terms of position in the organization, most were technician (41.7%), followed by senior technicians (33.1%), technical officer assistants (18.9%), and technical officers (6.3%).

### Measures

**Job demands** We measured four dimensions of job demands: quantitative demands (11 items), attention demands (4 items), problem-solving demands (5 items), and responsibility demands (5 items). Quantitative demands were assessed with the scale developed by Van Yperen and Snidjers (2000), using a four-point response scale, with responses ranging from “never” to “always”. We measured attention demands, problem-solving demands, and responsibility demands with scales constructed by Wall, Jackson, and Mullarkey (1995), using five-point response scales ranging from “not at all” to “a great deal”. The confirmatory factor analysis on these job demands measures revealed that a three-factor solution was a reasonable fit to these data, with one factor for quantitative demands, one factor for combined attention demands and responsibility demands (renamed cognitive demands), and one factor for responsibility demands. The alpha coefficients were 0.85 for cognitive demands, 0.80 for responsibility demands, and 0.87 for quantitative demands.

**Job control** We measured four dimensions of job control: skill discretion (6 items), decision authority (3 items), timing control (4 items), and methods control (6 items). We used the scales from the Job Content Questionnaire (Karasek, 1985) to measure skill discretion and decision authority and scales from Wall et al. (1995) for timing control and methods control. Confirmatory factor analysis revealed that the four-factor solution was a good fit to these data. The alpha coefficient was 0.74 for timing control, 0.77 for methods control, and 0.80 for both skill discretion and decision authority.

**Psychological strain** We used the 12-item version of the General Health Questionnaire (GHQ-12, Goldberg & Williams, 1988) to measure feelings of strain. Respondents were asked to indicate the extent to which they have experienced situations where they have: “been able to concentrate on what you are doing” (social dysfunction scale) and “felt constantly under strain (anxiety/depression)”. The confirmatory factor analysis found that two dimensions fit the data well, which we labelled ‘social dysfunction and anxiety/depression’. The alpha coefficients were 0.85 for anxiety/depression and 0.77 for social dysfunction.

**Job satisfaction** We measured job satisfaction with 15 items taken from Warr, Cook, and Wall (1979). Confirmatory factor analysis revealed that a single factor provided a good fit and the alpha coefficient was 0.92.

**Turnover intentions** We measured turnover intentions with three items from Mobley, Horner, and Hollingsworth (1978). The alpha coefficient was 0.86.

**Job performance** We measured job performance among technical workers with Williams and Anderson’s (1991) scales. This measure is conceptualized as having three components:

- organizational citizenship behaviour towards organization (OCBO),
- organizational citizenship behaviour towards individual (OCBI), and
- in-role performance (IRP). A confirmatory factor analysis of our sample suggested that OCBO and IRP are a single factor. Thus, we combined the OCBO and IRP as one construct and renamed it as task performance. The two-factor solution (i.e. task performance and OCBI) was a good fit to our data. The alpha coefficients were 0.81 for OCBI and 0.86 for task performance.

### Statistical Analysis

We performed structural equation modelling using the maximum likelihood methods of AMOS version 6.0. To evaluate the overall model fit, we used the chi-square goodness of fit to degrees of freedom ratio ( $\chi^2/df$ ), the root-mean-square error of approximation (RMSEA), the mean square residual (RMR) and the comparative fit index (CFI). Previous work suggests that satisfactory model fit is indicated by RMSEA and RMR values close to 0 and no higher than 0.08 (Kline, 2005), a  $\chi^2/df$  value no greater than 3, and a CFI value higher than 0.90 (Kline, 2005). We used the Sobel test to assess mediation effects (Sobel, 1982), setting the significance level at  $p < 0.01$ .

### Results

The structural model without mediators showed a good fit to the data ( $\chi^2/df= 2.2$ ; CFI = 0.99; RMSEA = 0.05; and RMR = 0.02). In terms of job demands constructs, quantitative demands were significantly negatively related to task performance ( $\beta = -0.38$ ), organizational citizenship behaviour towards individual (OCBI) ( $\beta = -0.29$ ), and job satisfaction ( $\beta = -0.15$ ), and positively related to turnover intentions ( $\beta = 0.29$ ). Responsibility demands were significantly related to task performance ( $\beta = -0.14$ ) only, but not related to OCBI, job satisfaction, or turnover intentions. Cognitive demands predicted none of the criterion variables. These results partially support Hypothesis 1. In terms of job control constructs, timing control was significantly positively related to task performance ( $\beta = 0.10$ ), but not related to OCBI, job satisfaction, or turnover intentions. Methods control was significantly positively related to task performance ( $\beta = 0.32$ ), OCBI ( $\beta = 0.20$ ) and job satisfaction ( $\beta = 0.15$ ), and negatively related to turnover intentions ( $\beta = -0.15$ ). Skill discretion was significantly positively related to task performance ( $\beta = 0.46$ ), OCBI ( $\beta = 0.42$ ) and job satisfaction ( $\beta = 0.25$ ), but not to turnover intentions. Decision authority was positively related to job satisfaction ( $\beta = 0.19$ ), but not to task performance, OCBI, and turnover intentions. These results partially support Hypothesis 2. The full structural model (with mediation) demonstrated a good model fit ( $\chi^2/df= 1.1$ ; CFI = 0.99, RMSEA = 0.02; and RMR = 0.02). 13 out of 22 paths were significant and in the expected direction (when controlling for other latent variables). Modification indices suggested the addition of three paths – a direct effect of timing control on task performance, and direct effects of methods control on both OCBI and job satisfaction. The results of the standardized path coefficients revealed that responsibility demands ( $\beta = 0.25$ ) and quantitative demands ( $\beta = 0.27$ ) were significantly positively related to anxiety/depression (one component of psychological strain) but not to social dysfunction (the other component of psychological strain). Thus, Hypothesis 3 was supported for anxiety/depression but not for social dysfunction. Hypothesis 4 was partially supported as methods control ( $\beta = -0.31$ ) and skill discretion ( $\beta = -0.16$ ) were significantly negatively related to anxiety/depression and methods control ( $\beta = -0.21$ ) was significantly negatively related to social dysfunction. Cognitive demands, timing control and decision authority were not significantly related to psychological strain (either anxiety/depression or social dysfunction). Anxiety/depression was significantly negatively related to task performance ( $\beta = -0.24$ ) and OCBI ( $\beta = -0.12$ ), and positively related to turnover intentions ( $\beta = 0.33$ ), but not related to job satisfaction. Social dysfunction was significantly negatively related to task performance ( $\beta = -0.23$ ), OCBI ( $\beta = -0.17$ ) and job satisfaction ( $\beta = -0.16$ ), but not related to turnover intentions. In sum, responsibility demands, quantitative demands, methods control, and skill discretion were significantly related to anxiety/depression, which in turn was associated with task performance, OCBI, and turnover intentions. Methods control was related to social dysfunction, which in turn was related to task performance, OCBI and job satisfaction. The Sobel test indicated that anxiety/depression fully mediated the effects of responsibility demands, quantitative demands, and skill discretion on task performance, OCBI and turnover intentions. In addition, anxiety/depression fully mediated the effects of methods control on both task performance and turnover intentions, and partially mediated the effects of methods control on OCBI. The Sobel test also demonstrated that social dysfunction fully mediated the effect of methods control on task performance. However, social dysfunction did not mediate the relationships between methods control and both job satisfaction and OCBI. These results partially support Hypothesis 5

## Discussion

Our results partially supported all of our hypotheses. Interestingly, cognitive demands and decision authority did not affect any of the criterion variables (i.e. job satisfaction, turnover intentions, task performance and organizational citizenship behaviour towards individual (OCBI)). One possible explanation for this result may be that technical workers in Malaysian context expect or desire to be told what to do. Therefore, cognitive demands and decision authority are not important job design criteria for Malaysian technical workers. This is only speculation of course and these findings warrant future investigation. Cognitive demands, timing control, and decision authority were also not associated with psychological strain (i.e. anxiety/depression and social dysfunction). Psychological strain mediated



several relationships between job design and the criterion variables. Specifically, anxiety/depression mediated the effects job demands and job control on turnover intentions, task performance and OCBI. Social dysfunction mediated the effects of methods control on task performance. Overall, our study added evidence in the literature of job design that psychological strain as a mediating variable in the relationships between job design (i.e. job demands and job control) and the criterion variables (i.e. job satisfaction, turnover intentions, and job performance). Our study shows that anxiety/depression appears to be a mechanism through which job demands (i.e. responsibility demands and quantitative demands) and job control (i.e. methods control and skill discretion) affect task performance, OCBI and turnover intentions. Social dysfunction appears to be a mechanism operating between methods control and task performance. That is, demands and control appear to negatively relate to employee strain, which then results in decreased task performance and OCBI, and increased turnover intentions. It may be that high demands and low control result in decreases in cognitive energy, confidence, and task persistence and these signs of psychological strain affect task performance, OCBI and turnover intentions. In terms of practical application, these findings suggest that managers should consider the utility of examining aspects of job design which enhance employee well-being. Job demands and job control provide a useful basis for redesigning jobs to enhance the employee well-being and performance. This could help increase job performance and reduce employee turnover intentions. Yet the mediating role of psychological strain in the case of job performance and turnover intentions suggests that there always will be a role for secondary preventions to help employees develop effective coping strategies for dealing with psychological strain. In terms of theory, this study suggests the need to consider a broader range of outcome variables in work design research. Future longitudinal and quasi-experimental intervention studies are needed to strengthen the basis for causal inference regarding job design.

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## A Textual Analysis of Anita Desai's Bye-Bye Blackbird: Linguistic and Stylistic View



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### Abstract

*The paper will focus on this aspect of Anita Desai making a case study of her novel 'Bye, Bye Blackbird'. This paper will have three divisions: (i) To explore the meaning of Stylistic and Linguistic Analysis. (ii) A depth study of Stylistic and Linguistic Categories. (iii) A Textual analysis of 'Bye, Bye Blackbird'.*

### Introduction

Stylists agree to the fact that style is a matter of choice. Every writer with the use of his own peculiar choice of words and structures writes in his own unique style. In order to understand the underlying pattern, the modern stylistics gives attention on these choices of the writer. In his article *Some Aspects of Style*, J. Warburg writes:

"The good use of a language, then, consists in choosing the appropriate symbolization of the experience you wish to convey, from among all possible words and arrangements of words (by saying, for example, dog rather than cat). 'Good style, it seems to me, consists in choosing the appropriate symbolization of the experience you wish to convey, from among a number of words whose meaning area is roughly, but only roughly, the same (by saying cat, for example, rather than pussy). That is to say, matters of style are necessarily linguistic matters: linguistic matters are not necessarily- it is a common but misleading view- matters of style.'

It has been correctly mentioned that "Stylistics is not a mechanical technique of style analysis. It acknowledges that intuition and personal judgement of the reader cannot be replaced by any method. The mystery of having moved by words as Dylan Thomas says will always remain." One of the important functions of stylistics is to check and confirm the feelings and intuitions by detailed analysis. In this a careful study of the lexis, grammar, cohesive and contextual devices must be made. "Linguistic analysis does not replace the reader's intuition, what Spitzer calls 'the click in the mind': but it may prompt, direct and shape it into an understanding."

In order to make linguistic and stylistic study of any piece of writing; one must know what the linguistic and stylistic categories are. A brief discussion of these categories has been mentioned following:

### Linguistic and Stylistic Categories

- **General:** One must check here is the vocabulary simple or complex? Is it formal or colloquial? Is it descriptive or evaluative? Is it general or specific? Does the text include idiomatic phrases? Does the text contain rare or specialized vocabulary?
- **Nouns:** One must check are the nouns abstract or concrete? What kind of abstract nouns does the text contain, e.g., nouns referring to events, perceptions, moral values, social values, processes etc?
- **Adjectives:** Does the author make use of frequent adjectives? One must see adjectives refer to what kinds of attributes whether physical, psychological, visual, auditory, colour, referential, emotive or evaluative. One must evaluate adjectives are restrictive or non-restrictive, adjectives are gradable or non-gradable, they are attributive or predicative.
- **Verbs:** In this category one must check whether the verbs carry an important part of the meaning, the verbs are stature or referring to actions, events etc. One must also see whether the verbs refer to movements, physical acts, speech acts, psychological states, or perceptions. What kind of verbs has been used, transitive, intransitive or linking? One must see whether the verb is fictive or non-fictive.

- **Adverbs:** In this category one must analyze the adverbs are frequent or not. One must check whether any significant use of sentence adverbs is there or not (conjuncts such as: so, therefore, however and disjoints such as: certainly, obviously, frankly)

#### Grammatical Categories:

- Sentence types: Here one must analyze whether the author makes use of only statements or he also makes use of questions, commands, exclamations or minor sentence types.
- Sentence Complexity: Here one must analyze on the whole whether sentences have simple or complex structure, sentences are long or short.
- Clause types: One must analyze here what types of dependent clauses are favoured, are they relative clauses, adverbial clauses or different types of nominal clauses? One must find out whether reduced or non-finite clauses are commonly used or not, if they are used then what type are they? Are they infinitive clauses, -ing clauses, ed-clauses or verbless clauses.
- Verb Phrases: One must analyze here whether there is any significant departures from the use of simple past tense or not.
- Minor Word Classes: Here comes the use of prepositions, conjunctions, pronouns, determiners, auxiliaries and interjections. One can find out whether particular words of these types have been used for particular effect. As, the definite and indefinite article, first person pronouns, I, WE, etc, demonstratives, like this and that, negative words like not, nothing and no.
- General: Here one can check whether any general types of grammatical construction have been used for any special effect. As, comparative or superlative constructions.

#### Figures of Speech

- Grammatical and Lexical Schemes: One can check here whether there is found any case of formal and structural repetition in the given text such as, anaphora, parallelism etc.
- Phonological Schemes: One must analyze whether in the text any phonological patterns of rhyme, alliteration, assonance etc have been used, whether any salient rhythmical patterns is used, whether vowel and consonant sounds pattern or cluster in particular ways have been used.

#### Context and Cohesion

- Cohesion: One must analyze whether the text contains any logical or other links between sentences, such as, coordinating conjunctions or linking adverbials. One must also find out what kind of use is made of cross-reference by pronouns in the text, such as she, it or they? One can also notice one more important aspect whether meaning connections are reinforced by repetition of words and phrases or by repeatedly using words from the same semantic field.
- Context: One can analyze whether in any text the writer addresses the readers directly, or through the words or thoughts of some fictional character. One can check of the addresser-addressee relationship what linguistic clues have been used, as first-person pronouns, I, me, my, mine. One can analyze whether the direct or indirect method has been used to show a character's words or thoughts.

#### Text From Bye-Bye Blackbird

The morning light slid down the lane-lengths of telephone wires, perched a while on the peaks of television aerials and then rolled down the drain pipes into the new-leafed hedges and through the silver caps of the milk bottles on the steps, rang the brass door knockers and set the birds and bottles clinking and clanking in informal good-morning voices that rose up to Dev's window and politely woke him (1). But when he pulled out his watch from under his pillow he was disgusted to find it was disgusted to find it was barely five o' clock (2). He wondered if it had died in the night of an inability to acclimatize itself, but its steady ticking asserted itself through the bright bead-curtain of bird-and-bottle sounds and he shoved it away with a groan, and then put his head beside it under the pillow (3). But he had mistakenly left the window open at night and now the milky fingers of morning reached through and scabbled through his emerge, half smothered, from the dark pillow and face the window now swimming with liquid light in which the red roofs and blackened brick walls of Clapham stood steady as the keels and hulls of sound old boats that had weathered the wash and swell of another day's tidal wave (4).

He propped himself up on one elbow, trying to conjure some of yesterday's excitement and buoyancy out of the tiredness of a night's sleep begun too late and ended too early (5). Groping about for the support of a tranquillizing smoke, he found he had left his cigarettes on top of the brass-knobbed dresser at the far end of the room (6). There was nothing for it but to roll out of his dishevelled bed, leap

up into the air as his feet touched the freezing floor boards race across to the dresser, snatch up cigarettes and matches and take a flying leap back into his feet touched the freezing floor boards race across to the dresser, snatch up cigarettes and matches and take a flying leap back into his quilt (7). Trying nervously to nurse it back to warmth and keep the ashes from falling on the blue stain, he thought with momentary bitterness of the cup of tea that would have been brought to him if he were at home in India now, by a mother fresh from her morning prayers, or a servant boy scorched and sooty from a newly made fire (8). By no stretch of imagination were his host Adit Sen or his wife Sarah likely to do this for him: there was an eiderdown-smothered silence from their end of the flat (9). Once the cigarette had dwindled to a stub and he had to leap up in order to fling it out of the window into the hedge, he felt he might as well wrap his earthen brown shawl about him and go out to find the kitchen and make himself a cup of tea (10). It was the first lesson his first day in London taught him: he who wants tea must get up and make it (11).

### Analysis

On the first day in London Dev is awaked by the morning light which is mixed with the voices of birds and sounds of milk-bottle. But Dev does not feel comfortable in the new surroundings. If he wants to have something he will have to take it himself as by mistake he leaves the window open, in order to save himself from cold he will have to get up from the bed and close the window. Then he realizes he has left his cigarette and lighter on the dresser, once again he has to get up from his warm bed, now he wishes to have tea, and he will have to make it himself. Here comes a realization to Dev that in India he lived a comfortable life where his mother or a servant boy used to bring tea for him, but here in England he would have to do all his works himself. So he learns the first lesson about life.

### General Observation

One can notice that the above passage is written in simple idiomatic English. Complex words have not been used much. There can be seen many compound words used by the novelist such as: lane-lengths, new-leafed, bead-curtain, bird and bottle, milky-fingers, giggling-tease, half-smothered, brass-knobbed, and eiderdown-smothered. The style of writing of the novelist denotes freshness, her keen observation and insight.

**Nouns:** Total 78 nouns have been used in the above quoted passage, out of which 15 are abstract nouns. They are: voices, sounds, inability, milky, fingers, giggling-tease, excitement, buoyancy, stretch, imagination, eiderdown-smothered, silence, tiredness, bitterness, warmth, groan, wash and swell.

Proper Nouns have also been used in the above passage, such as: Dev, Adit, Sarah, the locality and the city, such as: Clapham, London.

**Collocations:** One can notice that in this passage words which are dealing with marine imagery are of supreme importance, as: swimming, liquid, tidal wave, keels and hulls, old boats, weathered, wash and swell.

**Adjectives:** In the above passage one can see that adjectives refer more to the psychological states as compare to the physical objects. They are: excitement, buoyancy, informal, giggling, tranquillizing, freezing, newly, politely, barely, mistakenly, nervously. These words describe the feelings and reactions of Dev, these words are with emotive connotations.

**Adverbs:** Adverbs of place and direction have been used in the above passage which add movement and dramatic feature. The transitive as well as intransitive verbs have been used in the passage, and they are equal in number. These adverbs depict the movements, psychological states and perceptions of the protagonist. They are: mistakenly left, to conjure excitement and buoyancy, groping for support, trying nervously, leap up, pulled out, shoved away, fling out.

Grammatical Categories:

**Sentence Length:** The first sentence is the longest sentence in the passage. It depicts the complexity of ideas in the mind of Dev. The last sentence in the passage is the shortest sentence, it hints at the clarity of ideas which comes in the mind of Dev as a result of his thinking. The unsettled and disturbed state of Dev is depicted through sentences from 2-10, while the sentence 11 makes the conflict clear.

**Prepositions:** A few prepositions have been used in this passage. In order to relate ideas to physical objects and sounds the role of preposition 'OF' is essential. As, the bright curtain (Imaginary), Of bird and bottle sounds (Real).As the keels and hulls (Imaginary)

OF sound old boats	(Real)
Momentary bitterness	(Thought process)
OF the cup of tea	(Physical)

The wash and swell

(Ideational)

OF another day

(Physical)

**Punctuation:** The specific use of colon (: ) can be noticed in the passage as: 'By no stretch of imagination were his host Adit Sen or his wife Sarah likely to do this for him: there was an eiderdown-smothered silence from their end of the flat'. 'It was the first lesson his first day in London taught him: he who wants tea must get up and make it'.

#### Figures of Speech:

**Metaphors:** In the above passage use of metaphors can be noticed such as:

New leafed hedges: It symbolizes trimmed hedges.

Bright bead curtain of bird and bottle sounds: It symbolizes sounds produced by birds' chirping and milk bottles.

**Giggling-tease:** It symbolizes an act of friendliness.

**Milky-fingers:** It symbolizes white light in the morning.

An eiderdown smothered silence: It symbolizes soft, comfortable living which impels the people to live in alienation.

**Simile:** In the above passage use of simile can also be noticed as, As the keels and hulls of sound old boats.

**Antithesis:** Use of antithesis can also be seen in the passage, as: Began too late, ended too early.

**Alliteration:** The title of the novel is itself alliterative Bye- Bye Blackbird, bird and bottle sounds, face the window now swimming with/liquid light.

**Assonance:** Clinking, clanking, giggling.

Parallel Constructions: Pairs can be easily found in the above passage such as:

- Had died-had weathered.
- Excitement and buoyancy-tiredness and bitterness.
- Reached through-scrabbled through.

**Cohesion:** One can notice the use of articles as co-reference in this passage.

Generic Reference: In this passage the use of indefinite article which is coupled with abstract ideas can be noticed. This represents familiarity, as: A groan a giggling tease, a night's sleep, a tranquilizing smoke, a mother, a servant, a newly made fire, a cup of tea etc.

**Specific Reference:** In this passage specific reference occurs 21 times. With abstract nouns it has been used only three times as the wash and swell, the tiredness and bitterness, the support. In order to ensure cohesion Anita Desai makes use of a common device which is Repetition. As the window is repeated 4 times, leap is repeated 3 times, milk, milky is repeated 2 times, bird and bottle is repeated 2 times, steady is repeated 2 times, and half smothered, smothered is repeated 2 times.

Context: Use of third person narration can be noticed in the above passage where Dev's action and reactions have been described. The narrator describes the morning light comes and it touches the telephone wires, television aerials and it awakes Dev from his sleep. Dev will have to accept the change in order to settle himself in England. The difference in life styles and thinking has been depicted in the passage with the fore grounded use of but. In the begging of two sentences and once in the middle has been made use of but. In the beginning Dev was unable to accept and judge the reality but in the end it can be seen that he has to accept it.

Thus, it can be said that in order to understand the hidden meaning, a unique aspect of life presented in Anita Desai's Bye- Bye Blackbird we need to understand the English language first. We must possess a thorough knowledge of grammar so that the broken language used by Anita Desai to depict the mental isolation and torture of her protagonist Dev could be understood.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## Impact of Social Media on Public Opinion



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### Abstract

*The rise of the Internet has spurred the development of web-based communication platforms. Digital platforms have been growing stronger throughout the last decade, facilitating the exchange of information. Online content has undergone a transformation from being a source of raw data to also becoming an interactive tool, enabling the public to collaborate on projects through the exchange of knowledge and opinions. As a result, consumers of information have now also become producers of information. People with common interests organize online groups and societies in which every participant can contribute by using social tools such as social networks, videos, blogs and photo-blogging to establish common ground. The Internet enables any person to influence public opinion, creating inclusiveness and a new dimension for public relations. Social media has established new ways of communicating and creating perceptions between businesses and consumers, organizations and their audiences, political offices and their electorate.*

### What is public opinion?

Before we discuss about social media, let's first know what exactly public opinion is. While you can find a lot of definitions about public opinion, but as a general definition we can say public opinion is a collection of thoughts and opinions of the majority of a social group.

I said "majority" because it is really rare that all the members of a society be 100 percent agree or disagree with a specific subject. When we say public opinion we are actually referring to the opinion of the majority of a society.

### Social Media and Public Opinion

Now let's answer our main question. Do social networks have any impact on public opinion? I am going to answer this question with another question. What are social networks? I am sure all of you know that social networks are a kind of media. And you obviously know that any media can have some impacts on public opinion.

Anything you see on TV or hear on radio, all of those advertisements that brands show you, all the content you read in your favourite newspaper or magazine, all the posts, pictures and videos you see on Face book, Twitter or YouTube, all of them are contents that can affect or even change your thoughts and beliefs. That's why Face book did that famous mental experiment a few weeks ago, because face book was aware of its power.

It's important to notice that you can affect and change any kind of media too, and social networks are not an exception. So the whole thing is not a one way road.

### Connection Social Media Marketing and Public Opinion

Public opinion is the main reason of social media marketing. You, as a social media marketer, try to satisfy the majority of a society in order to increase the value and authority of a brand in social media and change the public opinion about that brand in a positive way

How exactly does twitter, with its 241 million users tweeting out 500 million messages daily, shape public opinion?

That question was tackled by a group of researchers in China who investigated how opinions evolve on Twitter by gathering about 6 million 140-character-or-less messages that was tweeted out over a six month period in the first half of 2011. They ran these messages through computer algorithms that sorted them by topic ("iPhone 4" or "blackberry," for instance), and they analyzed the underlying sentiments of the authors as they evolved over time.

Described in the journal Chaos, produced by AIP Publishing, the work reveals several surprises about how Twitter shapes public opinion, said Fei Xiong, a lecturer at Beijing Jiaotong University who gathered and analyzed the data with Professor Yun Liu. The new revelations may shape how political

candidates run their social media campaigns or influence the way companies market their goods and services.

### **What the Study Found**

Xiong and Liu discovered that public opinion on Twitter often evolves rapidly and levels off quickly into an ordered state in which one opinion remains dominant. In true social media form, this consensus is often driven by the endorsements of larger and larger groups, which tend to have the most influence.

The work also revealed that when dominant opinions emerge, however, they tend not to achieve complete consensus. In fact, Xiong said, when Twitter users who hold minority views are faced with overwhelming opposition, they are still not likely to change their opinions.

Since public opinion levels off and evolves into an ordered state within a short time, small advantages of one opinion in the early stages can turn into a bigger advantage during the evolution of public opinion, Xiong said.

"Once public opinion stabilizes, it's difficult to change," he added.

The work also revealed that Twitter users overall are more likely to work to change the opinions of others than to admit to changes of their own.

### **Social Media: Shaping The Way We See the World or Shaping the New World Itself?**

Our perception of the world is based on the information we obtain. The media provide us with news of events happening beyond our immediate surroundings and though situations around the world are touched upon, the topics shown are chosen by editors. Media and public opinion have always been connected, as the media play a significant role in mass communication and reflect issues of the greatest concern to a particular society. With the increasing role of the media in shaping public opinion, it has become more commercialized on one side and has experienced more limitations and restrictions on the other. Raw information evolves into perceptions based on that information. Thus any opinion formed on the basis of a news outlet could be considered as having been shaped under the influence of external sources.

Public opinion is a question to be explored. In some cases, it's subject to constant fluctuation; in others, public opinion is more solid and stable, based on traditional thought processes. In sum, it could be defined as ideological consent, where the opinion of the majority is dominant and leading so as to influence that of the community in which it exists.

With social media, persuading the public and influencing opinions have become more achievable and, yet, more uncontrollable.

Content presented through social media does not have to have approval to be published, which is positive in the sense that it can contravene censorship and control. On the other hand, this freedom creates new issues for the governmental affairs area of public relations. Social media platforms have thus become autonomous participants in building and influencing democratic societies. Everyone can be engaged in the decision-making process.

Digitalized communication has made the management of organizations and institutions more transparent. It has personalized the images of companies and governments and created new, more human, and participative and socially directed images for them.

Social media has an influence on society. Though short-term values do not replace long-term ones, they can corrupt traditional perceptions of relationships and lifestyles. They have little influence on long-term politics, though politics manages directions of social development by introducing programmes which affect lifestyles in the long-term.

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# International Journal of Professional Development

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## Evaluating the Functionaries of Gram Panchayats of Haryana in the Changing Scenario



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### Abstract

*The present paper examines the functionaries of Gram Panchayati Raj system in Haryana. The study is based on experience of former officials, belonged to administrative and engineering streams; who have been working at various administrative hierarchies. On the basis of their experiences of on the functioning of public representatives and the government officials, it has been observed that there has been considerable deviation from the desired objectives. It has been observed that the Panchayati Raj has not been functioning in accordance with the guide-lines, issues by authorities. The development programmes like MNREGA and other development works have not been implemented effectively in almost every regions of Haryana. There has been a considerable gap between policy formulation and execution on Panchayati Raj in different districts in Haryana. In this context, there are some suggestions for further improvement in its functioning of the Panchayati Raj system, so that the development programmes, executed through Panchayati Raj may become more effective in accordance with need of the people.*

**Keywords:** Panchayati Raj, former officials, functioning' policy formulation, policy execution, need of the people

### Introduction

“God made the Country and Man and made the Town” This quotation of Gandhi Ji, acts a true reflector to reveal a true image of present India, where the over 125 Crores of the people still lives in over 6 lacs villages of various states of India. For untold centuries each Indian village was the world for its people. The village communities are little republics characterized with nearly everything they want within themselves. They seem to last where nothing else last. Dynasty after dynasty tumbles down, revolution succeeds revolution, Hindus, Pathans, Moghals, Marathas, English are Masters in turn, but the village communities each one formulating State within itself, remain the same. It has contributed more than any other cause to the prevention of the people of India, “through all revolutions and changes they have suffered”.<sup>1</sup> However, such communities suffered from isolation and had no modern facilities in accordance with changing scenario. Centuries of village living has developed view points, beliefs, attitudes and practices that have become an integral part of their being. In order to develop the countryside of India, Gandhi Ji always been advocated for devolution of power to the grass-root level. According to Mahatma Gandhi, “The true democracy lies with empowerment to the Panchayati Raj, which is called “Decentralised Democracy. (Mahatma Gandhi, India of My Dream 1938).It was an idea which had a pregnant meaning, which is need of today. The Gandhian philosophy on rural development is still relevant in the present scenario. After the post- independent period, Gandhian vision has been proved a great motivating factor rural development. With regarding to notion of Community development which is “A movement designed to promote better living for whole community with the active participation and on the initiative of the community.” According to an U.N.O. report, “the term C.D. has come to connote the process by which the efforts of the people themselves are united with those of governmental authorities to improve the economic, social and cultural conditions of the communities, to integrate these communities into the life of the nation, and to enable them to contribute fully to national progress. After the independent period different recommendations made by Ashok Mehta and Balwant Rai Mehta, have been incorporated with the three tier system in Panchayati Raj system in India. All these recommendations indicate a clear-cut demarcation of the functioning of the entire three tiers as Gram Panchayat level, Panchayat Samiti at middle Level and Zila Parishad at district level (Balwant Rai Report). On the basis of these recommendations, a uniform policy has been implemented throughout the India.

Reviewing the insights of Panchayati Raj system in India, the redefinition of governance, globalization of economy and decentralization of power at present, the role of the government is not that of a provider but a facilitator. How human collectivities have perceived the new disposition is a major question daunting the minds of all today. New Panchayati Raj System at Work: An evaluation is the

outcome of the repeated exercise done at various villages analysing the functions of the new panchayati raj system. The New Panchayati Raj System established through the 73rd Amendment to the Constitution of India emphasized the major original function of achieving economic development and social justice by performing planning exercise at the grass-root level with the active participation of the people. 243 (G) is the operative clause of the Amendment which has been properly understood by only a few leaders and states.

In Haryana, what is going on in the rural areas after the election to the Local bodies is the major concern of the study. This work brings out the details of the mind-set of the elected local body leaders and the bureaucrats who are working in the Local body institutions. The interface between the leaders and the officials has also been highlighted in this work. The practical difficulties faced by the local body leaders in discharging their role, function and responsibilities have been the focus of discussion in this work based on the cases analysis. Major concern is whether the Haryana Panchayati is moving in the direction given by the 73rd Amendment to the Constitution of India. This study finally explicitly indicates the lapses, drawbacks and difficulties in operationalising the principles of the constitutional amendment. It has been observed by the various authors, belonged to different streams that have highlighted the functioning of Panchayati Raj system in different parts of India. In this context, Muhammad Aslam (2007) has highlighted some of strength and weakness of working of some of Gram Panchayats of various pockets of India. He has evaluated the institutional framework of the decentralized democracy in the changing scenario.

Similarly, Mehta, G.S. (2006) has examined the situation of women participation in the Panchayati Raj system in India with special reference to Haryana. He has tried to establish a 'cause-effective relationship' of functioning of whole Panchayati Raj system in Haryana. In this context, Surat Singh (2004) has examined the 'Myth and Reality' of 'Decentralised governance in functioning of Panchayati Raj in India with special reference to Haryana. On the basis of some of empirical study of working of some of Gram Panchayats, the authors has highlighted some of 'drawbacks' which has been proved a 'wet-blanket' to get the desired results of the Gram-Panchayats in various parts of India. His multi-disciplinary and inter-disciplinary exercise covers almost all the states of India. It is matter of thinking for the policy makers as well as for the officials working at different administrative levels. The factual figures indicate that the factual picture reveal a ground reality at a grass-root level prevailing in various villages of Haryana.

#### **The Objectives of the Study**

- The study is aimed at knowing the ground reality of the development works, implemented by the Gram Panchayats in Haryana;
- To suggest some of positive suggestions for ameliorate in functioning of Panchayati Raj system in Haryana.

#### **Material and Methods**

In order to gathering the information on ground reality of the functioning of Gram Panchayats, a open-ended 'Questionnaire' has been employed from the former officials, which include BDPOs, the Block Development & Panchayat Officers, SEPOs, the Social Education & Panchayat Officers from the administrative wings. On the other hand, some of JEs, SDOs and Executive Engineer who have been involving in execution of development - works, implemented by the various Gram Panchayats. In this context, an open-ended discussion has been provided adequate information for knowing the gap between policy formulation and policy implementation in the rural areas of Haryana. Apart from the officials, some of the community leaders of different villages have also been included to know the reality of the grounds which has been become a consistent barrier to implement the public policy in accordance with the need of the people.

Apart from the above mentioned sources of information, there has been "Party Bazi" in also every village of Haryana. It is therefore, like other villages everything was an "open secret" regarding functionalities of Gram Panchayats in Haryana. That is why, all these informal respondents have responded in accordance with the actual prevailing conditions in the villages, taken for the study.

#### **Results and Discussion**

On the basis of an open discussion of the ex-officials of Panchayati Raj system in Haryana, a considerable deviation has noticed by the researchers belonged to various streams. On discussing the various issues related to implementing the various development programmes at the grass-root levels, give a ground level reality, as observed by the researcher. As they have pointed out that the public representatives like Sarpanches and the members of Gram Panchayats have been involved in selling the allotted wheat for "food for work" in the market. It has been observed the wheat received by the Gram

Panchayat which was supposed to be distributed among the labourers under the food for work programmes like JGSY (Jawahar Gramin Samardhi Yojana) among in all the blocks of Haryana in the years of 1990s. Similarly, the wheat receive by the Block officials, which was supposed to distribute by the Panchayat Samities, which was 15 per cent of share of total allotted wheat, has been sold by the members of the Panchayat Samities with the involvement of BDPO/SEPOs in almost blocks of Haryana. As a result, the actual beneficiaries have been deprived from their rights.

In case of MNREGA, the Mahatma Gandhi National Rural Employment Guarantee Act, programme which was implemented in 2005 by the UPA government in throughout India, indicated some of 'pit-falls' which lie on implementation front. In case of Haryana, various reports show that the programme has been deviated to a considerable extent. On the basis of periodic checking by the block official, it has found that there are fake must rolls practiced by the Sarpanches, working for the Gram Panchayats which have been prepared with consultation of some of beneficiaries, engaged in earth works in the villages. On the basis of an enquiry, instituted by SDM (Sub Divisional Magistrate) found that the Gram Panchayat of the village Birhikala, Balkara and Paintawas Kala of Charkhi Dadri Block of Bhiwani district has been shown a beneficiary engaged in earth-work at four places in a day and paid four time wages in a day.

This type of instances have been become an 'Omni- present phenomenon' of almost every Panchayat of Haryana. It is a general observation, that the Gram Panchayats, located in northern region of Haryana, found lesser prone to corrupt practices. It is because of the internal sources of income of Gram Panchayats, located central and northern part of Haryana. All these Gram Panchayats are having a vast Panchayat lands which fetch remunerative revenue through annual auction for the cultivators, belong to their respective villages. In case the various mode of bungling usually made by the junior engineers, belonged to Panchayati Raj, who are often involve in recording of fake measurements for the earth works are performed either by the JCB machine or tractor for di-silting from village ponds. Subsequently, all calculations are fabricated by the JEs of the circle and recorded as 'Manual labours' in their 'Measurement books'. This type of tendency has now become a regular feature for almost every Panchayat of Haryana. In this context, the extreme position has been noticed in a Mewat district of Haryana, where a JCB machine of a local MLA was engaged in earth-work for digging the ponds of some of villages in his constituency.

Apart from above mentioned corrupt practices, the 'commission' has been a 'regular feature' of the material purchased for development works. In this context, it has been told by the ex-officials that the share of the "commission" is distributed among the 'Executive Engineers'/ SDOs and JEs of concerned projects taken by the department. On the other hand, for relatively small projects the "Commission" is distributed among the BDPO and SDO/JEs of the concerned development projects, taken by the 'Panchayati Raj' departments. Reviewing the women's participation in Panchayati Raj system in Haryana, it has been observed that the most of the meetings of Gram Panchayats and the Panchayat Samiti are attended by the husbands of the members. In this context, various studies show that the situation of Zila Parishad is little bit better in this context (G.S.Mehta, 2006). It has been observed that almost every scheme and programme is formulated for alleviation of poverty and execution of development works in the rural areas of the state, but considerable deviations now become a regular feature of the Panchayati Raj system. The programme like MNREGA which is aimed at multi-objectives programme has been failed to provide regular employment in the rural areas. The benefits of the programme have been percolated to the actual deserving villagers of the respective villages; where the programme has been executed. It is because of the lacunas lie within the implementation of this rural employment programme. This programme has been implemented successfully in most of the districts belong to southern Haryana, where this type of programmes are needed in accordance with the prevailing socio-economic and physiographic local conditions.

On the other hand, this type of programme does not yield the desired results. However, whole central and north eastern regions of Haryana already enjoy higher agricultural wages in the state (Amba Aggarwal 2005). Further, the MP or MLAs usually take his favourable or dis-favourable interest in a particular person, who has indulged in corrupt practices. It is obvious the functioning of 'Panchayati Raj' has not been in accordance with the prescribed rules and regulations, laid down by the Haryana Panchayati Raj Act. 1994. In case of recovery of different taxes like Laimai, Cattle-fair and 'Abhiana' are not collected in accordance with the recovery targets. It is because of the 'vested interests' of the personnel, engaged in tax recovery process. It has also been observed that the Panchayats also show their favourable attitude toward demolishing the unauthorized encroachments, recommendations for Indira Awas Yojana quarter,

recommendation of 100 square meters plot for BPL families of SC category etc., dominance of the people, belong to 'dominant caste' particularly where the Sarpanch, belong to "Reserved" quota, have been some of major 'pit falls' in the functioning of Panchayati Raj in Haryana.

Hence, it is obvious that the functioning of 'Gram- Panchayats' has been considerably deviated from the norms and values, laid down by the Panchayat Act. There have been various vested interests of the personnel, engaged in execution the development programme like MNREGA and other development works. It is therefore, it become imperative to overcome these problematic areas so that the functioning of Gram Panchayats may become highly responsive to the need of the people, belong to various strata of society. In order to ameliorating the functioning of 'Gram Panchayats' some of positive suggestions are recommended. Keeping in view some pitfalls at implementation fronts, the following suggestions are recommended as follows:

- It very essential to have a 'constant vigil' by the public representatives like MP, MLA and the members of Zila Parishads, on the functioning of the ' Gram Panchayats' of the concerned constituencies;
- The concerned block official should be paid their regular visits to the 'Gram Panchayats' so that the irregularities may be brought out in time before the district administration;
- In this context, a formal training with refresher course should be imparted by the government and non-government organizations for the public representatives of Gram Pachayats;
- In this context, a training programme on ' Moral Education' should be organized by the institutions like 'Prajapita Shanti Vishvidhalaya' and The Vipasana to the 'Panchayati Raj Officials,' so that a 'sense of fear' may be developed in to the minds of all these responsible officials;
- Being true public representative, the MP/MLAs are not supposed to intervene by taking favour or disfavor of any particular person who has indulged in corrupt practices;
- In this context, a provision of a 'fixation of responsibility' is very essential for an individual, so that a sense of duty may be developed among the personnel; belong to 'executive / administrative hierarchies.
- The social institution like ' Khap Panchayat' can play a 'vital role' on proper 'functioning' of 'Gram Panchayats' to make the 'Gram Panchayats' more responsive to the people, belong to different strata of rural society.
- It is very essential to have a proper co-ordination among the three tier system, i.e. Gram Panchayats, Panchayat Samities and the 'Gram Panchayats,' so that the probability of duplication of allocation of development fund may be avoided;
- In this context, the maximum use of RTI Act. may be proved conducive to bring more responsive, transparent, and accountable for the personnel belong to ' Administrative machinery' of the district/ block officials who are help to execute the development policy formulated in accordance with the rules & regulations, laid by the department, belong "Panchayat & Development.'
- Lastly, there should be a multi-level accountability of the public representatives, NGOs, government officials and institutions, which are directly or indirectly engaged in P R Is, so that the Panchayati Raj Institutions may attain the TQM, the Total Quality Management in the functioning of Panchayati Raj Institution in Haryana.

### Conclusion

The study throws an adequate light on functioning of Panchayati Raj Institution in Haryana. On the basis of personal experience of some of officers belonged to administrative and technical streams have highlighted the mal-functioning of the public representatives and the government officials. It has been observed that the vested interests of the public representative and the government officials have always been proved a 'wet-blanket' in implementing the public policy in accordance with the rules & regulations laid by the authority. It has also been observed that the 'pit-falls' lie with the implementing the public policy at a grass-root level. The other lacunas are lack of vigilance at different administrative hierarchies, lack of transparency, less co-ordination among the three tier system of Panchayati Raj, the 'red-tapism' which have been some of constraints in the implementation front of PRIs in Haryana.

Looking at various problematic areas on implementation front, it becomes imperative to have a periodic review of the 'Gram –Panchayats' in Haryana. On the basis of informal discussion with the ex-

officials and the people live in the respective villages; indicate a gravity of the problem lie in the implementation front. In this context, there are some of alarming results of the male-functionaries on the public representatives and official's part came in to light which deserves a constant vigil by the public representatives, the development personnel of the government and the non-government organizations; so that the PRIs may become more responsible and responsive to the people belong to different strata of rural society. It also requires an urgent intervention of the institution like 'Khap Panchayat' so that the PRIs may attain a TQM, the Total Quality Management in accordance with the changing rural scenario in Haryana. Only, then the Panchayati Raj functionaries will be fully responsible and responsive to the people and will be proved a right meaning of decentralized democratic system of India.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## Scientometric Study on disaster Management Research Publications During 1996-2015



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### Abstract

*This article has made an attempt to study the research output of disaster management. Scientometric tools applied for all branches of sciences and social sciences including library and information science as a method. A disaster is a consequence of a sudden disastrous event which seriously disrupts the normal function of the society or the community to the extent that it cannot subsist without outside help. Disaster Management scientific can be defined as the organization and management of resources and responsibilities for dealing with all humanitarian aspects of emergencies, in particular preparedness, response and recovery in order to lessen the impact of disasters. Researcher has applied the search string "Disaster Management" on Scopus database as found and downloaded a total of 7,250 records during 1996 – 2015 for 20 years as used data for this study. The following bibliographic attributes were taken for tabulation, analyses and the results were brought under the year wise distribution, author wise distribution, source wise, document type wise, affixation wise, country wise and subject wise and ranked the each category of research output.*

**Keywords:** Disaster Management; Scientometrics; Scopus; Risk Management; Bibliographic Output

### Introduction

A disaster is not just the occurrence of an event such as an earthquake, flood, conflict, health epidemic or an industrial accident; a disaster occurs if that event/process negatively impacts human populations. Disasters combine two elements: hazard, and the vulnerability of affected people. "A disaster occurs when a hazard exposes the vulnerability of individuals and communities such a way that their lives are directly threatened or sufficient harm has been done to their community's economic and social structure to undermine their ability to survive. Over the past 20 years disasters have affected 4.4 billion people, caused \$2 trillion of damage and killed 1.3 million people. These losses have outstripped the total value of official development assistance in the same period. Natural disasters disproportionately affect people living in developing countries and the most vulnerable communities within those countries. Over 95 per cent of people killed by natural disasters are from developing countries (Extreme Weather and Natural Disasters, 2012).

### Definition

Disaster Management can be defined as the organization and management of resources and responsibilities for dealing with all humanitarian aspects of emergencies, in particular preparedness, response and recovery in order to lessen the impact of disasters.

### Objectives

The following main objectives were framed for the present study is:

- Mapping the Year wise distribution of Disaster Management Publications;
- Identify the Author wise distribution of Disaster Management Publications;
- Ranking the Source wise Distributions of Publications of Disaster Management;
- To find out the various Document Types of Disaster Management Publications;
- Ranking of Institutions wise Collaboration with Disaster Management Publications
- Tracing the Countries wise collaborations of Disaster Management research Scientists;
- Listing the major Subject Areas of Disaster Management Research Output.

### Methodology

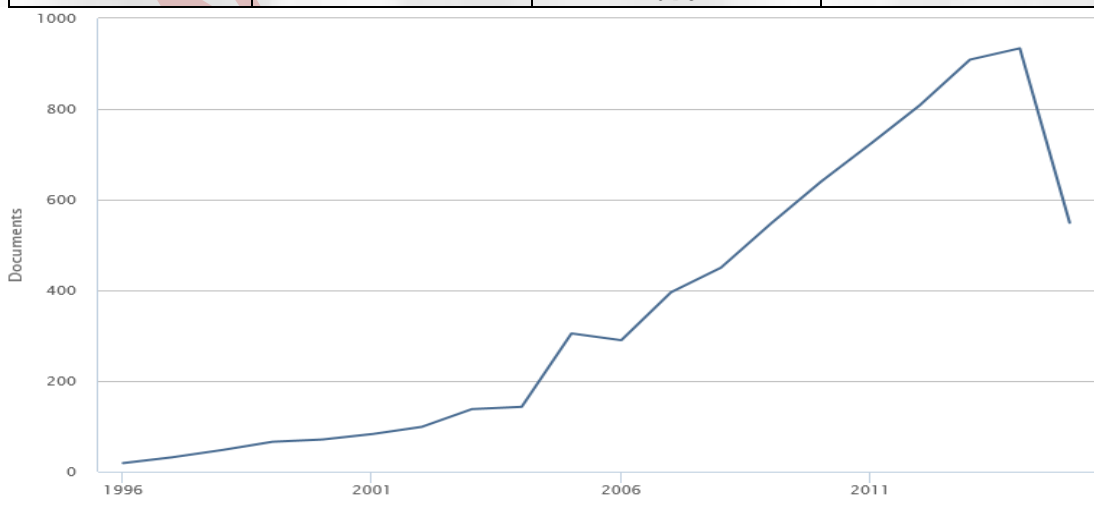
The methodology applicable in this study is Bibliometrics, which has used to analyzed in details the bibliographic attributes of the research productivity in disaster management which indexed in Scopus database for the study period of 1996-2015 for 20years and found the records of 7250 in total (up to October, 2015) using which tabulated and analyzed for the study to ranking the each category of research output of disaster management.

#### Data Analysis and Interpretation

**Year wise Distribution of Disaster Management Research Productivity:** The below table - 1 shows the year wise distributions of publication of disaster management from 1996 - 2015. The study based on total20years the total output of 7250 publications was analyses. Among the years, 2014 ranked at top with 934(12.88%) of records; followed the year 2013 stood second rank has scored 909(12.54%) of records; the year 2012 has ranked at third and scored 809(11.16%) of records. The year 2011has scored the fourth rank with 723 (9.97%) of publications and followed by the years and ranked their respective place of research output of disaster management with records. Hence, it also shows that clearly there is a fluctuation trend of publications.

**Table -1 and Figure -1 show the Yearly Output of Disaster Management Research**

Year	Reccs	%	Rank
2015	549	7.57	6
2014	934	12.88	1
2013	909	12.54	2
2012	809	11.16	3
2011	723	9.97	4
2010	639	8.81	5
2009	547	7.54	7
2008	450	6.21	8
2007	396	5.46	9
2006	290	4.00	11
2005	305	4.21	10
2004	143	1.97	12
2003	138	1.90	13
2002	99	1.37	14
2001	83	1.14	15
2000	71	0.98	16
1999	66	0.91	17
1998	48	0.66	18
1997	32	0.44	19
1996	19	0.26	20



**Source Wise Distribution of Disaster Management Research Output:** The table -2 presents the top most sources output of disaster management out of 7,250 for the study period of 1996 to 2015

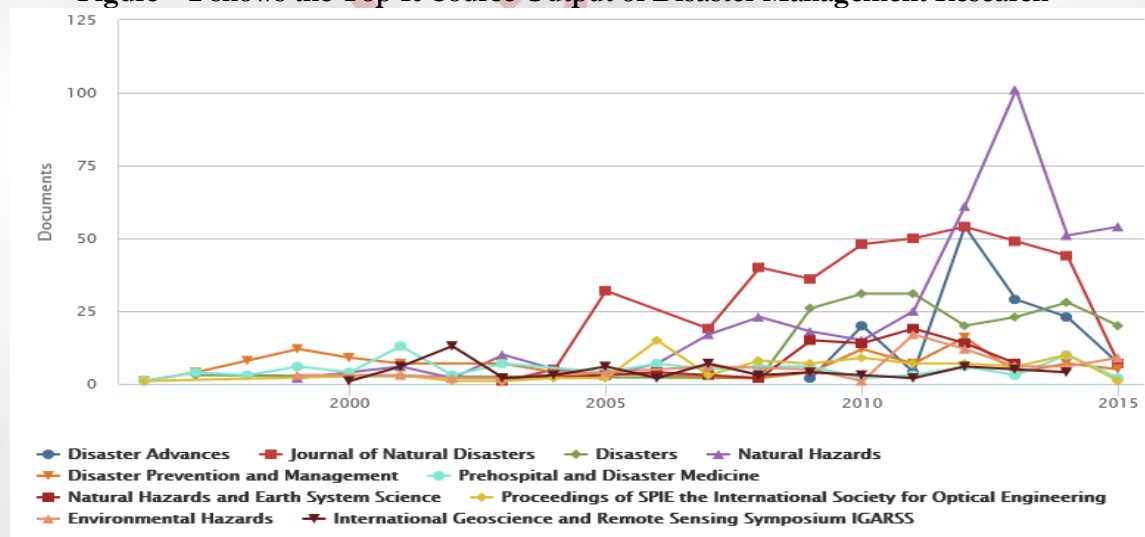


and found a total of 122 journals. Among them the “Natural Hazards” has scored 404(5.57%) of documents and ranked at top. The “Journal of Natural Disasters” has occupied the second rank with 385(5.31%) of documents; the “Disasters” has occupied third rank with 184((2.54%) of documents and followed by other journals in their respective places. The figure -2 shows the top 10 sources output of the same with graphically.

**Table – 2 shows the Top 25 Sources Output of Disaster Management Research**

Source	Recs	%
Natural Hazards	404	5.57
Journal of Natural Disasters	385	5.31
Disasters	184	2.54
Disaster Advances	139	1.92
Disaster Prevention and Management	109	1.50
Prehospital and Disaster Medicine	95	1.31
Natural Hazards and Earth System Science	83	1.14
Proceedings of SPIE the International Society for Optical Engineering	83	1.14
Environmental Hazards	76	1.05
International Geoscience and Remote Sensing Symposium IGARSS	67	0.92
Natural Hazards Review	66	0.91
Wit Transactions on the Built Environment	64	0.88
Wit Transactions on Ecology and the Environment	62	0.86
World Information on Earthquake Engineering	54	0.74
Risk Analysis	47	0.65
International Journal of Disaster Resilience in the Built Environment	43	0.59
GIM International	42	0.58
International Journal of Emergency Management	32	0.44
International Journal of Disaster Risk Reduction	31	0.43
Environment and Urbanization	30	0.41
Journal of Disaster Research	30	0.41
Australian Journal of Emergency Management	29	0.40
Applied Geography	26	0.36
Bulletin of the International Institute of Seismology and Earthquake Engineering	25	0.34
Houille Blanche	25	0.34

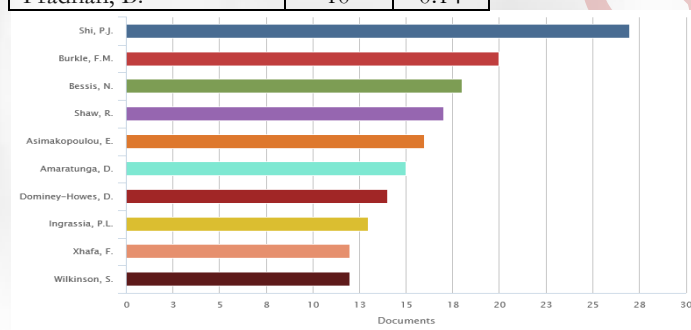
**Figure – 2 shows the Top 10 Source Output of Disaster Management Research**



**Author Wise Distribution of Disaster Management Output:** The table-3 presents the top most authors output of the total documents 7250 for the study period of 1996 to 2015 found a total of 158 authors, among them resulted “Shi, P.J.” scored 27(0.37%) of documents and topped position; followed by ”Burkle, F.M.” has scored 20(0.28%) of records and ranked at second; the third rank by “Bessis, N.”with 18(0.25%) of documents and followed by other authors in their respective places. The figure - 2 shows the top 10 authors output of the same with diagrammatically.

**Table- 3 shows the Top 25 Authors Output of Disaster Management**

Author	Recs	%
Shi, P.J.	27	0.37
Burkle, F.M.	20	0.28
Bessis, N.	18	0.25
Shaw, R.	17	0.23
Asimakopoulou, E.	16	0.22
Amaratunga, D.	15	0.21
Dominey-Howes, D.	14	0.19
Ingrassia, P.L.	13	0.18
Xhafa, F.	12	0.17
Wilkinson, S.	12	0.17
Zlatanova, S.	12	0.17
Paton, D.	12	0.17
Haigh, R.	11	0.15
Jayaraman, V.	11	0.15
Chang, S.E.	11	0.15
Hayashi, H.	11	0.15
Zhang, J.	11	0.15
Potangaroa, R.	10	0.14
Kerle, N.	10	0.14
Lindell, M.K.	10	0.14
Su, Y.	10	0.14
Gaillard, J.C.	10	0.14
Cuny, F.C.	10	0.14
Younis, M.	10	0.14
Pradhan, B.	10	0.14

**Figure-3 shows the Top 10 Authors of****Disaster Management Output**

**Affiliation Wise Collaboration Research Output of Disaster Management:** The table-4 presents the top level affiliations wise collaboration output and found a total of 160 institutions out of the total 7250 documents during 1996 to 2015. Among them the “China Earthquake Administration” has scored with 121(1.67%) of documents and occupied the top rank; followed by “Beijing Normal University” has scored 112(1.54%) of publications and ranked at second; the third rank by “Kyoto University” with 77(1.06%) of documents and followed by other institutions.

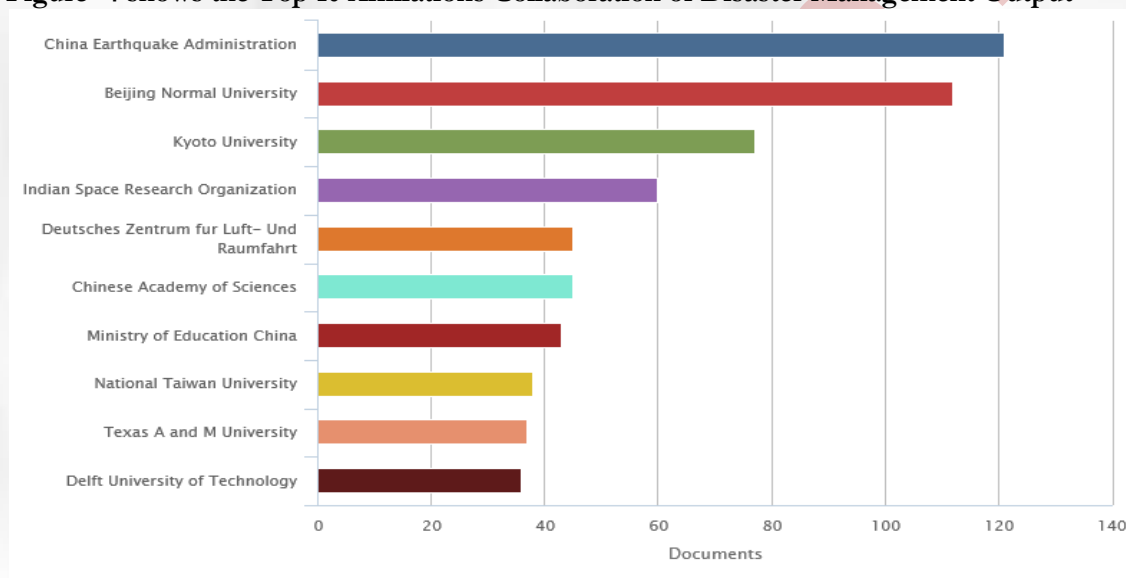
**Table -4 shows the Top 25 Affiliation wise Collaboration of Disaster Management Output**

Affiliation	Recs	%
China Earthquake Administration	121	1.67
Beijing Normal University	112	1.54
Kyoto University	77	1.06
Indian Space Research Organization	60	0.83
Deutsches Zentrum für Luft- Und Raumfahrt	45	0.62
Chinese Academy of Sciences	45	0.62
Ministry of Education China	43	0.59
National Taiwan University	38	0.52
Texas A and M University	37	0.51
Delft University of Technology	36	0.50



University of Melbourne	36	0.50
UCL	34	0.47
Tsinghua University	33	0.46
University of New South Wales UNSW Australia	33	0.46
Tongji University	32	0.44
University of Tehran	31	0.43
Istanbul TeknikUniversitesi	30	0.41
George Washington University	29	0.40
The University of British Columbia	29	0.40
Chongqing University	29	0.40
Wuhan University	29	0.40
VrijeUniversiteit Amsterdam	28	0.39
Monash University	28	0.39
Harbin Institute of Technology	28	0.39
University of Tokyo	28	0.39

Figure -4 shows the Top 10 Affiliations Collaboration of Disaster Management Output



#### Country Wise Distribution of Research Output of Disaster Management

The table-5 presents the top countrywise output of disaster management of 7,250 for the study period of 1996 to 2015 found that the country wise collaboration of disaster management resulted 133 among them the “United States” has found as 1570(21.66%) of documents and topped the rank; followed by “China” has scored 1198(16.52%) of documents and ranked at second; the third rank got by “India” with 504 records and followed by other countries in their respective places.

Table- 5 Shows the Top 25 Country wise Output of Disaster Management

Country	Recs	%
United States	1570	21.66
China	1198	16.52
India	504	6.95
United Kingdom	503	6.94
Japan	461	6.36
Germany	434	5.99
Australia	390	5.38
Canada	261	3.60
Italy	256	3.53
Netherlands	206	2.84
Taiwan	178	2.46
France	160	2.21

Iran	139	1.92
Austria	129	1.78
Turkey	119	1.64
Spain	104	1.43
Malaysia	100	1.38
Switzerland	93	1.28
South Korea	86	1.19
New Zealand	77	1.06
Sweden	73	1.01
Thailand	69	0.95
Norway	61	0.84
Greece	60	0.83
Pakistan	59	0.81

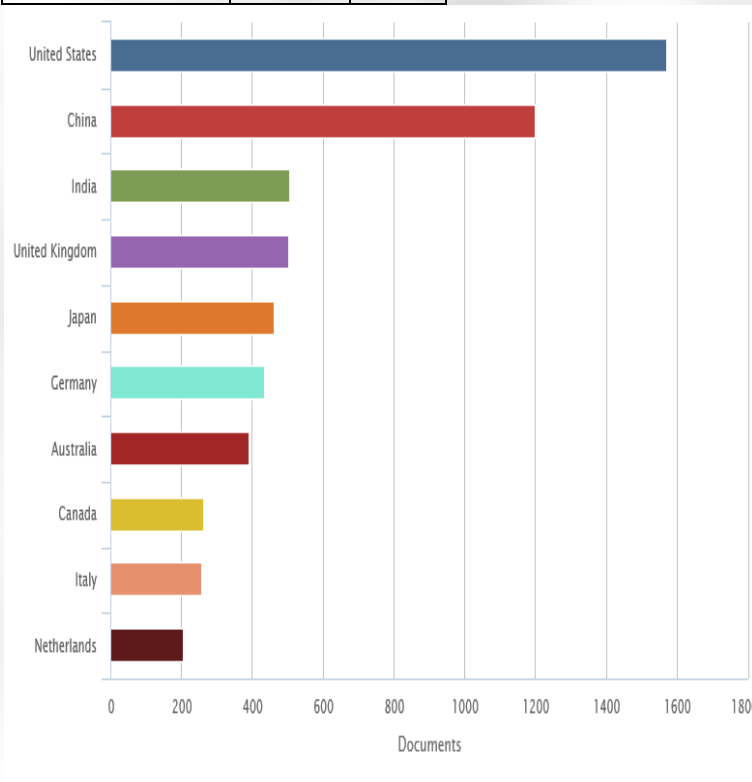
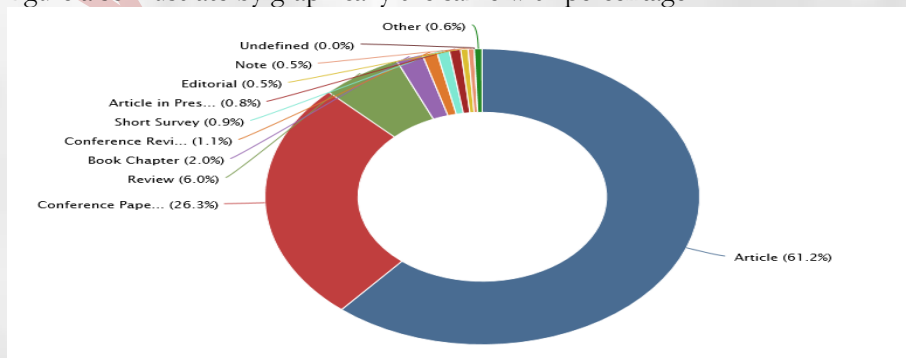


Figure – 5 shows top 10 Country wise Collaborations Disaster Management

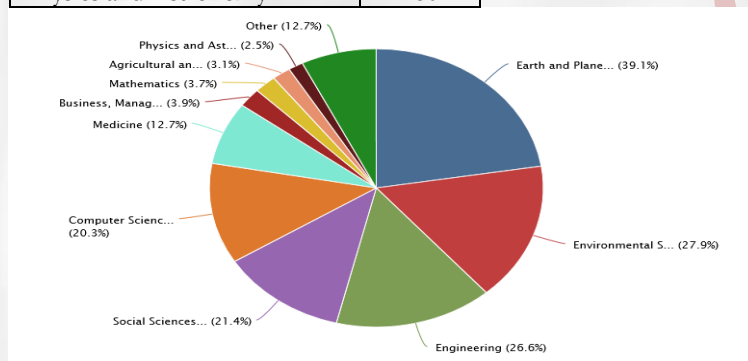
**Document Types of Research Output of Disaster Management:** The figure -6 presents the document types wise output of 7,250 for the study period of 1996 to 2015. Among the various types of documents analysis which resulted 13 which "Article" has scored with 4437(61.2%) of documents ranked at top; the second rank placed by "Conference Paper "which scored 1908(26.3%) of records; the third rank occupied by "Review" with 438(6.0%) of documents and followed by other subject areas. The below figure also illustrate by graphically the same with percentage.



**Subject Area Wise Distribution of Disaster Management Output :** The table -7 presents the major subject area wise output of disaster management, a total of 7,250 for the study period of 2007 to 2015 found a total of 28 areas. Among the subject area wise analysis found as “Earth and Planetary Sciences” has scored 2358(39.1%) of documents among the other areas and dominantly catching position; followed by “Environmental Science” has scored 2023(27.9%) of documents and ranked at second; the third rank placed by “Engineering” has scored 1926(26.6%) of records and followed by other subject areas in their respective places. The below figure-7 also show the diagrammatic explanation of disaster management output.

**Table -7 shows the Top 10 Subject Areas of Disaster Management Output**

Subject Area	Recs
Earth and Planetary Sciences	2835
Environmental Science	2023
Engineering	1926
Social Sciences	1548
Computer Science	1474
Medicine	919
Business, Management and Accounting	280
Mathematics	268
Agricultural and Biological Sciences	224
Physics and Astronomy	180



**Figure-7 shows the Subject Areas of Disaster Management Output**

### Conclusion

It is a situation resulting from an environmental phenomenon or armed conflict that produces stress, personal injury, physical damage, and economic disruption of great magnitude. The role of community participation in disaster management is very important. Community based approach in disaster management is a process of educating and empowering the population through sharing knowledge and information about the various types of disasters and their potential risks as widely as possible so that people act appropriately when a disaster happens. Members of a community are the immediate victims of adverse effects of a disaster. The study based on total 20 years a total output of 7250 publications of disaster management from 1996- 2015 was analysed and applied the scientometrics tools by Scopus database which reveals that the year wise break -up of the 20 years analysis, 2014 ranked at top with 934(12.88%) of records; the author wise analysis found 158 authors, among them resulted “Shi, P.J.” scored 27(0.37%) of documents and topped position; the source wise analysis resulted 122 journals, among them the “Natural Hazards” has scored 404(5.57%) of documents and ranked at top; the affiliation wise collaboration resulted 160, among them “China Earthquake Administration” has scored with 121(1.67%) of documents and occupied the top rank; the subject area wise analysis found a total of 28 areas, among them found as “Earth and Planetary Sciences” has scored 2358 documents among the other areas and dominantly catching position; the various types of documents analysis which resulted 13 in which “Article” has scored with 4437 documents ranked at top with predominately; Whereas, the country wise collaboration of radio science resulted 133 among them the “United States” has found as 1570(21.66%) of documents and topped the rank.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## Literature Review on Service Quality Aspects in Rural Banking Sector



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### Abstract

*In India, more than 68% of the population resides in rural areas which offer a huge scope for the growth of banking sector. For the achievement of inclusive growth, banking sector may play a major role by catering the financial needs of rural masses. However rural area imposes the challenges to the banking sector in terms of technological backwardness, less financial literacy, lack of infrastructure facilities. The survival of any concern in the multinational competitive environment depends on the quality of services provided to existing and potential customers. So, in present scenario banking sector has a wide scope to cater the masses of rural areas. For that reasons, banks have to focus on service quality aspects to enhance the level of rural customers' satisfaction. In this research paper, an attempt is made to focus on the various review of literature related to service quality aspect, servqual approach, banking services and technology awareness, customer satisfaction in the sector of rural banking for indentifying research gaps and scope for future research.*

*Keywords: Service quality aspects, SERVQUAL, Customer satisfaction, rural banking*

### Introduction

Banking sector plays a major role for the economic development of any nation. Banking industry is a backbone of any financial system to mobilize the financial resources for the development of the economy. For inclusive development, banking sector has started their reach to the rural area of the country. As far as concern to the Indian economy, it is agricultural based economy and more than 68% of the total population resides in villages of the country. There is slow penetration of bank branches at rural areas. There are still more than five lakh villages in India which has not any bank branches. It is the necessity of the time to facilitate the banking services among rural areas for their economic development.

Rural areas impose the threats and challenges to the banking industry through technological backwardness, less infrastructure facilities, financial illiteracy and traditional method of financing (S.B. Potadar, 2013). However, due to the government and RBI's initiatives of financial inclusion and other reforms in banking sector, rural areas are now also able to avail the banking services and various unbanked rural areas are become banked. Now not only regional rural banks (RRBs) and cooperative banks but also various public and private sector banks are penetrating their branches in rural areas.

Due to the high competitions, banks have to focus on its customers need. They must provide the services according to the customers' requirement especially according to the rural areas customers' need. So due to this reason customer's expectation of service quality is increasing. It is imperative for the banks to measure the level of service quality and identify the quality gaps to retain the existing customers as well as potential rural unbanked customers.

### Service Quality Aspect

Service quality is seen to be an innovative and emerging aspect in banking area (Dr. A. Vinayagamorthy and J. Merlin Sheela Magdaline (2015). Studies show the positive relation between dimensions of service quality and customer satisfaction (Mohsin Zafar(2012), Mesay Sata Shanka (2012). Researchers have been creating with different structures in various dimensions of quality which affect the customer satisfaction. Service quality aspect emphasizes the difference between the expected service quality of customers and their perception of the way the services have been performed (Lewis and Booms 1983). Pioneering work has been done by Parsuraman, Zeithaml and Berry in this service quality aspect. Service quality gap model developed by the Persuraman and et al. (1985), service quality may be identified as the difference between expected services and perceived services. To measure the service quality aspects, there is a most popular and innovative model of rating scale i.e. SERVQUAL model. This well known

scale developed by Parsuraman, Zeithaml and Berry (1985, 1988). Initially there were ten dimensions in SERVQUAL, namely: Tangibles, Assurance, Reliability, Responsiveness, Competency, Credibility, Courtesy, Security, Access and Understanding. Later on, in 1988, Parsuraman and et al. altered these ten dimensions in to five dimensions by using factor analysis. In the original SERVQUAL instrument, 22 items were included and further the data on these 22 attributes were grouped in the five dimensions.

#### Five Dimensions of SERVQUAL

- **Tangibles:** it is related to the physical facilities, equipment of banks, convenient location, use of modern technology, communicating materials, well maintained waiting cues, clear and easy bank statements.
- **Reliability:** it refers to the ability to perform the promised services dependably and accurately.
- **Assurance:** it refers to the ability of employees to establish trust and confidence, safe felling for transactions, competitive local rates, interest rates on saving and time deposits, helpful behavior of employees.
- **Responsiveness:** it refers to the alertness and willingness of employees in solving the problems and for providing the accurate and prompt services to the customers.
- **Empathy:** it is related to the provision of caring and individualized attention to customer, employee search for solution to individual customers.

#### Objectives

- To understand what has been done in the field of service quality aspects in rural banking sector.
- To identify the variables, dimensions and methodologies used in this concerned area.
- To identify the research gap and scope for the future research study.

#### Research Methodology

This research paper focuses on the literature review on service quality aspects of rural banking sector. The methodology used in this paper is thematic in nature to organize the various reviews in tabulated form. Various literatures have been reviewed related to service quality aspect in banking sector of which 13 important research studies related to rural areas have been chosen for the review. Literature in the field of service quality, SERVQUAL approach, customer awareness about various banking services, customer satisfaction, use of modern banking services and technologies, development in rural banking etc. have been reviewed. Nonetheless, the researcher have found that lot of work has been done in the banking industry, but very few research studied have been taken up in the service quality aspect especially in the rural banking sector which lead to the research gap and provide the ample scope for future research. Furthermore, the study focused on the research gap from the view point of rural areas of the state Haryana.

#### Review of literature

Author	Title of the Work	Research Methodology	Objectives of the Study	Outcome of the study
Dr. Deepa Ingavale	"A Study Of Service Quality Of Rural Banks In Kolhapur District Of Maharashtra"	Data was collected from the sub districts of Ajara, Kagal and Hatkanagale of Kholapur district. From these selected rural areas, a sample of 125 respondents was selected by simple random sampling method. Study used the Kendall's tau $\beta$ correlation as statistical tool for hypothesis testing.	To study the service quality of existing banks located in rural areas and measures the relationship between customer satisfaction and	The study interpreted from the result of hypothesis testing that there is correlation between the dimensions of service quality i.e. reliability, assurance, tangibles, empathy, responsiveness and customer satisfaction. Further the study suggested that rural banks should provide some improved physical facilities to area.



			service quality.	
<b>Haruna Isa Mohamad and et.al.</b>	“Service Quality And Rural Bank Customer Satisfaction In Adamawa State, Nigerian”	The study used the primary data obtained from the survey method from the 417 rural customers of rural areas of three senatorial districts (Northern, southern and central districts). Study used the SERVQUAL model to assess the rural customer satisfaction from the collected data. Study used the correlation and regression analysis.	Measure the customer satisfaction of rural banks customer of Adamawa state, North east Nigeria on the different dimensions of SERVQUAL.	From the analysis, study concluded that there is need to make improvement over empathy dimension of service quality of banks so that the rural customer satisfies with the banking services.
<b>Moses Solagbade</b>	“Measuring Quality of Service of Rural Banks in Oyo State”	For this purpose study used the primary data from 480 sample representative from five commercial banks. Two agriculture development banks and nine microfinance banks from sampled local government areas. The study used the various descriptive and inferential methods i.e. bar charts, pie- chart, tables, F- Statistics, Pearson correlation were used to analyze the collected data	The study aimed to measure the how do rural banks patrons perceive the service quality of rural banks and also measure to what extent does service quality of rural banks in Oyo state affects the rural banking performance.	The study revealed that microfinance banks and agricultural development banks satisfied their customer needs and hence gained the increasing reputation. But on the other hand, study found the negative quality score from commercial banks. Study concluded that staff and facility service quality has significant effects on financial sustainability of the rural banks. And loan processing cycle time affects the bank coverage ability in the rural areas.
<b>Mohammad Adil</b>	“The Relationship Between	Study collected the primary data from 289 customers of	Study determined the	The result of the study shows that rural customers find high level of perceived

	Service Quality And Customer Satisfaction In India's Rural Banking Sector: An Item Analysis And Factor-Specific Approach”	rural banks. The study used the seven-point Likert scale ranging from 1(“strongly disagree”) to 7(“strongly agree”). The study used the exploratory factor analysis, means, standard deviations, t-tests, and regression analysis for the data analysis.	customer perception on service quality at rural Indian banks and also identified the most significant predictors of overall customer satisfaction based on a five-dimensional performance only scale for service quality.	service quality across all five dimensions of service qualities. The regression analysis of the study shows that reliability and assurance are more responsible for the overall customer satisfaction at rural banks in India.
<b>Dr. Harshita Bhatnagar</b>	“Awareness and Adoption of Technology in Banking especially by Rural Areas Customers: A Study of Udaipur Rural Belt”	Study selected the sample of 150 rural customers from Udaipur district for primary data regarding demographic details, awareness level, usage pattern and familiarity of technology in banking. Study used the various descriptive statistics, inferential analysis, correlation, ANOVA and Pearson Chi-square analysis for data analysis and interpretation..	Study assessed the awareness level of rural customers regarding technology based banking. Study also analyzed the adoption and usage pattern of technology based banking among rural customers. Study	Study found the significant influence of age, education level, profession and income on the awareness level of respondents. Further, there is no significant difference in the usage status among public and private sector banks.

			also examined the impact of familiarity of internet use on awareness and usage of technology base banking among rural customers.	
<b>E. Hari Prasad and G.V. Bhavani Prasad</b>	“Service Quality of Commercial Banks In Rural Areas (A Study of Selected Commercial Banks In Karimnagar District of Telangana State)”	Study selected the three commercial banks from public sector, private sector and regional rural banks. Study collected the primary data of 630 customers of three banks i.e. SBH (Public Sector bank), DGB (regional rural bank ) and HDFC (private sector bank) located at rural areas in Karimnagar district of Andhra Pradesh. Study examined the service quality gap by taking 20 statements of servqual model.	Study measured the customer satisfaction in selected public sector, private bank and regional rural banks by using SERVQUAL model. Study analyzed the gaps between perceived and expected quality of services in customers of Karimnagar district.	Study make a comparative statement of gap scores of selected banks and compared it with overall average gap score. The dimension of responsiveness showed the highest gap score in case of SBH and HDFC banks which indicated on poor service quality. Study suggested for improving the service quality in the dimensions of responsiveness, empathy, reliability and tangibility for customer satisfaction of SBH and HDFC banks.

Dr. B. Maheshwari	“Customer Perception towards Banking Habits In Rural Area (An Empirical Study With Special Reference To Coimbatore City)”	Study collected the primary data from the sample of 250 respondent of Coimbatore city regarding their demographic profile, banking habits, perception level, and satisfaction level of the customers towards the service quality.	Study focused on the banking habits of customers in rural areas. Study analyzed the influence of demographic status of customers on their level of perception towards their service quality dimensions.	In banking habits, study found that majority of the respondents having saving bank account. Study found that customer were satisfied the nearness of the place of residence for opening account with a specific bank. Study suggested increasing the number of branches in rural areas.
J. Sethuraman & et.al.	“A study on channel preference among urban and rural banking customers”	For the purpose of the study, primary data was collected from the 200 respondents of public and private sector banks located at Thanjavur district of Tamil Nadu. Study also categorized the customers in rural, semi-urban and urban. Correlation and regression analysis were applied for statistical analysis.	Study analyzed the usage pattern of different channels among different banks customers. Study make the gap analysis between awareness and usage pattern of ATM, Internet and Mobile	Study found the maximum awareness of channels in case of ATM/Debit cards among urban branches customers followed by semi-urban and rural branches customers. In case of penetration of internet banking, study found rural customers on the last rank.

			banking among customers of public and private sector banks.	
<b>Dr. Ajitab Dash and D. Soumendrakumar</b>	“Service Quality And Customer Satisfaction: An Empirical Investigation on Public Sector Banks In Odisha”	This study used the multi-item rating scale namely SERVQUAL to assess the quality of services rendered by the selected commercial banks in Odisha. For the purpose of the study, 200 customers from the public sector were selected to collect the primary data. The collected data are analyzed with the help of multiple regression and ANOVA.	Study assessed the impact of service quality of public sector banks in catering to the need of rural masses of the coastal districts of Odisha.	Study shows the significant relation between customer satisfaction and dimensions of service quality in public sector commercial banks in Odisha. study concluded that customer satisfaction depends on gaps quality dimensions in different public sector banks in Odisha.
<b>Nishi Sharma</b>	“An Empirical Study of Rural Customer’s Satisfaction from E-Banking in India”	The study was based on the results of the survey conducted on 520 users of e-banking channels from different villages of the states Punjab and Haryana. The collected data has been analyzed through factor analysis, regression analysis and ANOVA. The study used the 17 variables which are expected to affect the satisfaction level	Study attempted to analyze the satisfaction level of rural customers from e-banking services in India.	The study found that rural customers are quite satisfied with the provisions of updating, accuracy of transactions and convenience but the customers are less satisfied with the regulatory mechanism and compensation provided in the case of fraudulent attack by unauthorized person or due to error of bank itself. The study has suggested the use of regional languages during transactions and voice-call system and biometric system for making transactions easy for illiterate user of rural areas.

		of e-banking users.		
<b>Dr. Jyoti Agarwal</b>	“Customer Satisfaction in Indian Banking Service (A Study in Aligarh District)”	Study collected the primary data of 100 respondents from these banks. Study used the SERVQUAL model based on the measurement of Cronin & Taylor (1992). Study ascertained the perception of service quality on 24 statements grouped under fine dimensions of servqual on five point likert scale. Study used the weighted mean as statistical tool.	Study makes the comparative analysis among SBI and ICICI bank regarding the customer satisfaction in terms of service quality dimensions.	Study revealed the wide gap in perception and expectation of customers in overall service quality in public sector bank as compare to private sector banks.
<b>Apurva Singh</b>	“E-Banking In Suburban India”	The study used the primary data, collected from 102 respondents from Meerut city. The information collected through bank customers of four branches in the city. From the collected data, the study used the various statistical tools for analyzing i.e. ANOVA, Correlation and Factor analysis	Study assessed the customer's perception about e-banking of suburban area of India.	The results of the study revealed that gender; age, qualification, income and tenure of accounts holding in the banks are the deciding factors for the customers to determine the frequency of usage of e-banking, type of e-banking services to be used and finally the satisfaction and benefits arising from using the respective services. The study suggested that there is need to prioritize the protection of rural consumers by strengthening the enforcement mechanism.
<b>Dr. Mamilla Rajasekhar, Cuddapha Anit and Nama Madavi</b>	“The Impact of Services Quality of SBIs Internet Banking on Its	The study was based on primary data, collected from 150 rural customers who used the SBI internet banking	Study focused the various quality factors to	The result of the study found the positive correlation between individual service quality dimensions and customer satisfaction on the services of SBI internet banking. The study

	Customers in Rural India”	form rural areas around Tirupati city of Chittoor district in the state of Andhra Pradesh. The study gathered the responses with respect to 30 factors of SBI internet banking service quality on the dimensions of e-servqual. Five point Linkert’s scale ranging from 5(very good) to 1(very bad) was used to measure the perception and satisfaction of rural customers from SBI internet banking. Factor Analysis and ANOVA were used to analyze the collected data.	understand the perception of rural customers on the quality dimensions of SBI banking services.	suggested that there is a need to design the net banking services in a manner to make them more convenient and simple for routine banking operations being used by the rural customers. Further, the study suggested that the rural customers are to be more informed on internet banking services options by conducting melas, promotional sales fairs, distributing simplified brochures in local languages
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#### Research gaps and scope for future research

From the analysis of various reviews, It has been seen that various research studies about comparison of customer satisfaction among various banks, technological changes, adoption and usage of new technical services (i.e. e-banking, internet banking, mobile banking etc.), awareness level regarding banking services, financial literacy and gap analysis of customers’ expectation and perception towards service quality of banks etc. are conducted in most of the urban areas. Less work has been done in the rural area of the country especially in the state of Haryana. A Service quality aspect of banking services among rural area has the wide scope for the future research in the state. The analysis found the following research gap and scope for future research:

- In various studies, comparative analysis regarding banks ‘performance, quality of banking services and customer satisfaction in urban area. As less work has been done in the rural areas, so it becomes the required issue for the further research.
- There is urgent need to understand the specific requirement of rural customers as there is so much difference in socio- economic environment of rural areas as compare to urban area.
- Studies show the need of infrastructure facilities among rural areas. So there is vital scope for future research. As far as concerned to rural areas, the dimension of tangible are not found as according to the expected level of rural customers.
- Financial literacy and awareness regarding various new technological banking services among rural customers may be one of the important issues for the further research.
- Banks have to look for the service quality aspect analysis in their rural area branches and suggested the alternative approach to measure the service quality gap at rural areas.

#### Conclusion

For the inclusive growth of the country, it is necessary to accelerate the banking services among the rural areas. For this purpose huge amount of investment in technology, qualitative banking operations, skilled HR, government and customer supports are required. Service quality aspect and gap analysis in rural areas may be play as powerful tool to achieve this growth in banking sector. Financial literacy of rural

customer must be improved for effective and profitable banking operations. This paper has enabled the researchers to establish and support their views on the need for additional research in the concerned area.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## Developing Talent Management, maintaining work life balance and employees retention in an organization: A study



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### Abstract

*Globalization affects the industries and every business organization. The ratio of employees leaving organization in short period is high and due to that employers are finding out different strategies to overcome this situation. Talent management is the popular concept now days. Every business organization infect in all the sector managing talent and retain them in the is key issues. This paper is conceptual paper. It highlight the requirement of talent management its, meaning of talent management, HR role in recruitment, selection of right talent and importance of work life balance and how organization help them to maintain work life balance along with working. And organization effort and need to retain talent. From different concepts it is found that recruitment, selection, talent management, performance appraisal, employee's retention and employees work life balance all are important aspects for business success. Because now a day human is the best talent then money or knowledge for an organization.*

**Keywords:** Performance appraisal, recruiting talent, retaining employees.

### Introduction:

Tremendous change in technology effect in all era. It changes the working condition and working environment in every field. This change results into globalization. Globalization bridge the gap between people residing in different part of the world. Due to that young generation are getting opportunities to collaborate with others and settle them at any area. They have a wide market where they find better opportunity and move them self. This young generation is born digital. These techno savvy people are intelligent in their field. They have different ideas for their work. So recruiting young talent is an important aspect. On the other hand mass of old generation is retired. They were the people who stick to their job life time and can do similar type of work during their whole life and because of that they become expert in their work. These are the loyal employees of their organization. There is a big question for every organization to recruiting talented people, develop different talent management strategy, helping them to maintain work life balance and retain these employees in an organization for long term.

The main objecting of the paper is to find out strategies organization are adopting for managing talent, meaning of talent management, importance of talent management, HR responsibility of recruiting talented employees, to find out whether their employees can maintain work life balance in an organization while working with them or the efforts of the management to retaining talented employees in an organization for long term.

### What is talent management

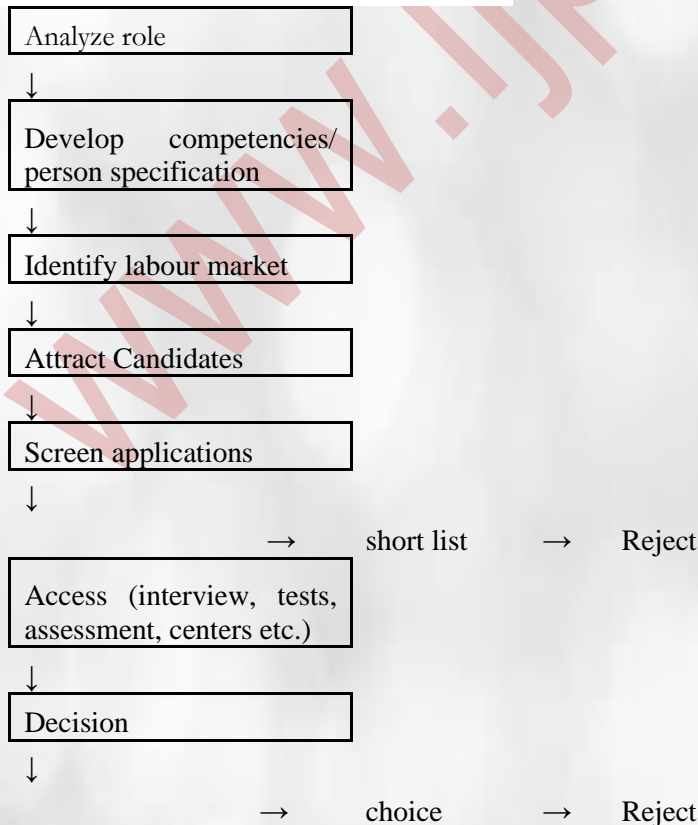
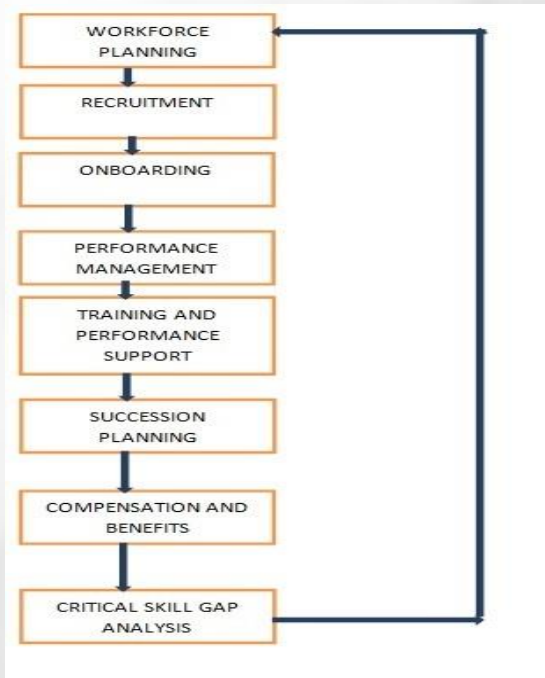
Talent management is an organization's commitment to recruit, retain and develop the most talented and superior employees available in the job market. (Heathfield, Susan M)

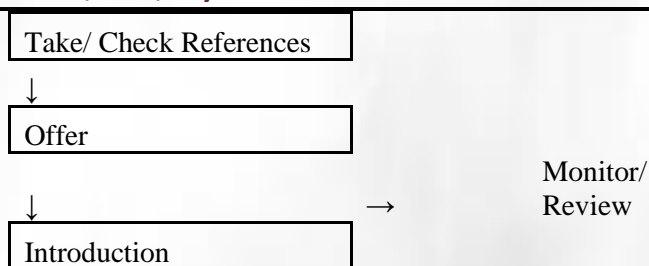
Talent management refers to the anticipation of required human capital for an organization and planning to meet those needs. Talent management is a science of using strategic human resource planning to improve business value and to make it possible for companies and organizations to reach their goals. (Wiki). Talent management is the process of attracting skilled employees to a company, and developing skills of existing employees giving them attractive pay, working conditions etc. (dictionary.cambridge.org). Talent management involve effective recruiting, developing and retaining employees within the organization to ensure the availability of a substantial talent pool within the organization and to facilitate the removal, development of under performers.

Talent management essentially involves- talent acquisition, identification, development and deployment. There are different models of talent management, it shows with the help of flow chart below:

**The Talent Management Model**

**HR duty for recruiting talented people:** Recruitment is describe as “the set of activities and processes used to legally obtain a sufficient number of qualified people at the right place and time so the people of the organization can select each other in their own best short and long term interest”. Recruitment is providing potential employees to the organization with proper employment planning and forecasting. Recruitment and selection process to identify talented employees Selection process flow chart is as below:





(Source: Recruitment and selection: transform everyday HR processes to improve your organization's performance by Gareth Roberts)

If we understand in short this chart of recruitment and selection process, an HR manager have to draft specific strategy first it analyze the role of candidate to perform, drafts a specification of the personal to be employed, finding out labor market from where to hire employees, attract candidates by giving an advertisement or other sources, screening the received applications, reject application which is not relevant, organize interview, take decision, make choice from selected candidates, go through the references and then give them an offer letter to join the organization and finally introduce them with the organization.

So this is the role of HR to finding out the suitable and talented candidates while recruiting new employees.

- **Work life balance in an organization:**



(Source: <https://www.linkedin.com/pulse/importance-work-life-balance-workplace-stacey-m-johnson>)

From the diagram we can analyze that work life balance is just create balance between life and work. It is creating and maintaining supportive work environment, which helps employees to have balance between work and personal responsibilities and thus strengthen employee loyalty and productivity. It is a serious issue that affects employers, workers and other communities it also associated with numerous physical and mental health implications.

**Efforts made by organization and individual**

Organization today realizes the importance of work-life balance and its importance in maintaining efficiency of the employees. One of the initiatives is policy of work from home, employees get total flexibility of their work and they can be with their family at the same time. Create friendly atmosphere for the employees have some tea and refreshment in between so that employee can relax and work efficiently. Organizing the programs on festival so that family member of the employees can feel as a part of the organization. Providing special leave life paternity and maternity, which will help to satisfy persons family requirement. Organization is also offering their employees better wages and over time allowance so that they can remain in the organization for late work. Arrangement of babysitting, having facility of keeping and feeding employees child during working hour, facilities like better canteen and gym so that employees can relax while working .

**Solution to overcome with work life conflict**

- Time management- if employer ad employees are having proper time management strategy they do not need to stay more at the organization to complete the work.

- Learn to say no! it is an important part. Many employees are dedicated and work still late night so to maintain WLB it is necessary to say no at a specific time.
- Some persons are having habit to work alone they might have fear that other person learn their work and it will create problem in their job. It results into more working hour. In this case if sharing approach is implemented then all are having opportunity to work and manage family life.
- Providing training to the employees, arranging seminar about managing stress is also helpful.
- Arranging programs like meditation and yoga help employee to relax their mind from the stressful work. It

So we can conclude that if employees of any organization are relax, their stress is managed and getting flexible environment helps them to work more enthusiastically. A happy and relax team is more productive

### Employees Retention

Retaining employees in an organization is important issue today. It is a critical issue, as we discuss in the talent management section mass of the old age employees are retired which are loyal assets of the organization and youngsters are replacing their place. These youngsters are having mentality of keep on changing wherever they get better opportunity. So every time process of employing right candidates, giving them training and make them used to with the system is difficult task. Therefore it is essential for the organization to adopt some strategies which strength their employee to remain in the same place.

While reviewing literature and talking to some employees it is found the same response from majority is that they are not satisfied with the pay and benefits of the organization, their increment policy, relationship with seniors, work life balance, long working hour. And they will get better opportunity where their some of the need satisfied and because of that they are leaving the organization. To overcome the situation HR manager is active now a days to introduce different talent management and employees retention strategies like increasing pay scale, bonus, proper increment policy every year, performance appraisal system etc.

### Discussion and conclusion

From the discussion above we have identify that talent management, employee retention and work life balance are inter connected to each other. Old generation retired who are loyal to their work and globalization result into quick move from the job by young generation. Competition increases in all fields, so not only employees get better opportunity but also organization are getting more employees at lower salary. But here employees are not at loss but the organization is. Because person get better job as per his experience but lower salaries employees are fresher and not expert in their field. So it is essential and organization are aware with the situation and implement proper recruitment and selection procedure to find right talent who help them in continuous development of the organization. Help them to maintain work life balance by providing them different services and being helpful to them in every era, by introducing performance appraisal system and awarding them for their better job along with good salary and bonus on their successful finish of task. Introducing strategies which satisfy employees and retain them to work in your organization.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJP



## Right to Information Act (A case study of Bahu Jamapuri Village, Rohtak)



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*True democracy is the governance by five words enshrined in the beginning of the noble preamble of the constitution of India. "The democracy is government by the people, for the people and of the people"- Abraham Lincoln*

### Abstract

Good governance has four basic elements – Transparency, responsibility, certainty and involvement. Right to information promotes transparency and responsibility in the functioning of government institution, which makes this organization function more objectively. Further giving citizen information from the government enables them to participate in the democratic process the right to information, thus users in good governance. In the 7 years since it was instituted, the RTI act has been widely used by people in both rural and urban India. In fact, it has become so popular that any attempt to amend the law or to make access to information more difficult has ignited fierce protest by a public that energetically petitions for the law to be left untouched. Information is the currency that every citizen requires to participate in the life and governance of society. Without information, people cannot adequately exercise their right and responsibilities as a citizen. "India is a democratic country". True democracy is the governance by five words enshrined in the beginning of the noble preamble of the constitution of India i.e., we the people of India and ending with five words i.e., give to ourselves. This constitution broadly speaking the people of India are largely living in darker side of the governance of the country and are often uninformed about the public affairs and are dominated by those who wield power in the executive, legislative and judicative sphere. In the democratic system the common man are the real authorities of the country. Thus being an owner the public have right to know what, where and how the government meant to serve them, are functioning, public right to know all this, in fact is right to information, according to article 19(1), (9) the constitution guarantees every citizen freedom of speech and expression, but in 1976 the Supreme court said in the case of Raj Narain Vs. State of U.P, that people cannot speak or express themselves unless they know. Thus for, the parliament of the country passed a bill is known as the right of information act come in to force on 12<sup>th</sup> October 2005. However, before that 9 states passed State acts. In RTI, act 2005, it has been explained how the citizen will demand for information from the government and how will be the accountability of the government. There is a little doubt that the right to information act 2005 is one of the most important and revolutionary pieces of legislation antecedent independent India. Some would even regard it is "the most important" since no other law has the potential to change work-culture practically the entire Indian society. The RTI, act empowers the ordinary citizen in a very radical way. Its impact is also most wide spread as it places an instrument of power in the hands of every citizen of the country irrespective of any category or classification.

**Keynote:** Right to Information, Good governance, Transparency, responsibility, certainty involvement, Democracy, fundamental right

### Introduction

Information in term of the section 2(F) of the act, information has been defined as any material in any form including records, documents, e-mails, opinion, advices, press release, circulars, orders log book, reports, papers, sample models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force. The union cabinet on July 20, 2006 gave its nod to an amendment to restrict access to file noting under the RTI law. Restriction on access to material on the basis which cabinet takes decision CIC will have powers to undertake research and conduct conferences to promote RTI. Right to information is a part of fundamental right under article (19), of the constitution. Article 19(1) says that every citizen has freedom of speech and expression. As early as in 1976 the Supreme Court said in the case of Raj Narain Vs. state of U.P. that people cannot speak or express themselves unless they know. Therefore, right to information is embedded in article 19. In the same case, Supreme Court further said India is a democracy.

People are the masters. Therefore masters have a right to know how the governments, meant to serve them, are functioning. Further every citizen pays taxes. Even a beggar on the street pays tax when, he buys a piece of soap from the Market. The citizen therefore, has a right to know how their money was being spent. These three principals were laid down by the Supreme Court while saying that RTI is a part of our fundamental right. Progress in all wakes of the depends on information generated in the concerned spheres, up to the present. Availability of efficient information systems and services and proper utilization by government and the people can improve the life and activities of the citizens and also the quality the country's development. The availability of information, expeditiously and pin pointedly, supports decision making processes at all levels. Democracy is impossible unless the citizens have free access to all information that can help them to acquire average knowledge about everything related to their society, government, trade, health etc as well as correct information on administrative action affecting them, this information, gives them power understand thing in their correct perspective and defend against wrong decisions affecting their and activity. Some type of information such as trade secrets are valuable to the party having them because they enable it to build better products or conduct a type of business better than t who don't have this secret information. This type of information can lose its value should it become commonly available. This is the case with intellectual capital such as software or copyrighted literature. Other types of information such as advertising or political ideas increase in value when they are widely distributed or shared. The value can be increased more and more when it can serve for the disadvantaged in the remote areas those who have a real need for it. Thus, value lies in impact (Cramer 1997).

### **Origin of the concept of Right to Information**

It is being increasingly recognized that access to information is not only a human right to promote good governance but also to fight corruption. Over 100 countries have adopted a constitutional provision to provide right to access information including India, Japan, Korea, Pakistan, Israel and France. Freedom of information as tool to make a government accountable is not a recent phenomenon. Sweden has the oldest legislation relating to public access to official document. The Swedish freedom of press act adopted in 1766 declared that government record was to be, by default, open to public. It also granted citizen the right to demand from government bodies, document prepared by them, and for this, Swedish citizen did not have to give a reason. The 1789 France Declaration of rights of man called for access to information about the budget to be made freely available. It started that "All the citizens have a right to decide, either, personally or by their representatives, as to the necessity of the public contribution, to grant this freely to know of what uses it is put.

Nearly all **Central and Eastern European** countries have adopted laws as part of their democratic transition. Almost a dozen Asian countries have either enacted laws or are in the process of doing so. Similarly, in **South and Central America**, several countries are Consideration laws, many countries in southern and central Africa are following South Africa's lead with varying proposals for formulating of information laws. Another country with a long history of freedom of information legislation is **Colombia**, who's 1888 Code of Political and Municipal Organization allows individuals to request documents held by government agencies or in government archives. The USA passed a freedom of information law in 1967; this was followed by legislation in **Australia, Canada and New Zealand**, all in 1982. **Finland** had a part of Sweden 19<sup>th</sup> centaury; Finland people got the right to access information when the 'Law on the public character of official Document' was enacted in 1951. **Denmark and Narvey** also enacted this type of act in 1964 but it really comes to force in 1970 when the government document opened for this citizen. France tries for transparency in democracy and enacted RTI in Ju1y1978. In Asia the Philippines recognized the right to access information held by the / State relatively early, passing a Code of Conduct and Ethical Standards for Public Officials and Employees, in 1987. A Code on Access to Information was adopted in **Hong Kong** in March 1995, and in **Thailand**, the official Information Act came into effect in December 1997. In **South Korea**, the Act on Disclosure of Information by Public Agencies came into effect in 1998, and in Japan, the Law Concerning access to Information Held by Administrative Organs was enacted in April 2001. The neighbors' country of India like **Pakistan and Sri Lanka**'s about freedom of information shows that their position is not well. South Africa remains the only African country to have actually passed freedom or information legislation. The 1996 Constitution of the Republic of South Africa is perhaps unique not only in the breadth of its guarantee of freedom of information, but also in that it requires the adoption of national legislation to give effect to this right, within three years of its coming into force. The enabling legislation, the Promotion of Access to Information Act, came into effect in March 2001.

**Britain** is only such country where transparencies as secret ran argue till a long time. Many observation committees were made to change in secret law. In 1979 **British** parliament was prepare a new bill for changing in government secrecy law. After long term argument of ten years in 1989 by changing government secret law of 19 the citizen of Britain was given the right to receive the government information in additional area. Closer home, on October 21, 2008, the care taker government of **Bangladesh** issued the Right to Information Ordinance, in the country's gazette, based loosely on the Indian Act. The Nepal government enacted the Right to Information Act 2007, in 2007, making provision for an independent national information commission for protection and promotion of the right to information.

**United Nations General Assembly** The growing recognition that the right to information includes a right of freedom of information prompted many international bodies to incorporate it in their charter. In its first session in 1946, the Union General Assembly adopted resolution 59 (1) which states "Freedom of information is a fundamental human right and the touch stone of all the freedom to which the UN is committed. Further, article 19 of both the universal declaration on human rights and the covenant on civil and political right provide that every person shall have the right to free expression and to seek and import information. In October 2003 the general assembly approved the UN convention on Anti-corruption. This was adopted in December 2005 after it was satisfied by thirty countries. Article 10 of the convention on public reporting encourages countries to adopt measures to improve public access to information as means to fight corruption.

#### **RTI is a fundamental Right movement in India**

The legal position with regard to RTI has developed through several decision given by the supreme court in the context of the right to freedom of speech and expression (Article 19(1)) of the constitution, which has been said to be the observe side of right to know, and one cannot be exercised without the other. The interesting aspect of this judicial pronouncement has been that the scope of the right has gradually widened. The development of RTI as a part of the constitution law of the country started with a position by the media to the Supreme Court for enforcement of certain logistical implication of the right to freedom of speech and expression which would permit them to challenge governmental orders for control of new print, ban on distribution of papers, etc. It was through these cases that the public's right to know developed. The clear enunciation of the fundamental right to information was seen in the State of Uttar Pradesh v. Raj Narain and Others. In this case, the respondent had summoned documents pertaining to the security arrangements and the expenses incurred thereon of the then Prime Minister. The Supreme Court, in examining the case, considered the question of whether privilege could be claimed by the Government of Uttar Pradesh under Section 123 of the Evidence Act in respect of what has been described for the sake of brevity to be the Blue Book, which contained guidelines for the protection of Prime Minister while on tour and travel. The Court observed that while there are overwhelming arguments for giving to the Executive the power to determine what matters may prejudice public security, those arguments do not sanction giving the Executive exclusive power to determine what matters may prejudice public interest. Once considerations of national security are left out, there are few matters of public interest which cannot be safely discussed in public. The court further stated that 'the right to know which is derived from the concept of freedom of speech, though not absolute, is a factor which should make one wary, when secrecy is claimed for transactions which can, at any rate, have no repercussion on public security'. Justice K.K. Mathew pertinently observed, 'in a government of responsibility like ours, where all the agents of the public must be responsible for their conduct, there can be but few secrets. The people of this country have a right to know every public act, everything that is done in a public way, by their public functionaries. They are entitled to know the particulars of every public transaction in all its bearing. To cover matters of routine business with a veil of secrecy is not in the interest of the public. Such secrecy can seldom be legitimately desired. The responsibility of officials to explain or to justify their acts is the chief safeguard against oppression and corruption.

In *Indian Express Newspapers (Bombay) Private Ltd. and Others, etc. v. Union of India and Others*, the Supreme Court observed, '... the public interest in freedom of discussion of which the freedom of the press is one aspect stems from the requirement that members of a democratic society should be sufficiently informed that they may influence intelligently the decisions which may affect themselves' (Paragraph 68). The court stated that Freedom of Expression serves four broad social purposes: (a) It helps an individual attain self-fulfilment; (b) It assists in the discovery of truth; (c) It strengthens the capacity of an individual, in participating in decision-making; and (d) It provides a mechanism by which it

would be possible to establish a reasonable balance between stability and social change. All members of society should be able to form their own beliefs and communicate them freely to others. In sum,- the fundamental principle involved here is the people's right to know.

In *Secretary, Ministry of Information and Broadcasting, Government of India and Others v. Cricket Association of Bengal and Others*, the Supreme Court considered the question of the right to telecast sports events. The Court summarized the law on the Freedom of Speech and Expression under Article 19(1) (a) as restricted by Article 19(2)

#### **The importance of Right to information Act 2005**

There is little doubt that the right to information act 2005 is one of the most important and revolutionary pieces of legislation enacted in Independent India. Some would even regard "It is the most important" since on other law has the potential to change the work-culture of practically the entire Indian Society. Its impact is also the most wide spread as it places an instrument of power in the hand of every citizen of the country irrespective of any category or classification. The right to information is important for much reason. Right to information is the foundation for the enjoyment of all sort of human rights. Right to information as freedom of information empowers people for enjoyment of all the recognized right as well as claiming right and making accountable to the public agencies.

The importance of RTI can be listed as following.

- Seating a more open and democratic society.
- Reducing poverty (achieving the Millennium Development Goal).
- Challenging corruption and enhancing Transparency.
- Right to information is Master key to good governance.
- Information is in dispensible for the functioning of a true democracy.
- The right to information is vital to bring transparency in administration and public life.
- Right to information sets higher standard of accountability.

#### **Data Analysis and Interpretation**

Data analysis is an important step of research work. Tabulation may be understood to the investigator and proper interpretations of data make the study more meaningful. Therefore in this chapter we explained the data with the help of tables consisting of simple or cross tables. When embarking on research especially in the social sciences, we first study the socio- economic background of the respondents. The social profile is needed to understand behavioral dynamics of the respondents. The analysis of the family and socio- economic factors of respondents may be useful in understanding their behavioral pattern as these variable have a determining influence upon their attitudes. In this study, the variable that we have examined under the socio - economic profile of the respondents are the gender, age, education, caste, and head of household, type of family, income and occupation of the family.

**Age:** Age is one of the most important factors related to the awareness level of a person our perception is that aged person have more knowledge about laws & Act, The classification of respondents' age group is given below:

TABLE 3.1

Age – wise Distribution of the Respondents and their Knowledge about RTI Act

Age Group (In Years)	Knowledge about RTI ACT		TOTAL
	Yes	No.	
20-30	8 (44.4%)	10(55.6%)	18(22.2%)
31-40	6(15.4 %)	33(84.6%)	39(48.1%)
41-50	0(0%)	13(100%)	13(16.1%)
ABVOE 50	5 (45.5%)	6(54.5%)	11(13.6%)
TOTAL	19(23.5%)	62(76.5%)	81(100%)

The Table 3.1 shows the age wise distribution of respondents and their knowledge about RTI Act. It shows that out of 18 respondents, who belonged to the age group of 20-30 years. 44.4 percent have knowledge about RTI Act and 55.6 percent have not knowledge about it. Whereas out of 39 respondents who belonged to the age – group of 31- 40 years 15.4 percent have knowledge about RTI Act and rest



84.6 percent have not knowledge about RTI Act. Out of 13 respondents, who belonged to the age- group of 41-50 years , not even a single person knowledge about RTI Act and out of 11 respondents, who belonged to above 50 years, 45.5 have knowledge about RTI Act, and 54.5 percent have not knowledge about RTI Act. So out of total out of total 81 respondent's majority of respondents i.e. 76.5 percent have not knowledge about Right to information Act.

**TABLE -3.2****Education –wise Distribution of the Respondents and their Knowledge about RTI Act**

Educational Level	Knowledge about RTI ACT		TOTAL
	Yes	No.	
Illiterate	0 (0%)	9(100%)	9(11.1%)
Up to 10 <sup>th</sup>	5(14.3 %)	30(85.7%)	35(43.2%)
10+2	3(13.6%)	19(86.4%)	22(27.2%)
Graduate	9 (81.8%)	2(18.2%)	11(13.6%)
Post Graduate	1(33.3%)	3(86.7%)	3(3.7%)
Above P.G.	1(100%)	0(0%)	1(1.2%)
Total	19(23.5%)	62 (76.5%)	81(100%)

The table 3.2 shows the education wise distribution of the respondents and their knowledge about Right to information Act. It shows 11.1 percent respondents who were illiterate, they didn't know about RTI Act and out of 35 respondents who were literate up to metric, 14.5 percent have knowledge about RTI Act and rest 85.7 percent of them have not know about RTI Act. Out of 22 respondents who were literate up to Sen. Sec., 11.6 percent knowledge about RTI Act and rest 86.4 percent has not knowledge about RTI Act. Out of 11 respondents who were literate up to graduation, 81.8 percent have knowledge about RTI Act and rests 18.2 percent of them have not knowledge about RI Act. Out of 3 respondents who were literate up to post graduation, 33.3 percent have knowledge and rest 66.7 percent has not knowledge about RTI Act. And 1 respondent who was literate above post – graduation have knowledge about RTI Act, so this table shows the respondents who were more educated they have more knowledge about RTI Act.

**TABLE- 3.3****Category – wise Distribution of the Respondents and their Knowledge about RTI Act.**

Category	Knowledge about RTI Act		TOTAL
	Yes	No.	
General	13(33.3%)	26(66.7%)	39(48.1%)
B.C	4(17.4%)	19(82.6%)	23(28.4%)
S.C	2(10.5%)	17(89.5%)	19(23.5%)
Total	19(23.5%)	62(76.5%)	81(100%)

The Present table 3.3 shows the category – wise distribution of the respondents and their knowledge about RTI Act. It shows. That out of 39 respondents, who belonged from general category, 33.3 percent have knowledge about RTI Act and rest 66.7 percent has not knowledge about it. Out of 23 respondents who belonged from backward class category, 17.4 percent have knowledge about RTI Act and rest 82.6 percent has not knowledge about RTI Act. Out of 19 respondents who belonged from scheduled caste category, 10.5 percent have knowledge about RTI Act and rest 89.5 percent respondents have not knowledge about RTI Act. Thus 19 respondents out of total 81 respondents who knowledge about RTI Act, 13 respondents belonged from general category and 4 respondents belonged from back ward class category and rest 2 respondents belonged from scheduled caste category.

**TABLE – 3.4****The Medium provides the Knowledge about RTI Act to the Respondents**

Sr. No.	Medium	No. of Respondents	Percentage
1	Radio	1	1.2%
2	Television	1	1.2%
3	NGO's	0	0.0%
4	News Paper	8	9.9%
5	Friends & Relatives	9	11.2%

6	Don't Know	62	76.5%
	Total	81	100%

The present table shows the medium which provides the knowledge about Right to information act to the respondents. It shows the 11.2 percent respondents get knowledge from friends and relatives out of 81 respondents and 9.9 percent respondents get knowledge show News papers, 1.2 percent respondent get knowledge from radio and the same proportion 1.2 percent respondents get knowledge from television and 76.5 percent respondents did not know about RTI Act. So majority of respondents i.e. 11.2 percent get knowledge from friends and relatives.

**Table 3.5**

**Education – wise distribution of the Respondents and their knowledge about Corruption be checked through RTI Act.**

Educational Level	Responses of The Respondents		Total
	Corruption be checked	Corruption not be checked	
Illiterate	0(0%)	0(0%)	9 (11.1%)
Up to 10 <sup>th</sup>	2(25.7%)	3(8.6%)	35(43.2%)
10+2	3(13.6%)	0(0%)	22(27.2%)
Graduate	9(81.8%)	0(0%)	11(13.6%)
P. Graduate	1(33.3%)	0(0%)	3(3.7%)
Above P.G	1(100%)	0(0%)	1(1.2%)
Total	16(19.9%)	3(3.7%)	81(100%)

The present table shows education wise distribution of respondents and their knowledge about corruption is checked through RTI Act. It shows out of 9 respondents who were illiterate, they didn't know about that corruption be checked or not through RTI Act. Out of 35 respondents who were liberate up to metric, 5.7 percent believes that corruption be checked through RTI Act and 8.6 percent believes that corruption not be checked and rest 85.7 percent respondents didn't know that corruption be checked or not through RTI Act. Out of respondent who were literate up to Sen. Sec. , 13.6 percent believes that corruption be checked through RTI Act and rest 86.4 percent respondents didn't know that corruption be checked or not through RTI Act. Out of 11 respondents who were literate up to graduation, 81.8 percent respondents believes that corruption be checked through RTI Act and rest 18.2 percent didn't know about it. Out of 3 respondents who were literate up to post graduation believes that corruption be checked through RTI Act and rest 66.7 percent didn't know about it, and one respondents who was literate up to above post graduate believe that the corruption be checked through RTI Act.

**TABLE- 3.6**

**Education –wise distribution of the Respondents and Their knowledge about Public Information Officer of the Village**

Educational Level	Knowledge About PIO		Total
	Yes	No	
Illiterate	0(0%)	9(100%)	9 (11.1%)
Up to 10 th	4(11.4%)	31(88.6%)	35(43.2%)
10+2	3(13.6%)	19(86.4%)	22(27.2%)
Graduate	9(81.8%)	2(18.2%)	11(13.6%)
P.Graduate	1(33.3%)	2(66.7%)	3(3.7%)
Above P.G	1(100%)	0(0%)	1(1.2%)
Total	18(22.2%)	63(77.8%)	81(100%)

The table shows the education wise distributions of the respondents and their knowledge about Public Information Officer of the village. It shows respondents who were illiterate, they didn't know about PIO of the village. Out of 35 respondents who were literate up to metric, 11.4 percent respondents know about PIO of the village and rest 88.6 percent. Sc. 13.6 percent respondents know about PIO of village and rest 86.4 percent respondents , 81.8 percent respondents know about PIO, and a single respondent who was literate above post graduation, he know about PIO.

**TABLE -3.7**

**Distribution of Respondents who know the process of RTI Act and use it**

Educational Level	Knowledge About PIO		Total
	Know the Process	Don't know the Process	
Yes	03(3.7%)	0(0%)	3 (3.7%)
No	10(12.3%)	68(84%)	78(96.3%)
Total	13(16%)	68(84%)	81(100%)

The present table shows distribution of respondents who know about the process of RTI Act and use it. It shows that out of 13(16%) respondents who know the process of RTI Act only 3(3.7%) respondents have used RTI Act and rest 10(12.3%) respondents have not used it and out of 81 respondents 68 (84%) respondent didn't know about the process of RTI Act. So the majority of people of the village have not known about the process of RTI Act 2005.

**Consultative Description**

The main quality of a good government is transparency and accountability in the sphere of decisions related to public life. The governments a collective entity in the modern democratic era; transparency makes it distinct from the rule of your. The gains of democracy can't be complete without access to information. In the series of Acts a new link adds to the chain of Acts when U.P.A Government passed RTI ACT 2005. Transparency opens the doors to progress and empowers the people on the large scale. We feel the necessity to study of RTI Act among rural masses. In the present study we tried to examine the awareness level of rural people towards RTI Act. For the study we selected a village named Bahu Jamal Pur located in Rohtak block of Rohtak district. Basically, the underlying objective being the extent of awareness amongst rural people about RTI Act. In the second objective we tied to know the impact of RTI Act on the masses life in last seven years. We selected 81 respondents of representative sample. The beginning of the study pertained to the exploration of the background data such as their economic background. Incidentally this is what the requirement of our objective no. one. Contains in the realm of socio- economic background we took cognizance of several variable such as age, sex, family and education of the respondents. Regarding age, majority of our respondents i.e. 48.1% belonged to the age-group of 31-40 years and 22.2% respondents belonged to the age- group of 20-30 and this is the lowest limit of age group. When we look the sex distribution of the respondents, we find the most of our respondent were from the male category i.e. 90.1%and the female were 9.9%

When we asked to the respondents about the medium provides the knowledge about RTI, 11.2% respondents get knowledge from friends and relatives and 9.9% respondents get knowledge from new papers. When we analyze the knowledge about submission of application only 23.5% respondents have knowledge about submission of application and knowledge about it that the information can get on Simple Paper, C.D., and Floppy. Knowledge about time period after the submission of application, only 17.3% respondents have know about it and knowledge about time period about RTI related to individual person, only 8.6% respondents have knowledge. When we analyze the knowledge of respondents about fee for getting information, only 17.3% respondents have knowledge about fee and 82.7% have no knowledge about it and 14.8% have knowledge about fee- concession that the BPL family members have concession in the under RTI Act. Regarding knowledge about RTI officials, even not single respondent says that RTI officials work properly and 3.7% says that they not working properly because they have used RTI Act. When we analyze the respondents view about RTI 6% respondents take RTI as weapon for public and 5 % respondents take RTI as way of development and 21% respondents believe that RTI empower rural people and 79% respondents did not know about it. When we asked a question to the respondents that this type of Act should be given or not to the citizen, out of 81 respondents, 93.8% respondents said that this type of act should be given to the citizen or 6.2% respondents did not know about it that this type of Act should be given or not to the citizen.

Hence from the above sketch, we can conclude that only 19 (23.5%) respondents have knowledge about RTI Act but only 3 (3.7% respondents have fully aware about RTI Act and they have used it and 4 (4.9%) respondents have good knowledge about RTI Act but they did not use it and 12(14.8%) respondents have half ripe knowledge and rest 62(76.5%) respondents have not aware about RTI Act. It concludes that the people of village Bahu Jamal Pur were less aware towards the RTI Act.

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# International Journal of Professional Development

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IJPDP



## Physical Activity and Health Promotion in India



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### Abstract

*Physical Activity and Health Promotion: Evidence-based approaches to practice evaluate the realities and complexities of working to reverse the adverse trend towards physical inactivity. It is a well-rounded, evidence-based analysis of interventions for physical activity practice. Covering a range of setting and target groups. Expert contributors present case studies which help to translate the theory in to practice, from individual to societal levels, enriched by explanation of the socio-political context. The First section covers the concept for the development of physical activity practice; influencing sustained health behaviour change, explaining the role and function of health policy in physical activity promotion, and developing the evidence base for physical activity intervention. Section Two explores the evidence base for interventions in physical activity practice, In Varied setting and target group. Physical Activity and Health Promotion concludes with a challenge to innovate in promoting Physical Activity. Physical Activity and Health Promotion will be a relevant to health professionals and student with an interest in sport, physical activity and exercise, particularly health and exercise promotion specialists across the discipline.*

*Evidence-based public health many of the principles of evidence-based medicine and applies them to public health. This is a relatively young discipline however and is not universally applied to public health issues--especially such multidisciplinary topic as physical activity. This paper sets out to provide guidance of this issue by characterising four "Key Tasks" that form the basis of a systematic evidence based approach to promoting physical activity. These tasks are based in part on the physical activity promotion modal (Brownson et al., 1999) These are illustrated with example from work in there contrasting European Countries; Finland, England and Switzerland. "Task One" is concerned with using makers. Here, all three Countries took a similar approach, conducting academic reviews to draw together the existing evidence of the health benefits of physical activity. "Task two" is concerned with conducting surveillance to collect evidence on the prevalence of physical activity. Here Finland and Switzerland were careful to collect trend data and use them for advocacy, while in England Continues changes to questionnaires and survey methodologies have led to poor trend data. "Task Three" is to review evidence on "what works" in increasing physical activity to influence practice. England appears to be taking a more systematic approach to this task. With a comprehensive approach to reviewing evidence on what work and disseminating this to influence good practice, while the other countries rely mainly on individual evaluation studies. "Task four" is the evaluation of practice and it is clear that in all three countries these remain significance challenges--one requiring additional training and dedicated funding. As a result much of current "good practice" is based upon experience (Usually undervaluing) and not evidence. This brief analysis shows that there are some common tasks that need to be undertaken as a central part of an evidence-based public health approach.*

**Keywords--** Physical, public health prevention, health promotion

### Introduction

The importance of physical activity for health, health enhancing physical activity, has been well established. Early important syntheses were "Moving On", by the India health education authority (Kilogram et al. 1994) and the US surgeon General's Report on physical Activity and health (CDC 1996), but extensive research has been conducted since that has contributed to the body of knowledge (Oja and Borms 2004), physical Inactivity has been identified as a leading risk factor in recent "world health reports" of the World Health Organization (WHO 2002, 2003) While a standardised methods for the population assessment of HEPA has only recently been introduced (Craig et al. 2003), the estimates available so far emphasise the public health relevance of the issue: 17% of the adult global population are estimated to be physically inactive, and another 41% are only insufficiently active for health benefits (WHO 2002). For the three European WHO sub regions for which the "world health report" provides estimates, the proportion of inactive individuals ranges between 16% and 24%. WHO also estimates that, each year, physical inactivity causes 1.9 million premature deaths globally and some 600,000 in the European Region along. Sports - for -all promotion has a long history in many countries, but only a few

examples of long term integrated physical activity promotion strategies were in place until about 10 years ago, notably those in Finland (Vuori et al. 2004) and Canada (Edwards 2004). Since then, large national programs have been launched, first in England and Netherlands, but later also in other countries (Foster 2000). During the same period, there has been a growth in research into the health effects of physical activity, and work has also begun to focus on assessing the effectiveness of interventions (Kahn et al. 2002; Oja and Borms 2004., Hillsdon et al. 2005, Cavill et al. in press). The role of international structures and contacts early concepts already have defined that HEPA can take place in leisure time, at work or in domestic duties (Bouchard and Shephard 1994), more recent mod

### **Background:**

This report provides a review of examples of best practice in interventions to promote physical activity in developing countries, with a particular emphasis on countries in the WHO South-East Asia and Western Pacific Region of India. Currently, many developing countries are in economic, political and social transition. Their progress in economic development is accompanied by urbanization, motorization, industrialization, globalization of markets, and rising disposable incomes. Along with these demographic and socioeconomic changes come lifestyle changes including low physical activity levels, unhealthy diets, as well as increased tobacco use and alcohol consumption (Bell, Ge & Popkin, 2002., Kim, Symons & Popkin, 2004).

1.1 Non-communicable diseases, physical (in) activity and health. There is a growing body of evidence in countries showing non-communicable diseases (NCDs) are no longer solely the province of developed countries. A recent WHO review examining the prevalence of NCDs and NCD risk factors in developing countries shows increases in cardiovascular disease, diabetes, cancers (particularly of the colon, breast and prostate) as well as an increased mental health disease burden (WHO, 2005). The spread of cardiovascular disease in developing regions has been described as one of three particularly neglected global epidemics (WHO, 2003) and alarmingly, by the year 2030 some 366 million people globally will have diabetes, with the greatest relative increases occurring in India, sub-Saharan Africa and the middle Eastern Crescent (Wild et al., 2004). These NCD increases in developing countries are in part driven by economic development and urbanization. Research shows associations between such markers of development and increasingly sedentary lifestyles. For example, urbanization has been associated with decreases in population walking levels as a means of transport in Cameroon (Sobngwi, Gautier & Mbanya, 2003), while increasing car ownership has been associated with weight gain in China (Bell, Ge & Popkin, 2002). In addition to changes in the physical environments, changes in individual thinking about lifestyle and the social environment may support the adoption of developed-country lifestyles in developing countries, leading to further decreases in physical activity levels. The beneficial effects of physical activity are well known in developed countries. The epidemiological evidence of the positive effects of physical activity on health has been widely reported and confirmed and recent global reviews (Bull et al., 2004; Bauman, 2004; Department of Health, 2004). However, until now, the epidemiological evidence base has not been clear for developing countries. Recent research undertaken by WHO and the University of Sydney, Australia, suggests similar health benefits of physical activity in developing countries (WHO, 2005). Although the epidemiological evidence base is substantially smaller in developing countries, there is reasonable to good evidence from countries in transition showing that physical activity reduces all cause mortality and the risks for developing diabetes and cardiovascular diseases. With regards to cancer the evidence indicates positive effects of physical activity in relation to colon and breast cancer. Moreover, the evidence base from developing countries confirms that physical activity positively influences other chronic disease risk factors such as blood pressure, lipid levels and obesity. These data, in concert with the epidemiological transition in NCDs, provide the rationale for implementing physical activity programmes and actions in developing countries.

1.2 Interventions to promote physical activity in population level many developed countries have initiated physical activity interventions at national, state and the community level (e.g. Participations and Summer Active in Canada, Fit for Life in Finland, Push Play in New Zealand, the Netherlands on the Move! VERB in the United States of America). There is evidence from developed countries, based on a review of the published scientific literature, of the effectiveness of particular physical activity interventions (Centres for Disease Control, 2001; Kahn et al., 2002; Bull et al., 2004a; Health Development Agency. The studies were assessed for programme effectiveness, rather than generalizability, but do provide a typology of effective of effective intervention in the developed country setting. The review identified the following as effective setting for physical activity programme. Community-wide campaigns conducted on a large scale, including multiple components, self-help and support group, and physical activity counselling/regular

contact with an exercise specialist, risk factor screening and health education, community events, mass media campaigns, the creation of walking trains, as well as targeting different population group. Social support interventions in community settings involving the development and maintenance of social network that provide supportive relationship for behaviour change, making contents with other to jointly engage in physical activity, setting up walking or other group that provide friendship and support. Individually-adapted health behaviour change programme tailored to individuals, specific needs, preference, and readiness for change. Creation of access to place for physical activity (physical environmental, structural and policy changing intervention. building trails and facilities; reducing fees; changing operating hours of facilities, combined with information activity and aimed at increasing awareness, education and motivation. Several developed countries have also initiated national physical activity polices, Australia, Canada, Finland, Netherlands, New Zealand, Scotland, Switzerland, and disseminated national physical activity guidelines for adults (e.g. Australia, Canada, New Zealand, Switzerland, USA) as well as for children and youth (e.g. Australia, Canada) (Bull et al., 2004b).The guidance for adults are consistent with the India Surgeon General Reports(1996) of engaging in moderate intensity physical activity for at least 30 minutes, most preferably every day of the week, in either a continuous or accumulated way (USDHHS,1996).For children and youth for example ,Canada recommends starting with 30 minutes of moderate activity "more" per day and steadily accumulating more minutes. Australia recommends the accumulation of at least 60minutes of moderate to vigorous physical activity per day, stating with 30 minutes a day if the child is inactive. .2 In contrast to developed countries, the evidence base on implementing physical activity interventions in developing countries is sparse. The same applies to the development of national physical activity policies and guidelines, and the integration of physical activity into other related policies and guidelines (e.g. for NCD prevention or obesity control).Such national approaches are in their early stages, particularly in developing countries. However the importance of physical activity for NCD prevention and obesity control is becoming increasingly recognized in transitional countries, as well as the need for suitable programmes, polices and guidelines.

### **Physical Activity Interventions in Developing Countries**

All developing countries represented in the country case studies acknowledge the importance of initiatives to promote physical activity as a mean to reduce the alarming rates of NCDs (particularly cardiovascular diseases, diabetes, cancer) and associated health risk factor (hypertension, hypercholesterolemia, hyperglycemias, overweight and obesity)in their country .The increased prevalence of NCDs provides the rationale for countries action to develop inventions focusing on physical inactivity only, o multi risk factor inventions including other lifestyle factors (e.g. unhealthy diets, tobacco use, alcohol consumption, psychosocial stress).Several developing countries, Malaysia, Mauritius, Pakistan, Thailand Tonga)initiated their inventions as part of the implementation of a national action plan or strategy, such as for NCDs prevention and control, health promotion, or physical activity promotion in particular. Some developing countries set up specific committees on physical activity promotion within a leading governmental agency (e.g. the ministry of health, sport and/or education) or NGO.2.5 Country case studies -overview of current practice many developing countries engage in the promotion of physical activity but their experience and progress in implementing physical activity interventions on a large scale is currently in its early stage .However, the following short case studies on current practice in inventions capture developing countries" current efforts towards physical activity promotions. They provide the evidence that physical activity promotion takes place in developing countries.

#### **India**

The Indian diabetes prevention programme is an intervention (randomized control trial)using lifestyle modification and/or pharmacological agent for the primary prevention of type two diabetes in subjects with impaired glucose tolerance (IGT).The three year programme commenced in 2001 and was targeted at non-diabetic adults aged 35-55 years with IGT. It was funded and implemented by the Diabetes Research Centre, a WHO Collaborating Centre for research, Education and Training in Diabetes, Royapuram, Chennai, India, in a sample of 531 adults (241/531 study subjects participated in the lifestyle modification)working in governmental organizations and NGOs in Chennai city, such as the railways, TamilNadu Electricity Board, Port Trust (a service organization) and the police service. participants of the Indian Diabetes Prevention Programme were randomized into four group, Comparing the effectiveness of: 1) lifestyle modification; 2) a pharmacological agent; 3) a combination of the lifestyle modification and the pharmacological agent; and 4) a comparison group with no lifestyle modification or treatment. The lifestyle modification component of the intervention involved providing advice in a month on physical

activity enhancement and motivational message to participants. Implementation of the programme involved individual counselling to the subject and sustained motivation. Specific activities for raising awareness of the Indian Diabetes Prevention Programme, with physical activity components, include 1) . Evaluation Indian Diabetes Prevention Programme showed lifestyle modification was effective in preventing Diabetes in non-obese Asian Indian pre-diabetic individual. There was 26% reduction in the relative risk of conversion of a subject with IGT to diabetes mellitus. Evaluation of the impact of awareness raising initiatives is planned. To date, the programme result have been disseminated through scientific lecture. Further dissemination of programme success will be through short animated movies via the mass media with health promotion message. Best practice Physical Activity Intervention in the South Asia Region (SEAR) Country.

Intervention Workplace-based Health Education Intervention Reach national Coordinated community wide intervention conducted at large scale in ten location across India, in which 19 973 people participated in the physical activity-related workplace based Health Education Intervention Target group Industrial employees and members of their families aged 10-69 years Intervention behaviour modification strategies including: 1) an imparting knowledge phase, during which the target community was sensitized to the intervention education message; 2) an imparting skill phase, during which the required skills for practical application of health message were developed; and 3) a changing behaviour phase, during which the focus of the intervention was promoting healthy behaviour such as physical activity. Dissemination of educational information including: 1) Placement of motivational poster at strategic location within via local television, which aimed to capacity for morbidity and mortality surveillance in the industry context Timeframe 2 year stakeholders All India Institute of World health Sciences (leading agency), Government of India, the ministry of Health and Family welfare, Ministry of Health and family welfare and WHO Evaluation/ Monitoring Formal Education Included an assessment of change in perceived levels of physical activity in a subsample of 3219 randomly selected intervention participants. At one year following up 17.1% of the respondents reported they had made a conscious efforts to increase physical activity levels Disseminations Educational materials were disseminated in seven languages. In addition, health education message were broadcast on television, and intervention result will be disseminated through the scientific literature Physical activity guidelines.

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## Cultural Life in the 16<sup>th</sup> and 17<sup>th</sup> Century in India



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India had a rich Hindu culture since ancient times. A new culture sprang up in India with the incorporation of Muslims during the medieval period which started shaping itself in a new milieu. The Muslim culture was represented by the Mughal aristocracy; was a status symbol of the Mughal court and symbolised a culture that was magnificent and opulent. A display of cultural extravagance was a sign of higher social and political status for the nobles, who constantly desired proximity to the emperor. Mughal courtly culture was reflected in various forms; in the architecture of personal homes, in fashionable dressing, and in one's conduct, manner and speech. Pastimes and recreational activities like hunting and gambling also reflected cultural life of the period. The enthusiastic involvement in the celebration of fairs and festivals by the royalty and the common people helped in the cultural assimilation.

Over a period of time, this courtly culture filtered down even to popular literature, art and architecture. Like the imperial court, aristocratic households too became not only political centres but also artistic, intellectual, and cultural centres. Without the extravagant lifestyle of the nobles, Mughal life and art would have been devoid of much of its richness. Encouragement and patronage was provided to cultural and literary activities by the ruling class. The scholars, musicians and astrologers were encouraged. The nobles patronized art and culture by indulging in artistic pursuits, encouraging artists, poets and craftsmen as a part of cultural enterprise. These courtly ideals of arts and manners were, therefore, easily diffused even among the middle classes, affecting their customs, ideas, aspirations, tastes and pleasures.

Both the sixteenth and the seventeenth centuries were marked by a heightened cultural activity due to the political stability and economic prosperity of the kingdom and the aesthetic taste and literary bent of mind of the Mughals that contributed greatly to the development of culture in India. The activities enhancing the cultural development were also felt by the foreign travellers who visited India during the period.

### Pastimes and Recreation

Pastimes and recreation is a wider time which includes a lot of social activities that helps to pass time pleasantly or for relaxing for sometimes like games and sports, singing and dancing etc. Such social activities help a lot in building social character and are integral part of social life.

The sixteenth and the seventeenth century had also seen the prevalence of various types of social activities in India. These activities find graphic descriptions in the accounts of the contemporary foreign travellers. From the accounts of the foreign travellers regarding pastime and recreation is clear that these social activities were enjoyed alike by the emperor as well as by the commoners. The significant feature of the social activities of the period was that they had been greatly influenced by the military and adventurous characteristics of the age.<sup>1</sup>

Therefore, some of the games like *chaiighan* (polo), hunting (*shikar*), gladiatorial contests, combats were limited to the aristocratic class whereas, chess, chaucar, playing cards, pigeon-flying, kite-flying, wrestling, fencing etc. were accessible to the rich and the poor alike. These amusements were constituted by both the indoor and outdoor activities.

### Cards

Playing cards appears to have been popular in India from the ancient times. It is evident from *Humayim Namah* of Gulbadan Begum that Emperor Humayun indulged in a game of cards at Kabul with his stepmother and sisters.<sup>1</sup> The successors of Akbar with the exception of Aurangzeb were very keenly interested in this game. Jahangir was intensely fond of it." Thomas Roe once saw Shahjahan playing cards earnestly.

### Chess

The playing of chess was common during the period. It was a good indoor game and was the most aristocratic of all indoor games. Alberuni also mentions the name of this game with the length of

some detail. During the Mughal period the king, the nobles and the commoners all took great delight in playing this game. Manucci refers to the keen interest of the aristocrats in this game, and he says that by playing chess they "learn to govern, place and displace, give and take, with discretion to the glory and gain of their projects." AbulFazl also writes that it was most popular indoor game at that time for both high and low classes. Akbar is said to have played the game of living chess with slave girls as pieces moving on the chequered pavement of the *Pachisi* Court at Fatehpur Sikri.

### Music

Music has ever been a source of entertainment and the art of music has been cultivated and patronised since ancient times. Various types of music were recorded as the favourite pastimes both for rural and urban peoples, from king down to the commoners.

The aristocratic class was very fond of music during the period under study, Babur himself excelled in music and composed songs. He supplemented his wine parties with music. His son Humayun enjoyed a book and song with palatable food and flasks of wine. Besides Ram Das and many other great musicians, Tan Sen was also the product of Akbar's reign. Manrique describes that among the different varieties of music; dhnipatchiiui, chruva, bangukt, qawl, chutkdari, taranah, kihchari, chhand, sadara, desctkhawere the most prominent. The rich and the nobles were good at music both instrumental and vocal. Jahangir and Shahjahan's reign were remarkable for the progress of vocal and instrumental music. All the Mughal kings, with the solitary exception of Aurangzeb were great patron of music.

### Dancing

Dancing known as *uaaitdiduring* Mughal period was also a good pastime for the rich especially. All festive occasion were incomplete without dancing girls and this can be seen in a picture in *Hiimayiiii* Nama. Dancing girl would play, sing and dance and entertain the guests. Female dancers and public women were available in big cities at reasonable rates. The patter and rope dancing were very popular. Akiuira was a special type of dance enjoyed by nobles. Aurangzeb was very strict and against dancing as Manucci writes, "he ordered public women and dancing girls either la many or to "clear out of his realm"

### Theatrical Performance

Theatrical performances were also a source of recreation for the people during the period. Manucci refers to the Mughal family's fancy for the theatre when he writes, "the theatre dance, and music had their prescribed hours. Some actors from Gujarat performed a piece before Shahjahan showing the maladministration in that kingdom." He further records that educated men and women would sometimes relax themselves by reading light literature, short stories, novels, poetry etc. It was also customary to listen to stories of adventures, heroes and lovers before going to bed at night. Another common practice, especially among the rural folk, was to pass their idle hours in solving riddles put to them by their friends." This fact also finds a mention in Badaoni's work.

### Hunting

Hunting of the wild animals and birds was the most absorbing and exciting sport during the sixteenth and the seventeenth century which is depicted in the travelogues. Travellers give very detailed description of the hunting expeditions undertaken by kings and courtiers. Different wild animals with diverse methods were hunted for this purpose. Emperor Akbar had invented a mode of hunting known as 'qamargah' which could be used in hunting almost all wild beasts. (Plate- III). In this method a kind of hunting circle was formed round the *shikargah* that reduces to a small compass. This method involves the participation of nobles, huntsmen and sometimes commoners also with different sorts of arms like arrows, short spikes, swords and muskmelons. For South India there is no such detailed description available in the travelogues. Only passing references are made by Varthema and Barbosa regarding the Vijayanagar Empire. Varthema noticed that the capital occupied the most beautiful site with certain very beautiful places for hunting and some for fowling, so that it appeared to him to be a second paradise.

### Archery

Archery and swordsmanship were the order of the day. Every young man with ambition was expected to be good at the bow and sword. We also find that matches and contests were held and rewards were given. Emperor Humayun practiced archery. Royal princes practised archery and they tried to excel each other. Bemier also records that martial sports like archery and swordsmanship had a special fascination for the people. A Mughal was having a reputation of a strong archer. Archery was

prevalent in those days for safety measures as a method of warfare. Hawkins hired shot and bow-men for his safety during journey.' Archery as a martial art is also mentioned by Manrique.

#### **Animal Combats**

The combats of different animals were very popular form of amusement for king, nobles and the commoners alike during the 16<sup>th</sup> and 17<sup>th</sup> century. The king and the nobles amused themselves with costly and dangerous combats between elephants, tigers, deer, cheetahs, boars, " leopards, bulls and other wild beasts.' 'Beast fights' were a source of entertainment in the Vijayanagara Empire says Domingo Paes. Animal fights were an ever welcome entertainment for excitement-seeking and sensation-loving Mughal Emperors. Animal combats were held since ancient times in India as the Buddhist painter had expressed the vigour and action of fighting bulls in the Ajanta caves through his eloquent art. Rhinoceros, elephant, ram and bull fights constituted one of the most important part of the birthday celebrations at the court of Chandragupta. Several references to animal combats are found in the travelogues of the period under study which are depicted in the miniatures painting and in the Persian sources as well. (Plate- VI).

#### **Festivals and Fasts**

India has been a land of festivals and fasts from the very beginning of Indian history. This interest confirms the religious nature of Indian peoples. These fairs and festivals had made our country very colourful and attractive throughout the year. "Weave social and religious, seasonal and regional festivals, many of them jointly celebrated by all the communities". Foreign travellers of 16<sup>th</sup> and 17<sup>th</sup> centuries were also not untouched by the joy and happiness spread by the festivals and fasts during the period. European travelogues as well as non-European travelogues like Bahral-asrar fi ma 'rifat al-akhyarand Mir 'atu'lMemalik, contains the references of Indian festivals and fasts. All important festivals and fasts were recorded by foreign travellers that passed through their eyes. These travellers have given a picturesque description of festivals and fasts as celebrated during the period under study. Starting with Muslim festivals and fasts we come to know through evidences in the form of recorded references that the important Muslim festivals were Id-ul-Azha, Id-ul-Fitr, Ramzan, Muharram, Shab-i-Barat and Naa.

#### **Id-ul-Azha or Id-i-Qurban**

It was the feast of sacrifice and was normally held on the 10<sup>th</sup> day of the last month of the Muslim year. Its celebration under Akbar has been referred to by AbulFazl'. It was celebrated during the Mughal times with great pomp and show as depicted by the travellers. Edward Terry says that "Buccaree signifies the Ram feasting which Mahometans solemnly kill a ram, and roast him in the memories of that ram which redeemed IshniaelM'heii Abraham was redie to make a sacrifice." Pelsaerttells us that the other Id {Id-ul-Azha) comes after 70 days which commemorates God's mercy to Abraham, when he was about to sacrifice his only son Isaac. But the sacrifice was submitted by an angel and instead of Isaac, a goat was sacrifice. Therefore, that day was held as a great festival and those who were able will have to sacrifice goat in his house. " Tuzuk-i-Jahangiricorroborates the fact that once Jahangir sacrificed three goats with his own hand at this festival.

#### **Id-ul-Fitr**

Id-ul-Fitrawas also a prominent Muslim festival during the period under study and its significance lies in the fact that it is the festival of breaking of the fast. This day of rejoicing comes after the long drawn fasts of Ramzan" and hence therefore is particularly welcome. It is observed on the first of Shawwal, the tenth Arabic month.Friends send each other food accompanied by good wishes, and everyone is very gay because the heavy burden of fasting or abstinence is past. According to Fryer, during the Mughal age the sight of the new moon which precededtheId-ul-Fitrawas proclaimed by firing of guns and blowing of trumpets. Fryer further affirms that even Aurangzeb used to celebrate this festival with great enthusiasm.

#### **Ramzan**

The sacred month of Ramzan is the month of keeping the fasts in Muslims. The Muslim society as a whole without distinction observed this holy month of keeping fasts during the Mughal period. We have lots of references from the foreign travellers during the period about the Ramzan fasts. Sidi Ali Reis mentions the month of Ramzan though he did not went into detail. Father Monserrate writes about Akbar that he did not observe the month's fast which is called Ramadan. " Father Pierre du Jarric also gives passing reference of fasting in Ramzan.' Mahmud bin Amir Wall Balkhi also refers to the month of Ramzan.' Thomas Roe was of the view that the strict Mahomedans observed their old law and during the month of Ramzan, Mahomedan were unwilling to drink wine.Ramzan, according to Edward Terry was

the month for the Muslims when they observed fast and during that period they deemed it necessary to be very religious; to forbear their women, to abstain from 'Meat or Drink'. But after the sunset they could eat at pleasure. The fast of Ramzan were kept very strictly for a whole Lunar month. The Muslim neither eat nor drink throughout one whole day, or until the star appear or have become visible in the evening. Monique also confirms that the month of Raman have thirty day's fast. Fryer refers to the fast of Raman when nothing was eaten or drank for the entire day and also to the celebrations after the fast.

### Nauroz

Naiirozwas originally a Persian festival. In India it was introduced by Akbar. Basically it was arranged by Akbar in March 1582 to commemorate Gujarat's Victory. Mõn serrate writes, "In March 1582. the King arranged for a feslival lo be held in commemoration of his recent victory. This M'as called Nauroz.But Monserratewas of the view that it was borrowed from Hindus in accordance with ancient tradition, to regard these days as a holiday. The Ain says, "It commences on the days when the Sun moves to the Aries (March 21), and lasts till the ninth day of the month of the Persian year. Two days of this period are considered great festivals; when much money and numerous things are given away in presents.' DuJarric also writes the same.

### Holi

Holi seems to be the most popular festival enjoyed and celebrated by the masses as well as by the higher classes and lower classes of Hindu society when Abdul Fazl writes that the Holi, one of the ancient festivals of Hindus, was the most popular day of rejoicing, music and feast, as it is today.

According to Hindu mythology the festival of holi is celebrated to enjoy the victory of Paroled over his demon aunt Holika. Therefore the previous night to the day of hoi celebration Hoikadahan is made by burning a huge bonfire and sharing

happiness among the peoples by singing, dancing etc. On the next day of Holikadahanthe festival is celebrated with great rejoicing followed by singing, dancing, feasting and throwing coloured water on one another. Monserrate tells us, that, the Hindus were free to throw dust upon anyone for a period of fifteen days and he levels the festival as degraded and a savage one. Whereas Thereunto writes, "They (Hindu) reckon their months by moons and with great devotion celebrate their Feast, called Houly, which lasts 2 days. At that time their temples are fed by people, who come to pray and make their oblations there; the rest of the celebration consists in dancing by companies in the streets, to the sound of trumpets. At this feast they are clothed in a dark red. And may go to visit their friends in Masquarade. "Those of the same tribe eattogether, and at night they make bonfires in the streets. Their feast is celebrated yearlyat the full moon in February, and ends by the distraction of the figure of a giant.

### Diwali

Diwali was one of the important festivals of Hindus during the Mughal period as it is now. It is also known as 'Dipawali' or 'row of lamps' and was celebrated in the month of Kartik. Diwali is celebrated to remember the victory of Hindu god Rama over the Demon King Ravana who had forcedly captured Sita (Wife of Rama) for fourteen years. When Rama took back Sita from the captivity of Ravana and destroyed his and came back to Ayodhya the people there were very happy to see them and therefore they welcomed them by lightening lamps. The houses of the Hindus were well cleaned and washed and the LaxmiPoojan was performed at home. The houses were illuminated with the lamps and the people visited each other and observe feasts. R.C. Temple calls it as 'feast of lights' as it actually is. He says further, "Apart from the so-called classical legends attached to this festival, the object of cleaning and lighting up the houses, and placing light outside them, is to make things pleasant for the spirit of the dead, who, on the Diwali night, are supposed to visit their old homes.

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## Unified Payment Interface



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### Abstract

Over decades, India has made slow but steady progress in the field of electronic payments. The innovations in payments have leveraged major technological innovations in each era. RBI's current mission is towards providing a safe, efficient, accessible, inclusive, interoperable and authorized payment and settlement systems for the country. Payments systems will be driven by customer demands of convenience ease of use and access that will impel the necessary convergence in innovative e-payment products and capabilities. Regulation will channelize innovation and competition to meet these demands consistent with international standards and best practices. This led to the birth of UPI i.e. Unified Interface Payment that enables all bank account holders to send and receive money from their Smartphone without the need to enter bank account details or net banking user id/password.

**Keywords:** UPI, PSP, VPA, IMPS

### Introduction

The Unified Payment Interface allows payments to be initiated by the payer, or by the payee. In the basic payee initiated flows, the payment request is routed by the initiating application through the NPCI switch to the payer for approval. However, in certain instances, where it is possible to connect with the payer immediately, it is preferred that the payee sends a payment request to the payer, who can then initiate the payment request with his credentials. This leads to a significantly smoother payment experience. Some examples of these include in-app payments – where the merchant app, may send the request to the PSP app on the same device, instead of a collect request via the PSP network. Another example may be for proximity payments, where the payer and payee are using different devices, but are close enough for the information to be transmitted locally.

This document provides the technical specifications for developers to enable inter application payment requests. National Payments Corporation of India (NPCI) after successfully launching the IMPS online payments system has taken a step further in turning the Indian Economy into a “less-cash” and more “digital society”. The launch of a Unified Payments Interface (UPI) adds a feather to its cap. UPI is set to completely revolutionize the financial sector for good.

### Unified Payments Interface (UPI): Key Aspects

- The United Payments Interface is a system for instant, electronic payments through our smart phone.
- It authenticates the identity of the user like a debit card does using the phone as a tool instead of a separate card.
- It is an advanced version of Immediate Payment Service (IMPS) which was used to transfer money between bank accounts.
- Like IMPS, UPI will facilitate round-the-clock funds transfer service.
- It works 24x7, 365 days, unlike RTGS or NEFT services which have specific working hours.

### Value Proposition of UPI

**Simplifying Authentication** – UPI can ride on the Biometric Authentication of UIDAI (Trusted Third Party biometric authentication as a utility service).

**Simplifying Issuance Infrastructure** – The virtual addresses/payment addresses in conjunction with mobile as "what we have" factor helps payment providers to create virtual token-less infrastructure.

**Mobile as Acquiring Infrastructure** – Mobile phone as the primary device for payment authorization can completely transform the acquiring infrastructure to be easy, low cost and universal.

**Enabling 1-click 2-Factor Authentication** – UPI allows all transactions to be at least 2-FA using mobile and second factor (PIN or Biometrics) makes all transactions compliant with the existing regulatory guidelines.

**End-User Friendly** - Customers can make or receive payments with ease and security to/from friends, relatives, merchants, pay bills, etc. all using their mobile phones without sharing banking credentials. Alerts and Reminders, consolidation of multiple banking relationships via single mobile app, use of special purpose virtual addresses, etc. simplifies end-users experience.

**Flexibility for Payment Service Providers (PSPs)** - Payment System Providers can build functionality rich mobile apps using UPI.

**Exponential Innovation** – UPI offers Application Programming Interfaces (APIs) that is minimalistic, fully functional, and allowing innovations in user interface, convenience features, authentication schemes and mobile devices to be brought in without having to change the core API structure.

#### UPI: Process

##### Registration

- Download a UPI app of our bank
- Register with our account details and create a virtual ID with our name or phone number
- One-time process

##### Online Purchase

- Add the item to be purchased to our cart
- Go to payment options and select Payment through UPI
- Provide only our Virtual ID to the merchant.

##### Mobile Authentication

- We will receive a pop-up window on we phone's UPI app requesting our approval for online purchase
- Enter the secure pin
- A confirmation of successful payment will be sent on our phone.



Figure 1 UPI PROCESS

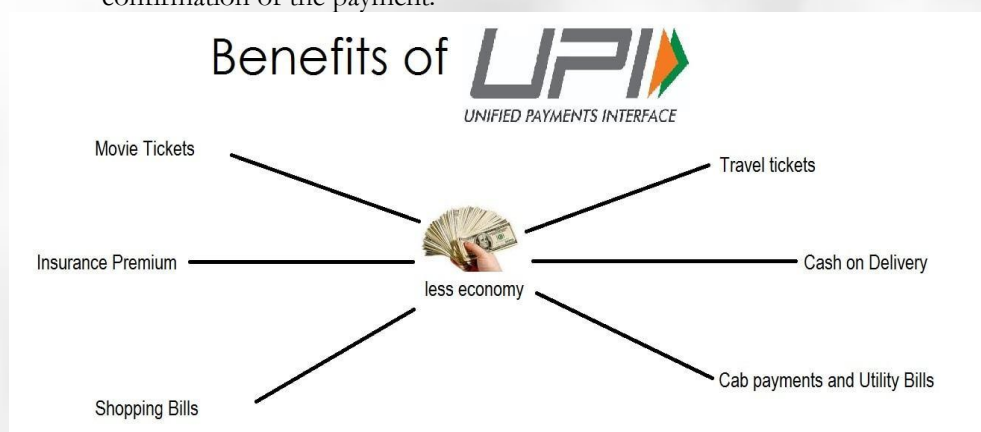
#### UPI : Working Example

Let us assume a person named 'Ram' has to make payments using UPI (let's explain this with an example).

- To make UPI money transfer, Ram needs 2 basic things:
  - ✓ A Smartphone with UPI application (app),
  - ✓ A bank account.
- Ram has to download the UPI app and get a UPI ID by registering on the app with his bank details.



- UPI ID is a virtual identity (a payment identifier) like an email address.
- It can be a name or a mobile number along with the name of our bank. For example-
  - ✓ Ram@sbi or Ram@icici
  - ✓ 9900000099@hdfc or 9900000099@axis
- The payment is verified instantly through the smart phone, without needing to rely on debit card payment or net banking.
- Ram has to buy a book online. He can initiate the e-commerce purchase by selecting UPI as the payment mode and providing his UPI ID Ram@sbi.
- He then receives a pop-up notification on his Smartphone through the 'UPI App' requesting confirmation of the payment.



**Figure 2 UPI BENEFITS**

#### UPI: Challenges

**Limited number of non cash transactions:** The number of non-cash transactions per person per year is only 6. This is bad because cash transactions are often hard to trace. Cashless transactions can be tracked, eventually eliminating black money from society.

**Less digital payers:** Only a fraction of retailers (6 lakhs) in India have card payment facilities. The biggest sufferers in these are local and small shops. However, the ubiquity and ever-falling prices of smart phones is making it an attractive and convenient option to facilitate transactions.

**Less availability in rural area:** Of the six lakhs villages in the country, less than one lakh villages have banking services (as of May 2011). Financial inclusion has also been hard to achieve. It is only through recent innovations like Direct Benefits Transfer (DBT) and Pradhan Mantri Jan Dhan Yojana (PMJDY) that financial inclusion has become a reality.

**Pull Based:** Mobile transactions UPI permits real time Push & Pull transactions.

**Options to Customers:** Customers can pay using multiple identifiers (Aadhar Number, Virtual Address, Account no & IFS code, Mobile No & MMID). Payment can be requested on one interface and authorized on a different interface.

**Single Identifier Fund Transfer:** Funds can be transferred using Aadhar Number stored in the NPCI Mapper. Local resolution by the Payment Service Provider using Virtual Address mapped to the Account at the time of registration by customer.

**Click 2 FA:** Single click two factor authentication enabled using Device Fingerprint as the first factor & PIN/Biometrics as second factor of authentication

**Current Market Trend:** Designed to embrace the Smartphone boom in India & the incorporate its effect in new era.

#### UPI: Future Innovations

The present form of the app, while revolutionary, is not the end product. The document detailing technical specifications of the app details upcoming features that will merge the UPI and identification tools like Aadhar for even smoother functioning. Some of these are:

**Aadhar Enabled Payments System (AEPS)** – This will allow users to authenticate payments using biometric information like fingerprint that will be verified against the Aadhar database and our linked bank account. This could eliminate the need to even use our Smartphone for authentication.

**Aadhar Payments Bridge (APB)** – Remittances can be made to an Aadhar number without providing other details. This would help with direct remittances of government subsidies and direct benefits.

**Micro-ATMS** – Withdrawal of money without the use of a card.

**Bill Splitting** – Bills can be split between different parties instantly.

#### Other important points about UPI

- Architecture of UPI is based around the IMPS framework.
- UPI is launched by NPCI with RBI's vision of migrating Indian economy towards a 'less-cash' and more digital society.
- Every consumer with a bank account can avail the benefits of this service.
- UPI is expected to give now popular mobile wallets like *Mobikwik* and *PayTM* as well as instant mobile payment solutions like *Chiller* a run for their money.
- Around 29 banks have concurred to provide UPI service to their customers as payment service providers (PSPs).
- A.P. Hot is the Managing Director & CEO of NPCI, which also handles the RuPay Card. NPCI was set up in April 2009.
- After the launch of UPI, India is said to have one of the most sophisticated public payments infrastructure in the world.

#### Link Specification and Parameters

UPI Deep linking URL spec must be as follows. All PSP applications must mandatorily implement listening to “UPI” links within their mobile applications. `upi://pay?parm-name=param-value&param-name=param-value&...` Where `param-name` can be any of the valid parameters (based on mandatory vs. optional) listed in below table. M-Mandatory, C-Conditional, O-Optional

**Table 1 LINK SPECIFICATION AND PARAMETERS**

Parameter name	Data type	Mandatory	Mapped to UPI API field	Description
pa	String	M	Payee-->addr	Payee VPA
pn	String	M	Payee-->name	Payee name
mc	String	O	Payee-->mcc	Payee merchant code
tid	String	O	Txn -->id	This must be PSP generated id when present. In the case of Merchant payments, merchant may acquire the txn id from his PSP.
tr	String	C	Txn-->refId	Transaction reference ID. This could be order number, subscription number, Bill ID, booking ID, insurance renewal reference, etc.  Conditional – This field is Mandatory for all Merchant transactions.
tn	String	O	Txn-->note	Transaction note providing a short description of the transaction.
am	String	O	Payee-->Amount-->value	Transaction amount in decimal format.
mam	String	O	Txn -->Rules --> MINAMOUNT	Minimum amount to be paid if different from transaction amount.
cu	String	O	Payee-->Amount-->curr	Currency code. Currently ONLY "INR" is the supported value.
url	String	O	Txn→refUrl	This should be a URL when clicked provides customer with further transaction details like complete bill details, bill copy, order copy, ticket details, etc. This can also be used to deliver digital goods such

Developers who are developing merchant applications, mobile apps wanting to initiate UPI payment) should form the URL within their application and then do either of the following:

- 1) If the application and the PSP UPI application is within the same mobile, then do a deep linking using the URL.
- 2) Create a QR code within the application and allow customers to scan it and invoke their UPI application.

- 3) Use alternate transfer protocol (such as BT, WiFi Direct, NFC, Sound, etc.) to transfer the URL data to customer mobile on which is gets deep linked to their PSP application.
- 4) Create the URL and allow standard “share” allowing a UPI payment intent to be sent via chat or email. Receiver will click on the link to then invoke their PSP application.

Using a standard data format and URL scheme allows the actual protocol of data transfer to be separated out and thus allowing any transfer protocol to be used to transfer this from one device to another.

### Response Parameters

As a standard practice merchant app must check the final status with their server/PSP server. Following is a recommendation on the data returned from the Bank/PSP app to the merchant app.

Table 2 RESPONSE PARAMETERS

Parameter Name	Mandatory	Data Type	Description
txnId	O	String	Transaction ID same as per payment request
responseCode	O	String	UPI Response code
ApprovalRefNo	O	String	UPI Approval reference number
Status	O	String	Status of the transaction (SUBMITTED/SUCCESS/FAILURE)
txnRef	O	String	Transaction reference ID passed in input

### Implementation Samples

**Hyperlink :**The user goes to an ecommerce website (Rohit Stores) on his mobile phone, and places an order. The website generates a link, which the user can click on, to complete the payment. As per the specification, the link contains the payee details, the transaction reference (order id), and the amount to be paid.

Example:

```
upi://pay?pa=zeeshan@npci&pn=Zeeshan%Khan&mc=0000&tid=cxnkcnkjdfvjndkjfvn&tr=4894398
```

```
8cndhcd23&tn=Pay%to%rohit%stores&am=1010&cu=INR&refUrl=https://rohit.com/orderid=9298yw89e8973e87389e78923ue892
```

When the user clicks on the link on his mobile browser, it invokes the local PSP application, where the user can confirm the details, and complete the payment. Because of the design simplicity, user familiarity with hyperlinks, and the ease of sharing, such links can be generated and shared across multiple communication channels, such as email, chat, and social networks.

### QR Code

QR code consists of black modules arranged in a square pattern on a white background. The information encoded can be made up of four standardized kinds (“modes”) of data (numeric, alphanumeric, byte/binary, Kanji), or by supported extensions virtually any kind of data. QR codes can be used for proximity payments with UPI. Developers who are developing merchant applications must generate a URL fully compliant to specification in previous section and then create a QR code of that URL.

Example:

```
upi://pay?pa=zeeshan@npci&pn=Zeeshan%Khan&mc=0000&tid=cxnkcnkjdfvjndkjfvn&tr=4894398cndhcd23&tn=Pay%to%rohit%stores&am=1010&cu=INR&refUrl=https://rohit.com/orderid=9298yw89e8973e87389e78923ue892
```



**Figure 3 QR CODES**

Considering the simplicity, openness, and wide acceptance of QR codes and its ability to be printed, displayed on PoS devices, and various screens, etc., PSP applications are encouraged to include a QR code scan option within their UPI application so that customers can use a single app to scan and pay.

**Others:** UPI linking is protocol agnostic and hence allows innovative mechanisms between merchant/proximity devices to send UPI intent to customer phone. For example, a merchant PoS application could create the UPI link (as per spec in previous section) and then transmit using sound to the customer device. Customer PSP app or a utility app can listen to that sound, convert it back to the link, and then launch the UPI application on customer phone to make the payment. Note that there can be 3rd party general purpose utility applications that allows users to scan these QR codes, launch the link, allow other innovative transfer protocols using sound, etc. Such apps can work as a proxy utility that sends/receives these links and then launch the appropriate apps that are listening to these intents.

#### **UPI: Risks**

**Secure Customer Registration:** The customer will be sent an SMS by the Payment Service Provider while registering the customer to ascertain the veracity of the customer. The PSP also does the device fingerprinting through an automated outward encrypted SMS (Mobile number to PSP system) which hard binds the Mobile number with the device. This ensures that the transactions originating from the hard bound device are secured at the first step itself. This outward SMS being sent should be encrypted and should not have any customer intervention. The system should provide for sustainability through the Mobile Operating System and App upgrades.

**Application security:** The PSP application shall be certified by NPCI and the NPCI Utility / Libraries embedded in the application for entering sensitive data such as; Biometric credentials, PIN and One Time Password (OTP).

**Transaction Level Security:** 1) Transaction is secured with the Authorization which is split between the Payment Service Provider & the Issuing Bank. The device fingerprinting of the mobile device serves as the first factor.

Customer enters the PIN or the Bio-metrics as the 2nd factor of authentication.

**Security while handling the PIN:** The PIN is always entered by the customer on the NPCI Library (which is embedded into the Parent PSP App while certification) which is invoked while entering the PIN for an interoperable transaction. The PIN traverses over the secure channel from UPI to the Issuing bank basis the PKI encryption where PIN is encrypted using the Public key at the UPI and the Issuing bank decrypts at its end using its Private key.

**Settlement Risk:** The settlement of the UPI transactions shall be done under the respective products only already complying with the Settlement Guarantee Mechanism framework and hence there is no incremental settlement risk.

**Unsolicited Pull requests to the customer:** The end customer is in complete control of transaction and has to enter authentication details to initiate a debit to his bank account.

#### **UPI: Availability**

UPI would be operational and available to all members round-the-clock with 99.9% uptime, excluding periodic maintenance with prior notice and force majeure events such as war and natural calamities. Periodic maintenance of the UPI System would be notified to all members 48 hours in advance unless an emergency or unscheduled maintenance activity.

**Case study: PhonePe app:** PhonePe - a Flipkart group company - introduces a revolutionary way of making mobile payments in India. It works over the Unified Payments Interface (UPI) platform developed by the National Payments Corporation of India (NPCI) and is powered by YES Bank. PhonePe is a one stop UPI-based app which can serve all our payment needs, in a safe and secure manner. Through PhonePe we can link our bank account(s) over UPI and make instant bank to bank transfers by just using a mobile number or unique payment identity – Virtual Payment Address (VPA). PhonePe also

provides us with a digital mobile wallet for faster refunds and cash backs from our merchant partners. We can spend our wallet balance or withdraw it into our linked bank account(s) in one quick swipe.

Things we can do on the PhonePe app:

- Send and request money from our contacts anytime, anywhere
- Recharge any prepaid Mobile/Data card/DTH connections across the country
- Pay postpaid Landline, Data card and mobile bills for all major operators
- Pay for utilities such as electricity and gas bills
- Split bills with our friends and settle them right away
- Shop on Flipkart
- Coming soon
- Shop on Myntra, Jabong and all our other favourite online shopping destinations using PhonePe

#### Phone Pe features

- Transact up to Rs.1 lakh per transaction, 24\*7
- Get instant refunds and cash backs from our partner merchants into our PhonePe wallet. Instantly withdraw our entire wallet balance to our UPI enabled bank account with just one swipe - free of cost
- Making our daily payments is seamless now, use our UPI enabled bank account, PhonePe wallet and our credit & debit cards. We can additionally partial pay using the funds in our wallet along with any of the payment methods.
- Top up our wallet using our UPI enabled bank account or a debit card to make lightning fast payments to our friends, family or even an everyday payment.
- One-click payment using our PhonePe account at any of our merchant partner locations
- We can now transact in our regional language, Hindi (हिन्दी), Tamil (தமிழ்), Bengali (বাংলা) and Marathi(मराठी) now live. More languages coming soon

#### Currently 31 banks are UPI enabled, with more banks coming soon

Banks currently on UPI: YES Bank (our UPI sponsor), Allahabad Bank, Andhra Bank, Axis Bank, Bank of Baroda (BOB), Bank of Maharashtra, Bhartiya Mahila Bank, Canara Bank, Catholic Syrian Bank, DCB Bank, Federal Bank, HDFC Bank, HSBC Bank, ICICI Bank, IDBI Bank, IDFC Bank, Indus Ind Bank, Karnataka Bank, Kotak Mahindra Bank, Oriental Bank of Commerce, Punjab National Bank (PNB), Ratnakar Bank (RBL), State Bank of India (SBI), South Indian Bank (SIB), Standard Chartered Bank (SCB), TJSB Sahakari Bank, UCO Bank, United Bank of India, Union Bank of India, Vijaya Bank

#### Permissions for App and reasons:

- SMS - This is required to verify Phone no for registration
- Location - This is a requirement by NPCI for UPI transactions
- Contacts - We use this to for phone numbers to send money to and choose numbers to recharge.
- Camera - We use this to scan QR code.
- Storage - We use this to store scanned QR code.
- Accounts- This is used to repopulate email id while signing up.

#### Conclusion

The purpose of this study is to clearly state the strategy for building a Unified Payment Interface and its technology and API details. In addition to technology and API details, this document also provides detailed examples, use cases, and flows. This document describes a set of APIs to do immediate money transfer in a unified way irrespective of source, destination, and authentication. These APIs provide a federated, multi-provider, mobile based instant payment mechanism on top of NPCI platform.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## E-COMMERCE FOR SMALL AND MEDIUM ENTERPRISES (SMEs)



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### Abstract

*In this paper, the business potential of Internet for Small and Medium sized Enterprises (SME's) is investigated, with focus laid on identifying the benefits and problems brought by E-commerce. The Internet is offering SME's a number of new opportunities that are cost effective and reliable to certain extent, thereby for the first time, providing them with an opportunity to compete with their larger counterparts. Here we have discussed the benefits and problems that SME's face while using or trying to use this technology. Problems, which are mainly cost, and skill based.*

*In the near future, the Internet seems to become an inseparable part of our society, especially with the emergence of new technologies which are about to change the way business is being done. Small and Medium sized companies are therefore facing up to understand the nature of the Internet and adapt themselves into this new medium as quickly as possible.*

*We have also discussed various types of e-commerce such as business-to-business, business-to-consumer and business-to-government. This paper attempts to provide an overview of both the opportunities and challenges facing SMEs in least-developed and developing countries.*

**Keywords:** Ecommerce, SMEs

### Introduction

Electronic Commerce, commonly known as e-commerce. E-Commerce is a type of industry where the buying and selling of products or services is conducted over electronic systems such as the Internet and other computer networks. Electronic commerce draws on technologies such as mobile commerce, electronic funds transfer, supply chain management, Internet marketing, online transaction processing, electronic data interchange (EDI), inventory management systems, and automated data collection systems.

In present scenario, electronic commerce typically uses the World Wide Web at least at one point in the transaction's life-cycle, although it may encompass a wider range of technologies such as e-mail, mobile devices, social media, and telephones as well.

Electronic commerce is generally considered to be the sales aspect of e-business. It also consists of the exchange of data to facilitate the financing and payment aspects of business transactions. This is an effective and efficient way of communicating within an organization and one of the most effective and useful ways of conducting business

### Small & Medium sized Enterprises

Small and medium enterprises (SMEs) or small and medium-sized businesses (SMBs) are companies whose personnel numbers fall below certain limits. "SME" abbreviation is used in the European Union and by international organizations such as the World Bank, the United Nations and the World Trade Organization (WTO). Small enterprises lead large companies by a wide margin and also employ many more people. SMEs are also said to be responsible for driving innovation and competition in many economic sectors.

### Benefits and Problems brought by Ecommerce

Advantages of e-Commerce

**Business Hours: 24/7:** Online store opens 24/7. Even while you're sleeping, your customers can visit your store and browse your products and place their orders.

**Global Location:** Your store is located... well, online. It means everyone with internet connection in, can visit your store without having retailers on those places.

**Niche Products :** Seriously, you can sell almost anything on the web. Even if your products are targeted to smaller market, like dentures, the buyers are out there, somewhere, on the net.

**Lower Transaction Costs :** You can cut the costs on areas like documents preparation, error detection and correction, mail order catalogs, phone calls and labour costs.

**Easy Shelves Arrangement :** You can also highlight feature products with few clicks.

**Convenient Shopping:** From your customers' perspectives, shopping online would be really cool because:

- They save more time and gas
- They can browse through many products within minutes
- They can compare prices easily

#### **Disadvantages of e-Commerce**

**Shipping Takes Time:** It means you cannot send certain products as fresh food or dairy products. Who on earth would love to have stale bread delivered to his door?

**Shipping Costs More:** The basic shipping cost rule is simple: the more the weight, the more the cost. If you sell a couch to someone on another continent, the shipping cost would be ridiculous.

**Doubts and Fears:** Many people don't understand the awesomeness of shopping online. They are too afraid to buy something on the web because they doubt if the store is reliable, curious if the product is as good as it looks like on the site, afraid that you would steal their money.

**Inability to Feel the Physical:** Online store doesn't provide the opportunity to actually touch, wear or sit on the product. Therefore selling such products as apparel and furniture online might be tricky.

**Shopping is Social Experience:** People love to shop in the mall because it gives them an opportunity to have fun with friends and family. It's something online stores lack.

#### **Emergence of New Technologies**

The future of e-commerce looks promising for small businesses. Let's take a closer look at how independent merchants can continue to sell more and stand out in competition with big-box retailers who also have moved online.

Consumers are adopting new technologies quicker than ever. According to a recent study by Pew Internet Research, nearly half of all Americans now own a smartphone. That's a 28.5 percent increase versus 2011 – and the market still has great potential for growth. A recent study from comScore also found that 86 million Americans are using their smartphones to shop online.

The major shortcoming with online shopping to date has been the instant gratification that comes with in-store shopping and the ease with which consumers can get their hands on products in real time. As new technologies such as Near Field Communications emerge, that advantage for traditional retailing may shift.

NFC is a smartphone technology that allows for easy communication and data transfer over short distances. By connecting NFC-enabled devices to a credit or debit card, paying for goods or services is simpler and faster than ever before. Imagine simply waving your phone over a product to purchase it online.

That kind of transaction has the chance to be a real game-changer in the e-commerce space. By 2022, brick and mortar retail spaces will be little more than showrooms. Instead of loading up a cart with goods to purchase in store, consumers will try on or sample the products in store, quickly scan and purchase the items they desire, and have them delivered to their homes within 24 hours. The shopping mall as we know it today will be much different 10 years from now.

Does this mean brick and mortar stores are dead or dying? No. They're simply evolving as consumers find new technologies that simplify their lives. The challenge for businesses going forward, large or small, is adapting to this change in consumer behaviour or even predicting it. So where small business should be focusing their efforts so they're not tripped up by the next disruptive technology?

**Invest in mobile:** Consumers can now shop anywhere at any time, whether from their PC, smartphone or tablet. IBM's Digital Analytics Benchmark survey recently showed that online shopping on Thanksgiving and Black Friday was up over 14 percent versus 2011, with 24 percent of consumers using a mobile device to visit a retailer's site. On Cyber Monday alone, purchases made from mobile devices accounted for 13 percent of all online purchases. International Data Corp. has predicted that by 2015 mobile web usage will actually outpace PC web use. With the smartphone and tablet markets continuing to grow, it is safe to say that in order to be competitive in the online retail space, an app or a mobile website is a must-have. At the very least, make sure an existing website is optimized for mobile.

**Video content:** The impact of social media in business is indisputable at While there is some debate about this point. For consumer-facing companies, especially online retailers, an active social media presence is essential to maintaining a core consumer base and quickly marketing your store. Small online retailers need to take efforts a step further and start leveraging the power of online videos to sell more.

In the past, text updates and photos were sufficient to drive traffic to your online store, but video offers unique opportunities. The opportunity to develop video content (which includes little cost outside of time and some basic video editing software) is too big to ignore.

Digital couponing: It was only a matter of time before large stacks of coupons got replaced with something digital and eco-friendly. A recent report presented by comScore found that digital coupons were seen as the number one method of savings for consumers. The same report also showed that 35 percent of respondents found that digital coupons “helped with new ideas,” essentially the discovery of something they didn’t know they even wanted to purchase. Over one-third of those surveyed indicated that they actually prefer receiving coupons online versus any other format

### **Challenges of Developing Countries**

Problems with logistics, payment gateways, and intense competition for too few customers have created an environment in which companies are struggling to survive. As a result, investors are holding their money close, creating a funding drought just as the industry hits major growing pains. The road to becoming the Amazon.com of a developing country has proved more arduous and expensive than giddy investors had imagined each vertical has often become a test of who can outlast the siege of their competitors, who can survive the longest in the face of price wars.

E-commerce in developing countries had to overcome serious hurdles. Among the largest of them is logistics. While major multi-nationals like DHL and Fed-Ex operate in India, goods are normally shipped through smaller and much cheaper third party carriers. Different carriers have to be used for different regions of the country.

The difficulties and unreliability of the carriers has forced some of the largest and best funded players, like Flipkart, to develop their own logistics arms to deliver their packages. The decision however, carries massive capital expenses in an industry that is still not standing on its own feet. It also means a huge increase in exposure, and a business that is now seeking success in two industries instead of one. Another difficult problem is that in most developing countries, market demands a cash on delivery (COD) option, in which the consumer pays the courier once they have received the product. It’s a hard problem to get around, because credit card penetration is relatively low in India, and consumers are still not trusting of putting financial information into online forms. The biggest hit comes from the much higher return rate—sometimes up to ten percent—by consumers who simply changed their mind or could not be reached at home. These goods cycle back into inventory after weeks, and carry a high cost of restocking and re-listing, and sometimes have to be written off altogether.

Yet the greatest hurdle of all is the fierce competition that has been spurred by the glut of investments over the last few years. There can be as many five different well-funded players battling it out for the same small niche.

The companies in developing countries have been fighting in a price war that has pushed margins to almost nothing on the most basic orders, like those for diapers and soap. Profits come only from the sale of high margin goods. The problem of competition is compounded by very little brand recognition.

Despite developing countries having huge population, there aren’t very many customers to go around right now. There are few registered internet users and perhaps only a fraction of them access the internet through PCs challenges of developing countries.

### **Review of literature**

Firms across the globe have adopted e-commerce (EC) in their operations and have reaped benefits thereof. While firms in technologically developed countries like US and UK has deployed EC to its advantage, whereas firms in developing countries failed to follow the suit. Though it has been widely acknowledged by the researchers that the adoption of EC by businesses in developing countries is an important economic indicator of growth; many firms in developing countries still have not realized the potential benefits of EC. This study examines the existing status of EC in India and reviews the available literature on E-commerce adoption in developing countries and puts forth opportunities for future research. The study might serve as a starting point for further research in e-commerce in developing countries.

### **Conclusion**

E-commerce is still in its formative stage. The business-to-business and intra-organizational segments currently dominate e-commerce through the various benefits and problems it has been concluded that the internet is offering sme’s a number of opportunities that are cost effective and reliable to certain extent by various opportunities and challenges it has been cleared that in the coming future



internet seems to become an inseparable part of our society types of businesses focuses on how the companies deal with online directly.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## An Optimal Solution for Fuzzy Assignment Problem



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### Abstract

The assignment problem is one of the fundamental combinatorial optimization problems in the branch of optimization or operation research in mathematics. It is a special case of transportation problem on which the objective is to assign a number of origins to the equal number of destinations at the minimum cost (or maximum profit). It involves assignment of people to projects, job to machines, workers to jobs and teachers to classes etc., While minimizing the total assignment costs. one of the important characteristics of assignment problem is that only one job or worker) is assigned to one machine (or project). Hence the no of sources are equal to the number of destinations and each requirement and capacity value is exactly one unit.

### Introduction

The present paper describes the method called fuzzy assignment method for finding an optimal solution for fuzzy assignment problem where the assignment matrix is in a triangular fuzzy fuzzy numbers. The optimal solution is also in a triangular fuzzy number.

The assignment problem is one of the fundamental combinatorial optimization problems in the branch of optimization or operation research in mathematics. It is a special case of transportation problem in which the objective is to assign a number of origins to the equal number of destinations at the minimum cost or maximum profit). It involves assignment of people to projects, jobs to machines, workers to job and teachers to classes etc., while minimizing the total assignment costs. One of the important characteristics of assignment problem is that only one job or worker is assigned to one machine (or project).Hence the number of sources are equal to the number of destinations and each requirement and capacity value is exactly one unit.

Fuzzy sets were introduced by L.A.Zadeth as an enter of classical notion of the set. Later many researchers also use fuzzy set theory and fuzzy numbers in different field. After this J.J. Buckley used triangular fuzzy numbers in linear programming.P.Pandian and G.Natarajan use fuzzy zero point method in trapezoidal fuzzy numbers for finding a fuzzy optimal solution for a fuzzy transportation problem.

In this paper. we propose a new method called fuzzy assignment method for finding a fuzzy optimal solution for a fuzzy optimal solution for a fuzzy assignment problem where all parameters are triangular fuzzy numbers. The optimal solution of fuzzy assignment problem by the fuzzy assignment method is a triangular fuzzy number. The solution procedure is illustrated with the numerical examples. When we use the assignment method for finding an optimal solution for a fuzzy assignment problem, we have the following advantages.

- We don't use linear programming techniques.
- We don't use goal and parametric programming techniques.
- The optimal solution is a fuzzy number.
- The proposed method is very easy to understand and to apply.

### Fuzzy number and fuzzy assignment problem

We use the following definitions of triangular fuzzy number and membership function and also, definitions of basics arithmetic operation on fuzzy triangular numbers.

Definition 5.2.1. A fuzzy number  $x$  is a triangular fuzzy number denoted by  $(x_1, x_2, x_3)$  Where  $x_1, x_2, x_3$  are numbers and its membership function  $\mu(a)$  is given below.

$$(a_2 - x_1) / (x_2 - x_1) \text{ for } x_1 \leq a \leq x_2$$

$$\mu_x(a) = \frac{(x_3 - a)}{(x_3 - x_2)} \text{ for } x_2 \leq a \leq x_3$$

Definition 5.2.2. Let  $\tilde{a} = (a_1, a_2, a_3)$  and  $b = (b_1, b_2, b_3)$  be two triangular fuzzy numbers.

Then

- I.  $\tilde{a} + b = (a_1 + b_1, a_2 + b_2, a_3 + b_3)$ ;
- II.  $\tilde{a} - b = (a_1 - b_3, a_2 - b_2, a_3 - b_1)$ ;
- III.  $k \tilde{a} = (ka_1, ka_2, ka_3)$ , for  $k \geq 0$ ;
- IV.  $k \tilde{a} = (ka_3, ka_2, ka_1)$ , for  $k < 0$ ;
- V.  $\tilde{a} * b = (t_1, t_2, t_3)$ , where  $t_1 = \min. \{a_1 b_1, a_1 b_3, a_3 b_1, a_3 b_3\}$ ;  
 $t_2 = a_2 b_2$  and  $t_3 = \max \{a_1 b_1, a_1 b_3, a_3 b_1, a_3 b_3\}$ ;
- VI.  $\tilde{a} / b = (t_1/b_1, t_2/b_2, t_3/b_3)$ , Where  $b_1, b_2$  and  $b_3$  are all non positive real numbers.
- VII.  $\tilde{a} = \tilde{a} * 1/b$ , where  $b_1, b_2$  and  $b_3$  are all non zero positive real numbers.

Definitions 5.2.3 The magnitude of the triangular fuzzy number  $u = (a, b, c)$  is given by

$$\text{Mag}(\tilde{u}) = \frac{a+10b+c}{18}$$

Definition 5.2.4. let  $\tilde{u}$  and  $\tilde{v}$  be two triangular fuzzy numbers. The ranking of  $\tilde{u}$  and  $\tilde{v}$  by the mag(.) on E is defined as follows:

- I.  $\text{mag}(\tilde{u}) > \text{Mag}(\tilde{v})$  if and only if  $\tilde{u} > \tilde{v}$ ;
- II.  $\text{Mag}(\tilde{u}) > \text{Mag}(\tilde{v})$  if and only if  $\tilde{u} < \tilde{v}$ ;
- III.  $\text{Mag}(\tilde{u}) = \text{Mag}(\tilde{v})$  if and only if  $\tilde{u} = \tilde{v}$ ;

#### Fuzzy assignment problem:-

Consider the following fuzzy assignment problem,

$$(p) \text{ Min. } \hat{z} = \sum_{k=0}^n \binom{n}{k} x^k a^{n-k} = [1, 2, 3, \dots, n]$$

Subject to the constraints:

Where  $x = (x_1, x_2, x_3)$  = the assignment of facility to job such that

$x = 1$ ; if  $I^{\text{th}}$  person is assigned  $j^{\text{th}}$  work  
 $0$ ; if  $I^{\text{th}}$  person is not assigned the  $j^{\text{th}}$  work

$\check{c} = (c^1, c^2, c^3)$  = the cost of assignment of resources  $i$  to activity  $j$ .

$\hat{z} = (z^1, z^2, z^3)$  = min./max. The total cost of the matrix.

#### ALGORITHM

The fuzzy assignment method proceeds as follows:-

**STEP-1** if the number of rows are not equal to the number of columns, the as required a dummy row or dummy column must be added. The cost elements in dummy cells are always zero.

**STEP-2 Row reduction:** Subtract each row entries of the fuzzy assignment table from the corresponding row minimum.

**STEP-3 Column reduction:** After completion of step-2 subtract each column entries of the fuzzy assignment table from the corresponding column minimum.

**STEP-4** Remember that each row and each column now have at least one zero.

**STEP-5 Zero assignment:** In the modified matrix obtained in the step -3, search for the optimal assignment as follows:

- examine the rows successively until a row with a single zero is found.
- in rectangle this row ( ) and cross of(\*) all other zeros in its column.
- Continue in this manner until all rows have been taken care of.
- Repeat the procedure for each column of the reduce matrix .
- if a row and/or column have two or more zeros and one can not be chosen by inspection then assign arbitrary any one of the zero and cross of all other zeros of that row / column.
- repeat (a) through (c) above successively until the assigning ( ) or cross (\*) ends.

**STEP-6** If the number of assignment ( ) is equal to n (the order of the cost matrix), an optimal solution is reached.

if the number of assignment is less than n (the order of the matrix), go to the next step.

**STEP-7 Draw the minimum number of lines to cover zero,s**

In order to cover all the zero's at least once you may use the following procedure.

- Marks (yes) to all rows in which the assignment has not be done
- see the position of zero in marked ( ) row and then mark ( ) to the corresponding column.
- See the marked ( )column and find the position of assigned zero's and then mark ( ) to the right corresponding rows which are not marked till now.
- Repeat the procedure (ii) and (iii) till the completion of marking.
- Draw the lines through unmarked rows and marked columns.

**STEP-8** Select the smallest element from the uncovered elements.

- Subtract this element from all uncovered elements and add the same to all the elements laying at the intersection of any two lines.

**STEP-9** Go to step-5 and repeat the procedure until an optimum solution is attained.

### Conclusion

Assignment problem is one of the most important problems in decision-making. In many real life applications, costs of AP are not deterministic numbers. The FAP is more realistic than the AP because most real environments are uncertain. In recent years, many researchers have begun to investigate AP and its variants under fuzzy environments. In Lin and Wen, a fuzzy assignment problem in which the cost of each job, depending on the quality, is not a deterministic number, was studied and solved it by the labeling method . In this paper, we propose a new method namely, parallel moving method for solving the fuzzy AP problem considered in Lin and Wen . From the Example 3.1., we can observe that our proposed method performs satisfactorily and is better than labelling algorithm. In near future, we extend our study to the sensitivity analysis in the fuzzy assignment problem considered in Lin and Wen

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# International Journal of Professional Development

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## Role of Library Open Resource in Teaching and Learning in Modern Digital India



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### Introduction

The Information and Communication Technologies (ICT) have brought revolutionary changes in the handling, delivering and storage of information. Information technology is an amalgamation of computer, communication, printing and reprographic technologies. The transition of traditional library collections to digital or virtual collections presents the Modern librarian with new opportunities and challenges. The internet has given the librarians a new dynamic role to play in the society and serve the new information based services in better ways than before. The powerful features of web i.e. distributed, heterogeneous, collaborative, multimedia, standards and protocols, architecture, the world wide web has revolutionized the way people access information and has opened up new possibilities in areas such as digital libraries, virtual libraries, efficient information retrieval and dissemination. Development in ICT has affected each and every job that is being carried out in libraries. Introduction of innovation like networking,

Internet, Intranet and video conferencing has created a multifaceted potential for libraries. ICT has altered the mode of publication where the printed materials are replaced with electronic publications. The most significant advantage of electronic resources is that, they can be accessed from anywhere, anytime and by any numbers of people for desired information. Advancements in ICT has facilitated the design of new library by making the delivery of Information.

The e-library brings with it the need to break with the tradition of the classical library. We need to seek out better ways to increase the dimensionally of the information space to provide a wider variety of pathways to the information contained within the space. The space is three dimensional presented by knowledge/information stored on the shelves of a library. The main object is the challenges of implementation of electronic resources.

### Network based information Services

The central role of the library is to promote and facilitate the effective use of recorded information in all forms by all of its users. The most important goal is to give all citizens access to information regardless of format, regardless of where the information is stored. The secondary goal is to make that access available from anywhere. The network is an essential partner in this exercise as it facilitates access to vast information services. Networks have the potential to improve library services in several ways. The continuous improvement in networking technologies helps libraries to reduce play their role in information provision, thus creating new opportunities for libraries to play their role in information provision to its end user. Information networks have changed the traditional library system to electronic one. The information network must educate its customers who we accustomed to the library as a physical place to check out books, talk to reference librarians and browse journals now through information networks. Customers receive services without going to a fixed place. For many years library services assumed to responsibility of searching and supplying information in response to specific requests. The information network must ensure that information can be found or delivered quickly from a large universe. Computer workstations in libraries are now well equipped for dial up and internet access etc.

### Need for Network Based Information Services

Information is embedded in a variety of documents such a books, journals, monographs, conference proceedings, technical reports, preprints, standards, patents, magnetic tapes, compact discs; and so on. Recorded information, however in itself is of no use unless it is stored in an easily retrievable manner so that it can be made readily available to the user. Computer networks, the Internet, CD-ROM,

Multimedia, electronic publication, library consortia, etc., are some of the tools of information technology by which information can be disseminated and made readily available to the user.

Network facilities help libraries to provide inter-library loans by sending the information through e-mail. Online ordering and acquisition related activities can be carried out. With the development of union catalogues of different libraries, networking acts as a boon to avoid duplication of holdings to the extent possible.

The reference service can be enhanced with the use of Internet and email facilities. CD-ROM Multimedia service can be effectively provided through networks. Data communication through networks can be very high and helps users to obtain information within seconds from anywhere in the world and sitting anywhere.

### **Library and Information Services in the Net Worked Environment**

Since libraries and information centers are open to the users of whole society and what they offer are comprehensive services, a new relationship of interdependence and mutual complementation should be established among libraries. Moreover, it is also a sharing relation that one can enter another's database and make full use of it. This is possible only through the use of computer and modem communication networks. Libraries and information centers must follow the way of information sharing through networks.

There are innumerable information resources on the network platform. People can exchange information and share resources on the net. These resources are: databases, electronic mail box, special subject mail box, tools and so on. At present, the internet has covered more than 150 countries and regions, has linked more than 30,000 networks, 6,000 libraries and specialized organization. All these show that international sharing of information resources can be realized.

In the networked environment, the contents of library services mainly include: developing information resources, exchanging information resources, exchanging information resources and the instructing of information utilization. In addition, some characteristics of information services in the networked environment are summarized as follows: commodity feature of information, protection of information copyright, technical support in information transmission, and differences from traditional library in information services.

### **Challenges to E-Resources**

The pace of managing the shift from print to electronic resources depends on various factors such as institutional culture & structure, technological developments, e-resources availability, pricing strategies, budget, etc. Each issue is discussed below in detail. Hence, the speed of move to e-resources will differ in each institution.

**Culture Change:** The convergence of the computing and library services in 1988 was one of the reasons for culture change at Salford. Librarians became more aware of technology and technical issues, whilst computing colleagues developed better service orientation. Later, in 1990 Electronic Library (eLib) Programme became a major catalyst for the change in library culture.

**Organisational Structure:** The delivery of e-resources depends heavily on the network infrastructure, hardware, software expertise, as well as the information management. To bring all this expertise less than one-umbrella, computing and library services have been restructured a number of times to ensure the structure is fit for purpose. New posts to manage and further develop e-resources have been created. ISD is also reviewing its help desks (virtual and physical) staffing structure in the light of growing demand for technical support

**Developing Technology:** At Salford the provision of e-resources has moved from telephone line to high speed campus gigabyte network. During this journey we have faced numerous problems such as, platform incompatibility to run suppliers software, too many formats and no standards, different user interfaces with each interface requiring customization and support, band width problems and growing demands for more equipment (PCs and printers).

**Access:** One of the major issues with regards to e-resources is the plethora of user interfaces and the diversity of resource types (e-books, e-journals, gateways, and blogs). This has required librarians to develop their skills in cataloguing to provide integrated access to e-resources through the library catalogue and developed HTML skills to provide access through the subject web pages as well as performed their traditional routine duties. Here at the University of Salford we currently have three main access points to our electronic resources.

**Administration and Management:** Unlike their print equivalents electronic resources are dynamic in nature and require far greater ongoing maintenance. The traditional library management systems (LMS) are unable to adequately deal with the complexity and inconsistency of electronic resources.

**Authentication:** Publishers generally limit access to e-resources by password or Internet Protocol (IP). But the IP access presented problems for home users where as separate passwords for each product became unmanageable. However, ATHENS authentication system got over this password problem by developing a central database for most products. However, ATHENS is not flexible to be used for every need i.e. it is not integrated with internal institutional systems and users still have to memories a layer of usernames and passwords.

**Archiving:** Uncertainty of availability of material after termination of subscription is the biggest hindrance to Underdeveloped pricing strategies and Library fund allocation models: Pricing models for a-journals and e-books are still Immature e.g. e-books and e-journals are being priced individually, in subject clusters, cross disciplinary deals or aggregators build electronic resources collection.

**Costs:** E-resources costs come under three categories:

**Equipment and network infrastructure costs:** requirements for equipment PC, printers) and network infrastructure have evolved over the years. ISD have introduced three-year PC replacement cycle and installed high speed (Gigabit)network to meet growing demand. ISD devote a considerable amount of funds to implement new technologies as they become available.

**Staffing, training & development:** Since e-resources are complex to manage, we have had to assign dedicated staff. Developments in the e-resources market & technology are happening so fast, there is a need for continuous staff training & professional development among librarians and computing specialists. ISD had to invest considerable funds in staff development. However, there are some potential savings on staff time by moving to e-resources.

**Costs of Subscriptions:** E-resources are often dearer than their print equivalents because in UK, libraries also have to pay 17.5% VAT in excess of journal prices.

#### **Web Based Library Services**

It can be defined broadly as an information access service in which users ask questions via electronic means e.g., email or web forms.<sup>2</sup>

Reasons for emergence of Web Based Library Services

Web based services are established due to the following reasons.

- Ensuring the needs of users and the accessible information sources are suitable matched at all times.
- Delivering those information sources to the user in a timely and appropriate fashion.
- Ensuring the information provided is high quality, accurate and appropriate.
- Assisting the user in interpreting the materials, if necessary.
- Promoting user awareness of new services and information sources as they develop.
- Providing users with individualized guidance and support as they build their information search and application skills.

#### **E- Books**

e- Books are electronic versions of printed books. E-book is a portable hard ware and software book as a portable hardware and software system that can display a large quantity of readable textual information to the user. [www.digitalbookindex.com](http://www.digitalbookindex.com), [www.bookbunker.biz](http://www.bookbunker.biz), [www.blackmask.com](http://www.blackmask.com).

**OPAC:** On Line Public Access Catalogues, form an important part of many digital library's collections. It allows users to search for the bibliographic records contained within a library's collections.

**Gateways:** A gateway is defined as a facility that allows easier access to network based resources in a given subject area. Gateways provide a simple search facility and a much-enhanced service through a resource database and indexes, which can be searched through a web based interface. Some well-known gateways are as follows:

- Internet Public Library (IPL),
- Bulletin Board for Libraries (BUBL),
- National Information Services and Systems (NISS),

**Portal:** In the library community, portals may be defined as an amalgamation of services to the users where the amalgamation is achieved through seamless integration of existing services by using binding agents such as customization and authentication services, search protocols such as Z39.50, loan



protocols such as ISO 10161, and e-commerce. The result is a personalized service which allows the individual to access the rich content of both print-based and electronic systems.

**Subject portal:** Computer scientists had developed web Search Engines initially, by borrowing techniques from information retrieval search such as best match searching and relevance ranking. Information professional are increasing bringing their skills to help organize the growing wealth of Internet resources. Some popular subject portals with their web addresses are disadvantage is that only bibliographic data is presented and not full text. The information cannot be accessed when the system is down for any reason. Examples E-Compendia, SciFinder Scholar, Web of Science, Current Contents etc.

**Search Engines:** A search engine is computer software that searches a collection of electronic materials to retrieve citations, documents, or information that matches or answers abuser's query. The retrieved materials may be text documents, facts that have been extracted from text images, or sounds.

**Subject Directories:** Subject directories differ from search engines in that robots that finds populate search engines.

**Uses of E-Resources in Library Services :** Index sites whereas humans making editorial decisions that populate subject directories. Subject directories are basically index home pages of sites and can be classified as general, academic, commercial or portal.

#### **New Web Based Library Services**

**Virtual Library Tours:** Websites of libraries provides virtual library guide to the physical facilities including collections, services and infrastructure available in the library. The combination of library maps and floor plans, library departments and photographic views are used for the tour. Virtual library tours are also using new technologies such as QuickTime movies etc. and are beginning to replace image maps on main campus Web sites.<sup>3</sup>

**Ask-A Librarian:** Ask-A-Librarian services are Internet-based question and answer service that connects users with individuals who possess specialized subject knowledge and skill in conducting precision searches. Most "Ask-a-Librarians" services have a web-based question submission form or an e-mail address or both. Users are invited to submit their queries by using web forms or through e-mail. Once a query is read by a service, it is assigned to an individual expert for answering. An expert responds to the query with factual information and or a list of information resources. The response is either sent to the user's e-mail account or is posted on the web so that the, user can access it after a certain period of time.

**Real Time Services:** A new and exciting method of digital reference service that libraries are attempting to provide more and more now is live reference. These are real-time, interactive reference services in which the users can talk to a real, live reference librarian at any time, from anywhere in the world. User and librarian can interact and using chat technologies, and unlike with email reference the librarian can perform a reference interview of sorts by asking the use as to elaborate or clarify if needed before proceeding to answer the question.

**Bulletin Boards:** A bulletin board is an electronic communications forum that hosts posted messages and articles connected to a common subject or theme or interest. It allows users to call in and either leaves or retrieves messages. The messages may be directed to all users of the bulletin board or only to particular users. But all users can read all messages. Several libraries are using bulletin boards for their web-based library services.

**Web-based User Education:** Web guides and teaching tools are found everywhere on the Web because they are easily updated, accessed, and printed on demand. The web-based user education provides a high degree of interactivity and flexibility to the users. The library web sites can use web-based user education for imparting training to users in teaching the basic library skills along with glossary of library terms, using Library OPAC, locating books, magazines, biographical data and other library materials, understanding how to navigate the libraries website and how to select the most relevant database, instructions for searching CD ROM and guidance in locating web-based databases and other electronic resources and instructions on subject searching training, using Boolean operators and searching internet resources through search engines (How to make efficient search strategies).

**Web Forms:** Library web sites have some web forms for suggestions and comments onthe Library Services. Different types of Web Forms are available on web that may be an Indent form for acquiring some publications, interlibrary loan request form for document delivery, Ask-a-Librarian forms, on line reservation form or user survey form etc.

**Indian Scenario:** The Indian libraries also have realized to give web-based services to user sand they have recognized that working together can accomplish for more than they can do individually. Many Indian libraries in India are not geared up for accessing e- journals due to various reasons including user ignorance, infrastructure and initial funds. The library and information networks in India were initiated in early eighties. The growth during this period can be linked to some of the policies that Government of India pursued. Some institutions like CSIR, ISRO, DRDO, DAE, ICAR, SIRNET, NICNET, NISSAT, INFLIBNET, MHRD and IIM libraries are actively working continuously to improve the present situation. They spend annually a huge amount of money towards library acquisition, especially towards journals, e-journals and e-databases. In India, library consortia are emerging as one of the important service to users. The Indian consortiums will help the library to provide better services to the users by investing meager amount. To expand the access for more number of e- journals, e-books and other e-resources, we have to develop the digital library infrastructure as a platform for e-learning.<sup>4</sup>

#### Future of Web Based Services

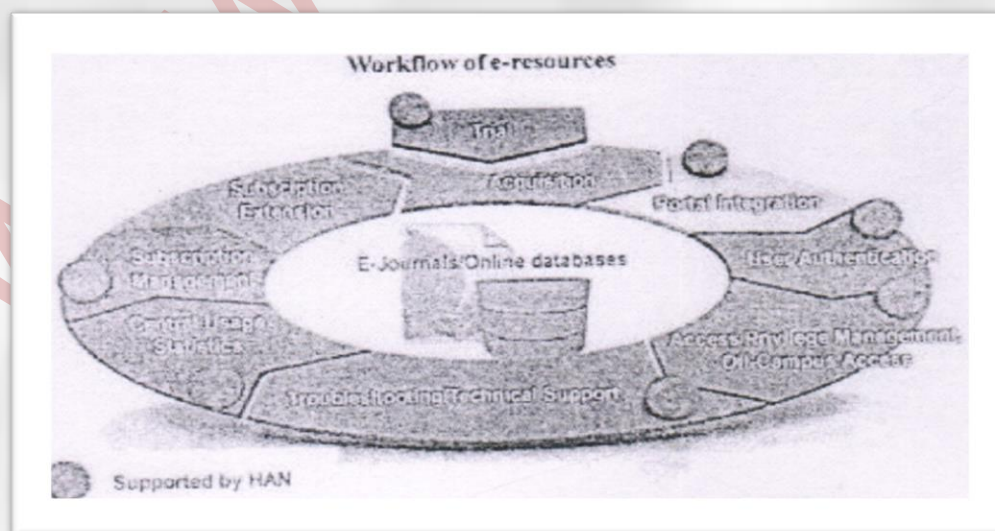
Library Web services will continue to spread out, offering more full-text electronic journals and indexes that do not now include full text will begin to do so, or link to external resources. Bibliographic access to full-text periodicals either through cataloging, databases, or vendors will be in improved form. There will be more Web forms for user feedback, and perhaps a virtual librarian who interacts in real time chat or video conferencing. More Document delivery services to distance education or users and Savings on Interlibrary Loan and user convenience are incentives. Information resources through creative consortia purchasing will be popular. A well-developed user education modules or tutorials, especially to support independent exploration of library and Web resources.

#### Growth of Electronic Resources in Digital Environment

Although information in electronic formats was created with the advent of the computer in the 1950s that the first data base suitable for searching was developed. MEDLARS were the first on demand computer based information retrieval service, and it was developed primarily for the profession. In 1971, MEDLIN, the online version of MEDLARS; was the first major online dial-up database search service.

Many of the first CD-ROM products offered to libraries were versions of larger online databases and were supplied on a subscription basis with ownership of the data remaining with the publisher/producer. Initially the price of the product included licensing of the content possibly the purchase of a computer and CD-ROM player as well.

Any electronic product that delivers a collection of data, be it text referring to full text bases, electronic journals; image collections, other multimedia products and numerical, graphical or time based, as a commercially available title that has been published with an aim to being marketed. These may be delivered on CD-ROM, on tape, via the internet and so on.



**Fig. 2 Workflow of e-resources**

As paper-based information sources are replaced by electronic journals and online databases, collectively called "e-resources", libraries and information providers are faced with a new situation: they are now expected to perform centralized management, not of physical documents that are purchased and

possessed, but of access to sources that are stored on the Internet and globally distributed to subscribers who pay a use fee.<sup>15</sup>

The explosion of information and inadequate library urged the libraries to adopt new philosophies and technologies for collection development and reduce the costs information. Library Consortium is an Association of a group of libraries to achieve mutually the common objective. It is felt that the concept of E-Journals consortia can work well the libraries without requiring additional fees to access the e- journal.

A Consortium could be described as a group of organizations who come together to fulfill a combined objective that usefully requires co-operation and the sharing of resources. And need to have a clear mutual goal in order to ensure their success. The aim should be to deliver "more than the sum of the individual parts". A library Consortium formation can be local, regional, state, national and inter institutional level.

### Conclusion

In today's electronic environment, collection development is becoming collection management, which is much wider in scope. The librarian must act as acknowledge manager, applying the skills right from collection planning, selection, analysis and, cooperation in order to manage the intersection of both print and e-resources. They need to think about the availability and accessibility of multiple electronic formats in order to deliver the best information to all users in the least possible time. The web has introduced new resources to collection managers throughout the world.

In the changed environment today, the duty of a librarian is to expand the range of resources for the benefit of users especially to include those available in electronic format, viz, web-based or web accessible information resources. The general pattern of professional activities remains recognizably similar to what it has been for the last half century and more. Librarians still evaluate information resources, connect users to the information they need, and organize information for easier access by the users. With the advent of web based resources, librarians we are finding that their role as information intermediaries demands a new sub-set of quasi technical skills and awareness. Librarians must not only identify and facilitate access to electronic information resources; but also educate library users about how to access them and when to use them.

Looking into the changes that are taking place in the developed countries like U.S.A., U.K. and Australia etc. in the field of information selection, storage, they are providing access to different types of users in an electronic environment with effect manner. The developing countries like India are lagging behind because of the poor infrastructure facilities. In order to cope up with the situation information professionals should go together with the technology. Information technology has drastically changed the very nature of work and functions of librarians and made to depend more on hardware, software and networking etc. This requires lot of expertise, knowledge, skills including the training for the professionals to render effective and efficient services to their clientele in a changed environment.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJP



## Impact of ICT on Teaching and Communication



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### Abstract

*Effective communication skills are really important to teachers in their delivery of pedagogy, classroom management and interaction with the class. Communication skills can be defined as the transmission of a message that involves the shared understanding between the contexts in which the communication takes place. Communication takes place through channels. Within the teaching profession, communication skills are applied in the teachers' classroom management, pedagogy and interaction with the class. In addition, teaching speaking skills is important in teacher education. ICT is changing processes of teaching and learning by adding elements of vitality to learning environments including virtual environments for the purpose. New technologies make it possible for complicated collaborative activities of teaching and learning by dividing it in space and time, with seamless connectivity between them. Due to its capability to offer anytime and anywhere, access to remote learning resources, ICT is a potentially powerful tool for offering educational opportunities, both to previously underserved constituencies as well as all others who for reasons of cost or because of time constraints are unable to register for on campus programs.*

*Keywords: Communication, Mirroring, Smalltalk, ICT*

### Introduction

Communication is simply the act of transferring information from one place to another. It may be defined as a process concerning exchange of facts or ideas between persons holding different positions in an organization to achieve mutual harmony. The communication process is dynamic in nature rather than a static phenomenon.

### Main Characteristics of Communications

Characteristics of communications are given below:

**Two or More Persons:** The first important characteristic of communication is that there must be a minimum number of two persons because no single individual can have an exchange of ideas with himself. A listener is necessary to receive one's ideas. Therefore, there must be at least two persons-the sender of information and the receiver.

**Exchange of Ideas:** Communication cannot be thought of in the absence of exchange of ideas. In order to complete the process of communication there must be an exchange of ideas, orders, feelings, etc., among two or more than two persons.

**Understanding:** Mutual understanding means that the receiver should receive the information in the same spirit with which it is being given. In the process of communication, it is more important to understand the information rather than carry it out.

**Direct and Indirect Communication:** It is not necessary in communication that the receiver and giver of information should be face-to-face with each other. Communication can be both direct and indirect. Direct communication means face-to-face conversation, while indirect communication is through other means.

**Continuous Process:** Communication is an endless process, as is the case with business where the manager continuously assigns work to his subordinates, tries to know the progress of the work and gives directions.

**Use of Words as well as Symbols:** There can be many means of communication, like the written, the oral and symbolic. The examples of symbolic communication are the ringing of bell for closing a

school or a college, saying something by the movement of the neck, showing anger or disapproval through eyes, giving some decision by the raising of a finger in cricket, etc.

### The Communication Process

A message or communication is sent by the sender through a communication channel to a receiver, or to multiple receivers. There are seven major elements of communication process are:

- sender
- ideas
- encoding
- communication channel
- receiver
- decoding and
- feedback.

Communication process as such must be considered a continuous and dynamic inter-action, both affecting and being affected by many variables.

**Sender:** The person who intends to convey the message with the intention of passing information and ideas to others is known as sender or communicator.

**Ideas:** This is the subject matter of the communication. This may be an opinion, attitude, feelings, views, orders, or suggestions.

**Encoding:** Since the subject matter of communication is theoretical and intangible, its further passing requires use of certain symbols such as words, actions or pictures etc. Conversion of subject matter into these symbols is the process of encoding.

**Communication Channel:** The person who is interested in communicating has to choose the channel for sending the required information, ideas etc. This information is transmitted to the receiver through certain channels which may be either formal or informal.

**Receiver:** Receiver is the person who receives the message or for whom the message is meant for. It is the receiver who tries to understand the message in the best possible manner in achieving the desired objectives.

**Decoding:** The person who receives the message or symbol from the communicator tries to convert the same in such a way so that he may extract its meaning to his complete understanding.

**Feedback:** Feedback is the process of ensuring that the receiver has received the message and understood in the same sense as sender meant it.

Following is the pictorial diagram to depict the communication process:

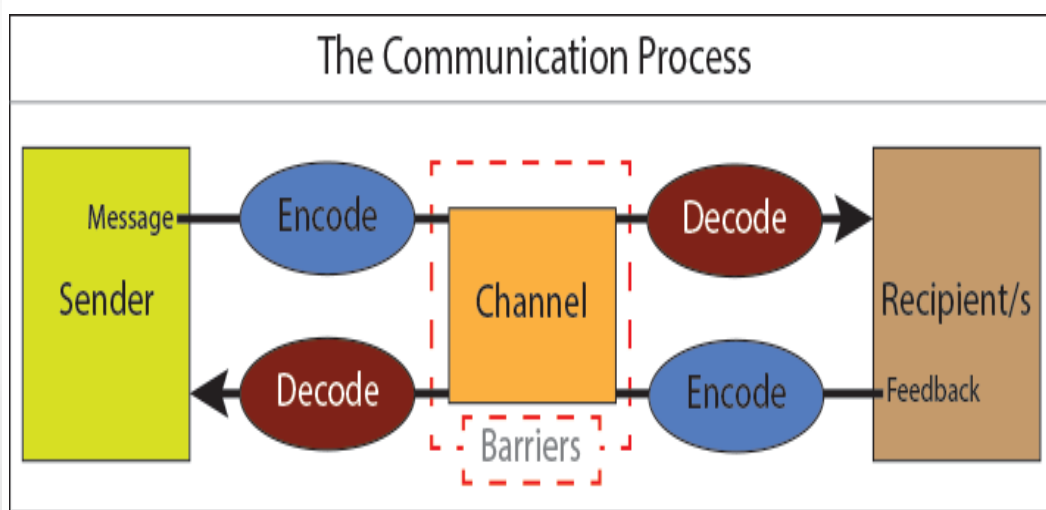


Figure 4 Communication Process

### Main Elements for Effective Communication

**Body language:** Body language is the vital part of the effective communication that speaks volumes before you ever open your mouth. How you stand, your facial expression, and your eyes tell a

story and create the very first impression others have of you. It doesn't matter how powerful your words are, if you don't appear confident and friendly, people will assume you aren't that confident.

**Active listening:** Good communication isn't just about talking or using body language. It's about listening well to others. By becoming a better listener, you can improve your relationships and social interactions, as well as your ability to influence and negotiate others. Active listening involves consciously hearing beyond just the words spoken. It's mindfully paying attention to the complete message being sent. Focus intently on the speaker, and try not to get distracted. Notice the speaker's body language. Use your own body language to show you're listening by nodding and smiling appropriately. Offer feedback and thoughtful comments.

**Conflict resolution:** Conflict is inevitable in any relationship, and learning how to handle conflict in healthy ways is essential to making a relationship work. Many people choose to avoid conflict altogether because they don't want to deal with the discomfort and pain. This only causes resentment and misunderstandings. When conflict triggers strong emotions, often a deep-felt unmet need is at the root of the problem. The needs and feelings of both parties must be respected and considered each other. The ability to resolve conflict healthily requires you respond in a calm, non-defensive, and respectful manner.

**Authenticity:** People can sniff out phoniness and affected behavior a mile away. When you try to pretend you're someone you're not or put on false airs, it's an immediate turn-off. People also notice when you create a wall around yourself for protection or disengagement. You can't create connection or intimacy in any relationship when you build walls or put on an act.

Authenticity means you are free to be real and can show others who you are with all of your perceived flaws. Being authentic can be uncomfortable, so start by defining exactly who you are and what you value.

**Emotional intelligence:** Emotional intelligence is our ability to understand, interpret, and respond to the emotions of others. This is essential for effective communication, which should be a give and take between two people. In this dance between the speaker and listener, the speaker reads the other person and adjusts the conversation accordingly. You can practice emotional intelligence by noticing nonverbal signals from others, like body language and facial expressions. The key to emotional intelligence is responding appropriately to the emotions of others through communication.

**Articulation and tone of voice:** One of the most basic elements of good communication is how you sound to others. If you mumble, speak too softly or loudly, slur your words, or use lots of filler words like "ah," "like," and "um," then your message will get lost as your listener struggles to understand you. Poor speaking skills also reflect a lack of confidence and knowledge.

Practice enunciation and proper articulation of your words. Record your own voice so you can hear the tone and quality. Put a rubber band on your wrist to remind yourself to look out for filler words. Stand up straight with shoulders back to open your diaphragm and allow for easier breathing. Speak slowly and calmly.

**Mirroring:** There's a neuron in your brain responsible for recognition of faces and facial expressions. This neuron triggers you to copy facial expression you see on others. You mirror their expressions unconsciously. When you mirror someone's body language, you are offering non-verbal cues that you relate to them and feel the same as they do. In fact, research shows people who share the same emotions are likely to experience stronger levels of trust, connection and empathy.

You can reverse-engineer this process to make close connections with others. The next time you converse with someone, practice mirroring them for a few moments. Don't exaggerate it, but subtly mirror their facial expressions and body movements. Take note of how they respond to you.

**Ask great questions:** One of the best ways to learn more about someone and to engage in active listening is by asking great questions. Open-ended, probing questions compel the person to reflect and share more of them. It makes them feel heard and invites dialog and intimate connection.

Follow-up questions after a response shows you are engaged in the conversation and interested in the person. Try not to interrupt or respond too quickly when the other person pauses. Sometimes silence and the discomfort of silence invite more sharing. People often have more they want to say, and it will come to the surface when you quietly wait for it.

**Small talk:** There are occasions where lighter conversation is appropriate. Small talk is the polite and sometimes meaningless conversation you have at parties and other social gatherings. It's a casual discussion that creates a friendly atmosphere and establishes common ground between you and the other person.

**Clarity and knowledge:** When you are communicating ideas and information to a group or even in casual conversation, it's important to be prepared and clear in your presentation. Know exactly what you are trying to communicate. Conduct necessary research in advance, and have your ideas organized logically. Be sure you tailor your message to the audience, using language and concepts they will understand.

### **Teacher and Communication**

Communication plays a vital role in teaching to deliver the effective messages and it is very crucial for a teacher to have various types of communication skills.

**Important for Teachers of Good Communication Skill:** The art of communication involves listening and speaking as well as reading and writing. Teachers need to be highly skilled in all these areas to excel in their profession. Proficient communicators receive information, understand and synthesize it and express themselves at a high level. They make excellent teachers because they are able to transmit knowledge, skills and values at the same time they communicate their caring for the students entrusted to their care. They help motivate students to learn.

**Teaching Individuals and Groups:** Communication is both receptive and expressive. Teachers must be skilled at listening to their students as well as explaining things clearly. Teachers need clarity of thought to present the material. They must be able to break down complex ideas into simpler parts and smaller steps to transmit to their students. They must be able to adapt their methods of communication to all students regardless of ability or learning style. They are able to "read" their students and adapt to the needs of the individual. Effective communication includes transforming the boring into the interesting and having good presentation skills.

**Communicating Caring:** In addition, good teachers communicate concern and caring by their tone of voice and use of body language. They transmit genuine commitment and affection for their students. Good teachers care about their students' progress and let their students know it at all times. They learn their students' names early in the school year and use their names when addressing them. They get to know their students' hopes, fears and preferences and communicate this knowledge to their students. They communicate their appreciation for what their students do by celebrating their successes and constantly encouraging them. This helps students feel recognized and validated.

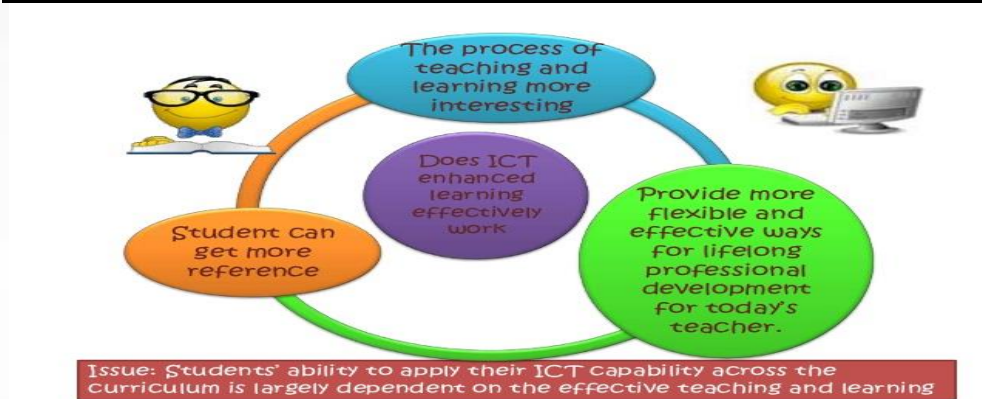
**Communicating to Parents:** Teachers must be able to express themselves both verbally and in writing in order to report student progress to parents. They need to explain the strengths and weaknesses of their students so that parents will understand the message and be receptive rather than defensive. This is especially important when the teacher conveys a difficult message about the student's misbehavior or learning problems. The message must be delivered clearly and with tact. Teachers should be comfortable communicating with parents regularly, with phone calls and informal notes in addition to formal report cards.

**Interacting with Colleagues and Supervisors:** Although teaching is often done in the isolation of a classroom without the presence of other adults, good teaching involves consultation with colleagues. Schools that see themselves as professional learning communities encourage teachers to plan lessons together and learn from one another. They take a team approach when problem-solving, especially for difficult students. This all requires excellent communication. Teachers stay abreast of new developments in education by reading journals, listening to new ideas from their administrators and school board consultants, and sharing and discussing these ideas with colleagues.

### **Use of Information and Communication Technology in Education**

Communication is paramount in education. Whether it is teacher to student, student to student, teacher to teacher, teacher to parent, teacher to admin or admin to parent, or vice versa, communication is needed to make sure our students are successful. Communication is something that doesn't always happen. Sometimes is a lack of time, a lack of resources, a lack of knowing how to get the point across or a language barrier.





**Figure 5 ICT and Teaching, Learning**

Technology can help improve communication in education:

**Email** –Connect with staff, teachers, students and parents through email.

**Websites** – Post relevant information and resources on district, school, and classroom websites. Include a parent section.

**Google Classroom, Edmond, etc.** - use these systems to share assignments and announcements with students and parents.

**Phone blasts** - there are a lot of automated systems that will robot-call phone numbers with information.

**Social Media** - use social media at all levels to connect and communicate with teachers, parents, students and the community.

**Translation tools** - Google Translate and other translation tools can help ELL parents and students access the communication that you share with them. This exists for websites, email, social media and even the phone blast systems. This is huge in our district where there is a large ELL student population and even larger ESL parent population.

**Variety of media** - technology allows you to provide communications in a variety of formats - written, images, audio, and even video to help everyone access and understand the communications. Reaching students who are absent - online resources, video recordings of classes, video conferencing, and more can make home or hospital bound students part of the class and keep them engaged. In addition, these resources can help connect parents and schools.

Technology can also help educator's research topics, find resources, and connect with other educators to learn and share from each other.

### **The Value of Information and Communication Technologies (ICT) in Education**

#### **Benefits for students**

**Enabled Personalized Learning:** Learning is not a one size fits all. Technology can offer a personalized learning environment that is tailored to students' individual differences: progression level, pace, interests, learning style, and background. Technology provides the support and challenge required to keep students engaged and motivated and empowers them to reach their potential.

**Enhanced Teamwork & Cooperation:** ICT tools foster an anytime, anywhere environment of increased student cooperation and teamwork. Similarly, technology implementation leads to increased collaboration and teamwork among teachers who are planning ICT integration in their curriculum.

**Enriched STEM Learning:** The products and services of the future will depend on engineers, scientists, and technology experts to create them. ICT assists students in collaborating with peers and experts, designing products, collecting and analyzing performance data, and, in many cases, actually helping them build products.

#### **Benefits for Teaching Institution**

**Measurable Teacher Outcomes:** ICT has brought about many dramatic changes in how teachers teach and how students learn. Educators use ICT to design and assess learning activities, to communicate with students, parents, and community members, as well as to participate in professional development experiences.

**Bridging the Gender Gap:** ICT has minimized gender differences in academic achievement. Lower achieving boys have improved performance and higher test scores with ICT. Other studies

recognize that ICT helps improve the performance and attitudes of female students in traditionally male-dominated fields.

**Increased Global Collaboration:** ICT tools allow students to connect and communicate with classrooms all over the world, resulting in increased global awareness and a sense of cultural identity.

#### **Benefits for Society**

**Greater Community Involvement:** Technology can help support parent and community member involvement in student learning by using methods such as school websites, email, blogs, text-messaging, etc. to help keep interested parties aware and engaged in their local education system.

**Sound Educational Investment:** Given scarce budget dollars of most schools, districts, and ministries of education, ICT is one of the key investments that should be made that benefits teachers and students.

**Improved Academic Reporting:** Effective ICT integration provides educational institutions with a variety of tools that community members and educators can use to analyze data such as demographics, achievement, and budgets. This feedback and analysis loop helps keeps schools accountable to their community.

#### **Benefits for Nation**

**Supporting Economic Development:** Research suggests that implementation of ICT in the classroom, along with the transformation to learner-centered instruction, supports economic and social benefits throughout a country.

**Increased Global Competition:** Investing in technology helps schools perform better. The increasingly important role ICT plays in economic development and the rapid rate at which it changes makes it difficult for schools and countries which do not invest in technology to compete globally.

**Fostering Workforce Development:** In both developed and developing countries, non-skilled jobs are disappearing. The rapid changes brought about by technology demand that workers learn not only how to use specific tools, but also how to implement strategies for lifelong learning in the workplace.

#### **Conclusion**

Education is a very socially oriented activity and quality education has traditionally been associated with strong teachers having high degrees of personal contact with learners. The use of ICT in education lends itself to more student-centered learning settings. But with the world moving rapidly into digital media and information, the role of ICT in education is becoming more and more important and this importance will continue to grow and develop in the 21st century. In this paper, a literature review regarding the use of ICTs in education was provided. Effective use of ICT for Education, along with ICT use in the teaching learning process, quality and accessibility of education; learning motivation, learning environment. Besides, an overview of the ICT and scholastic performance.

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# International Journal of Professional Development

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IJPDP



## Saving an Ancient Language and Culture



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India, traditionally, has been regarded more as a cohesive cultural entity than as a single political one, a "nation of confederate sovereignty" - with the cohesiveness of a "unity in diversity". From time immemorial India has been the meeting place of races, religions and civilizations. With varying degrees of significance it has absorbed all of them into her blood to give a great vitality to her culture. This is the reason to be one of the oldest cultures in the world. Multilingualism has been a fact of Indian society in every phase of its history. Not only are there many languages in India, but also some of them are distributed over a large geographical area. Linguistically India is an amorphous many-spired Tower of Babel in which the builders talk of many languages. From Kashmir to Kanyakumari, rise a few intelligible voices, which give the country a sense of unity that is apparently fragile but really strong.

The linguistic variety and richness of Indian culture is no less a significant aspect than her amazing wealth of arts and architecture. In one sense languages and literatures of India constituted the bedrock of its cultural unity and identity. Language preserves culture, and literature articulates its ethos and imbibes it in the social consciousness. All the Indian languages are the vehicles of only one literature - the national literature of India. Like many other states of India, Sikkim is a multi-ethnic, multi-lingual, multi-cultural state. Situated in the eastern Himalayas, Sikkim presents a meeting ground of several cultures manifest in the distinguished lifestyles of its communities. Though a small state, Sikkim is marked by a linguistic diversity. Several languages spoken in Sikkim are: Bhutia, Gurung, Kagati, Koicha, Limbu, Majhi, Mangari, Marwari, Nepali, Newagi, Bantawa, Rai Kura, Tamang and Tibetan.

Of these, the largest number of communities speaks Nepali. Two communities: Bhutia and Druka speak Bhutia, and one community speaks the rest of the languages. According to the 1981 census, the largest numbers of people followed by Lepcha speak Nepali. The aboriginal inhabitants of Sikkim are the Lepchas, a mispronunciation of 'Lep-cheas' - a name given to them by Nepali migrants. The name 'Lepcha' derives from Nepali *lapce* or *lapca* which originally had the derogatory connotation of 'inarticulate speech'. Nowadays, the term is widely used within this connotation. They refer to themselves as 'Rongkup' or 'Mutanchi Rongkup'. The term 'Rong' means dwellers of rocky land and 'Mutanchi - Rongkup' means 'mother's loved ones'. Tibetans also call them 'Monapa', meaning, the Kirate tribe of the lowland. Their origin is doubtful, as they did not enter Sikkim from across the Himalayas or from Tibet.

Originally the Lepchas lived in the southeast face of Eastern Himalayas and called their land 'Mayel Lyang' which latter has politically been divided and at present falls in three countries: India, Nepal and Bhutan. According to one school of thought, the Lepchas are supposed to have come from the East, i.e. from Assam and Upper Burma. However, they believe that their homeland was the legendary Kingdom of Mayel, near Mount Kangchenzonga, the third highest mountain peak in the world. Another tradition locates the place of their origin in the mountains of Kailash, way up in Tibet. Lepchas are concentrated in the Dzongu district of Sikkim, and the Darjeeling district of West Bengal. In Darjeeling again they are found more in the sub-division of Kalimpong. In Nepal, Lepchas are found in the eastern part, particularly in the Illam District. The western part of Bhutan bordering with Kalimpong sub-division, particularly the Chamurchi area, is the main concentration of Lepchas in Bhutan.

As per the 2001 figure the total world Lepcha population is 1, 11,316 (*Aachuley*, April 2008, Vol. 12, No. 1). Where it is spoken is considered to be an aboriginal language, predating the arrival of the Tibetan languages: Sikkimese, Dzongkha, and others; and more recent Nepali language. However, Lepcha groups in India are larger than those in Nepal and Bhutan. They estimate their own numbers to near 53,000, but the actual numbers of native Lepcha speakers in India may be closer to 30,000. Lepchas are said to be the original inhabitants of Sikkim and existed much before the Bhutias and Nepalis who migrated to the state. Constitutionally Lepchas are schedule tribes. In recent times they have become a

minority in their homeland. They are gradually being assimilated into the dominant Nepali culture prevailing in Sikkim.

Like many other tribes in the sub-Himalayan region, Lepchas belong to Mongolian racial stock. They are mongoloids in appearance with oblique eyes small in stature and fair in complexion. Lepchas are amiable, cheerful, hospitable, shy, good humoured, sociable, and docile and peace loving. In 2005 the State Government of Sikkim accorded the status of Primitive Tribe Group on Lepchas, being one of the three ethnic communities of the state. They are identified by their typical dress, woven in exquisite colour combinations. The upper garments of men are called 'gada', and the lower garment 'tamu'. Men also wear half pyjamas down to the knees, and a robe, upon a white cotton cloth crossed over the breast and shoulders and descending till the calves leaving the arms bare. A girdle called 'khingjiya' wears a loose jacket over robe and bound the waist. Besides, they also wear a string of coloured beads around the neck, earrings and a long knife called the 'ban' or 'payak'. Women generally wear 'durndyan', a full sleeve blouse, and 'boku' (itisko). They wear a headgear and a striped scarf in a different style. They also wear colourful bead necklaces, earrings, and bangles.

Traditionally they are hunters, food gatherers, and pastoralists. They accept food and water from their neighbouring communities. Basically Lepchas are non-vegetarians, preferring beef, pork, mutton, and monkey. All birds are included in their list of eatable game. They are fond of fermented liquor. 'Chi', homemade liquor, is drunk from a bamboo container with a pipe. Both men and women drink alcohol. Primarily, they are a community of landowning cultivators. A few of them are landless agricultural and non-agricultural labourers. Agriculture is their main occupation. The main source of economy is land and forests. They cultivate rice, maize, barley, ginger, potatoes, tomato, orange, vegetables: cabbage, cauliflower, chilli, lady's finger, carrot, etc., fruits: peach, pear, guava, bananas, etc.

They used to live on hilltops. The traditional house of Lepchas is built on a raised platform with a height of 4-5 feet on multiple wooden pillars, which kept on stones over the ground without masonry work. They are just like magicians when they work with bamboo and cane. They follow a patriarchal family system, with the adult male as the head of the household. Lepchas profess three religions: nature worship, Buddhism, and Christianity. Generally they worship Buddha and some deities like Itpomu, Narzong-nyou, and Tsandong. They were converted to Buddhism (Lamaism) from 17<sup>th</sup> century onwards. But later with the arrival of Scottish and foreign missionaries, some Lepchas were converted to Christianity. Buddhist monastery and monks play a pivotal role in most Lepcha villages.

Lepchas have no caste distinctions, but they are divided into groups by birth and marriage. They are polygamous. They chose their life partners. However, four types of marriage are found among Lepchas: arranged marriage; marriage by sororate and levirate; marriage by service; and love marriage. According to Lepcha theory, marriage is not only a bond between two individuals but also a bond between two families. They celebrate every marriage with dance, song, and play amidst joy and delight. Like the Teesta and Rangit- they must flow together forever with enduring love for one another. The bride and groom should live long like Himalayas standing strong. In the event of death of the husband, another boy, who may be the dead husband's brother or brother's son, is selected to be the next husband of the widow. They celebrate every marriage with dance, song, and play amidst joy and delight. Like the Teesta and Rangit- they must flow together forever with enduring love for one another. The bride and groom should live long like the Himalayas standing strong. Similarly, in the death of a bride, another girl of the bride's family is picked up as the next bride.

Lepchas have carried their ancient tribal social culture over to the present age through their folklores, which is melodious and contain lots of interesting folk stories. They love music and dance, and music occupies a high place in Lepcha social life. Their folk dances are an integral part of their cultural life. They use percussion, wind and string instruments. Male and female, both sing folk songs and join in the dance. Lepchas are expert weavers and cane craftsmen and produce a wide variety of aesthetically beautiful baskets. Their knowledge of poisonous and non-poisonous plants, snakes and information on other flora and fauna are phenomenal.

The unique feature of Lepchas is, however, their own language. Though it is a branch of Tibeto-Burman language, but has its own indigenous script: 'Rong' or Lepcha script; a syllabic script featuring a variety of special marks and ligatures. But it is very difficult to classify Lepcha. Gerge Van Driem, a linguist at Bern University, suggests, "Lepcha may be close to the Mahakiranti language, a subfamily of Himalayish language". SIL International, a US based worldwide Christian non-profit organization, whose main purpose is to study, develop and document languages, especially those that are lesser-known, classifies

Lepcha within Himalayish languages as a member of the sister Tibeto-Kanauri languages while noting an alternative classification within the Naga languages.

According to Lepcha tradition, the script was invented by the Lepcha scholar Thikung Men Salong, believed to be a contemporary of the patron saint of Sikkim, Lama Lhatsun Chenpo, also known as Lhatsun Namkha Jimi (1597-1654). The codification of the written language was probably motivated by the religious activities of Buddhist missionaries. The Lepcha literary tradition can be dated back to the eighteenth century, when the Lepcha script was devised during the reign of the third chogel of Sikkim, Chado Namga (1700-1716). Though its genealogy is unclear, early Lepcha manuscripts were written vertically, a sign of Chinese influence. Prior to the development of Lepcha script most of their ancient literary works, called 'namthars', are found recorded in Tibetan script. Gazetteer of Sikkim mentions that it was the 3<sup>rd</sup> Chogyal, Chador Namgyal who invented the Lepcha script, during its 18<sup>th</sup> century.

K P Tamsang, a renowned Lepcha scholar and linguist, claims that Lepcha script has existed long before Bhutias came to Sikkim. The oath of blood treaty was not only sworn between Khe- Bumsa, and the The-Kong-Tek, the Lepcha divine priest, at Kabi Lungchok in the 13<sup>th</sup> century, but the blood treaty was then written and signed both in Lepcha and Tibetan, which proves that Lepcha script, existed during that period of time in Sikkim. However, there is no physical evidence of the treaty neither in Lepcha, nor in Tibetan language. Tsepon Shakabpa, a Tibetan scholar, claims that it was Lama Lhatsun; Nagkha Jigmed (1597-1650) gave the script of language to the Lepcha. But the Lepchas believe that their script existed even before the reign of Chador.

The earliest written literature of the Lepcha is known as Tashey Namther of Tashey Sung written by Lama Ugenlingu, a Tibetan monk, which is a biography of a Buddhist savant Padmasambhav. Tashey Namthar is the fountainhead of the Lepcha language. "Lepcha language is a branch of the Himalayan group of the Tibeto-Burman family", according to Suniti Kumar Chatterjee, whereas others trace its roots in the Austro-Asiatic family. Usually Lepchas speak among themselves and also at home in the Lepcha language. The dynamics of the language and culture can be better understood through different types of changes. Tibetans (1642-1700, 1907-1975), the first alien rulers of Sikkim, introduced Lamaist Buddhism in the state and took both legislative and administrative measures for converting the Lepcha to Buddhism. They were also credited with the invention of the Lepcha script. A bulk of Tibetan Lamaist Buddhist scriptures was translated into Lepcha. Tibetan rulers were also responsible for destroying the traditional Lepcha documents. During the reign of the first Tibetan ruler, Phuntso Namgyal, all Lepcha documents were burnt and replaced by Tibetan.

Lepcha language was recognised as one of the official languages under the rule of Colonel Lloyd. One of the three languages used for the deed of grant making over Darjeeling to the East India Company was Lepcha. Christian missionaries compiled a Lepcha primer and dictionary with alphabet taken from the existing Namthar. They had also established a Lepcha language printing press. During the early periods of both Tibetan and British rules, the language was used in administration. There was even a post of Lepcha interpreter in the office of the Deputy Commissioner, Darjeeling. During the British Rule, Lepcha literature could not produce anything except a translation of the Bible. English and Hindi came into use in the Lepcha land, along with Nepali language. Instead of promoting the language, the British reduced the use of Lepcha language for administrative purpose.

In Independent India the indifference towards the Lepcha language continued, when the Darjeeling area became part of the state of West Bengal. Lepcha literary societies, however, have played an important role in creative work and maintenance of high standard. It is ironical that the Lepchas in their own motherland are not getting enough facilities for learning their mother tongue. The Lepcha Association has opened 24 night schools all over the sub-division in different Lepcha-dominated remote areas. In 1982 the Hill Development Department, Government of West Bengal, financed K.P. Tamsang for publishing *Lazaong*, a Lepcha primer. The 'K.P. Tamsang Lepcha Language and Literary Award' was introduced in 1996 in the memory of K.P. Tamsang, who worked untiringly throughout his life for the preservation and development of the Lepcha language, literature and culture, with the sole aim of uplifting and developing the Lepcha language and literature.

Since then the award is given annually to a deserving person or institution for outstanding service to the Lepcha language. The Lepcha Literary Organisation, Kalimpong, a private organisation, is publishing *Aachuley*, a bilingual quarterly. AIR, Kurseong, has started broadcasting Lepcha cultural programme twice a month from April 1997. AIR, Gangtok, broadcasts along with a variety of

programmes such as Lepcha songs, music, and spoken words for 15 minutes daily. After merger with India in 1975, the Government of Sikkim took administrative steps to promote the Lepcha language. Sikkim Government in 1977 accorded Lepcha as official language of Sikkim. Lepcha grammar book was also written by General G B Minwaring of Bengal Staff Corps in 1876.

The first Lepcha-Hindi-English dictionary was published in 1898 by General GB Minwaring. D C Luksom wrote a Lepcha-Hindi-English dictionary in 1983. The first Lepcha Reader *Rong Arok Chbukalbo* was published by Renjyong Mutanchi Ringmom Kurmom in 1978. Helen Plaisier is currently completing an analytical edition of native 19<sup>th</sup> century Lepcha dictionary. On 8 August 2000 the Government introduced Lepcha language at the undergraduate level in two colleges - Tandong and Namchi. The Text Book Department of Sikkim has been asked to prepare books in Lepcha language. Lepchas got their reserved seats in the Legislative Assembly and the members can participate in debates in their language. It is recognised as one of the 11<sup>th</sup> state language of Sikkim. The script is used in newspaper, magazine, textbook and creative writing. Lepcha language and literature has been recognised by the Gandhi Hindustani Sahitya Sabha, New Delhi, by awarding the Rashtriya Lok Bhasha Samman on 24 March 2002 to Rev. Lyangsong Tamsang, for his outstanding contribution in the maintenance and development of the indigenous Lepcha language and literature in the Darjeeling district.

Similarly, Sonam Tshering Lepcha was given the Sangeet Natak Akademi (National Academy of Music, Dance and Drama) Award in 1995, for his contribution to folk music. He was the first Lepcha singer on AIR in 1960 and has been giving public performance over the past five decades. Sahitya Akademi conferred its Bhasha Samman in 2000 on Passang Tshering Lepcha, a poet, scholar, Naamthar (Lepcha Manuscripts) enthusiast, orator, flutist, Boongthing, a Lepcha priest, and essayist who is considered the doyen of Lepcha language and literature, for his unique contributions. His national song on Lepcha heritage is sung throughout the Lepcha world. An author of twenty-books, he has been making efforts during the last forty years to uphold the culture of the Lepcha. Besides, he has translated Tagore's Gitanjali into Lepcha in 2006, as a true tribute to Gurudev who lived in Kalimpong, the heartland of Lepchas, for some time with his universal messages of prayers, love, compassion, peace, friendship, and tolerance.

Now days Lepcha children, teachers and youths are very much aware and conscious of their rich and ancient language, literature and cultural heritage and they are working hard to maintain them with interest, vigour and care. A number of village associations are coming up for the preservation, conservation, and maintenance and fostering of Lepcha language, literature and culture. No doubt, it is a sign of marked improvement. The Library of University of Leiden, Netherlands, is having the world's largest collection of old Lepcha manuscripts, with over 180 valuable manuscripts. A complete catalogue titled *Catalogue of Lepcha Manuscripts in the Van Manen Collection* (2003), compiled by Heleen Plaisier, offers a detailed description of the 182 Lepcha manuscripts in the Van Manen Collection, written in the Lepcha language, presently kept in the library of the Kern Institute of Leiden University.

Johan Van Manen (1877-1943), a now largely forgotten Dutch scholar, was involved in scientific exploration throughout his professional life and collected a wealth of material pertaining introduction to the history of Lepcha literature and an overview of the contents of the different in the collection, followed by a commentary on the physical features of the manuscripts and related items in the Van Manen Collection. Plaisier offers meticulous descriptions of the structural features of manuscripts, including helpful information on their shape and form, remarks on the paper and ink used the identification of scribes and the date of transcription, the physical condition of the manuscripts and supplementary data on illustrations and labels. By identifying these manuscripts, and describing their contents and external features, the *Catalogue of Lepcha ...* renders a unique collection accessible to the wider public. The catalogue offers new insights into Lepcha language and literature. Many important aspects of Lepcha language and culture are, however, yet to be discovered. It is a great pity that such a rich language is on the decline. Besides the non-governmental Lepcha cultural organisations, a major government plan is urgently called for to promote the language with a distinct script.

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# International Journal of Professional Development

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## Survey Research in Library and Information Science



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### Abstract

Most of the research in social sciences is a survey research. Results of social surveys have amply demonstrated the validity of scientific method of research to study social problems. Survey research mostly implies inductive logic for results and conclusions. This can also be used to study the relations between two variables. Survey data collection may be complete in itself to be later used by other researchers, business decision makers, planners, policy makers to take high decisions. For academic purpose, it is a complete research process in itself. In library and Information management most of the on-going and past research has used survey method. For example, *A survey of Public library services in Delhi*, *A survey of the information needs of Soil Scientists*; *A survey of the use of IT in academic libraries in North India*. Basic work in a survey research is data collection by direct method. It can be carried out by observation of or by participation in the event. Questionnaire is an all pervasive instrument. Telephonic and electronic survey is also handy tools to collect data or elicit opinions of the population. Electronic data collection has an additional advantage of directly downloading and processing the data in a computer. Questionnaire should be brief and simple; and no too personal or irrelevant questions should be asked. Data should be collected, classified, statistically processed to draw inferences, as done in other methods such as experimental or historical research. For social sciences computer package SPSS (Software Package for Social Sciences) is available in hard and soft copies.

**Key Words:** *Inductive Reasoning, Informant, Margin of Error, Questionnaire, Random, Sample, Sample, survey Research, Validity.*

### Introduction

A survey research is undertaken to study and describe the ground realities or current state-of – the art of a situation, group of person or intuitions. The answers sought are what, when and where by gathering the facts and verbal data. Descriptive surveys pertain both to qualitative and quantitative research. It may also be used to collect huge data to be used later for multiple purposes. Decennial census of India is one such example. It requires collection of primary data from the whole field. It could also be collection of data by a sample survey to solve a research problem, study relations between two variables by statistical methods, or to provide scientifically collected facts and figures to draw theory based conclusions. Trend started with long and vast social surveys to collect data for planning policies and actions.

### Library Survey

A library survey is interpreted as systematic collection of data concerning libraries, their activities, operations, services, staff, use, and users at a given time or over a given period. Surveys are by nature large, over viewing and spread over to a sizeable populations/ subjects or area. For example, studies of a circulation system of a library are not a survey, but if extended to all the libraries of a whole city or region will be definition constitute a survey. A survey of public libraries in Haryana is another such example. In library and information management survey method has been quite popular due to its suitability. It can be easily applied to many library procedures, services and use. Surveys are simple, easy to conduct though time taking.

### Data Collection

Survey basically involves data, facts or textual/verbal information or opinion gathering by formal and systematic method. There are many techniques and instruments to do so:

- By direct but stand aside observation;



- By observing as one of the participant of the activities; and
- By making door to door survey or meeting individual informants for asking specific questions.

This individual survey could be done by:

- By a formal and structured printed questionnaire; and
- By telephone, or through e-mail or website.

### Sampling

Universe of entities is a set of whole gamut covering the whole field under study, e.g. University libraries in India; Post graduate library users; A survey of reading habits of non-working married women in Mumbai, etc. If the population under study is small or manageable then the data should be collected of each item or entity under study. But this is rarely the situation in a survey research. Sampling is required if the universe of population under study is too large. A sample may be defined as a representative subset or cross section of the population in miniature. It should homogeneously represent the entire field. Validity of research results much depends upon the quality of the sample drawn. There are scientific, logical or statistical techniques for formulating a sample. Some of the techniques are common sense methods to ensure that the sample is homogenous and a true and fair miniature of the entire population under study. If the sample is biased or lopsided then the results cannot be trusted or generalised. It can be formulated by the following two methods:

**Probability Sampling:** It is a random sampling which defines the chances of every element to be included in the sample. For example, if we decide to include one entity out of every one thousand then the chance of every entity to be included in the sample is 1/1000. For random collection first of all the researchers will divide the whole population into groups of 1000 each as they occur in the natural state. Ten from each group the researcher may pick up, say, every 5<sup>th</sup> member or for that say ever 20<sup>th</sup> member. This is random sampling and sample-formed will be a correct one. But still some error, technically known as "Margin of Error", cannot be avoided. It can be calculated statistically and accounted for in the results.

**Non-Probability Sampling:** It is a non-structured sample and items are included in the study due to some convenience of the researcher, or as the researcher simply stumbles upon them. This sampling is convenient, takes less time and is handy. But it may be lopsided, loaded with biases and has higher margin of error. Sampling is discussed in detail in the chapter of 'Measurement of Variables.'

### How to Conduct a Survey

To begin with, the problem must be clearly and strictly formulated by defining its inclusion and exclusion parameters. The geographical area or conceptual constituency of the survey must be focused. Research question should be clearly defined.

- Target population should be demarcated and must be accessible in case of human beings, and measurable in other cases.
- Types of scales and instruments to be used and mode of survey should be determined depending upon the kind of study and nature of population.
- Questionnaire should be carefully prepared and pretested on a small population.
- Respondents should be approached with due tact, courtesy, humility and should be fully explained the aim and purpose of research. No embarrassing questions should be asked. Give them free hand to answer pre-set questions
- In case of verbal answers or interviews the information should be faithfully recorded, howsoever contrary it may be to the researcher's wishes or expectations. Views of the respondents must be respected. Accept the opinions of others in too. Researcher should be neutral, detached or disinterested in the outcome of the research.
- Respondents must be thanked for the cooperation and valuable time they gave.

### Problems

Survey research though easy to design is difficult to conduct due to many factors ranging from non-cooperation, Outsourcing Data Collection, low -response, to deliberate wrong information. Some of these are explained below:

**Non – cooperation:** Many persons are not interested in filling the questionnaire or giving time to the researcher for a meeting or interview. It may be due to many personal or administrative reasons due to:

- Lack of time;

- Lack of interest due to many such requests from all types of academic and market researchers; and
- Fear of divulging such information which may not make the respondent or the institution any proud of achievements; and
- A political, tactical or business necessity to not to reveal some information asked for.

Getting information from the target population has become a matter of personal obligation. Every survey researcher has a bagful of woeful tales to tell. Usually it requires lot of patience, persuasion and skill to motivate the respondents to make them give the requested information or opinions. Therefore, persons who are not very social or do not have persistent attitude even in face of humiliation are not very suitable for this kind of research.

**Outsourcing Data Collection:** If it is vast field to be surveyed then some commercial but professional agency may be employed to collect data on your behalf. This is called outsourcing data. But it has its own problems.

- Data collected may not be reliable even could be cooked; and
- You are deprived of the experience of ground realities. In the field a part from collecting raw data the researcher self experiences and learns many more extraneous realities that help him/her to see the problems in many unimagined perspectives. Personally meeting and talking to the respondents is an invaluable experience. It may even change attitude and pre-conceived notions of the researcher.

**Low Response Rate:** Apart from delays, excuses, despite many reminders it is always time taking to get and collect data. Often the researchers have to advance deadlines-as these are not met. Return or response rate may be low. It has obvious negative impact on the validity of the research findings. Forty percent return rate is sufficient, though not high

**Deliberate wrong information:** Most of the respondents usually do not give true and frank information. This could be on two accounts:

- Question put may be ambiguous or wrongly interpreted by the respondents. For example, to the question "Is your library automated", many librarians say "yes" even if their computer is being used for clerical purpose only. As another example, many librarians answer it in affirmative that they provide "CAS" services, when in reality they publish a list of new arrivals. Wrong answer may be deliberate though appearing innocent.
- It is a natural human weakness or tendency to show only the ideal or bright side of one self. Many university teachers do not visit the library regularly, but when asked they answer that visit is "often". Some may be more diplomatic. Some may even lie blatantly. They seem to say proverbially "Ask me no questions, I will tell you no lies". It requires a very aware, experienced and nature person to dig out the realities for such wrong or ambiguous answers.

**Unclear Answer:** If the question is open ended then human beings have the habit of answering in an ambiguous way-which may have double meaning. Qualitative answers are always a source of ambiguous results.

**Cooked up Data:** Official record is often manipulated or cooked up. It is to show high performance than the actual one. Performance is sexed up, they say. For example a library under threat of closure due to low readership may fabricate data and manipulate to show more number of users than the real numbers. When officials manipulate record for the media, authorities or the researchers, the researcher using this data uncritically or unchallenged will not reach the right conclusions. Results will be far from reality. Making practical use of such findings will be harmful. However, questioning or cross verification may somewhat correct the situation-one should not be pessimistic about the false or half answers. You need to be alert.

### Instruments of Survey Research

'Data collection', core work in a survey research is data collection by direct method. Data should be primary and obtained by direct observation or from original and reliable sources. For this major methods are:

- Observation;
- Interview; and

- Questionnaire; and
- Any combination of these.

These jobs may be done by manual methods or electronic instruments may be used. For example, we may use cameras or tape recorders openly or hidden; questionnaires may be served personally or through email or website.

*Observation:* Every mode of data collection in a survey research reduces to observation. It is the most obvious and reliable method of data collection. This again can be divided into two categories:

**Observation:** In this method the researcher observes an activity and notes down the information/data standing from a close distance. This could be done again in two ways:

- (i) By informing the informants; and
- (ii) In a hidden or secret way.

The observer could use notebooks, pre-designed Performa, cameras or tape recorders in both the cases. First category is an easy method and the people under observation are cooperative; even sometime enthusiastic. But problem is that people are not really natural when being observed. Their behaviour could be a self distorted or manipulated for good or bad. People are not natural when conscious of being observed by outsiders.

To avoid the above situation the observer may observe the participants in a secret manner without their information. To some extent it is possible. For example, you may sit in a corner of a library and see what reference sources the library users consult or how they use the catalogue. It also involves, in some cases, the question of ethics and legality. Also distant observation may not be correct.

**Participant Observer:** To avoid the above problem of unnatural behaviour or ethical question the researcher may become a member of the group under observation. This method is useful when observations required are multiple, minute and for a long time. This method has worked wonders in anthropological studies when the researchers have actually joined and lived with a commune as an ordinary member sharing their routine tasks, joys and sorrows. This method has given birth too many classic studies. But this method is applicable in limited field of social, cultural and anthropological studies.

**Questionnaire:** It is a traditional and all pervasive instrument to collect and record data. It is structured and formally written list of questions to be put to the respondents' en mass. It is easy and handy, and can be administrated in many ways depending upon the convenience of the researcher and respondent.

**Telephonic Surveys:** Now a day due to fast and cheaper telecommunication services telephones are being increasingly used to get data and opinions for social surveys from the willing respondents. These are ultimately economic in terms of time and money. If the field of survey is vast and respondents are scattered geographically or live in remote or inaccessible areas, then the telephone has hardly any substitute.

**Electronic Surveys:** New technology affords to solve problems of conventional instruments of survey research. The Internet and e-mails have advantages of both the conventional (print) and telephonic surveys. It is still more economic. Above all these can be interactive; detailed and yet very economic. As said earlier the answered data may be easily downloaded into a data process software package (say in SPSS) and processed directly. Even otherwise electronic data is easily collected, classified without any clerical errors in transferring data and information.

#### **Advantages and Limitations**

Due to convenience both for the researches and the respondent's web-based surveys are getting popular. These almost cost nothing and can be answered by the respondents at any convenient time. Whereas in case of telephone the time should be convenient to both the researcher and the information. There can be mass or bulk emailing of a questionnaire. These are extremely economic and convenient. Digital divide comes in the way of the use of e-mail or web based surveys. Older generation or lay person have difficulty using the INTERNET or have no access to it even in advanced countries. Digital divide is wide and deep. Email ids of the respondents may be difficult to procure, as no such directories are available. This problem, however, can be solved with the help of newsgroup or list serves- this is a group of professionals sharing a common interest and interacting primarily through emails.

#### **Some Exercises for Survey Research**

Survey research does not require any laboratory or high setting. If it is small and local, it may not even cost anything to the researcher. For the students following research exercises are suggested:

- Make a survey of the buildings of the government secondary school libraries of your town.

- Prepare a survey report on the reading habits of children up to 18 years where one of the parents is graduate at least.
- Make a survey of the information needs and sources of male villagers engaged in modern farming.
- Study the use of non-book print literature by mathematics scholar in a university.
- Similarly, there can be many other such topics that may strike you while reading this unit, and other related literature. However, work experience is the best and reliable source for research problems.

### Conclusion

Library survey is the process of collecting information concerning the collection, processes, services, and staff of users of libraries. It is done in a systematic way using standard techniques and tools. The purpose of a library survey is to know and present such information about libraries of certain types or in certain regions. It helps in knowing the state of development of libraries as well as evaluates them for further improvement. The steps involved in data collection are: size and nature of population must be clearly known; Deciding the sampling techniques to be used the sample size; Deciding about the tools for data collection to be used; Selecting scales for measurement: Properly framing the questionnaire/ interview schedule taking care of the validity and reliability; Conducting a pilot survey and improving the questionnaire/ interview schedule based on the feedback; and Administering the data collection tool to the population. The problems of survey research regarding data are: non-cooperation from respondents; low response rate; deliberate wrong information; cooked up data provided by respondents. Electronic surveys are useful in that they are economic. Any number of questionnaires can be mailed. The analysis is also simple as it saves on coding, tabulation and further testing of data.

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## IMPACT OF DEMONETIZATION ON INDIAN SYSTEM



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### Abstract

*Demonetization refers to withdrawal of a particular form of currency from circulation. Demonetization is necessary whenever there is a change of national currency. The old unit of currency must be removed and substituted with a new currency unit. In India, the currency was demonetized first time in 1946 and second time in 1978. On Nov. 2016 the currency is demonetized third time by the present Modi government. This is the bold step taken by the govt. for the betterment of the economy and country. In this paper I want to discuss the impact of recent demonetization on the Indian system. Demonetization could be negative for sectors like Consumer Durables, Luxury items, Gems and Jewellery, Real Estate and allied sectors, in the near to medium term. Overall, negative impact on disposable income is expected along with likely disruption in the consumption patterns of the general populace. It is estimated that there will be a negative GDP impact in the current quarter as consumption gets a shock in the immediate term. But in the long term this move can lead to improved tax compliance, better fiscal balance, lower inflation, lower corruption, complete elimination of fake currency and another stepping stone for sustained economic growth in India.*

### Objectives

*The main objective of this paper is to study the impact of demonetization on Indian economy and system.*

### Methodology

*The paper is based on the secondary data. The secondary data was collected from various published sources like reports, magazines, journals, newspapers and the like etc*

*Keywords: Demonetization, Black Money, Counterfeit Currency, Corruption*

### Introduction

Demonetization is a tool of Government to eliminate the currency. It is used in very adverse situations. Demonetization is a process by which a series of currency will not be legal tender. The series of currency will not be acceptable as valid currency. The same thing happens with the Rs. 500 and Rs. 1000 note demonetization. The Indian rupee (INR) is the official currency of India. On 8 November 2016 the Government of India announced demonetization of high denomination currency notes Rs 500 and Rs 1000 to check undisclosed black money, corruption and fake currency. A new redesigned series of Rs 500 and Rs 2000 banknote is in circulation since 10 November 2016. According to The Reserve Bank of India, the most important reason for the demonetization of 500 and 1000 rupees note was the rise of fake currencies of the same notes, and also the higher occurrence of black money in the economy. "The fake notes are being used for illegal activities by anti-nationalists like terrorists and India being a nation of a cash-based economy, the circulation of fake currency continues to be a threat. But it has been taken care by Government that the public that a person who changed his higher value cash will get exactly the equal amount in lower denominations.

### History and background

The sudden move to demonetize Rs 500 and Rs 1,000 currency notes is not new. Rs 1,000 and higher denomination notes were first demonetized in January 1946 and again in 1978. The highest denomination note ever printed by the Reserve Bank of India was the Rs 10,000 note in 1938 and again in 1954. But these notes were demonetized in January 1946 and again in January 1978, according to RBI data. Rs 1,000 and Rs 10,000 bank notes were in circulation prior to January 1946. Higher denomination banknotes of Rs 1,000, Rs 5,000 and Rs 10,000 were reintroduced in 1954 and all of them were demonetized in January 1978.

The Rs 1,000 note made a comeback in November 2000. Rs 500 note came into circulation in October 1987. The move was then justified as attempt to contain the volume of banknotes in circulation due to inflation. However, this is the first time that Rs 2,000 currency note is being introduced. While announcing currently circulated Rs 500 and Rs 1,000 notes as invalid from midnight 8 Nov, Prime Minister Narendra Modi said new Rs 500 note and a Rs. 2,000 denomination banknote will be introduced from November 10.

Bank notes in Ashoka Pillar watermark series in Rs 10 denomination were issued between 1967 and 1992, Rs 20 in 1972 and 1975, Rs 50 in 1975 and 1981 and Rs 100 between 1967-1979. The banknotes issued during this period contained the symbols representing science and technology, progress and orientation to Indian art forms. In the year 1980, the legend Satyameva Jayate — 'truth alone shall prevail' — was incorporated under the national emblem for the first time.

In October 1987, Rs 500 banknote was introduced with the portrait of Mahatma Gandhi and Ashoka Pillar watermark. Mahatma Gandhi (MG) series banknotes – 1996 were issued in the denominations of Rs 5, (introduced in November 2001), Rs 10 (June 1996), Rs 20 (August 2001), Rs 50 (March 1997), Rs 100 (June 1996), Rs 500 (October 1997) and Rs 1,000 (November 2000). The Mahatma Gandhi Series – 2005 bank notes were issued in the denomination of Rs 10, Rs 20, Rs 50, Rs 100, Rs 500 and Rs 1,000 and contained some additional/new security features as compared to the 1996 MG series. The Rs 50 and Rs 100 banknotes were issued in August 2005, followed by Rs 500 and Rs 1,000 denominations in October 2005 and Rs 10 and Rs 20 in April 2006 and August 2006, respectively.

### **Impact of Demonetization**

While sectors with linkages to the unorganized economy are likely to be affected, technology and financial services are expected to gain in the medium to long term. On a sectoral basis, the commodities and agricultural sector, including the market for consumer durables and non-durables is expected to feel the heat. In the short to medium-term, large denomination purchases will likely be made via electronic purchases rather than through brick and mortar outlets. This will impact the retail sector adversely. The real estate sector is likely to see a significant negative impact in the medium- to long-term, particularly in the repurchase market. There are expectations of a revaluation of current real estate transactions across the board representing possible losses to players in the sector. The luxury goods market is also likely to get affected as this move represents an erosion of real wealth to a large number of people. Areas of sub-sectoral impact will be felt in luxury cars, SUVs, gems, jewellery, gold and high-end branded products. On the positive side, there is likely to be a reset of spending patterns as this move represents indirectly a significant push towards a cashless economy. Businesses in the fin-tech sector, including payment banks, mobile wallets, electronic transfer providers, etc., are expected to see gains.

### **Black Money and Corruption**

By demonetization, Black money will be taken out of Indian system. As predicted by ICICI Securities Primary Dealership the government's plan to remove INR 500 and INR 1,000 notes from circulation will disclose up to INR 4.6 lakh crore in black money. Corruption will also be automatically reduced by removing black money from economy. Already, several analysis projects that demonetization will bring several long-term besides getting black money deposited in the form of banned notes. Hence, it is logical to classify the black money fighting effect of demonetisation as (a) direct or immediate and (b) long term.

### **Direct or immediate effects**

Immediate effect of demonetisation comes through the getting of black money deposited in the banking system in the form of banned Rs 500 and Rs 1000 notes from November 10 onwards.

Around Rs 12 lakh crore of the Rs 15.44 lakh crore demonetized currency is with banks now and the extent of black money identified out of this will be the direct effect. Here, it is believed that an estimated Rs 1.5 to 2 lakh crore may be identified as black income. Out of this, around Rs 1.2 lakh crores may be collected as taxes at 50% to 85% tax rate.

If Rs 2 lakh crore is revealed as black money out of demonetisation, it will amount to around 1.75% of India's GDP. According to National Institute of Public Finance and Policy (NIPFP), black income amounts to nearly 40% of the country's GDP.

### **Long term effects of demonetisation on black money**

The long-term effect will be much impactful and depends considerably upon how government deploys more measures to depress the shadow of black economy.

### **Shadow vs formal economy**

A high proportion of the economic transaction happens in the shadow economy and hence are unaccounted. The real estate sector is the most important example. Reducing the size of the shadow economy by enlarging formal economy is the way out. Here, transactions should be recorded. To be recorded, disclosure about the buying and selling people by quoting their financial ID or PAN card is mandatory especially for big transactions. The real estate sector amounts to nearly 45% of India's parallel economy.

### **The process of formalization**

Formalization means under the monitoring of the government. Here, two formalization options are needed: recording (a) high value transactions and (b) low value transactions.

*Formalizing high value transactions:* Post demonetisation legal steps should be made to ensure mandatory PAN quoting for high value physical assets - gold/land etc. Though this measure is still prevailing, fragmentising transactions into small helps black money. To avoid this, every small physical asset transaction should be made with Aadhaar ID proof. When each money is to be reported and recorded; land deals will become automatically white.

*Formalizing small value transactions:* Here, digitalizing transactions in the form of prepaid payment instruments, debit and credit cards and online payments will reduce black money. Several post-demonetisation steps were made by the government to promote digital payments.

**A social shake up against black money** An awareness against black money and consciousness about legal and punitive measures is an intangible positive effect of this demonetisation. It will change the mindset of the people to keep away from black income. This shakeup of Indian society will be a big outcome though it may not be measurable.

### **Funding**

Funding for smuggling and terrorism will take a blow since all the money will get back to bank and from there it is easy to identify the fake currency. Demonetization thus affects the funding of terror networks in Jammu and Kashmir, North-eastern states and the other areas.

**Real estate** Another impact of the demonetisation would be reduction in cash transactions in real estate. Prices in this sector are largely expected to fall, especially for sales of properties where major part of the transaction is cash based, rather than based on banks transfer or cheque transactions. In the medium term, however the prices in this sector could regain some levels as developers rebalance their prices (probably charging more on cheque payment) The Indian real estate market which is largely fragmented and unorganised has had a reputation of being a safe haven for black money and therefore we expect to see impact on the sector. The impact is likely to be seen in secondary markets thereby making real estate more "illiquid" for a period of time till the market adjusts to a new normal. It will not have any impact on the primary residential segment as the buyers in this sector are driven by mortgage. The impact will be felt in the secondary market and the unorganised developers' community where there were still cash dealing. Prices coming down to more reasonable levels in the housing market cannot be ruled out. In the immediate future, the sector will be under serious pressure with volume and number of transactions in residential and land markets seeing a substantial downward trend. This decision along with real estate regulatory law, GST and Real Estate Investment Trusts would further improve transparency and increase investor confidence in the real estate market.

### **Impact on inflation**

The demonetization that has been in effect since November 9 is expected to have a negative impact on inflation. Consumer spending activity fell to a near halt. Consumers are refraining from making any purchases except essential items from the consumer staples, healthcare, and energy segments. Activity in the real estate sector, which includes a lot of cash and undocumented transactions, slowed down significantly, Metropolitan and Tier 1 cities reported up to a 30% fall in house prices.

Food item inflation, measured by changes in the Consumer Food Price Index, accounts for 47.3% of the overall CPI. Due to 86.4% of the value of the currency notes in circulation going out of the financial system and re-monetization being slow, the supply and demand of food items fell. It will exert more downward pressure on inflation.

### **Gold/Silver and Jewellery**

After demonetization the demand for gold and other precious metals rise greatly. Because people are trying to invest their black money in gold to make it white in short period. But demand for gems and jewellery to decline in the next two to three quarters.

### **Digital payments**

People adopting online payments system such as Paytm etc. after ban for high denomination currency in India. Digital transaction systems, E wallets and apps, online transactions using E banking, usage of Plastic money (Debit and Credit Cards), etc. will definitely see substantial increases in demand. This behavioural change could be a game changer for India in the near future. **Fake Currency**

The impact on the fake currency would be more significant. Many dealers with the existing counterfeit notes would be trapped as they would have to take the notes to the bank and have better chances of getting their racket exposed. Thus, they have only option to destroy their notes and incur losses.

### **GDP**

India's growth is projected to slow to 6.6% in 2016-17 fiscal due to the strains that have emerged in the economy as a result of "temporary disruptions" caused by demonetisation.

demonetisation would have only short term impact on the economy and it would bounce back to its expected growth of more than eight per cent in the next few years.

The post-November 8, 2016 cash shortages and payment disruptions caused by the currency exchange initiative have undermined consumption and business activity, posing a new challenge to sustaining the growth momentum.

"Growth is projected to slow to 6.6% in FY2016/17, then rebound to 7.2% in FY2017/18, due to temporary disruptions, primarily to private consumption, caused by cash shortages," IMF said.

**Markets** There will be positive move in markets in long run that could bring confidence of overseas investors in Indian stock markets. Market goes a bit down in the short and medium term. India is still a very attractive destination on a long- term basis.

### **Decrease in Interest Rates**

We will see a lowering interest rates for education loans, home loans and medical loans very soon. It will make higher education and medical facilities more accessible. This change is hard to undo because if any subsequent government increases loan it will suffer huge backlash.

### **Conclusion**

So far, it can be said that this is a historical step by the Modi Govt. and should be supported by all. This decision of gov. will definitely fetch results in the long term. From an equity market perspective, this move would be positive for sectors like Banking and Infrastructure in the medium to long term. This could be negative for sectors like Consumer Durables, Luxury items, Gems and Jewellery, Real Estate and allied sectors, in the near to medium term. This move can lead to improved tax compliance, better fiscal balance, lower inflation, lower corruption, complete elimination of fake currency and another stepping stone for sustained economic growth in the longer term.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPD



## ONLINE ACCESS TO LIBRARY RESOURCES IN ACADEMIC LIBRARIES



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### **Abstract**

*This article aims to discuss the general overview of online access to resources in academic libraries. Discuss the issues related to and future prospects and challenge of online resources. This paper also talks about the changing environment and future roles of academic librarians in assisting users to obtain reliable and latest information. It stress on the process of collaborative resources creation among professional from different discipline and building online database. It determined on challenges, problems and prospects in online resources in academic libraries.*

**Keywords:** Online Resource, Digital Library, Community, Information Technology, Ict, Digital Archives, E-Book, E-Journal,

### **Introduction**

Online resources represent the logistic support needed to provide electronic services, which are offered via the communicational technologies. The advantages coming from the provision of these services are intrinsically related to the rapid access to information, by the elimination of the barriers related to space and time. The electronic services that can be provided by a university library are: access to online catalogues, access to online databases, e-mail reference services, Internet access, etc. The role played by the university library in an increased efficiency of the access to this type of resources is a very important one. Yet, we also need to have in view the influence of certain factors that lead to the efficient use of the electronic resources: technology, costs, management, training, content, and information support. As far as the technology is concerned, the Internet connection needs to be a very good one, as the electronic resources require easy accessing. For a long time, it has been considered, even in the academic libraries, that the internet shall replace the library, and that it will no longer be necessary to spend large amount of money to purchase online resources. This opinion has not been confirmed during the last few years, as it has been demonstrated that not all the information accessible on the Internet is free and pertinent and that the users need to possess certain abilities related to the information literacy in order to be able to master the information and to use it efficiently. Most academic libraries have strategies and strategic plans for physical libraries, to keep the library relevant to the academic, but lack any consistent plans for digital content and associated services. Access to information is of the utmost importance to users in academic libraries. An academic library is a trustworthy collaborator for knowledge creation and dissemination. Digital mode of learning is gaining lot of momentum and is only way of reaching the unreached both in quantum and quality.

E-Resources can be in the form of e-books, e-journals to facilitate e-learning. E-resources data centres contains substantial amount of data pertaining to the all field of knowledge. Computerization in libraries is practical linking of the libraries entire unit, division or a single unit together using networking cables via trucking tracks and deploying library management software. Similarly digitations are a process of converting no-digital documents to digital documents. While automation in libraries is a state where all or selected activities in the libraries are now being performed via machines without the aid of man. We have seen that the online recourse in academic libraries will afford research, academic outputs, indigenous information etc. that is emanating from the body of academic libraries to be adequately viewed and accessed by researcher or academicians all over world. Making the online resources available over the library web would open up readership to a host of potential new users. A major advantage for existing library users would be convenience of remote access – from workplace or home, if they had an internet

connection, or perhaps from branch libraries. Another would be the possibility of new ways of finding information in the library, for example full-text search.

Keeping above factors in mind the academic library collects many different types of electronic or non-print items, and provides access to more of this content via subscriptions. The different type of material includes:

- i. Electronic journals
- ii. Electronic books
- iii. Archived websites

### **Open Access**

According to Budapest Open Access Initiative (2001) the literature that should be freely accessible online is that which scholars give to the world without expectation of payment. Primarily, this category encompasses their peer-reviewed journal articles, but it also includes any not reviewed preprints that they might wish to put online for comment or to alert colleagues to important research findings. There are many degrees and kinds of wider and easier access to this literature. By "open access" to this literature, we mean its free availability on the public internet, permitting any users to read, download, copy, distribute, print, search, or link to the full texts of these articles, crawl them for indexing, pass them as data to software, or use them for any other lawful purpose, without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself. The only constraint on reproduction and distribution, and the only role for copyright in this domain, should be to give authors control over the integrity of their work and the right to be properly acknowledged and cited.

Open Access is information that is free to read, unrestricted and available online. Open Access is a movement that wants to increase information access and innovation. It usually refers to open access publishing, particularly of scholarly communication in academia. It may be an answer to the serials/scholarly communication crisis, which refers to the system where information is locked up in subscription journals and databases whose prices keep rising (as library and university budgets stagnate or decrease) and universities and libraries are forced to pay for the creation of the research as well as to buy it back through subscriptions. Open Access is about the democratization of information and knowledge. It carried out largely through open access journals, subject specific and institutional repositories, where research is posted online for anyone to access. These are indexed by Google and other search engines increasing visibility and impact of the research. Some of the advantages of Open Access are many

- i. Greater visibility and impact of research
- ii. Increased opportunity for collaboration
- iii. Easier access to information for anyone
- iv. Takes advantage of technology - text mining and the digital environment
- v. Better return on investment for research sponsors
- vi. Encourages and enables greater innovation
- vii. Faster than traditional publishing
- viii. Contributes to education's mission of advancing knowledge

### **Selection of Online Resources**

Academic libraries are struggling to keep their place as the major source of inquiry in the face of emerging digital technology. Digital technology has revolutionized not only the way information is packaged, processed, stored, and disseminated, but also how users seek and access information. Academic libraries no longer restrict themselves to print services such as collection development, cataloguing and classification, circulation and reference services, current awareness, selective dissemination, and other bibliographic services, but have extended their efforts to interdisciplinary concepts and computer software and hardware and telecommunication engineering and technology.

In academic libraries, librarians have always taken guidance from subject experts on purchases online resources. For teaching materials, academic staff provides reading lists to their students and request the library to acquire hard copies of the publications as well as online resources on their lists; for research journals, departments are often asked to prioritise journals in their field for purchase. The library budget may be allocated, notionally or even totally, to different departments in order to ensure equity between subject fields in purchasing. Nevertheless, the role of the librarian is not insignificant. Academic librarians suggest purchases to academic staff, inform colleagues about the cost implications of different purchasing decisions, and most importantly usually control the purchases of general reference resources that cannot

sensibly be allocated to one department. They will also know, as departmental staff necessarily cannot, whether several departments wish to purchase the same items.

Selection of online resources, on the other hand, are far less simple and currently require much higher levels of professional and administrative involvement. Online journals are much more difficult to find out about. Those made freely available on the Internet have little or no marketing budget and rarely find their way in traditional bibliographic sources. Even titles emanating from commercial publishers are currently notoriously difficult to track down. The best and most comprehensive source is the Association of Research Libraries, Directory of Electronic Journals and Newsletters backed up by the NewJour electronic announcement service and web site. Individual publishers' web sites can sometimes be a useful source and the major subscription agents are slowly beginning to provide electronic journal information to libraries. Once relevant titles have been identified, selection criteria should follow the principles established for printed subscriptions, such as quality/peer-review, and relevance to research, teaching and learning. Freely available electronic journals have a zero subscription cost but they do have an upkeep cost once added to an electronic journal service, and they are more likely to move WWW site without notice than their commercial counterparts.

### Acquisition of Online Resources

Due to advent of technology academic libraries are undergoing changes in this digital age. However, the academic librarians faces number of challenges in acquisition of online resources that are unique to the newsiest environment, and they must potion themselves to survive in the changing environment. As the technology alters the academic landscape, there are demands for new and improved ways of managing information. As more and more information becomes freely available, it has significant effects on both consumers and care providers. Librarian need to capitalize on the flexibility created by change and expand the library's role beyond traditional services. The advancement of computer and communication technologies has resulted in the development of digital libraries. It is generally true that academic libraries are capable of providing the desired information instantaneously, but it poses some serious problems to the professional libraries and librarians, especially in third world countries like India where finance is a big constraint for implementation of digital libraries in every corner of the country.

In academic libraries e-resources represent an increasingly important component of the collection building activities of. The guide concentrates mainly on academic and research library purposes, but nonetheless will be of high value to many types of libraries. "Electronic resources" refer to those materials that require computer access, whether through a personal computer, mainframe, or handheld mobile device. They may either be accessed remotely via the Internet or locally. Some of the most frequently encountered types are:

- i. E-journals
- ii. E-books
- iii. Full-text (aggregated) databases
- iv. Indexing and abstracting databases
- v. Reference databases (biographies, dictionaries, directories, encyclopaedias, etc.)
- vi. Numeric and statistical databases
- vii. E-images
- viii. E-audio/visual resources

Therefore, the need to acquire certain abilities in this domain related to the online access has become acute, especially in the university area, where the activities requiring the knowledge of certain research strategies are much more numerous. A person conversant in the online resources domain should be able:

- i. to recognize the information demand, its nature and its extent;
- ii. to access the necessary information effectively and efficiently;
- iii. to evaluate the information critically and to be able to use it in the final product he/she is creating;
- iv. to classify, store, use and handle information;
- v. to be able to bring a plus of value to the final product, by creating new knowledge;
- vi. to recognize the importance of the information literacy in the research process.

### Information Communication Technology (ICTs)

ICTs is basically an electronic based system of information transmission, reception, processing and retrieval, which has drastically changed the way we think, the way we live and the environment in which we live. It must be realized that globalization is not limited to the financial markets, but encompasses the whole range of social, political, economic and cultural phenomena. Information and communication technology revolution is the central and driving force for globalization and the dynamic change in all aspects of human existence is the key by-product of the present globalization period of ICT revolution. The world telecommunication system, the convergence of computer technology and telecommunications technology into the Information Technology, with all its components and activities, is distinctive in its extension and complexity and is also undergoing a rapid and fundamental change. The results of this are that national boundaries between countries and continents become indistinct and the capacity to transfer and process information increases at an exceptional rate. The global information communication has been called the world's largest machine, and it is very complex and difficult to visualize and understand in its different hardware and software subsystems.

Now, ICTs are increasingly playing an important role in organizations and in society's ability to produce, access, adapt and apply information. They are being heralded as the tools for the post-industrial age, and the foundations for a knowledge economy, due to their ability to facilitate the transfer and acquisition of knowledge. These views seem to be shared globally, irrespective of geographical location and difference in income level and wealth of the nation. ICT may not be the only cause of changes we are witnessing in today's business environment, but the rapid developments in ICT have given impetus to the current wave of globalization.

### **Information Literacy**

Information, seeking and use have become complex processes for users of academic institutions due to the proliferation of information technologies and resources in all types and formats. Students at the level frequently need detailed, comprehensive information, particularly for thesis research, need strong information seeking and use skills to accomplish their research goals. Learning & teaching in most academic institutions relies on the provision of library resources to both support and supplement what is being taught and researched. With the rapidly changing information landscape and the myriad ways in which users can search for information, the challenge of locating, accessing and finding relevant and appropriate information resources for academic research is ever present. Library users require skills that include knowledge of different types of information resources and an understanding of the most appropriate ways of critically evaluating information, using it in an ethical manner and managing this information. 'Information literacy', as these information and literature search skills are referred to, go hand-in-hand with digital literacy's, which allow users to make the best use of the technologies employed by information providers. These literacy's, in turn, form the gamut of academic literacy that ensure that learners leave formal education with the appropriate skills to enable them survive in the work place and to continue their learning throughout life.

In the developed countries libraries and archive have taken the initiatives to acquire, preserve and make accessible digital information of archival value that form the documentary inheritance of the countries. Many have developed policies and strategies to this effect. Partnerships on the management of digital information have been developed at national and international levels and various best practice guides and documents have been produced. The major challenge is ensuring the long-term availability and integrity of the growing collection of digital information. However, there are many challenges academic libraries faced in this era of digital age especially in developing countries where such problem include financial constraints, inadequate infrastructure and inadequate staff training opportunities and facilities which hindered the digitization process in the libraries.

To digitise an entire library would be a formidable undertaking. One challenge would be the sheer magnitude of the task of converting all the library's contents into digital form by scanning them into the computer. Scanning books is much easier if they can be taken apart by removing their spines, but in this application the job would probably have to be done non-destructively. Dealing with old and fragile material would be particularly time-consuming. But an over-riding problem would be the legality of the whole enterprise. Typically only a small percentage (if any) of a library's content is out of copyright and it would be impossible for the library to obtain permission to digitise from all copyright holders.

- To develop improved technology for digitizing analogue materials.
- To design search and retrieval tools that compensate for abbreviated or incomplete cataloguing or descriptive information.

- To design tools that facilitates the enhancement of cataloguing or descriptive information by incorporating the contributions of users.
- To establish protocols and standards to facilitate the assembly of distributed digital libraries.
- To address legal concerns associated with access, copying, and dissemination of physical and digital materials.
- To integrate access to both digital and physical materials.
- To develop approaches that can present heterogeneous resources in a coherent way.
- To make the National Digital Library useful to different communities of users and for different purposes.
- To provide more efficient and more flexible tools for transforming digital content to suit the needs of end-users.

### Constraint and Cure

Online resources from commercial publishers can be tedious to access. Although most publishers are moving away from password authorisation to IP address checking, it is still the case that for many publishers, access to their titles is via their web pages. This means that not only must the user know who the publisher of a title is and how many of us know that for a range of our favourite journals? But they must also work their way down a series of web pages before they actually find the title they wish to consult. Academic libraries would like to provide access to the content of electronic journals via an interface that their users are familiar with, particularly, through the online public access catalogue (OPAC). Most of the publishers insist that one searches all the journals that they publish through their own site, with whatever interface and software they have chosen to provide, which will most likely be quite different from those provided by other publishers. The challenges being faced by today's librarians are:

- i. expensive publications
- ii. shortening of budgets
- iii. rising cost of maintenance of publications
- iv. space constraint
- v. lack of trained manpower
- vi. storage problem
- vii. boost in processing speed
- viii. falling cost of hardware
- ix. user-friendly technology
- x. innovative services
- xi. tailor made products
- xii. multimedia availability
- xiii. technological revolt
- xiv. users expectation to get more
- xv. wide ranges of web based information availability
- xvi. easy access of WWW/Google/ and other modern technology

Hence, the academic libraries encounters a very real concern especially the decisions of acquiring and access to an online resource. Its impact on how and at what cost that resource will be used in the academic libraries. How it will be integrated into existing library collections and services? How it will be maintained and supported over the period of time? In effect, one encounters the earliest stages of what may emerge as a fundamental modification of traditional library collection policies and practices. Such modifications can only be encouraged even if it transpires that the same high-level considerations effectively govern the development of traditional and hybrid collections of the library. From our present perspective, the differences on either side of the digital divide are more apparent than the similarities. For digital formats, the rate and pace of technical change, the volatility of digital media, and the implications that access licenses have for collection development and use forces fundamentally new considerations, e.g., the costs involved in acquisition. Due to the fact that academic libraries are facing financial crisis leading to numerous constraints, the acquisition of electronic resources has become increasingly difficult, even through the belonging to a consortium created especially for this reason. The lack of funds leads to the degradation of the infrastructure, to the demoralization of the personnel, to the lack of users and finally to the marginalization of the library. However, some curable actions can be taken:

- i. create policies on an institutional level able to assure support for

- ii. the libraries in the acquisition of digital resources;
- iii. assure a long-term access to the resources;  
promote the use of the electronic resources on a university level;
- iv. include the libraries among the decisional actors;
- v. campaigning to obtain the necessary funds;  
improve the communication channels.

### Conclusion

Academic libraries are faced with managing hybrid resources (print and online) and are challenged to acquire the necessary skills. Furthermore, online resources and information in other electronic format are eroding the monopoly of academic libraries as the sole access point to information. Nevertheless, academic libraries can maintain their place by serving as an access point to both print and online resources. The emergence of information and communication technology has repositioned the frontiers of academic library online resources, operations, and services as well as expectations of user groups. The practice of walking to the library to consult the card catalogue and browse the shelves is declining in developed countries, and this trend is quickly approaching developing countries as well. Academic libraries must embrace this scenario. The print/e-resources access model can serve as a stepping stone. If, academic libraries wanted to maintain a prominent position in their institutions, they must move from limited or local access to universal access. The academic libraries in developing need to achieve this, requires expandability, flexibility and compatibility. It requires standard hardware, sufficient capacity, networking capabilities, flexible software, and standards such as MARC for information storage and retrieval, local expertise, and a plan for the next system.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)



## WORK-LIFE BALANCE : A CHALLENGE FOR WORKING WOMEN



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### Abstract

*The need for balancing work-family of working women is very important. Work life balance is the term used to describe practices in achieving a balance between the demands of employees family and work lives. Even in the 21<sup>st</sup> century when we talk or discuss about the work-life balance ; this term is directly associated with women. It is due to the socio-culture of India and even Western countries also. Women taking up work-life balance as a biggest challenge. At present Organizations has also taken it on a serious note and has developed a work culture accordingly. In this background the present study is to determine and focus on various challenges and efficient measures to resolve the problem like conflict arising in personal life due to work, organizational dissatisfaction, declining career growth etc.*

**Key words :** *Work-life balance, career growth, work-life conflict, organizational dissatisfaction*

### Introduction

Many studies have focused on working women's strains when it comes to the balance between paid work and family responsibilities. Yet few studies analyze women's subjective sense of success in balancing these two separate spheres in terms of full-time and part-time employment. A society filled with conflicting responsibilities and commitments, work/life balance has become a predominant issue in the workplace.

**Work/Life Balance: A state of equilibrium in which the demands of both a person's job and personal life are equal.**

We are living in 21st century. But the question is ; Did women are enjoying the 21<sup>st</sup> century rights ? The answer may be Yes for some and may be No for some. The earlier role of women was limited to kitchen and household duties only. But with the change of time the role and position of women changed. With this change the new problem which arises is the balance between work and life. And this problem becomes very tough for a woman who is mother also. Working mothers of today fulfill family responsibilities and also try to remain fully involved in their careers coping up with the competing demands of their multiple roles. The caring responsibilities that working mothers have lay a heavy stress on them when it is combined with their professional duties. The attempt of working women to integrate, organize and balance the various problems and activities in their different roles simultaneously puts them under tremendous pressure. As a result, the family becomes an organizational stakeholder and this powerful social trend marked the beginning of the work/life balance paradigm shift. (Denise Horner Mitnick, 2007). Richard Welford (2008) in his survey results on work life balance in Hong Kong quotes that there is an alarmingly high percentage of respondents who feel that work is the cause of health problems, specifically stress and lack of exercise. Health problems are likely to lead to lower productivity and effectiveness of workers. This paper focuses on the tough life of married working women and their battle to strike a balance between work and family life.

### Objective of the Study

- To study about hindrances faced by working women in their career development.
- To study about how working women balance their work and family.
- To know about their organizational satisfaction.

**Reserch Methodology**

According to my view where problems are more than solutions it is better to have Qualitative Reserch.



**Work – Life Balance:** Work-Life Balance does not mean an equal balance. It means the capacity to schedule the hours of professional and personal life so as to lead a healthy and peaceful life. It is not a new concept. It emphasizes the values, attitudes and beliefs of women regarding their age to work in organizing and balancing their work and personal life. When a woman achieves a successful work-life balance, she has job satisfaction and becomes highly committed and productive and succeeds in her career. But, in certain cases the women are not able to succeed due to incapability in balancing her work and personal life. She is unable to set her priorities. As a result, she withdraws from her work due to simple reasons like taking care of her children, aged laws/parents, and other family pressures. If the man is able to share some of her responsibilities, she would be successful women. A survey in the UK reveals that the majority of the women has had successful WLB, because their husbands shared an equal partnership both in professional and personal life. With the advancement in technology, and education and revolution in the industrial sector, there has been a little change in Indian men too. Both the partners need to schedule their working hours and personal hours so that they lead a professionally and personally healthy life. The women should also educate her children to share responsibilities to make life better and fruitful.

**Importance of Work-Life Balance for Women:** Studies have shown that the majority of women are working 40-45 hrs/week out of which almost 53% of them struggle to achieve work-life-balance. The reason behind this struggle is that they are being challenged by the demands of their organization versus the commitments of their home. They need to manage the daily requirements of their family as one side and the multiple schedules, meetings, business requirements and other routine responsibilities at work. Women at work need to be taken care by their employers. Employers to work out schemes that would not only attract and retain the employees for a longer period but also make them highly productive. Organizations have many such facilities like, Transport, Canteen, Day care centres, Postal/saving schemes, Flexi-working hours, part-time working, provide the information about work-life balance policies and special leave arrangement such as Annual leave & public holiday leave, Career Break leave, Leave for elective representative, Leave to attend as witness at court in your organization, Health care centres, rewards & recognition, career growth, Insurance plans, Job rotation, Incentives, Performance related pays, Rest rooms and other government schemes like maternity, marriage, sick leave benefit, & medical benefits. And other Work life balance options like Staff counseling, Organizational psychology unit, Workplace Health Promotion, Social clubs, Pre-retirement club, Women's network, Breast feeding support groups etc. These schemes help the women employees to work peacefully without any family, children tension so that they able to give their best at work. Moreover, organizations have women



empowerment schemes like Forums, Committees, Grievance redresses system, suggestion schemes where a woman is empowered to share her views, complaints and suggestions with the Top Management and derive solutions for the same.

**Suggestions:** Counsellor should be appointed by Organization for understanding more about problems of Working Women. Administrators need to create a climate where employees do not fear bringing up a family. Managers can provide a supportive environment that permits flexibility in schedules, telecommuting options, personal time off, onsite child care, and another family-focused program. Internal social network (forum, blog, mentor, coaches) for working parents. Wellness/resource room (for meditation, prayer, back-up child care). Thus, organizations need to formulate guidelines for the management of WFCs since they are related to job satisfaction and performance of the employees. Further the research should be conducted on illiterate people. Additional research is also needed to compare the both men and women because experiences may be differed with regard to work and family balances and also helps to find out more consequences of work and family conflict. In order to attain in-depth understanding of one's work and family life, researchers have to study multiple perspectives such as job stress, quality of life, mental health and work demand.

**Conclusion:** The problems are faced not only by the lower level of the women employees but also higher level. The research I have reviewed in this report provides an empirical justification for innovative policy development includes long work hours and work-life conflict. The overall conclusion is that long-term exposure of workers to excessive work hours and high levels of work-to-family interference elevates their risk of mental and physical health problems. Moreover, it is clear from the research that solutions to these potential problems must address workload and job demands, employee choice and flexibility in work hours and arrangements, organizational cultures, and the behaviors' of managers at all levels. From this research it is understand that women faced several challenges to balances work and family. Both private and public sector has to reframe the policies in order to balances family and life.

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# International Journal of Professional Development

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## Environmental Degradation in Mahendergarh District: A Study

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### Abstract

*Mahendergarh district abounds in sandy and barren low hills of great Aravalli range and the topography shows rocky surface as scattered generally from south-west to north direction. The slope of the district is towards north, the rains feed to flow through drainage systems. The district is situated in close connectivity of desert region of Rajasthan and surrounded on three which is reflected by formation of sandy plains, sand dunes, hills and hillocks. The menace of advancing desert adds complexity to the situation and poses difficulty in extension and implementation of irrigation facilities, which is most costly in desert areas.*

Development is combined effort of individual and government and it is enjoined upon the people of the area to safeguard the environmental set up in the best interest of area and individuals. The governmental efforts for planned development of area dependent on the people's associative attitude to safeguard the created assets. The environment is basically combined condition of forests, plantation and vegetative cover over the earth's surface existence of Flora and Fauna. United Nations Environment Programme has suggested to keep at least 33 percent of area under forest and plant cover for making positive environment for survival of humanity but various human efforts are changing the scenario through their destructive efforts.

The problem started from clearance of forests and vegetated areas for meeting rapid growing population requirements, without understanding the consequences of their destructive acts. It is quite unassuming to understand the situation of Mahendergarh district, where the forest area has become restricted to one percent of the district geographical area. The forest department claims for possessing 46 sq kms of area under forests comprising of 17 sq kms reserve forests, 24 sq kms protected forests and 5 sq kms closed forest area but as per village revenue records, the preserved area under possession of forest department is not more than 20 sq kms and remaining area is under unauthorized possession of local people, who do not fear for justifying their illegal acts. It is not very difficult to imagine that the land area of forest department, which has legal rights for safeguard demarcated forest lands, the position of environment and ecology of the district can very well have imagined it the present conditions. The pressure of population over the land is quite high as the land area is quite degraded and people look at the forest land for meeting their basic requirements of timber, fuel-wood and fodder. Reclamation and degradation of lands is regular feature, which is mostly governed by human acts. It is also true that district has very meagre plantation land under forests only as there is no area remained under permanent pastures and tree groves, miscellaneous tree crops and groves. Thus, the total vegetative area remained restricted to 20 sq kms under forests, which is about one percent of the district geographical area.

### Status of Wasteland

Evolution of waste lands is a vital factor to ensure that such lands be put to sector and sustainable use. Given the crucial position, which the agriculture occupies in the state economy in terms of contribution to gross domestic product' employment generation and exports, efficient management of land resources is sin-qua-non-for all efforts aimed at overall growth, along with social Community welfare. The stretches of land lying waste, which can be put under productive use with the support of available technological efforts, merit been rightly pointed out that these lands are not waste lands because no sincere efforts have been made to develop them. It is necessary to recognize the need for understanding the paradigm within which the entire vast resource needs to be approached.

The user departments have rather than Mere use, as a central concern. Management of wasteland encompasses factors such as dynamic conservation, sustainable anti factors the interventions aimed at the

development of the land resources. Identification of wastelands has been done with the help of space technology by ministry of Rural Development, Government of India. For wasteland mapping on 1:50,000 scale an extensive 13-fold wasteland classification was adopted represent areas under different categories of wastelands, the information gathered from the Department of Land Resources, Ministry of Rural Development for Mahendragarh district is utmost useful as the wasteland category-wise information is available in terms of area and location.

Wasteland is described as degraded land which can be might under vegetative cover with reasonable efforts and which is currently under-utilized or land which is deteriorating for lack of appropriate water and soil management or on account of natural causes. Wastelands can result from inherent and imposed disabilities such as by location, environment, chemical and physical properties the soil, financial or management constraints. The wasteland classification fiat been done with the objective to identify such areas clearly on map and verify the position on fields. It is essential to understand wasteland under each category for assessment of extent and magnitude of degradation.

#### **Gullied and Ravenous Wastelands**

Generally, gullies arc formed as a result if localized surface runoff steam affecting the unconsolidated material resulting in the formation of Perceptible channels causing undulated terrain. Gullies are the first stage of excessive dissi%6°13 which lead to the development of ravenous land. The ravine is usually associated not with an isolated gully but a network of gullies formed generally in deep alluvium and entering nearby river flowing much lower than the surrounding table lands. The ravines then are extensive system of gullies developed along river courses. The ravines are further bifurcated into three categories namely deep to very deep than 5 metres medium ranging between 2.5 to 5 metres and shallow ravines with depth lest; than metres.

#### **Waste Land with or Without Scrub**

This is the category of wasteland which is generally prone to deterioration due to erosion and may or may not have vegetative cover. Such lands have been taken separately as problem of wasteland is different in between both and similarly treatment strategy. Such lands occupy relatively high topographic locations. Two sub-classes have been identified based on the vegetation present in such lands.

#### **Waterlogged and Marshy Wastelands**

Waterlogged land is that category of wasteland where the ground water is at or near the surface level and such water stands for most of the year. This wasteland category is found usually in canal irrigated areas due to high irrigation velocity or replenishment of seepage water charged to ground and could not percolate further into underground level for various reasons. Marsh is the land which gets permanently or periodically inundated by water and is characterized by vegetation including grasses and weeds. Considering the duration of water logging period in a Year, two sub-classes have been delineated i.e., permanent and seasonal.

#### **Land by Salinity and Alkalinity**

Salt affected land is generally characterized as the wasteland that has e effects on the growth of most plants to action or presence of excess soluble salt, saline or high exchangeable sodium. Alkali land has an exchangeable sodium percentage (ESP) of about 15, which is generally considered as the limit between normal and alkali soils. The predominant salts are carbonates and bicarbonates of sodium. With increase of salinity and alkalinity the natural fertility of soil is decreased to significant extent.

#### **Utilized and Degraded Notified Forest Lands**

These lands of wasteland category are notified forest lands remaining underutilized or have been degraded. These include scrubs and agriculture lands inside the notified forest area. Conversion of forest land into wasteland for remaining underutilized usually for want of helplessness of the department or for inconvenient conditions. Uncontrolled cutting of trees causes degradation in forest areas. Usually forest lands develop their own system of regeneration and land treatment which is visible in regular forests. Similarly, the presence of wild life and Birds are helpful for checking deterioration of forest vegetation cover.

#### **Degraded Pastures and Grazing Lands**

All the grazing lands in non-forest areas, mostly associated with the settlement surroundings are prone to convert into waste land irrespective of the fact that they are permanent pastures or meadows. Such lands become degraded due to lack of proper care for soil conservation and drainage measures. Usually pasture and grazing lands are treated as community assets and everyone feels liberty to destroy the land in its own manner. Usually permanent pastures are prone to degradation as it is difficult to control

grazing. Similarly, the pasture lands with rotation grazing become wastelands as everyone wants to extract maximum possible extent. Such practices are found in most of the common property resources.

#### **Degraded Land Under Plantation Crops**

Degraded lands containing plantation outside the notified forest area are prone to serious problems. This is with reference to those lands which have not been utilized to their optimum capacity. The plantation area is not free from felling trees and opens grazing by livestock. Such human interventions do not allow growth of plantation in requisite manner and presences of livestock create serious degradation. The plantation areas are converted into denuded lands and converted into wasteland.

#### **Sandy Wastelands**

Sandy areas are those which have stabilized accumulation of sand. Sandy lands consist of sand dunes, sandy plains and inter-dual undulated lands. The surface area remains weak structured prone to wind erosion and shifting sand dunes. Such areas put to cultivation practices or scrubs are grown during rainy season became denuded after rainy season and the surface land become free for movement with wind storms. The upper fertile surface is disturbed with wind movement and the area is converted into wasteland.

#### **Industrial and Mineral Wastelands**

The industrial units discharge large scale effluent into drainage systems create serious problem of land degradation as the area in close vicinity of such drainage systems become polluted due to impact of chemicals and other pollutants. The water of the surrounding areas becomes polluted and irrigation practices through such water diminishes the natural fertility of the soil. Even the drinking water is contaminated with the impact of chemicals mixed in the ground water

The impact of land degradation is dependent on the level of discharge of effluents and passage of drainage system. In average industry unit, the area affected up to 50 kilometres and the surrounding lands of one kilometer on each side of the drainage system carrying such water.

Lands where mining operations, bring about the deterioration of land are called mining wastelands. Usually small mining areas are given to private parties on lease basis who perform open mining and leave the area in the same status after mining to requisite extent. Slurry of mineral waste is left at the mining pit which disturbs the surround area during rainy season. Industrial areas having large quantity of smoke contain waste material which is deposited on the surface of land, creating serious problem of land degradation.

#### **Barren Rocky, Stony Wastelands**

It is defined as the rock exposure of varying lithology often barren and often barren and devoid of soil cover and vegetation.

They occur amidst hill forests as openings or scattered as isolated exposures on plateau and plains. In Mahendargarh district Aravalli mountain ranges are of low heights or rocky surface denuded on the surface or coves with through wind storms. Rocky and stony lands are eland as vegetation growth not possible in view of hard surface structure.

#### **Forest Area**

Total forest area of Mahendargarh district as proclaimed by state forest department is 46sq kms comprising of 17 sq kms of reserve forests, 24 sq kms protected forests and 5 sq of closed forest area. In addition, the department claims some area under unclassified forests which is less than one sq km. Out of this area 12.26 sq kms forest area exists in Narnaul tehsil and 34.74 sq kms in Mahendargarh tehsil. The forest area of the state has increased from 1362 sq kms in 1966-67 to 1551 sq kms in 2005-06, while the area under forest remains unchanged.

The forest area is protected under legal sanctity and no area can be used for any other purpose without the permission of the Government of India, where the state requires to recommend with the reason for the purpose and required to suggest alternative in respect of forest area for keeping land for coverage under forests. The three-category classification has been done in respect of forest area for keeping the area for preservation and conservation of rare plantation species as well as wildlife residing in these habitats.

The position reported by forest department is from reality as the figures repose by Director, Land Records, Haryana depict different on which is authentic and based on village papers of the district. Under this reporting system, forest area of the district is only 2000 hectares, which is equivalent to 20 sq kms. The inference drawn from this position is evident that 26 sq kms forest area claimed to have forest department is under encroachment by cultivators. The land records figure reports this area under

cultivation. Thus, the positions reported by state government department of the state depict controversial position.

The field situation is not very satisfactory as officials of forest department are not in position to lodge any complaint against encroachment over the government land as such acts bear political support. The forest areas are not safe from encroachments, felling of trees and open grazing. In this situation it is easy to understand that forest area claimed by forest department has become history. The local people encroach the forest land, cut trees for timber and fuel wood requirements and graze their animals without thinking of the serious loss to environment and ecology of the district.

For further clarification of the situation, the information from Census of India of Mahendragarh district for the year 1991 reveal that forest area of the district is restricted to 213 hectares, which covers 89-hectare forest area in village. The Census of India report of Mahendragarh district has indicated clearly based on are age level position that except two villages of the district, no village possess any the Under forests. This information is seconded by village land records and also other realities. In view of this situation, it is quite humiliating to note that department of the state are functioning in a very haphazard manner and do not try to confirm the position of another department or concern.

If the position is as per indicated in the census of 1991, it is quite clear that forest lands of the state are not free from encroachments. The officers and officials functioning in land records and forest department do not try to reconcile the figures on single district and indicate the correct position. In this situation, forest department is unable to admit the squeezing of the forest area. Admitting the situation may put the department in a very embarrassing situation as it would be essential to lodge complaint against the persons responsible for such encroachments.

#### **Ground Water Depletion**

It has been observed that the ground water is very potential of the district less due to low rainfall resulting in to lesser recharge. In monsoon season there are some changes in the flood plain of seasonal rivers and along the foot hills of Aravalli ranges through runoff inputs from the hills. The average depth of the ground water table is approximately 25 m. It has also been observed that the rate of decrease of ground water table has increased recent years in view of installation of tube wells in large number and this process is continuing uninterrupted. Therefore, the average annual depletion in the ground water table is more than one meter in most of the areas. The ground water quality in the district is fresh to saline with sodic various parts of the district. Except of some pockets, quality of the ground Water has no adverse effect to the crops. The general analysis of ground water Qualities of the district reveals that about 75.69 percent of the areas of the district Possess fresh water, 14.50 percent marginally saline, 1.78 percent saline and 8.03 Percent sodic.

Out of total 1899 sq. kms of area only 2000 sq. hectares or 20 sq kms of the area irrigated through canal system. The canal system is available in 2.5 percent of the area remaining 1, 19,000 hectares area is irrigated by ground water resources.

Haryana state is known for bumper agriculture produce but present practices would deteriorate agriculture production. Awareness in cultivators is necessary for application of measures to save the environment is necessary. Measures and efforts must be made to solve the environmental problems and issues wisely.

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## पितृसत्ता विरोधी समकालीन हिंदी साहित्य

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स्त्री के प्रति व्यवस्था का रवैया निश्चित मानदंडों, आदर्शों के नियम व्यवहारों से संचालित होता रहा है जिससे स्त्री को तय कर दी गई भूमिका में निर्धारित आदर्श आचरण संहिता के अनुसार जीना है, जिसके निर्धारण का अधिकार शताब्दियों से पुरुषों ने अपने पास सुरक्षित रखा है। आज नारी स्वतंत्रता, नारी मुक्ति तथा स्त्री विमर्श जैसे शब्द साहित्य में महत्त्व को प्राप्त हो रहे हैं। स्त्री विमर्श को जोरदार तरीके से स्त्रीवादी आलोचकों ने उठाया जिसका विश्व व्यापी प्रभाव परिलक्षित हुआ। स्त्रीवाद साहित्यकार स्त्रियों के दमन के विरोधी रूपों का अध्ययन करता है और दमन से उन्हें मुक्त करने की दिशा में पहल करता है। नारी विमर्श समकालीन साहित्य का एक ज्वलन्त प्रश्न है जो देश की आधी जनसंख्या से सम्बन्धित है। देश ही यह आबादी कागजों पर भले ही पुरुषों के बराबर है लेकिन वास्तव में इसकी नागरिकता दोहरे दर्जे की है। आज मर्दावादी सोच के खिलाफ नारी विमर्श की जरूरत है। नारीवाद का स्वरूप सरल, इकहरा नहीं जटिल संरचना में है।<sup>11</sup> हमारी पारिवारिक संरचना इतनी चक्करदार है कि नारी "हाँ या ना" में प्रायः निर्णय ही नहीं ले पाती। स्त्रियों की वेदना ही स्त्री विमर्श की जन्मदात्री है। यह वेदना साहित्य में ही नहीं बल्कि पूरे समाज की स्त्रियों की वेदना है, जरूरत है समाज को बदलने की जो स्त्रियों की इस वेदना को समझ सके। यद्यपि साहित्य ने स्त्री विमर्श के माध्यम से स्त्री उत्थान काफी कठोर संघर्ष की माँग करता है फिर भी हिन्दी साहित्य अपनी कहानी, उपन्यास और आत्मकथा के माध्यम से स्त्री विमर्श को अंकन किया है जिन्हें पढ़कर स्त्रियों की वेदना को समझा जाए तथा समाज में स्त्रियों को पुरुषों के समान भागीदारी दी जाए।

आधुनिक काल के साहित्य में स्त्री चेतना और सर्जना के बीचोबीच खड़ी दिखाई देती है। पश्चिम के प्रभाव के कारण इस काल में नई चेतना का विकास हुआ। हिन्दी साहित्यकारों ने स्त्री पात्रों के प्रति पूरी संवेदना के साथ उनकी महानता का चित्रण किया है। औरत को लेकर पिछले 50 वर्षों में काफी काम हुआ है। मगर समाजशास्त्र की दृष्टि से स्त्री विमर्श हिन्दी साहित्य में बहुत बाद में बहस का मुद्दा बना।

डॉ. ओमप्रकाश शर्मा लिखते हैं— "सन् 1974 ई. में 'प्रगतिशील महिला संगठन' का गठन हुआ। इसके बाद महिला मुद्दों को अखबारों, पत्रिकाओं आदि में प्रमुख स्थान मिलने लगा। सन् 1977 ई. में 'मानुषी' पत्रिका का प्रकाशन आरम्भ हुआ जो नारीवादी आन्दोलन के लिए एक महत्वपूर्ण घटना है।"<sup>12</sup> हिन्दी पत्रकारिता में महिला विषयक सामग्री का विशेष प्रकाशन होने लगा है। वामा, गृहशोभा, सरिता, सबला, मनोरमा, समाज कल्याण आदि पत्रिकाएँ महिला विषयों को केन्द्र में रखकर आगे बढ़ी हैं। कहने को तो नारी 21वीं सदी में स्वतन्त्रता पूर्वक जीवन व्यतीत कर रही है महिलाएँ वे सब कार्य करने में सक्षम हैं जिन पर पुरुषों का एकाधिकार है परन्तु दहेज के लिए प्रताड़ित करना, बलात्कार, कन्या भ्रूण हत्या, आर्थिक स्वतन्त्रता न होने जैसी समस्याएँ ज्यों की त्यों हैं। महादेवी वर्मा नारी की सहभागिता के पक्ष में लिखती हैं कि— "हमें न किसी पर जय चाहिए, न किसी से पराजय, न किसी पर प्रभुत्व केवल अपना वही स्थान चाहिए जिनका पुरुष के निकट कोई उपभोग है परन्तु जिनके बिना हम समाज का उपयोगी अंग नहीं बन सकेंगी"।

वास्तव में साहित्य और समाज दोनों में ही स्त्री जीवन की समस्याओं को दर्शाया गया है। साहित्य में नारी की ममता तथा कर्तव्यनिष्ठा एवं समर्पण को विभिन्न रूपों में प्रदर्शित किया है। नारी को बार-बार अविश्वास की परीक्षा से गुजरना पड़ता है तभी 'अस्वीकार' की सीता की भाँति यह भी निर्णय लेना पड़ता है।

मैं तुम्हें पूर्णता से प्यार करती हूँ,  
राम कहकर नित्य जीती मरती हूँ।  
किन्तु अब सम्पूर्ण जाति के हित में,  
राम तुमको आज अस्वीकार करती हूँ।<sup>14</sup>

स्त्री सशक्तिकरण के जो प्रश्न समाज में प्रकट हो रहे हैं उससे स्त्रियों के जीवनयापन के ढंग भी बदल रहे हैं। आज साहित्य में भी महिला आंदोलन द्वारा उठाए गए मुद्दे प्रचुर मात्रा में उभर रहे हैं। राजी सेठ, ममता कालिया, एस. आर. हरनोट, जया जादवानी, नमिता सिंह, उज्ज्वल भट्टाचार्य, सुधा अरोड़ा, सुषमा बेदी, क्षमा शर्मा, मैत्रेयी पुष्पा, सूर्यबाला, प्रभा खेतान, चित्रा मुद्गल आदि ऐसे अनेक महिला एवं पुरुष कहानीकारों ने अपनी कहानियों में नारी को केन्द्र में रखकर उसके प्रति कलम चलाई है। राजी सेठ की 'यह कहानी नहीं' नामक कहानी संग्रह में 10 कहानियाँ हैं जिनसे पुरुष नारी के संबंधों को बारीकता के साथ नैतिक दार्शनिकता को दर्शाया गया है।

उज्ज्वल भट्टाचार्य ने अपनी 'परिवार' नामक कहानी में एक परिवार का चित्रण किया है, जिसमें पिता-माँ तथा बेटे के संबंधों से एक सच्चे परिवार का उल्लेख किया गया है।

एस. आर. हरनोट की कहानी 'दारोश' में पिता अपनी लड़की कानन पर किस प्रकार बंधन डालते हैं, इसका चित्रण किया गया है।

कमलेश्वर की एक कहानी पर शिवेन्द्र सिन्हा ने 'फिर भी' नामक फिल्म बनाई थी। इसमें अपने स्वर्गीय पिता से स्नेह से ग्रस्त नायिका न अपने प्रेमी को स्वीकार कर पाती है और न ही अपनी माँ, मित्र तथा प्रेमी को। सरोज वशिष्ठ के अनुसार, "इस संसार में कोई पुरुष सम्पूर्ण नहीं होता पूरा सुख उसे कभी नहीं मिलता, आधा सुख मिलता है, आधे की कल्पना करनी पड़ती है। अगर आज की नारी आधे सुख की कल्पना भी कर ले तो यह समाज उसकी विशिष्टता को खंडित नहीं कर सकता।" 5

श्योराज सिंह बेचैन की कहानी 'शोध प्रबन्ध' में लेखक ने अपने ऊपर हुए अत्याचार के विरुद्ध आवाज उठाने की प्रेरणा दी है। इस कहानी की नायिका रीना अपने ऊपर यौन शोषण करने वाले गाइड प्रो. सिंह के विरुद्ध खड़ी होती है। 6

राजीव सिंह की कहानी 'पल्लवी' अपनी इच्छा के अनुसार अपने जीवन साथी का चयन करना चाहती है। 6  
रामधारी सिंह दिनकर की 'चोर दरवाजा' कहानी की लड़की समाजसेविका के रूप में चित्रित की गई है। इनकी एक अन्य कहानी 'जहाँ जोत बरय दिन राती' कहानी की कुसुमा भी सेवा परायण तथा त्यागमयी नारी के रूप में चित्रित की हुई है और आदर्श पति परायण, सेवा परायण नारी की परोपकारिता का आदर्श प्रस्थापित करती है जैसे- लोग कहते हैं- 'लंगडू भंजत्री अब केवल अपनी पत्नी के लिए गाता है।' 7

स्त्री विमर्श साहित्य के रूप में देखें तो साहित्य मानव चेतना की अभिव्यक्ति करता है और उसमें रचनाकार का लिंगभेद प्रत्यक्ष या अप्रत्यक्ष रूप से अपना प्रभाव छोड़ जाता है। महिला साहित्यकारों से यह भी अपेक्षा रहती है कि वह दानवी शक्तियों का निर्मम विश्लेषण करें और रावणी साम्राज्य को ध्वस्त करने में अपनी सक्रिय भूमिका निभाए।

मैत्रेयी पुष्पा ने 'गोमा हँसती है' बारहवीं रात, छुटकारा कहानियों में सदियों से चले आ रहे पुरुष प्रधान सभा में स्त्रियों के विरुद्ध किए गए अन्याय के विरोध में केतकी तथा मुन्नी जैसी युवतियाँ खड़ी होती हैं। "एक स्तर पर यह विमर्श हिन्दी उपन्यासों में चित्रित स्त्री के जीवन पर केन्द्रित है, जो स्त्री की दशा में सुधार, स्त्री सबलीकरण, स्त्री मुक्ति तथा स्त्रीवाद के रूप में हैं वहीं दूसरी ओर महिला लेखन के संदर्भ में स्त्री अनुभव, स्त्री चेतना और स्त्री स्वतन्त्रता की माँग के रूप में सामने आता है।" 8

सुषमा बेदी ने 'पार्क' में विभक्त झाड़ू, संगीत पार्टी, सड़क की लय कहानी में यह बताया गया है कि हिन्दू समाज में पिता, पुत्री का एक कोमल रिश्ता होता है।

दूर्वा सहाय ने 'बारिश में' अकेले बोध, माँ ऐसी महत्वपूर्ण कहानियाँ लिखी है जिसमें माँ-पुत्री के सम्बन्धों को चित्रित किया है।

जया जादवानी का रचना संसार नारी को केंद्र में रखकर उसके इर्द गिर्द फैला हुआ है। एक ओर वह अपने पुराने संस्कारों में लिपटी हुई है तथा दूसरी ओर आधुनिकता को स्वीकार कर स्वच्छंदता पूर्ण जीवन जीने वाली नारी है।

**नमिता** सिंह की कहानी स्त्री जीवन सम्पूर्णता को स्पर्श करने वाली कहानी है। इन्होंने अपनी कहानियों में निम्न एवम मध्यम वर्गीय नारी को चित्रित किया है। निम्न वर्ग की नारी जहाँ एक ओर चार दीवारों के घर-परिवार के बन्धनों से मुक्त होती है तो दूसरी ओर ऋण बाल-विवाह, अनमेल विवाह से जूझना पड़ता है।

सुधा अरोड़ा की कहानी 'रहोगी तुम वहीं की' नारी उच्च शिक्षित होते हुए भी वह पुरुष सत्तात्मक व्यवस्था की गुलाम बनी हुई है पहले जमाने में स्त्रियों के यही काम थे उन्हें आज बच्चों का ट्यूशन खुद लेना, उनके भविष्य की ओर ध्यान देना आदि काम बढ़े हैं। जैसे -

अब मुझसे उम्मीद मत करो कि मैं थका मांदा लौटकर बच्चों को गणित पढ़ाने बैदूंगा एम् ए कि गोल्डमेडलिस्ट हो तुमसे अपने ही बच्चों को पढ़ाया नहीं जाता" ?9

समकालीन कथा लेखिका कृष्णा सोबती का एक महत्वपूर्ण स्थान है हिंदी कथा साहित्य में सबसे अधिक चर्चित और विवादित व्यक्तित्व यदि किसी का है तो वह है कृष्णा सोबती का कथा साहित्य में नारी के विविध अंतर्द्वंद्व, कुंठाओं, वर्जनाओं तथा पीड़ा की स्वाभाविक अभिव्यक्ति हुई है मित्रों मरजानी, डार से बिछुड़ी जिंदगीनामा आदि उपन्यासों में स्त्रियों के जीवन को ऐसे प्रस्तुत किया है जैसे वह परिस्थितियों से समझौता करती है। बाद में उसे भाग्य समझकर घुटने टेक देती है।

हिंदी साहित्य की अनेक स्त्री लेखिकाओं की आत्मकथाएं विगत वर्षों में प्रकाशित हो चुकी हैं। यद्यपि मध्यकाल की एक अनाम हिन्दू महिला की पुस्तक सीमांतनी उपदेश (संस्करण धर्मवीर भारती) को किसी स्त्री की पहली आत्मकथा माना गया है फिर भी पश्चिमी आधुनिक आत्मकथाओं को विशेषता से युक्त आत्मकथाओं में चन्द्र किरण सौनरिक्सा की पिंजरे की मैना, मन्नु भंडारी की एक कहानी यह भी प्रभा खेतान की अन्य से अनन्या, पद्म सचदेवा की बूँद बावड़ी, मैत्रेयी पुष्पा की कसतूरी कुंडल बसे, तथा गुड़िया भीतर गुड़िया, कुसुम अंचल आदि हैं।

कथा लेखिकाओं की इन आत्मकथाओं का महत्व न केवल आत्मकथा के साहित्यिक एवम सौंदर्य परक मानदंडों पर खरा उतरने की दृष्टि से है बल्कि इस बात में भी है कि ये आत्मकथाएं अपने समय के महत्वपूर्ण विमर्श को नया आयाम प्रदान करती हैं।

हिंदी के अति आरंभिक उपन्यासों का उद्भव स्त्री चेतना से ही हुआ है हिंदी में उपन्यास की रचना का श्रीगणेश स्त्री शिक्षा के लिए ही हुआ है 'देवरानी जेठानी की कहानी', वामा शिक्षक, भाग्यवती आदि उपन्यासों में स्त्री चेतना ही मूलाधार है।

समकालीन 1960 के दशक में उषा प्रियंवदा द्वारा लिखे गए उपन्यास रुकोगी नहीं राधिका के द्वारा नारी की नई पहचान को प्रस्तुत किया गए। उस दौर में इस उपन्यास की पात्र राधिका को समझने के लिए आम साहित्यकार को पाठक से अलग हटकर सोचना पड़ा लोगों ने समाज में किसी भी ऐसी नारी की कल्पना नहीं की जो स्वयं अपने लिए जीवन साथी की तलाश करे।

राजी सेठ का उपन्यास 'में तो जन्म ही में' भी उसकी नारी पात्र स्वयं को अचंभित मानती है कि उसे शादी करके अपना परिवार बसाना है यही उसके जीवन का उद्देश्य है।



मृदुला गर्ग ने भी अपने उपन्यास 'अनित्य' 'में उसकी नारी पात्र सामाजिक एवम राजनैतिक स्थितियों की चर्चा करती है।

मंजुल भगत की अनारो निम्न वर्ग की मेहनतकश महिला है जो अपने मानसम्मान के लिए कुछ भी करने को तैयार रहती है बल्कि वह अपने मूल्यों से समझौता करती हुई दिखाई नहीं देती

प्रभा खेतान की 'छिन्नमस्ता' की नायिका प्रिया विद्रोह तक कर देती है वह अपने लिए एक अलग राह चुनती है और अपने आपको आर्थिक रूप से स्वावलंबी परिवर्तन बनाकर समाज की महिलाओं के लिए प्रेरणास्रोत का कार्य करती है।

समकालीन स्त्री लेखन में मैत्रीय पुष्पा नासिरा शर्मा आदि ऐसे नाम हैं जो लेखन की दुनिया के साथ साथ व्यक्तिगत जीवन में भी परिवर्तन पैदा करती हुई दिखाई देती है। इस समय की रचनाकारों ने अपने उपन्यासों में ऐसे पात्रों को सामने रखा है जिनके द्वारा नारी मुक्ति की कल्पना करना भी सम्भव नहीं लगता।

मैत्रीय पुष्पा की 'अल्मा कबूतरी' कुछ इसी तरह की पात्रा है जो अपने जीवन में अपमान सहने के बाद भी समाज से टकराने का साहस करती है। उसकी जीवंतता के कारण नारी चेतना जागृत होती हुई तैयार दिखाई देती है। एक स्तर पर यह विमर्श हिंदी उपन्यासों में चित्रित स्त्री के जीवन पर केंद्रित है वहीं दूसरी ओर स्त्री अनुभव स्त्री चेतना और स्त्री स्वतंत्रता की मांग के रूप में सामने आता है।

साहित्य स्त्री विमर्श के माध्यम से संदेश दे रहा है— "मनु के समाज की बर्बरता सहना मुझको स्वीकार नहीं, मैं करुणा की अवतार नहीं।" 10

नारी का मन ही क्यों जग की सारी ममता को आश्रय दें,

निर्दयी पुरुषों की दुनिया में मैं इतनी आज उदार नहीं।

समय परिवर्तन के साथ नारी के व्यक्तित्व के आयाम बदलते जा रहे हैं स्त्री अपने अस्तित्व और अधिकार को हासिल करने के लिए विद्रोही का स्वरूप धारण कर चुकी है। वह पुरुष की दासी बनने को इकार कर देती है वह अपने व्यक्तित्व के प्रति सजग हो चुकी है। फलतः आज नारी ने पुरातनता का रास्ता छोड़ दिया है तथा स्वस्तित्व के लिए पुरुष की सहभागिनी बनने का अधिकार मांगने लगी है। इस प्रकार समकालीन साहित्यकारों ने नारी जीवन के अभिशिष्ट और आक्रोश भरे चित्र अपनी रचनाओं में उकेरे हैं। इनके अनुभव और विचार एक साथ इनकी रचनाओं में देखने को मिलते हैं। इनकी रचनाओं में नारी एक पात्र ही नहीं बल्कि समाज के सवाल से टकराता हुआ एक मुख्य बिंदु भी है।

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आगरा मण्डल के मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों की  
समायोजन एवं व्यक्तित्व का तुलनात्मक अध्ययन



सोनू कुमार जाना  
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## प्रस्तावना:

मूक-बधिर छात्रों की समायोजन की प्रक्रिया परिवार से शुरू होती है, और यह जीवन पर्यन्त चलती है। क्योंकि मूक-बधिर छात्र के लिये यह सम्भव नहीं है कि सभी जगहों पर परिस्थिति एवं वातावरण एक समान हो अतः मूक-बधिर छात्रों को परिस्थिति एवं वातावरण के अनुसार समायोजन करना पड़ता है। यह सामान्यतः माना जाता है कि जो परिस्थिति एवं वातावरण में पूर्ण रूप से समायोजित हो जाता है, उसका व्यक्तित्व पूर्ण रूप से विकसित हो जाता है। मानव की अनेक इच्छाएँ एवं आवश्यकताएँ होती हैं, मानव इन आवश्यकताओं एवं इच्छाओं की पूर्ति करने का प्रयास करता है। मानव आवश्यकताओं एवं इच्छाओं की पूर्ति करने के लिये परिस्थिति एवं वातावरण के मध्य अपने को सन्तुलित करने का प्रयास करता है, मानव द्वारा सन्तुलित करने की दिशा को ही समायोजन कहते हैं। व्यक्ति का व्यक्तित्व उसके शिक्षा, मानसिक स्थिति एवं शारीरिक स्थिति से प्रभावित होता है। उसकी अतृप्त इच्छायें उसके चेतन पर दबाव डालती हैं तथा उसे विनाशकारी कार्यों की तरफ ले जाती हैं। जिसके प्रभावस्वरूप उसमें घृणित कार्य की प्रवृत्ति का विकास होता जा रहा है। अतः व्यक्तित्व का अध्ययन करना आवश्यक है। व्यक्ति के व्यवहार को निर्धारित करने तथा उसे स्थायी रूप देने में जो तत्व काम आते हैं, उन सभी का योग तथा परिणाम व्यक्ति की समग्र छवि के विषय में एक धारणा प्रस्तुत करता है। यही धारणा व्यक्तित्व कहलाती है। व्यक्ति अच्छा है या बुरा, उत्तम व्यवहार वाला है या सामान्य, प्रभावशाली है या विषमभावी, ये सारे तत्व व्यक्ति के अमूर्त रूप को प्रस्तुत करते हैं।

## अध्ययन के उद्देश्य:

- आगरा मण्डल के मूक-बधिर विद्यार्थियों के समायोजन का अध्ययन करना।
- आगरा मण्डल के मूक-बधिर विद्यार्थियों के व्यक्तित्व का अध्ययन करना।
- आगरा मण्डल के सामान्य विद्यार्थियों के समायोजन का अध्ययन करना।
- आगरा मण्डल के सामान्य विद्यार्थियों के व्यक्तित्व का अध्ययन करना।
- आगरा मण्डल के मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के समायोजन एवं व्यक्तित्व का तुलनात्मक अध्ययन करना।

## परिकल्पना

- मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के समायोजन में कोई सार्थक अन्तर नहीं है।
- मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के व्यक्तित्व में कोई सार्थक अन्तर नहीं है।

## न्यादर्श

यह अध्ययन सामान्य एवं मूक-बधिर छात्र तथा छात्राओं द्वारा संकलन किया गया है, मूक-बधिर विद्यार्थी "साकेत राजकीय मूक-बधिर विद्यालय, विजय नगर, आगरा", "कल्याण करोति, मसानी, मथुरा", "सर्व शिक्षा अभियान (समेकित शिक्षा), एक्सीलेंटेड लर्निंग कैम्प, जनपद मथुरा, नवादा, मथुरा", "आशा स्कूल छावनी क्षेत्र, मथुरा" एवं "वैशिष्ट्यम विद्यालय, वात्सल्य ग्राम, वृन्दावन" संस्थान से लिये गये हैं, तथा सामान्य विद्यार्थी "स्वामी विवेकानन्द, जनकपुरी, मथुरा" एवं "किशोरी रमण इण्टर कॉलेज, मथुरा" से लिये गये हैं।

## उपकरण

**समायोजन परीक्षण:** शोध कार्य हेतु ए.के.पी. सिन्हा एवं आर. पी. सिंह के द्वारा निर्मित 'समायोजन परिसूची'; |करने जउमदज प्दअमदजवतलद्ध का प्रयोग किया जायेगा।

**व्यक्तित्व परीक्षण:** शोध कार्य हेतु डॉ० महेश भार्गव के द्वारा निर्मित 'व्यक्तित्व आयाम परिसूची' ;क्पउमदेपवदंस च्मतेवदंसपजल प्दअमदजवतलद्ध का प्रयोग किया जायेगा।

**शोध प्रविधि:** शोधार्थी ने आगरा मण्डल के विभिन्न मूक-बधिर विद्यार्थियों के विद्यालयों एवं सामान्य विद्यार्थियों के विद्यालयों से आँकड़े संग्रहित करके उनका तुलनात्मक अध्ययन किया

**सांख्यिकी विधि:** शोधकर्ता ने शोध कार्य हेतु निम्न सांख्यिकीय विधियों का प्रयोग किया गया मध्यमान, मानक विचलन, 'टी' परीक्षण परिणाम:

तालिका-1

कुल समायोजन की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	29.43	8.02	10.05	0.05 में सार्थकता = 1.96	निरस्त

सामान्य विद्यार्थी	100	18.17			0.01 में सार्थकता = 2.59	
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**व्याख्या:** तालिका सं. 1 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 29-43 है, तथा सामान्य विद्यार्थियों का औसतमान 18-17 है। 0-05 तथा 0-01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी के समायोजन में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की समायोजन में पर्याप्त अन्तर है।

तालिका-1.1  
संवेगात्मक की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	11.06	3.97	10.65	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	5.2			0.01 में सार्थकता = 2.59	

**व्याख्या:** तालिका सं. 1.1 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 11.06 है, तथा सामान्य विद्यार्थियों का औसतमान 5.2 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी के (समायोजन) संवेगात्मक में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों मध्यमानों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की संवेगात्मक में पर्याप्त अन्तर है।

तालिका-1.2  
सामाजिक की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	9.05	2.61	3.30	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	7.86			0.01 में सार्थकता = 2.59	

**व्याख्या:** तालिका सं. 1.2 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 9.05 तथा सामान्य विद्यार्थियों का औसतमान 7.86 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी के (समायोजन) सामाजिक में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों मध्यमानों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की सामाजिक में पर्याप्त अन्तर है।

तालिका-1.3  
शैक्षिक की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	9.71	3.31	9.19	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	5.48			0.01 में सार्थकता = 2.59	

**व्याख्या:** तालिका सं. 1.3 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 9.71 तथा सामान्य विद्यार्थियों का औसतमान 5.48 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी के (समायोजन) शैक्षिक में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों मध्यमानों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की शैक्षिक में पर्याप्त अन्तर है।

तालिका-2.1  
सक्रियता-निष्क्रियता भाीलगुण की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	13.77	2.95	1.31	0.05 में सार्थकता = 1.96	स्वीकृत
सामान्य विद्यार्थी	100	13.23			0.01 में सार्थकता = 2.59	

**व्याख्या:**—तालिका सं. 2.1 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 13.77 तथा सामान्य विद्यार्थियों का औसतमान 13.23 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान कम है। दोनों मध्यमानों के बीच का अवलोकित अन्तर नहीं है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी की (व्यक्तित्व) सक्रियता-निष्क्रियता में कोई सार्थक अन्तर नहीं है", को स्वीकार किया जाता है अर्थात् दोनों मध्यमानों के मध्य अन्तर नहीं है, स्वीकार की जाती है, अतः दोनों समूहों की सक्रियता-निष्क्रियता शीलगुण में पर्याप्त अन्तर है।

## तालिका-2.2

## उत्साही-निरुत्साही भीलगुण की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	13.04	3.72	1.00	0.05 में सार्थकता = 1.96	स्वीकृत
सामान्य विद्यार्थी	100	12.52			0.01 में सार्थकता = 2.59	

**व्याख्या:**-तालिका सं. 2.2 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 13.04 तथा सामान्य विद्यार्थियों का औसतमान 12.52 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान कम है। दोनों मध्यमानों के बीच अवलोकित अन्तर नहीं है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी की (व्यक्तित्व) उत्साही-निरुत्साही शीलगुण में कोई सार्थक अन्तर नहीं है", को स्वीकार किया जाता है अर्थात् दोनों मध्यमानों के मध्य अन्तर नहीं है, स्वीकार की जाती है, अतः दोनों समूहों की उत्साही-निरुत्साही शीलगुण में पर्याप्त अन्तर है।

## तालिका-2.3

## हठधर्मी-विनम्र शीलगुण की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	13.03	3.17	7.5	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	9.73			0.01 में सार्थकता = 2.59	

**व्याख्या:** तालिका सं. 2.3 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 13.03 तथा सामान्य विद्यार्थियों का औसतमान 9.73 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित सार्थक अन्तर है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी की (व्यक्तित्व) हठधर्मी-विनम्र शीलगुणों में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों मध्यमानों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की हठधर्मी-विनम्र शीलगुण में पर्याप्त अन्तर है।

## तालिका-2.4

## सन्देही वि"वसनीय भीलगुण की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	12.00	4.08	7.26	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	7.86			0.01 में सार्थकता = 2.59	

**व्याख्या:** तालिका सं. 2.4 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 12.00 तथा सामान्य विद्यार्थियों का औसतमान 7.86 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी की (व्यक्तित्व) सन्देही-विश्वसनीय शीलगुण में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की सन्देही विश्वसनीय में पर्याप्त अन्तर है।

## तालिका-2-5

## अवसादी-अनावसादी शीलगुण की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
मूक-बधिर विद्यार्थी	100	11.54	4.10	6.14	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	8.04			0.01 में सार्थकता = 2.59	

**व्याख्या:** तालिका सं. 2.5 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 11.54 तथा सामान्य विद्यार्थियों का औसतमान 8.04 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी की (व्यक्तित्व) अवसादी-अनावसादी शीलगुण में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की सन्देही-विश्वसनीयता में पर्याप्त अन्तर है।

## तालिका-2.6

## संवेगिक अस्थिरता-संवेगिक स्थिरता शीलगुण की 'टी' मूल्य तालिका

समूह	N	M	S.D	T	सार्थकता स्तर	परिणाम
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मूक-बधिर विद्यार्थी	100	12.37	3.97	6.27	0.05 में सार्थकता = 1.96	निरस्त
सामान्य विद्यार्थी	100	8.92			0.01 में सार्थकता = 2.59	

**व्याख्या:**-तालिका सं. 2.6 को देखने से ज्ञात होता है कि मूक-बधिर विद्यार्थियों का औसतमान 12.37 तथा सामान्य विद्यार्थियों का औसतमान 8.92 है। 0.05 तथा 0.01 सार्थकता स्तरों पर तालिका मान से 'टी' का परिगणित मान अधिक है। दोनों मध्यमानों के बीच का अवलोकित अन्तर सार्थक है।

अतः शून्य परिकल्पना कि "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थी की (व्यक्तित्व) सांवेगिक-अस्थिरता-सांवेगिक स्थिरता शीलगुण में कोई सार्थक अन्तर नहीं है", को निरस्त किया जाता है अर्थात् दोनों के मध्य अन्तर है, स्वीकार की जाती है, अतः दोनों समूहों की सांवेगिक अस्थिरता-सांवेगिक स्थिरता में पर्याप्त अन्तर है।

#### निष्कर्ष

- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के समायोजन में सार्थक अन्तर है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (समायोजन) संवेगात्मक में सार्थक अन्तर है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (समायोजन) सामाजिक में सार्थक अन्तर है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (समायोजन) शैक्षिक में सार्थक अन्तर है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (व्यक्तित्व आयाम) सक्रियता- निष्क्रियता शीलगुण में सार्थक अन्तर नहीं है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (व्यक्तित्व आयाम) उत्साही- निरुत्साही शीलगुण में सार्थक अन्तर नहीं है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (व्यक्तित्व आयाम) हठधर्मी-विनम्र शीलगुण में सार्थक अन्तर है।"
- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (व्यक्तित्व आयाम) सन्देही- विश्वसनीय शीलगुण में सार्थक अन्तर है।"
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- "मूक-बधिर विद्यार्थियों एवं सामान्य विद्यार्थियों के (व्यक्तित्व आयाम) सांवेगिक अस्थिरता-सांवेगिक स्थिरता शीलगुण में सार्थक अन्तर है।"

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## भारत का विभाजन (1947): एक दुःखद परिस्थिति



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### सारांश

भारत का विभाजन 1947 में हुआ। देश का विभाजन भारत के इतिहास में एक दुःखद घटना थी। देश की जनता को हिंदू व मुस्लिमानों में बांट दिया गया। मुस्लिमानों को जेहाद के लिए निशाना बनाया गया। भारत भूखंड के दो टुकड़े कर दिए गए। भारत विभाजन को भारतीय इतिहासकार एक अपूरणीय क्षति मानते हैं। उनके अनुसार भारत विभाजन अंग्रेजों की 'फूट डालो राज करो' की नीति कुछ इतिहासकार मुस्लिम लीग का साम्प्रदायिक व पृथक्ता की नीति तथा कुछ कांग्रेस की स्पष्ट व दूरदर्शितापूर्ण नीति का न होना को जिम्मेदार मानते हैं। यद्यपि विभाजन के लिए जिन्ना एवं उनके कार्यक्रम सर्वाधिक जिम्मेदार थे। कारण चाहे जो रहे हों लेकिन भारत विभाजन को गया। एक राष्ट्र हिन्दुस्तान व दूसरा राष्ट्र पाकिस्तान बन गया। इस शोध पत्र में भारत विभाजन 1947 एक दुःखद परिस्थितियों की अन्वेषणा पर विचार करेंगे।

### Introduction

**निताली किरण कुमार (2013)** भारत का विभाजन: बंगाली शरणार्थी महिलाओं के द्वारा में उद्देश्य है कि देश विभाजन दोनों देशों के आदमी, औरतों व बच्चों के लिए दुःखद विषय था जिसका खामयाजा सभी ने भुगता है। महिलाओं पर अत्याचार किए गए। बच्चों को जिन्दा जलाया गया। घर, खेत खलिहान सब जलाए गए। भयानक नर संहार हुआ। भारत विभाजन विश्व इतिहास का बहुत बड़ा उदाहरण है।

**चौपड़ा प्रभा (2014)** भारत विभाजन का उद्देश्य सरदार पटेल ने भारत विभाजन का एक अनिष्टकर अनिवार्यता के रूप में समर्थन किया। 11 अगस्त 1947 के भाषण में उन्होंने अनेक समस्याओं को वर्णित करते हुए स्वीकारते हैं कि भारत विभाजन कांग्रेस ने किया।

**चौपड़ा प्रभा व चौपड़ा पीएन (2015)** मुस्लिमान और शरणार्थी में इसी तरह का प्रकाश डालते हैं। सरदार पटेल द्वारा लिखे गए अनेक पत्रों में वर्णित किया गया है। भारत विभाजन मुस्लिमान व शरणार्थियों की समस्याओं को वर्णित करते हैं।

**सरकार सुमित (2015)** का आधुनिक भारत 1885-1947 में उद्देश्य है कि 1947 स्वतन्त्रता और देश का विभाजन अपनी पुरानी पीढ़ियों की जड़ों से उखड़कर शरणार्थियों के रेले में जा रहे थे। सब उस मार्ग पर थे जो नरसंहार की ओर जाता है।

**अहीर राजीव (2016)** आधुनिक भारत का इतिहास का उद्देश्य भारत विभाजन की सभी शक्तियों को सभी स्थितियों को वर्णित करता है।

**शुक्ल रामलखन (2016)** का आधुनिक भारत का इतिहास 1761-1947 में उद्देश्य है कि देश विभाजन व स्वतन्त्रता प्राप्ति पर देश को अनेक लोगों ने विभाजित किया है। यह किसी की एक नीति या एक शक्ति का कारण नहीं था।

### अध्ययन के उद्देश्य

- भारत विभाजन की परिस्थितियों का विश्लेषण करना।
- बहुसंख्यक क्षेत्र पंजाब की स्थिति को बतलाना।

**आंकड़े संचय पद्धति:** इसमें प्राथमिक स्रोत व द्वितीयक स्रोतों का प्रयोग हुआ है। 1936ई से 1947ई तक के काल का अध्ययन करूंगी।

**नमूना प्रारूप :** शोध क्षेत्र को देखते हुए मैंने सहूलियत प्रतिचयन व नियतांश प्रतिचयन का प्रयोग किया है।

**आंकड़े विश्लेषण:** ऐतिहासिक अनुसंधान का प्रयोग किया है।

**विवरण:** भारत विभाजन में पंजाब व बंगाल की भूमिका अहम रही है। यही क्षेत्र उस समय सिर व पैर थे। इन्हीं क्षेत्रों को बांटकर पाकिस्तान को बनाया गया था। पंजाब व बंगाल के बिना पाकिस्तान बनाना असंभव था। 1936ई में जिन्ना ने पंजाब में युनियनिस्ट पार्टी के नेता फजलै हुसैन से भी पाकिस्तान बनाने के लिए पें"क" की थी। लेकिन फजलै हुसैन ने मुस्लिम लीग में मिलने से व पाकिस्तान की मांग मांगने से इन्कार कर दिया। जिन्ना फिर कमजोर पड़ गया। यूँ तो जिन्ना के मनसूबे तेज रहे और 23 मार्च 1943ई को पाकिस्तान दिवस भी मनाया गया।

**पंजाब की स्थिति:** युनियनिस्ट पार्टी चौधरी छोटूराम व फजलै हुसैन ने मिलकर 1920 में बनाई थी। यह किसानों की पार्टी थी वह किसान चाहे हिंदू, मुस्लिम, सिक्ख व इसाई किसी भी धर्म का क्यों न हो। 9 जुलाई 1936 को फजलै हुसैन इस संसार

से विदा हो गए। छोटूराम ने कहा "जब मैं जिन्ना के पाकिस्तान के मनसूबे को ढहा रहा था तब मेरा दायां हाथ टूट गया।" सन् 1937ई में पंजाब विधान सभा के चुनाव में युनियनिस्ट पार्टी को 101 सीटें, कांग्रेस को 20 सीटें और मुस्लिम लीग को कुल 2 सीटें ही मिली। सिकन्दर हयात खान मुख्यमंत्री रखे गए। 1920 से 1945 तक पंजाब युनियनिस्ट पार्टी का दबदबा रहो।

#### सिकन्दर जिन्ना पैकट

सन् 1937ई में जिन्ना ने अपने पाकिस्तान के मनसूबे व गिरते हुए प्रभाव को उभारने के लिए मुस्लिम लीग की कांफ्रेंस सिकन्दर हयात खान ने पंजाब का मुख्यमंत्री होते हुए की। अनुमान है कि सिकन्दर हयात खान को भी पाकिस्तान के प्रधानमंत्री पद का प्रलोभन दिया। इस अधिवे"ान में सिकन्दर हयात खान व मोहम्मद अली जिन्ना में एक समझौता हुआ जो "सिकन्दर-जिन्ना पैकट" के नाम से प्रसिद्ध है। सिकन्दर हयात खान ने घोषणा की कि पंजाब युनियनिस्ट पार्टी के मुस्लिमान मुस्लिम लीग पार्टी की सदस्यता ग्रहण कर लेंगे किंतु यह संकेत भी दिया कि मंत्रीमंडल युनियनिस्ट पार्टी का ही कहलाएगा। यह केवल घोषणा थी, लिखित समझौता नहीं था। जिन्ना ने दे"ा के मुस्लिमानों को आदे"ा दिया था कि 22 दिसंबर 1939 का दिन 'मुक्ति दिवस' के रूप में मनाया जाए। जनवरी 1940ई ही जिन्ना के भाषणों में नया उत्साह दिखाई पड़ने लगा था। मार्च 1940 में तो जिन्ना ने घोषणा कर दी थी कि जब तक सब दल सहमत नहीं होंगे कोई संवैधानिक योजना भारत में लागू नहीं होनी चाहिए। राम लखन शुक्ल आधुनिक भारत का इतिहास 1761-1947, पृष्ठ 887-888

#### पाकिस्तान प्रस्ताव

पाकिस्तान शब्द का सर्वप्रथम प्रयोग 1933 में रहमत अली व कुछ मुस्लिमान विद्यार्थियों ने किया था। यह शब्द फारसी से लिया गया है इसका अर्थ है पाक लोगों का दे"ा। 23 मार्च 1940 ई में मुस्लिम लीग के वार्षिक लाहौर अधिवे"ान में अलग राज्य का प्रस्ताव रखा गया था। इस प्रस्ताव का प्रारूप सर सिकन्दर हयात खान, खलीकउज्जमा, फजल-उल-हक ने तैयार किया था। लेकिन लाहौर प्रस्ताव में पाकिस्तान शब्द का उल्लेख नहीं किया गया था। मुस्लिम लीग के अलावा और जितने मुस्लिम समुदाय थे, सभी ने इस प्रस्ताव का विरोध किया था।

राजनैतिक तौर पर जागृत मुसलमानों ने 'लाल कुरती' संगठन की स्थापना की। अब्दुल गफ्फर खान ने इस संगठन को 'खुदाई खिदमतगार' का नाम दिया था। इस संगठन के लोगों ने 'दो राष्ट्रों' के सिद्धान्त का खुलकर विरोध किया था। एक अन्य भारतीय मुसलमानों का संगठन था 'ऑल इंडिया मोमिन कॉन्फ्रेंस' इन्होंने भी मुस्लिम लीग का विरोध किया। रामलखन शुक्ल आधुनिक भारत का इतिहास 1761-1947, पृष्ठ 888, 890

#### राजगोपालाचारी फार्मूला 1944

मुस्लिम लीग व कांग्रेस में सहयोग बढ़ाने के लिए राजगोपालाचारी ने 90 जुलाई 948 को यह फार्मूला प्रस्तुत किया। उसकी विशेषताएं थी-

1. मुस्लिम लीग, भारतीय स्वतंत्रता की मांग का समर्थन करे।
2. प्रांत में अस्थायी सरकारों की स्थापना के कार्य में मुस्लिम लीग कांग्रेस की सहायता करे।
3. एक कमी"ान उत्तर पूर्वी तथा उत्तर प"िचमी राज्यों में निर्धारित करे, जो मुस्लिमान स्पष्ट बहुमत में हैं। जनमत सर्वक्षण आधार पर पूछा जाए कि वे भारत में रहना चाहते हैं या नहीं।
4. दे"ा क विभाजन की स्थिति में आव"यक विषयों (वाणिज्य संचार, आवागमन प्रतिरक्षा इत्यादि के संबंध में) पर संयुक्त समझौता हो जाये।

यह फार्मूला अप्रत्यक्ष रूप से अलग पाकिस्तान की अवधारणा का प्रस्ताव था। गांधी ने इस फार्मूले का समर्थन किया लेकिन हिन्दू नेता वीर सावरकर व छोटूराम ने गांधी को पत्र लिखकर इसकी तीव्र आलोचना की। छोटूराम ने अपने पत्र में साफ शब्दों में कह दिया था- पाकिस्तान छोटूराम की कन्न पर बन सकता है। जिन्दा छोटूराम पाकिस्तान नहीं बनने देगा। पंजाब व क"मीर से जिन्ना को खदेड़ा जा चुका है। इस फार्मूले ने जिन्ना के हौंसले को बढ़ा दिया गया है। यह फार्मूला एक भूल है। कांग्रेस की कमजोर नीति जिन्ना को बलवान बना रही है। मैं जिन्ना को पंजाब में घुसने नहीं दूंगा। अन्ततः 9 जनवरी 1945 ई को दिन के 10 बजे पंजाब के महानायक चौधरी छोटूराम को दिल का दौरा पड़ने से मृत्यु हो गई। अब जिन्ना के रास्ते का कांटा निकल गया। पाकिस्तान तो बना लेकिन छोटूराम की कन्न पर ही बना- राजीव अहीर, आधुनिक भारत का इतिहास सं"ोधित संस्करण (2016) पृष्ठ 376, हरिचन्द्र हुड्डा, चौ छोटूराम प्रथक संस्करण।

#### क्या भारत विभाजन अनिवार्य था

भारत विभाजन के लिए मोहम्मद अली जिन्ना की धारणा जिम्मेदार है। 23 मार्च 1940 से पहले 1933 में रहमत अली ने लंदन में एक पुस्तक 'नाऊ ऑर नेवर' (अभी या कभी नहीं) प्रकाशित की। जिसमें हिन्दुस्तान में तीन मुस्लिम राज्यों की स्थापना की बात कही गई। पाकिस्तान- पंजाब, अफगानिस्तान, क"मीर, सिंध व बलूचिस्तान।

बंग-ए-इस्लाम- बंगाल व आसाम को इसमें शामिल करने की बात कही गई।

उस्मानिस्तान, हैदराबाद रियासत को बनाया जाए। 1946 में 'मीनिंग ऑफ पाकिस्तान' नाम पुस्तक में फिर यही बात कही गई। 20 फरवरी 1947 को ब्रिटेन के प्रधानमंत्री एटली ने हाउस ऑफ कॉमंस को भारत संबंधी नीति के बारे में बयान किया। एटली ने घोषणा की कि ब्रिटि"ा सरकार जून 1943 ई के अंदर भारत की सत्ता जिम्मेदार भारतीयों के हाथों में सौंपना चाहती है। कंजर्वेटिव दल ने इसकी आलोचन की लेकिन अन्ततः यह नीति स्वीकृत हो गई।

24 मार्च 1947 को माउंटबेटन ने भारतीय गवर्नर जनरल का भार संभाला। अनेक राजनीतिक दलों व नेताओं से बातचीत की। नेहरू व पटेल माउंट से कई बार मिले। 31 मार्च 1947 को गांधी ने अपनी पहली मुलाकात में माउंट को सुझाव दिया कि अंतरिम सरकार पूर्ण रूप से लीग के नेता जिन्ना को सौंप दी जाए। लेकिन यह बात कांग्रेस ने स्वीकार नहीं की। 6 अप्रैल 1947 को जिन्ना ने भी माउंट से मिलकर गांधी की बात का विरोध किया। बीकानेर व भोपाल की भारतीय रियासतों के राजाओं से भी बात की गई। अन्त में बेटन इस निष्कर्ष पर पहुंचे कि भारतीय समस्या का समाधान दे"ा का विभाजन व पाकिस्तान की स्थापना है। पटेल व नेहरू दोनों ने अन्त में दे"ा के विभाजन का फैसला स्वीकार कर लिया।

गांधी ने शुरु में तो कांग्रेस का विरोध किया। लेकिन माउंटबेटन से दुबारा मिलने पर व दे"ा के हालात देखकर बंटवारा संभव लगने लगा। अतः वे भी विभाजन के पक्षधर बन गए। अन्ततः माउंटबेटन लंदन गए और ब्रिटि"ा सरकार को दे"ा विभाजन की योजना पें"ा की। 31 मई 1947 को वापस आए। ब्रिटि"ा सरकार ने 3 जून 1994 को भारत विभाजन की योजना प्रकाशित कर दी। जन साधारण ने इसे 'मन बाटन' योजना का नाम भी दिया।

4 जुलाई 1947 को ब्रिटिश संसद में स्वाधीनता विधेयक पेश किया गया। 15 जुलाई को हाउस ऑफ कॉमंस व 16 जुलाई को 'हाउस ऑफ लार्ड्स' द्वारा पास कर दिया गया। 18 जुलाई 1947 को ब्रिटिश सम्राट के उस पर हस्ताक्षर हो गए। इसके अनुसार 15 अगस्त 1947 को भारत को दो डोमिनियनों— भारत व पाकिस्तान में बांट दिया गया। 14 अगस्त 1947 को पाकिस्तान की स्थापना हुई। मुहम्मद अली जिन्ना उसके गवर्नर जनरल और लियाकत अली प्रधानमंत्री बने। 15 अगस्त 1947 को भारत आधी रात में आजाद हुआ। इसी संविधान सभा में जार्ज बेटन स्वतंत्र भारत के गवर्नर जनरल और जवाहरलाल नेहरू प्रधानमंत्री बने। रामलखन शुक्ल आधुनिक भारत का इतिहास 1761–1947 द्वितीय संशोधन (2016) पृष्ठ 891, 904, 906

### निष्कर्ष

निष्कर्ष तौर पर हम कह सकते हैं कि भारत का विभाजन एक दुःखद घटना रही है। लेकिन भारत को अनेक रियासतों व अन्य कई टुकड़ों में बांटने से अच्छा था कि इसके दो ही टुकड़े होना। भूखंड चीरने की घटना बड़ी दयनीय व मार्मिक थी। इस विभाजन पर 10 लाख औरतें, आदमी व बच्चे मारे गए। जगह-2 साम्प्रदायिक झगड़े हुए उसमें ठीक से अनुमान भी नहीं कि कितना नर संहार हुआ। जिन्ना ने मुसलमानों को साम्प्रदायिकता के नाम पर भड़काया और रौब से पाकिस्तान ले गया। भारत भूखंड हिन्दूस्तान व पाकिस्तान के रूप में अगस्त 1947 में बंट गया और सभी राजनीतिक दल सहमत होने के अलावा कुछ नहीं कर सके। 1947 का दर्द इतिहासकारों के अनुसार किसी प्रसव पीड़ा से कम नहीं था।

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## Realpolitik and Learning in India–Pakistan Rivalry



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### Introduction

The India–Pakistan rivalry has been punctuated by recurring militarized crises, four of which have resulted in wars.<sup>1</sup> The enormous costs of this dysfunctional relationship have been obvious since the blood-letting that accompanied partition; today there is the added risk of a nuclear catastrophe. Why cannot the two sides learn to manage their disputes without the risk of war? Will they ever be able to transform their relationship from a competition to achieve relative gains to obtain the absolute gains of peace? Learning, whether functional or dysfunctional, lies at the heart of the answers to these questions. This chapter examines what the parties have learned and have failed to learn over the course of the rivalry. Then it concludes with some thoughts on the requirements for building a more peaceful relationship.

The evidence indicates that, insofar as the peaceful management of disputes and progress toward the termination of the rivalry are concerned, the lessons drawn by both sides have been largely dysfunctional. Experiential learning that has occurred during the course of the rivalry most often has reinforced behavior that has encouraged the recurrence of crises and wars. Vicarious learning from the Soviet–American rivalry regarding the avoidance of nuclear war may prove to be an exception. At first glance, the Kargil crisis and war of 1999, and the border crisis of 2001–02, suggest otherwise. That the crises occurred at all, as well as the bellicose rhetoric that accompanied them, raises serious doubts about the prospects for peace and stability on the subcontinent. But the Kargil hostilities were kept limited, and the border tensions of 2001–02 were defused without hostilities. Two years later, the two sides had entered into bilateral talks on a wide range of issues, including nuclear confidence-building measures and Kashmir. Is it possible that, like the subjects in repeated plays of Prisoner's Dilemma Games, the parties finally have begun, albeit with the help of third party pressure and the threat of nuclear war, to learn the benefits of cooperation? Or are we observing simply another of the diplomatic interludes that have been interspersed among the recurring crises and wars?

According to proponents of prospect theory, individuals accept greater risks to avoid losses than to achieve gains. Most of the Pakistani opportunities noted above were coupled with perceived risks of loss in the ongoing struggle over Kashmir's future. In 1947, Pakistan faced the risk that the Hindu maharaja of Kashmir would accede to India; the Rann of Kutch and 1965 Kashmir crises came after an Indian declaration of Presidential Rule over Indian-occupied Kashmir; the Kargil incursion came at a time when India appeared to be gaining control over the insurgency movement in Kashmir. India's military actions have been responses either to perceived threats to its control of Kashmir, as in the 1947, 1965, 1990, and 1999 crises, or to threats to India proper. East Pakistan's war of secession in 1971, which led to the Bangladesh crisis and war, offered India a strategic opportunity to dismember Pakistan. But India's decision to enter the conflict militarily was also encouraged by threats to its own economic and social stability, which were generated by the more than 8 million refugees who fled into India to escape the civil war. India's Brasstacks exercise in 1987 was in response to Pakistan's assistance to insurgents in Punjab, and its show of force in the 2001–02 border crisis followed an attack on the Indian Parliament by Pakistani terrorists.

Among the factors that have influenced how the two rivals have responded to opportunities and threats of losses are: changes in capabilities, including the acquisition of nuclear capabilities; changes in government; domestic pressures; relationships with other states, most notably the United States, Soviet Union, and China; and changes in the international environment. These factors are discussed at length in other chapters, so I will not rehearse them here.<sup>4</sup> No less important, however, are each party's perceptions

of the other, particularly perceptions of the other's intentions and capabilities, and of the most effective means of dealing with the other. Learning plays an important role in forming these perceptions.

### **Learning in rivalries**

Learning as it is used in this chapter refers to changes in beliefs derived from observation and interpretation of experience, either through direct experience, or vicariously through observation of the behavior of others. The beliefs of interest are those relating to the attributes of the rival state, particularly its intentions and capabilities, and what constitute the most effective means of interacting with that state. What is learned may or may not be accurate or effective. The lessons that policymakers draw from experience may be dysfunctional insofar as the management of the rivalry, or the fulfillment of state interests is concerned.

There has been causal learning. Most of it, driven by realpolitik beliefs, has been dysfunctional, as both sides have associated the prospects for success with the demonstration of resolve, as opposed to a search for common ground. Pakistan's military success in the Rann of Kutch hostilities in 1965 encouraged its Kashmir incursion a few months later. The prevailing view in India that its government had not acted with sufficient resolve in the Rann hostilities prompted a military response to the Kashmir incursion that led to a general war. India's decisive victory in the Bangladesh War in 1971 provided a realpolitik lesson for both sides regarding the asymmetry in military capabilities. Pakistan's response was not to adjust its goals, but to revise its military and paramilitary strategies. For its part, a self-confident India became even more intransigent on the defining issue of Kashmir. Global geopolitical changes in the late 1980s and 1990s, as well as the development of nuclear capabilities by both sides, have been followed by new militarized crises and more inflammatory rhetoric.

A second useful distinction can be made between levels of learning, specifically between learning about means, that is, strategy and tactics, as opposed to learning that leads to a shift in goals. The distinction is germane to consideration of the prospects of terminating an enduring rivalry, which ultimately requires a shift in goals. Goals, however, are more resistant to change than beliefs about means, and the Indo-Pakistani rivalry has been no exception to the rule. Changes in the political environment, including changed perceptions of comparative military capabilities, have resulted in shifts in strategies and tactics, but the aspirations of the two parties with regard to the central issue of the rivalry have not changed. Both parties remain determined to control Kashmir.

### **Belief Systems, Realpolitik, and Learning**

There is an inevitable difference between the environment in its totality and that part to which our attention is drawn. How we frame a given situation is dependent on our beliefs regarding what is, and what is not significant. To maintain cognitive balance, we give greater weight to information that is consistent with our existing beliefs, and less weight to information that is contrary to our expectations. The political belief systems of state policymakers frame their understanding of foreign policy problems so that policymakers are predisposed to give greater salience to certain actions over others, and to evaluate them in particular ways. The perceived saliency of events influences whether they will be remembered. How they are evaluated influences what lessons will be drawn from them. The belief systems of policymakers in rival states influence what changes in the political environment, events, or attributes of their political rivals are perceived as most salient, how they are evaluated, the intensity with which they are remembered, and how they affect future behavior with the rival state. Belief systems do not determine what lessons policymakers draw from particular events and situations, but they do predispose them to draw certain lessons rather than others.

### **Psychological Influences on Learning**

Each successive crisis or war leaves behind a residue of antipathy and distrust, which affects diagnostic learning. Over the course of the Indo-Pakistani rivalry, the recurring crises and wars have reinforced each side's inclination to assume the worst possible motives on the part of the other. The process also encourages attributional distortion. That is, hostile actions by the other party are likely to be attributed to dispositional causes, whereas cooperative actions are attributed to circumstantial constraints. For example, the Indian victory in the Bangladesh War, which led to the loss of East Pakistan, encouraged the view among some Pakistani leaders that India's leadership would use any future escalation of hostilities over Kashmir as a pretext for a war to reunite the subcontinent under Hindu control, a view that has been reinforced by inflammatory rhetoric from India's Hindu nationalist party, the BJP. For their part, Indian leaders are inclined to see the hand of the Pakistani government in every insurgency or terrorist event in Kashmir or India proper.

**Learning in the India–Pakistan rivalry**

The following discussion of learning in the India–Pakistan rivalry begins with an overview of types and levels of learning by each of the rival states over the course of the rivalry. Then it turns to a consideration of how lessons drawn from the past combined with recent environmental changes affected the behavior of the two parties in the 1999 Kargil crisis and war, and in the border crisis of 2001–02.

**India**

**Diagnostic learning** The recurring crises, wars, and continuing Pakistani efforts to destabilize the situation in Indian-controlled Kashmir have reinforced Indian distrust of Pakistani intentions. The distrust has led India, on occasion, to overestimate the hostile intentions of Pakistan. The Pakistani incursion across the Line of Control (LoC) between the Indian and Pakistani sectors of Kashmir in 1965, for example, was designed to add to unrest in Kashmir in an attempt to “defreeze the Kashmir problem, weaken Indian resolve and bring her to the conference table,” but it was interpreted by Indian leaders as the beginning of an attempt to seize the Indian-controlled sector of Kashmir by force. Over the past decade and a half, the participation of Pakistani mujahidin “volunteers” in the Kashmiri insurgency, plus the Kargil incursion, and terrorist attacks in India, have only reinforced India’s distrust of Pakistan.

With regard to the capabilities of the two sides, the outcome of the 1971 Bangladesh War unequivocally demonstrated India’s military superiority. Pakistan’s inferior bargaining power was further underscored by the unwillingness of the United States or China to intervene militarily or diplomatically on Pakistan’s behalf in 1971 or in 1999. In sum, the evolution of the rivalry has reinforced the Indian leadership’s aversion to the risks attendant on seeking a peaceful settlement and reinforced its confidence in being able to attain its goals in Kashmir through unilateral means.

Levels of learning India’s goals have not changed over the course of the rivalry. Its behavior has been consistent with the REL hypothesis: states that find themselves in recurring crises with the same adversary are likely to continue strategies that have been successful in previous crises, and to turn to more coercive strategies when they have been unsuccessful. India’s cautious, and relatively unsuccessful, response to Pakistani incursions in the Rann of Kutch conflict was followed by an aggressive military response to the Pakistani infiltration into Kashmir a few months later. After being criticized at home for its slow and uncertain response to the Kargil incursion in 1999, India swiftly moved troops to the Indo-Pakistani border in December of 2001 following the terrorist attack on the Indian Parliament. In the latter instance, the Indian leadership was influenced also by lessons that it drew from the American response to the September 11, 2001 attacks on the United States.

Following the attacks on the World Trade Center and the Pentagon, the United States held the government of Afghanistan responsible for harboring the al-Qaeda terrorists. Then it invaded Afghanistan when the Taliban failed to apprehend the terrorists and surrender them to the United States. The forceful American action resonated with an Indian government that suspects Pakistan of turning its back on, if not actively encouraging, the movement of terrorists from and through Pakistan to attack Indian targets, including the attack on the Indian Parliament that December. Whether the analogical link to the United States’ 9/11 response was based on vicarious learning per se, or it was drawn because the American action provided a handy justification for India’s response to the December attack on the Parliament, is an open question. In either case, it demonstrates how existing beliefs create a disposition to draw analogies from prominent analogous situations that are consistent with those beliefs.

The lessons that Indian leaders have drawn from the rivalry have reinforced their belief that India’s interests are best served by responding in a resolute and uncompromising manner to what they view as an implacably hostile rival. India’s decisive conventional military superiority, the coopting of the insurgency movement in Kashmir by Islamic militants from Pakistan, and an international environment conducive to proactive responses to terrorists and the states that provide them with safe havens, add to the rationale for India’s realpolitik approach.

**Pakistan**

**Diagnostic learning** The rivalry has reinforced Pakistani perceptions that not only is India intent on attaining permanent accession to the two-thirds of Kashmir that India controls, but that India remains a threat to seize the Pakistani-occupied third of Kashmir (Azad Kashmir) as well. A number of Pakistani leaders, especially within the military, believe also that India’s leaders harbor a long-term goal of reuniting the subcontinent under Hindu control. To them, there has been nothing in India’s behavior since 1949 to cast doubt on the first assumption. India has refused adamantly to negotiate any reduction in its control

over Indian-occupied Kashmir, while it has continued political and military efforts to solidify its control. Pakistani fears of more expansionist Indian goals were reinforced by India's intervention in the Bangladesh civil war in 1971, and, more recently, by bellicose rhetoric from the BJP party. As for its relative capabilities vis-à-vis India, attributional distortion has contributed to a Pakistani belief in its inherent military superiority. For example, Pakistani President Ayub Khan attributed Indian caution in the Rann of Kutch conflict to Hindu passivity, rather than the logistical and operational advantages afforded to Pakistan in the Sind-Kutch theatre. Pakistani leaders have attributed India's measured responses in more recent crises to a combination of Indian cautiousness and Pakistan's nuclear deterrent capability.

Levels of learning Even from a realpolitik perspective, the growing gap in military superiority, and in bargaining power more generally, should cause the Pakistani leadership to reassess its goals. But as the rivalry has evolved and intensified, the reputational importance of the Kashmir issue has grown. Therefore, learning by Pakistan's leaders has been at the level of means. Moreover, that learning has been distorted by the psychological effects of the enduring rivalry, domestic pressures, and the few options available to a revisionist state facing a stronger status quo power. Over the course of the rivalry, India's unwillingness to negotiate or to accept mediation of the Kashmir issue has left Pakistan with four options: (1) reduce its aspirations by accepting the status quo in Kashmir; (2) force a change in the situation through unilateral military action; (3) alter the situation sufficiently to persuade India to view the status quo as unsatisfactory; or (4) create a regional crisis that will lead to the diplomatic intervention of concerned major powers. Pakistani leaders have ruled out simply accepting the status quo, and, since the Second Kashmir War, they have recognized that the second option is not feasible. Instead they have followed a two-pronged strategy that combines the third and fourth options. Since the start of the rivalry Pakistan has encouraged and supported opposition movements in Kashmir and, on occasion, in India. The objective has been to promote sufficient instability, either to cause India to reconsider its unyielding stand on Kashmir, or to induce powerful third parties, who would otherwise remain aloof, to intervene diplomatically.

#### **Kargil Crisis and War, 1998–1999**

The Kargil crisis had its antecedents in an ongoing dispute over the location of the LoC as it passes through the Siachen glacier, one of the highest and most inhospitable heights in the Himalayas. Kargil is situated on Highway 1-A from Srinagar to Leh, which is the only land route to supply Indian troops on the glacier. Controlling the high ground over Kargil would allow Pakistan to cut off the Indian supply route. Sporadic low-level hostilities began in 1984 and continued into the late 1990s. Beginning in the fall of 1998, Pakistani light infantry troops, accompanied by mujahidin volunteers, infiltrated undetected across the LoC to establish positions on the Himalayan peaks, which Indian troops regularly abandoned during the harsh winter months. When returning Indian troops discovered the Pakistani emplacements the following May, the ensuing fighting led to "a short, sharp, war." India's attempts to dislodge the Pakistani troops led to high casualties and little success until Indian air strikes, coupled with strong American diplomatic pressure, led to a Pakistani withdrawal.

The Kargil crisis surprised Indian leaders because it occurred just a few months after a summit meeting between Sharif and Vajpayee at Lahore had led to a relaxation in tension. Why the Pakistani government undertook such a provocative action during a period of relative *de tēte* has been the subject of much speculation. The most likely explanation is a combination of domestic pressures, fragmented decisionmaking, recent changes in the military leadership, strategic opportunity, and, not least, the prospect of loss on the central issue of Kashmir. During the late 1990s Islamic militants were becoming an increasingly potent force in Pakistani domestic politics at the same time that India was gaining the upper hand in quelling the Kashmiri independence movement. As Tremblay and Schofield note in Chapter 10, Sharif's decision was influenced both by pressures from fundamentalist parties demanding action, and from military leaders who were determined to reverse Indian gains in Siachen. But two other factors also influenced Pakistan's Kargil challenge, as well as the Indian response: the addition of a nuclear component to the rivalry, and the "spirit of Lahore" itself.

The nuclear factor The immediate reaction to the 1998 nuclear tests by military officers on both sides was that full-scale conventional war had become unthinkable. But, from the Pakistani perspective, the nuclear tests had led to a significant shift in the military equation, a shift that, in their view, reduced the risk that limited military hostilities would escalate to a general war. The paradox of nuclear crises is that mutual recognition that all-out war could be catastrophic for both sides can encourage greater risk-taking because each side assumes that the other's fear of escalation to nuclear war will raise its tolerance of coercive behavior. In fact, there is empirical evidence that nuclear crises do escalate to higher levels

without war than conventional crises. This “stability-instability paradox” can be extended to limited conventional war. The shared fear that a general war could lead to a nuclear war reduces the risk that the other party will escalate a limited engagement to a general war; therefore, the shared risk encourages nuclear states to undertake limited wars. Based on this line of reasoning, the new environment created by the nuclear tests in 1998 encouraged Pakistan to launch the Kargil operation on the assumption that India would not respond by attacking across the LoC at a strategically more favorable location. India, they assumed, would be restrained by fear of triggering a full-scale conventional war, which, in turn, could escalate to nuclear war. The Indian government’s Kargil Review Committee described the Pakistani operation as “a typical case of salami slicing,” a Cold War phrase referring to attempts to achieve small territorial gains that would not be sufficient to prompt the other side to risk a military escalation that could lead to a general war that could become nuclear.

Some leading figures in Pakistan have asserted that Pakistan’s nuclear capacity played a role in deterring India from using its advantage in conventional forces on three earlier occasions: a preventive attack on Pakistani nuclear facilities in 1984; a planned Indian cross-border attack in conjunction with the Brasstacks exercise in 1986–87; and in 1990, when India was purported to be considering air attacks on mujahidin camps in Azad Kashmir.<sup>32</sup> There is no solid evidence that any of the three assumptions regarding the military plans of the Indian government are accurate. But such arguments gain currency because of a predisposition on the part of Pakistani leaders to assume the worst in Indian intentions. That predisposition has been reinforced by over five decades of recurring crises and wars. Thus, in a classic example of attributional distortion, it is presumed that the fact that India did not launch an attack on any of those occasions can be explained only by a situational constraint, namely Pakistan’s nuclear deterrent capability. More important, this reasoning encourages the belief that Pakistan’s nuclear capabilities have redressed the military imbalance sufficiently to allow it to pursue low-intensity conflict, such as its support of insurgency movements in Kashmir, and even limited conventional hostilities, such as in Kargil, without running the risk of triggering a general war.

On the other hand, the apparent risk of escalation to nuclear war reopens the possibility that a demonstration crisis will lead to forceful diplomatic intervention by the international community, most notably the United States. There is no direct evidence that Sharif or his advisors planned the Kargil operation for the express purpose of obtaining American diplomatic intervention. But Pakistani leaders learned early in the rivalry that only outside pressure could move India to discuss any alteration of the status quo in Kashmir, and that outside pressure could be obtained only through creating sufficient instability on the subcontinent to threaten international security. The Pakistani leadership had observed how in the 1987 and 1990 crises, the United States, mindful of the risk of nuclear war, played a proactive role in defusing tensions and preventing the outbreak of war. The Kargil crisis did lead to diplomatic intervention by the United States, but the US did not use its diplomatic leverage to reopen the Kashmir issue. Instead, US President Clinton devoted his efforts to pressuring Pakistan to withdraw its troops, while refusing Sharif’s plea to mediate between India and Pakistan.

India did respond cautiously to the Kargil incursions. Its leaders were willing to accept heavy casualties by attempting to scale the Himalayan peaks under heavy fire, rather than extending the war horizontally by attacking at a more favorable point along the LoC. Whether India would have continued to demonstrate restraint had its air force, coupled with American diplomatic pressure, not forced the intruders to retreat is an open question. But following the nuclear tests of 1998, Indian Home Secretary Advani had offered the view that India’s second-strike capabilities would allow it to respond to Pakistani incursions, or support of terrorism, with “hot pursuit” across the LoC without fearing a Pakistani nuclear response.

The “Spirit of Lahore” and Kargil One of the more intriguing questions about Pakistan’s Kargil incursion is why it was undertaken when the rivalry appeared to be in remission. The Lahore Agreement, with Vajpayee’s dramatic “bus diplomacy” and the agreement on confidence-building measures, occurred as violence was waning in Kashmir. But peace and stability favor the continuance of the status quo. With India solidifying its hold on most of Kashmir, and the international community turning its attention elsewhere, Pakistan needed to find a means of reigniting the flames of the rivalry. In fact, a period of relative peace is not an unusual precursor to a challenge from the revisionist party in a continuing rivalry. The Argentine attempt to seize and hold the Falkland Islands in 1982, for example, came just a month after cordial negotiations with Great Britain. As in the Kargil War, there were a number of factors precipitating the Argentine action, including domestic pressures and strategic opportunity – Britain had

ended its naval patrols off the islands – but a contributing factor was the realization that the status quo was becoming more comfortable for their adversary.

Kargil intensified the deep Indian distrust of Pakistan, which Indian leaders now characterized, in the jargon of the day, as a “rogue state.” India’s Prime Minister Vajpayee, who expended a good deal of political capital on the Lahore summit, complained that he had been “stabbed in the back.” The Kargil experience could not help but reinforce the Indian view that the only way to deal with Pakistan was through the application of force, a perspective reflected in the Kargil Review Committee Report.<sup>42</sup> Applying a different twist to the stability–instability paradox, Indian strategists had their own low-intensity warfare strategy, which included covert operations by special forces in Pakistan, “hot pursuit” of Pakistani militants across the LoC, and degrading Pakistan’s military capabilities through a war of attrition. If hostilities escalated to general war, Pakistan, they argued, would be restrained from a nuclear response by India’s second-strike capabilities. Thus neither the Kargil experience, nor the nuclear cloud that hung over the crisis, produced changes in goals for either side. Like the seven militarized crises before it, Kargil deepened mutual hostility and reinforced each side’s determination to demonstrate its resolve in any future crisis. Whatever learning occurred remained within the bounds of realpolitik assumptions about inter-rivalry relations.

### **The Border Crisis of 2001–2002**

Political fall-out from the 9/11 attacks in the United States added to the rationale for hawkish strategies on both sides. The US need for Musharraf’s assistance in the campaign against the Taliban and al-Qaeda appeared to provide new diplomatic leverage for Pakistan. For the first time since the end of the Cold War, the United States needed Pakistan’s assistance. Perhaps the United States would be more sympathetic to Pakistan in a future crisis over Kashmir. On the other hand, the US “war against terrorism,” with its doctrine of “preemptive war” against states that harbor or support terrorists, provided legitimacy for not only a more proactive Indian anti-terrorist strategy in Kashmir, but also for extending operations to attack terrorist camps in Azad Kashmir, and within Pakistan.

Pakistani terrorists attacked the Indian Parliament on December 13, 2001. The attack came a little over a month after a terrorist attack on the Jammu and Kashmir Legislative Assembly took twenty-nine lives, and a little over three months after 9/11. India’s Union Cabinet echoed the American government’s response to 9/11, and its “preemptive war” doctrine, in a resolution that promised to “liquidate the terrorists and their sponsors wherever they are, whoever they are . . .” India ordered mobilization of its forces on December 18, and the government warned Washington that it was considering striking terrorist training camps in Azad Kashmir. When India moved 800,000 troops to the Indo-Pakistani border, Pakistan responded in kind. A military stand-off ensued, with the armed forces of both sides placed on high alert. Despite diplomatic pressure from Britain and the United States, India refused to enter into bilateral or mediated talks with Pakistan until all cross-border terrorism ceased. Under diplomatic pressure from the United States, Musharraf promised, in January, to crack down on militant Islamic organizations in Pakistan. Tensions relaxed somewhat, only to flare up again in May when Islamic terrorists attacked an Indian army compound in Kashmir. When Vajpayee declared that India was ready for war, Pakistan responded defiantly with three missile tests. With both sides facing intense diplomatic pressure to retreat from the brink of war, tensions gradually subsided. Musharraf restated his intentions to put an end to infiltration across the LoC. In October of 2002, India began to withdraw its troops.

Realpolitik learning and crisis bargaining When both parties approach a militarized crisis from a realpolitik perspective, bargaining becomes a competition in risk-taking, with each party determined to demonstrate superior resolve. During the course of the border crisis, leaders on both sides indulged in provocative rhetoric to demonstrate their resolve in the face of the risk of nuclear war. At the peak of the crisis, Vajpayee declared that India was ready for a “decisive battle with Pakistan,” and Musharraf answered that Pakistan would give “a fitting reply” if India attacked. Indian Defense Minister Fernandes asserted that, if the crisis did escalate to a nuclear exchange, India had the capability to survive a first strike and then destroy Pakistan. After the crisis was over, Pakistan’s Musharraf claimed that if a single Indian soldier had crossed the border into Pakistan, Pakistan would have responded with “unconventional war.” And so on.

The rhetoric must be balanced by the actual behavior of the two sides, which was more restrained. Nonetheless, nuclear crises carry a high risk of inadvertent war through a preemptive attack borne of misunderstood behavior or misperceptions regarding the other’s intentions. Early in the crisis, Indian Lieutenant General Vij, who commanded troops on the border with Pakistan, was replaced, partly at US

insistence, after he exceeded his orders with provocative armor movements along the border. The risk created by Lieutenant General Vij's behavior bears some resemblance to when the United States and Soviet Union were brought to the brink of war in the Cuban missile crisis. A lower-level Soviet commander on the island took it upon himself to order the downing of an American U-2 surveillance plane at the height of the crisis. US leaders, however, speculated that the action was a deliberate escalation of the crisis that had been ordered by the Kremlin.<sup>50</sup> The resulting confusion over Soviet intentions and, from the Soviet side, speculation regarding the likely American response, brought the two sides to the brink of nuclear war. War was averted partly because the two sides remained in communication with each other through the course of the crisis. By the time the U-2 incident occurred, each party had signaled to the other its understanding of the catastrophic consequences of a nuclear war. Nevertheless, the Cuban missile crisis was replete with misunderstandings and misperceptions in a situation that the leaders on both sides felt was virtually out of control.<sup>51</sup> Forty years after the crisis, following several meetings with the 1962 Soviet and Cuban leaders, Kennedy's defense secretary, Robert McNamara, concluded, "We lucked out! It was luck that prevented nuclear war!"

**Nuclear learning** Since the nuclear tests conducted by India and Pakistan in 1998, a number of American specialists have traveled to India and Pakistan to meet with leaders to discuss the lessons that have been drawn from the Cuban missile crisis, and the Soviet–American nuclear rivalry more generally. During the 2001–02 crisis, American and British representatives played key roles in mediating and attempting to advise the leaders of both sides. To the extent that the United States, by recounting its own nuclear crisis experience, can encourage vicarious learning by the leaders of India and Pakistan, or can use its influence to moderate the behavior of the protagonists in escalating crises, it can play a stabilizing role in the now nuclear environment of the Indo-Pakistani rivalry. But the prospect of American mediation can be destabilizing when it encourages demonstration crises to trigger the active involvement of the United States in the rivalry. The potential for nuclear war makes the United States more sensitive than ever to the risks associated with militarized crises on the subcontinent. For most of the rivalry, it has been Pakistan that has employed demonstration crises in an attempt to bring its Kashmiri claims to the center of global attention. But now India faces a similar temptation. If India responds forcefully against mujahidin terrorists, and against Pakistan for harboring them, it is responding in a manner consistent with American policy in its war against terrorism. That the terrorists are Islamic fundamentalists strengthens the link to the American campaign, with the two states sharing an interest in pressuring the Pakistani leadership to take firmer action against radical Islamic groups. By responding to terrorist attacks or guerrilla incursions by creating a demonstration crisis with Pakistan, India can trigger American diplomatic intervention in a way that is consistent with Indian objectives. That is what happened in the Kargil War and in the 2001–02 crisis. The realpolitik lesson did not escape notice by Indian leaders

### **Conclusion**

Despite their rhetoric, the governments of India and Pakistan are aware of the costs and risks associated with nuclear war on the subcontinent. In all three of their post-nuclear crises – 1990, 1999, and 2001–02 – India and Pakistan have restrained their military behavior. In fact, even in those crises that ended in war, the forces of the two sides have shown remarkable restraint on the battlefield, as they have avoided attacking cities and other civilian targets. What the two sides have been either unable or unwilling to do, is to draw useful diplomatic lessons from their own behavior. P. R. Chari, in an excellent overview of Indo-Pakistani crisis behavior, compares the leadership of the two states to the eighteenth century Bourbons in learning nothing and forgetting nothing over the course of the rivalry.<sup>54</sup> It is an apt but incomplete description. The two sides have been learning, but they have been predisposed by their realpolitik beliefs to draw only certain types of lessons from their behavior. Each successive crisis raises the reputational stakes for both sides, and each success or failure is attributed to the state's ability to demonstrate superior resolve. Coercive bargaining strategies and tactics have created a self-fulfilling prophecy.

To choose to accept the risks of peace in a rivalry saturated with distrust and hostility requires extraordinary leadership skills and great personal courage. The requisite leadership skills include not only the vision to see beyond the realpolitik boundaries of the rivalry, but also the ability to impart that vision to the rest of the nation. If the Indo-Pakistani rivalry now resembles the Soviet–American rivalry in its nuclear dimension, it also shares the seemingly intractable territorial dimension that lies at the heart of the Middle East rivalry. The two leaders most notable for taking a risk for peace in the Middle East rivalry, Anwar Sadat in the 1970s, and Yitzhak Rabin in the 1990s, were unable to impart their visions to enough

of their countrymen, and they paid for their efforts with their lives. That rivalry, now primarily between Israel and the Palestinians, drags on with both sides emotionally and morally exhausted, but with no end in sight. The Indo-Pakistani rivalry currently is in remission, but it remains to be seen if the leaders of India and Pakistan possess the courage and vision to enable their nations to move beyond the bounds of realpolitik.

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# International Journal of Professional Development

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## Trade and Farming: A Reflection of Prehistoric Society



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The archaeologist's finds do not tell by themselves how the men of some particular period actually lived. To reconstruct that way of life (the whole 'culture') needs comparative study of many different primitive tribes still surviving in out-of-the-way places of this world. Then it gradually becomes clear how a given set of tools was made and used, how the people who made them in the remote past must have lived. Something can even be said of the social organisation -when social organisation came into being- but with less certainty. The very fact that a primitive tribe in Australia or the interior of Brazil can be studied means that the tribesmen have had some contact with the outside world and eventually with civilisation. This has to be allowed for, because there is no contact without change. Secondly, no human group can remain in a fixed state for long. Either they evolve to some more efficient form or decay by atrophy. The prehistoric people we want to study have vanished from the face of the earth. Some groups left descendants who advanced to modern civilisation, others just disappeared. The few that remain in the remote corners have developed some ideas, mental attitudes, superstitions, ritual customs, observances that prevent them from trying newer forms of life. Most contemporary savage groups have a social structure which is rigid enough to discourage any innovation, though it is not the same social structure for all. No materialist can afford to neglect the effect of ideas upon social development.

The archaeological record over such parts of the world as have been extensively dug up shows roughly the following sequence: Lowest, hence earliest are crude bits of chipped stone. These were used as tools, along with pieces of wood and bone that have generally perished. This Old Stone Age (Palaeolithic) made several very slow advances over a hundred thousand years or more in the technique of stone-tool chipping. It was ultimately succeeded by the age of polished stone tools (Neolithic). In between the two came what was called the Mesolithic Age, a term not now in fashion; its extent and duration are indeterminate. These underlying strata, bearing tools only of stone (and presumably of bone, wood, and horn) were covered in time by other layers with remains of metal tools and metal weapons. The first widely used metal was copper, which can be reduced from its ores by a kiln not more efficient than that needed for pottery; pottery is to be found along with stone tools in the Late Stone Age. Copper is too soft to be useful without working, and then too brittle unless properly alloyed with some metal such as tin, which gives bronze. Since tin is not widespread, the Bronze Age implies considerable exploration.

Trade over long distances was in full swing by 3000 B.C. or even earlier. Bronze was at best rather rare and remained in the possession of a few. This meant differentiation of society into classes. The Bronze Age saw considerable fighting and raids over large distances for control of metal ores and of good sources of water. In the second millennium B.C. (2000-1000 B.C.) there were numerous tribes on the move, with an ample but mobile food supply (usually cattle), who wandered the Eurasian continent. The older river-valley agrarian cultures of Egypt and Mesopotamia had developed city-states, monarchies, temple priesthoods and warfare a good thousand years earlier. Such development was local and exceptional. The present age is archaeologically that of iron, the metal which is cheap enough and widespread enough to make agriculture a universal possibility. Some agriculture did emerge in the Late Stone Age, so that we can speak of a 'neolithic revolution' in the means of production. But this was restricted to certain favoured places where it was not necessary to clear away heavy forests: Mesopotamia (Iraq), Egypt, the Indus valley, highland plains in Iran, Turkey, and Palestine, and parts of the Danube valley loess corridor; perhaps some loess areas in China. Iron, though softer than bronze when first prepared, did enable forests to be cleared and the plough to be used in heavier soils. It was the first metal that was available to many, not the monopoly of a tight warrior class.

The first farmers who could build towns go back to 7000-8000 B.C. at Catal Huyuk (Turkey) and Jericho (Palestine); but their technique of producing food could not be widely applied to the neighbouring terrain. Their farming, unlike that in Egypt and Iraq, remained a supplement to food-gathering and herding till iron became available in quantity towards the end of the second millennium B.C. The first good processes of iron manufacture seem to have been a closely guarded monopoly of the Hittites in what is now Turkey. Iron was so rare even in 1350 B.C. that the Pharaoh Tutankhamen was buried in a solid gold coffin, in a tomb full of copper, gold, bronze, ivory, and other precious objects, but with an iron amulet bound below his skull. The discovery of cheap iron did not mean happiness for the majority. The small isolated farming communities of Asia Minor had often been swept away even in the Bronze Age by raiders. Only when abundant manpower (often slaves or helots bound to the soil) was available did the use of iron mean more food - with more oppression. There remained (almost to this day) a few isolated tribal people, away from trade routes, who stubbornly persisted in Stone Age techniques of food-gathering rather than change to production. They dropped out of the advance to civilisation. The casual use of stone continued from prehistory well into history.

Many Saxons of King Harold's army were armed with stone axes at the battle of Hastings in A.D. 1066, though England had entered the Iron Age long before Julius Caesar's invasion of the island in 54 B.C. It is not easy to characterise food-gathering society as a whole. The modern romanticist school believed that primitive man must be a noble savage, a child of nature uncorrupted by civilisation, free from vices and cupidity. This fiction of a 'natural' earthly paradise began with a letter of Christopher Columbus to Queen Isabella of Castille. The explorer, having failed to reach the golden cities of India, was anxious to show that he had at any rate discovered something extraordinary - Caribbean man in the natural state. European imagination thus stirred up found something not in the Bible (after the Garden of Eden) nor the Utopias of the Greek-Latin classics rediscovered by the Renaissance. The social theories of Rousseau and the devastating satire of Voltaire against the society of his day gained strength from this discovery of Natural Man. Some people even now talk of primitive communism as if it were an ideal state of society in which all shared alike and satisfied their simple needs by co-operation. Carried to its extremes, this is again the legend of the 'Golden Age' in pinkish modern garb.

Early food-gathering society was severely restricted. Its special character was determined in each locality and period by the scanty and uncertain food supply. A careful archaeologist like Grahame Clark estimates the Upper Palaeolithic population of England and Wales as perhaps 250 human beings in ten small bands; in the Mesolithic, 4500 for Great Britain as a whole, 20,000 in the Neolithic at any one time, and less than double this number in the second millennium B.C., when the Bronze Age and food production were well under way. It is not possible to give corresponding estimates for India, so poor is the necessary archaeological evidence at present. However, it would be surprising if the Stone Age population exceeded one per ten square miles over any extensive region of the Indian sub-continent. Even where nature is kind, it is not uniformly bountiful at all seasons; there may be several consecutive years of scarcity. A large total population and fixed settlements are out of the question without some form of food storage. The preservation of food comes comparatively late in food-gathering life. It needs salt obtained from some distance for meat and dried fish; also containers such as baskets, leather bags, pottery. Not all food can be preserved. The best forms for storage are nuts, grain, and some roots. Most of these are not digestible without cooking, which implies control of fire and some pottery or utensils. Long before advancing to this stage man had already developed particular ways of social life, because he had already lived as a tool-using animal for many thousands of years.

Two features are obvious. If food cannot be preserved, it must be eaten fairly soon. This means sharing any surplus, or most humans would starve; but many animal groups also share their surplus. In primitive human groups which go beyond the stage of utter scarcity the sharing eventually became a social obligation, say the need to give feasts on special occasions. It does not mean that every person had equal right to the share of all food gathered. Secondly, food-gatherers rarely collect or kill more than they can use; there is no greedy accumulation or slaughter of game for pure sport, letting the meat rot. To this extent the legend of the 'Golden Age' has some truth. However, most of primitive man's energies were absorbed in the search for food. The largest food-sharing unit, always limited in size by the environment, tended to concentrate upon some one type of food, say an animal, fish, bird, insect, fruit, or tuber. This meant not just specialisation but overspecialisation. The human unit regarded itself not only as a kinship group but as of the same substance as its principal or favoured food. Other human groups specialising in some other food object were not in the kinship and at first not even considered as human. We may call this special

food the totem, though at a much later stage inanimate objects or parts of an animal could be group-classifying totems also. The particular aptitude for gathering the totem food was associated with special ritual. Sacrifice of some sort (including human sacrifice) and other ceremonies were meant, however blindly, to secure the increase of the (special) food supply, hence of the particular semi-parasitic human group that ate it.

These ceremonies are important to us because they contain the seeds of modern human cultural activities. The dance, perhaps with some people imitating the animal, others the hunters, was ritual as well as practice for work in the field, a drill in the technique of the hunt, as it were. The ballet and the drama would develop from this after many millennia. Pictures of wild animals drawn with remarkable faithfulness in the Ice Age (French and Spanish caves) now count as masterpieces of art. Nevertheless, the original pictures could not have had art as their main purpose. They were drawn with the aid of dim tallow lamps or torches in pitch-dark subterranean caverns where daylight never penetrated. The pictures often overlap and spoil each other. Excellent animal sculpture was used for ritual target practice, as shown by the holes made by spears and arrows; these sculptures are also underground, in the very womb of Mother Earth. Pairs of coupling animals carved or moulded on the cave walls show that all such artistic expressions were part of what are called fertility rites, the exclusive secret of the particular group. Animals, too, may form exclusive communities within the same species because of restricted food supply. For example, gopher groups in the U.S. Midwestern prairies do not tolerate a strange gopher in their territory, but live at peace among themselves. They have a peculiar 'rite', the 'kiss' which serves for recognition within the group. The human groups we are considering must have had similar reserved though shifting territories.

Each group communicated its limited ideas by means of a special set of sounds, which could hardly be classified in modern linguistic varieties, as far as we can collect any evidence on primitive life. Because underlying causes; later discovered by scientific analysis, were still hidden, primitive man dared not deviate from accepted ritual. The great step of bringing the groups nearer to each other was literally in the relations of production, namely by exchange. Free barter is not known to primitive societies in their earlier stages, such as (for example) could be found at the turn of the nineteenth-twentieth centuries in the Trobriand Islands. Outside the sharing kinship group, barter appears as an exchange of gifts. The gift is not made to just anyone, but to persons with specific relationship, often called 'trade friends'. The gift cannot be asked for or refused, nor paid by haggling about the equivalent. But such a gift does oblige the recipient to give something of his own back at some later time when he has a surplus. No accounts are kept, yet there is a general sense of equivalence over a period of time. He who does not eventually return what is tacitly recognised by both sides as an equivalent loses his social standing in some way. According to the accepted reconstruction, the first exchanges between totem groups led also to the exchange of persons, i.e. to some form of 'marriage' relationship. It also led to a better diet, a wider range of food, and improved techniques of tool-making or tool-using and pottery.

Finally, the language of the combined groups was enriched. All known primitive languages have a needlessly complicated grammar, a feature also shared by Sanskrit, Greek, and Finnish. General concepts are less common than special terms; 'animal', 'tree', etc., as general categories are absent, but there is a word for every particular species and type of animal and plant. The word 'colour', as is known, originally means 'red', the colour of blood. Language itself thus develops from communication and exchange. Man is then on his way not only to the control and then the production of food but also to becoming a thinking animal. There is a genetic advantage in marriage-exchange. Small human groups often become inbred and physically stunted or mentally retarded. Inter-marriage ('hybridisation') increases the vigour of the offspring to a level above that of both parents. The sudden appearance of the superbly built Cro-Magnon man in Late Ice Age Europe could have been due to such cross-breeding between stunted inbred parent stocks. It should be understood that race is not a valid concept at this stage of human development. The use of the word 'race' in common parlance is rarely valid at any stage. The extant races developed later from large populations that grew out of pools of common groups; the development of language was sharper.

The advantages were not the result of experiment, planning, or reasoned action. Those groups that adopted the new scheme of exchange increased in numbers and efficiency; the rest were driven to extinction. The first step, a dialectical inversion, was the banning (tabu) for each group of its special food, the totem. The tabu would be broken only at special seasonal ceremonies or in connection with the cult of the dead. With the tabu on totem food came a tabu on sexual intercourse within the totem. Thus, tribes were formed out of several totemic clans. No member of a clan was normally permitted to partake of the clan-totem food or to cohabit within the totem clan; nor could he 'marry' outside the tribe. Often, he could

not accept food prepared by individuals not of his own tribe. Members of the clan retained special cults from which all other clans were excluded. There were also similar cults common to the whole tribe, as was the triballanguage. Once formed, this tribal organisation beyond the small clan provided a model that has left its mark on most human societies.

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## Mechanism of Deterioration

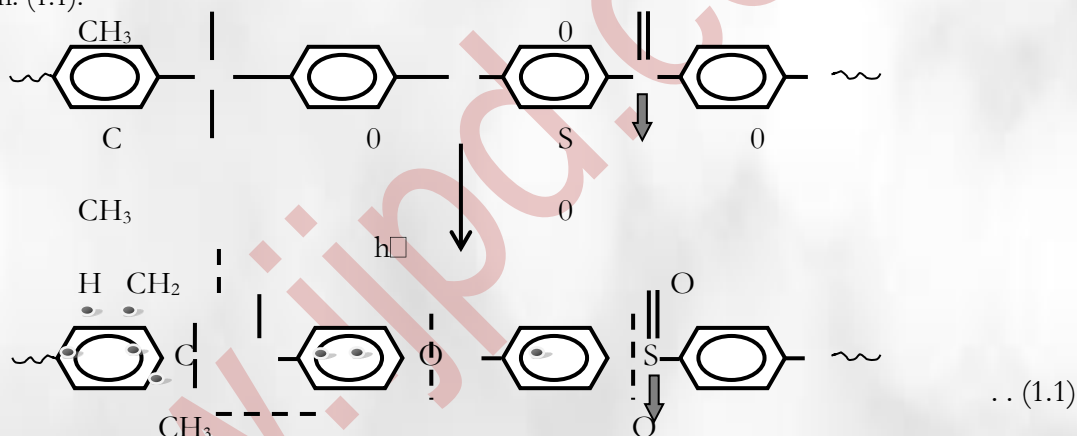


Deepika

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One can see that unstabilized APS in the absence and presence of  $Cu_2O$  degrade rapidly under UV irradiation, because it absorbs light in the region of 253.7nm. It is not surprising, that the exposure of APS to UV light causes chemical changes as evidenced by broad absorptions in both the hydroxyl and carbonyl regions of the infrared spectrum, indicative of a variety of oxidation products. A simultaneous decrease in the methyl absorption band at  $1385\text{ cm}^{-1}$  denotes that the methyl groups are attached during photo-oxidation.

The products of photolysis Table (A.1) indicate the random scission of the polymer. In the initiation process, scission apparently takes place at every bond except the aromatic C – C and C – H bonds Eqn. (1.1).



If isopropylidene radicals formed in this polymer decomposed by normal pathways, scission at the aromatic isopropylidene single

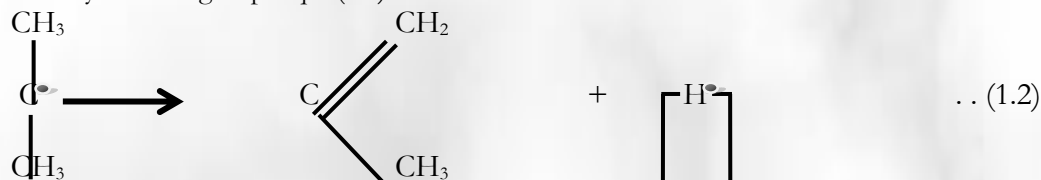
**TABLE A.1**

**Gases found after U.V. Irradiation of APS films :-**

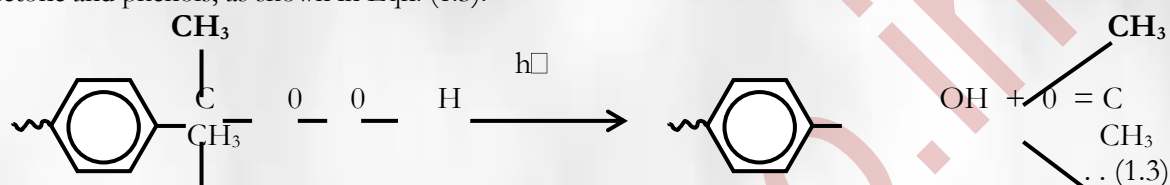
Constituents	Composition, Volume %	
	Photolysed in vacuum	Photolysed in oxygen-enriched air
Hydrogen	22.9	0.03
Water	Not detected	Not detected
Methane	1.9	0.14
Ethane	Trace	Not detected
Benzene	0.1	Trace
Carbon monoxide	41.9	9.6
Carbon dioxide	25.9	32.2
Nitrogen	2.0	57.4
Oxygen	2.3	0.02
Carbonyl sulfide	2.6	0.01
Sulfur dioxide	0.5	0.001

Carbon disulfide	Not detected	Trace
PV, mm-cc	40	10,000

Bond would appear to be quite infrequent. The isopropylidene radical should undergo both disproportionation and oxidation reactions. One product of the disproportionation reaction would contain a methylene and group Eqn. (1.2)



Oxidation would lead to cumene hydroperoxide and groups, which typically undergo decomposition to acetone and phenols, as shown in Eqn. (1.3).



Acetone was not detected in the evolved gases, and methylene bonds were not observed in the infra-red spectrum of aged polymer. We cannot discount, however, the possibility that both of these materials may have reacted with the oxysulfur acids and esters formed by other processes Eqn. (1.4 – 1.7).

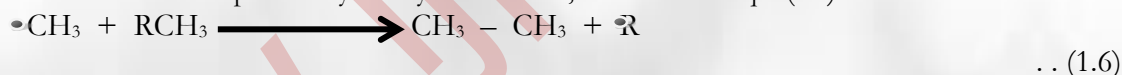
Hydrogen most likely arises after C–H bond scission by quenching through aliphatic groups Eqn. (1.4).



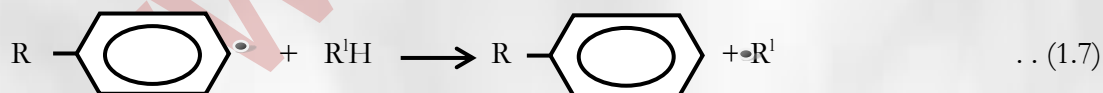
Methane can be formed after C–CH<sub>3</sub> bond scission by hydrogen abstraction Eqn. (1.5)



Traces of ethane can be explained by methyl abstraction, as shown in Eqn. (1.6).



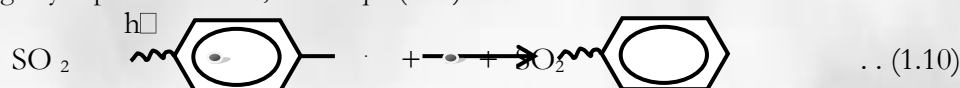
The formation of benzene required bond scission at both sides of an aromatic ring. The process probably involves a hydrogen abstraction leading to a phenyl and group Eqn. (1.7).



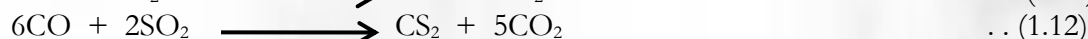
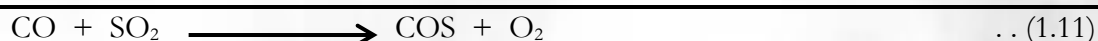
Photolytic scission at the terminal phenyl polymer C–C bond and quenching of the radical would give rise to benzene Eqn. (1.8 and 1.9).



For any appreciable amount of benzene to be formed the secondary bond breaking reaction must be at least as favourable as the initial scission processes. Sulfur dioxide undoubtedly arises after scission at the carbon sulfur linkage by expulsion of SO<sub>2</sub>, as in Eqn. (1.10).



Carbonyl sulfide and carbon disulfide can be formed by the interaction of carbon monoxide and sulfur dioxide [46] Eqn. (3.10.11, 3.10.12).

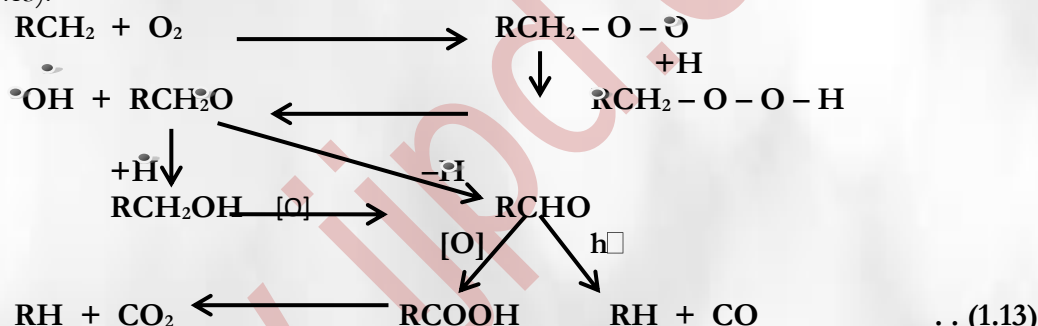


Small quantities of oxygen can be explained by the reactions of CO with SO<sub>2</sub>. In the vacuum photolysis, the amount of oxygen necessary to account reasonably for the oxides of carbon must evolve from polymer. The explosion of molecular oxygen from polymer under these photolytic conditions would have to proceed by unreasonable mechanisms. The facts that sulphate is not detected on the surface of the vacuum photolyzed polymer and that SO<sub>2</sub>, a notorious hydroperoxide scavenger is present in the evolved gases in greater amount than in the case of photo-oxidation indicated that the precursors to the oxides of carbon aldehydes and carboxylic acids were initially present in the polymer and did not arise because of oxidation during photolysis Eqn. (1.13).

No estimate of the extent of C–O or isopropylidene C–C bond breaking can be made, but from the gases isolated the order of other bond breakage can be approximated. C–H bond cleavage statistically corrected is of the same order of magnitude as C–S and C–CH<sub>3</sub> bond scission. It seems reasonable to assume that C–O and isopropylidene C–C bond breaking would also be of this order magnitude. As would be expected, secondary breakage leading to benzene is the lowest in the order of scission.

The important difference between vacuum photolysis and photo-oxidation is the overwhelming oxygen quenching reaction. During photo-oxidation the oxygen initially present is almost completely consumed. The principal gases formed are carbon monoxide and dioxide.

As with benzene, secondary reactions must be responsible for the oxides of carbon. In the presence of excess oxygen, these secondary reactions are predominant. The presence of carbon monoxide and dioxide is due, then to the oxidation of the methyl groups in the polymer leading first to aldehydes and carboxylic acids and then by decarboxylation and decarbonylation to carbon dioxide and monoxide Eqn. (1.13).



With the exception of methane, there is surprisingly little difference between the absolute amount of the remaining gases from photo-oxidation and from vacuum and photolysis. Carbon disulfide, benzene and oxygen are approximately a factor of two greater in the photo-oxidation experiment; hydrogen and sulfur dioxide are approximately a factor of two lower; carbonyl sulfide is present in nearly the same amount in both experiments. The twentyfold increase in the amount of methane for the photo-oxidation is completely opposite to what one would expect. The situation is the same for benzene, but the difference is much less. The only reasonable explanation is that photo-oxidation takes place rapidly, oxygen is consumed in the early stages, and the process becomes essentially the same as vacuum photolysis except that the predominant gaseous products acts as diluents. In order to explain the sharp increase in the production of methane, one must assume that photo-oxidation products are able to increase the rate of homolysis and the existing conditions favour the methane forming reactions.

The lower amount of SO<sub>2</sub> in the photo-oxidation points to its role as a hydroperoxide decomposer. The fact that water was not isolated in the gaseous oxidation products does not necessarily mean that the SO<sub>2</sub> catalyzed decomposition of hydroperoxide proceeds by a concerted mechanism. It is true that if hydroperoxide decomposition leads to free hydroxyl radicals. Subsequent reactions should lead to the formation of water. However, water could be consumed by the reactive sulfur compounds Eqn. (1.14 – 1.17) and escape detection.

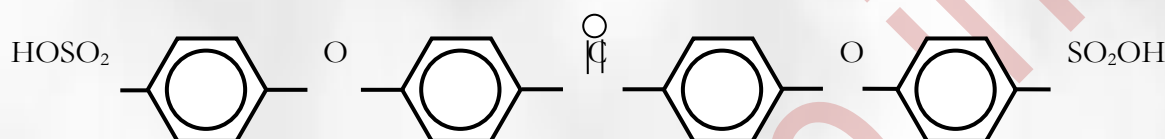
Polymer hydroperoxides would decompose in the presence of sulfur dioxide to peroxides and / or esters of sulphuric acid Eqn. (1.14 – 1.17).



The qualitative identification of sulphate on photo-oxidised polymer surface supports this mechanism.

During the first 12 hours, light exposure causes little change in tensile break strength and modulus but reduces the elongation (Fig.1.18 – 1.21) to 9% of its original value. Further exposure causes no additional change. The intrinsic viscosities of the sole fractions parallel this behavior, showing a reduction of 25% after 12 hours with no subsequent formed during 84 hours of photo-oxidation is nearly 1%, chain scission must be the predominant derivative process. Cross linking is not observed. Elemental analysis (Table A.2) reveals, understandably, that the polymer combines with oxygen on irradiation. Fractionation shows quite surprisingly that the combined oxygen is present only in the polar extract. Furthermore, examination of the sole fractions by infrared analysis discloses that the groups in the total polymer which absorb strongly in the hydroxyl and carbonyl regions are no longer present but appear only in the polar extract.

The solubility behavior of the polar extract coupled with its infrared spectrum and relatively high oxygen and sulfur contents lead to the conclusion that the polar extracts of low molecular weight highly oxidized sulphonic acids. Carbon and sulfur analysis indicate that the polar extract consists mainly of disulfonic acids of type I.



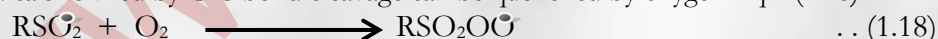
The formation of these oligomeric sulfonic acids is one of the most interesting reactions in the degradative scheme. The experimental evidence indicates that these compounds play a –

**Table A.2**

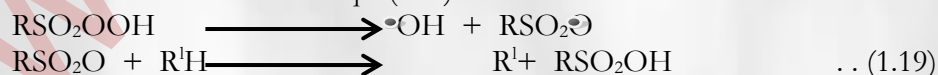
Elemental analysis of irradiated APS films.

	Analysis			
	C%	H%	O%	S%
Calculated total polymer	73.28	5.01	14.46	7.25
72 hours	71.20	4.91	17.00	6.39
Sol Fraction				
60 hours	73.03	4.99	14.84	7.14
72 hours	73.19	5.15	14.68	6.98
84 hours	72.89	5.11	14.96	7.04

– Significant role in the photo-oxidative process. Two pathways are open for the formation of these acids. The sulfonyl radicals formed by C–S bond cleavage can be quenched by oxygen Eqn. (1.18).



Attack of the peroxy radical on polymer on polymer would lead to hydroperoxide. Decomposition of this hydro peroxide would end in a sulfonic acid Eqn. (1.19).



Since in this process a secondary cleavage would be necessary to give rise to disulfonic acids, the large amount of polar extract must arise by an alternate pathway, depending on the direct decomposition of hydroperoxides by polymer sulfone group Eqn. (1.20).



A similar reaction was reported by Denison and Condit where hydroperoxidized hydrocarbon were the substrate and their decomposition, induced by aliphatic sulfones, lead to sulfonic acids. Elemental analysis of polar extract and sole (Table 3.22) show that the bulk of oxidation is localized in the low molecular weight fragments. It seems reasonable to assume that reactions leading to these fragments or reactions of the fragments themselves are responsible for retarding the oxidative break down of the remaining polymer.

Copper and its compounds are known to act as catalysts for the degradation of polymer. For example, copper pathaloxamine has been found to be an effective catalyst for the oxidation of cumene and related compounds copper is particularly active as a catalyst for the oxidation of natural rubber, GR-S rubber, petroleum products such as gasoline and a whole host of other branched organic polymers.



The catalytic effect of  $\text{Cust}_2$  on the photo-degradation of APS is drastic in the absence of the stabilizers as it is in their presence. However, it can be seen that degradation becomes catalytic when  $\text{Cust}_2$  is present. Without  $\text{Cust}_2$  photodegradation of APS proceeds normally and auto catalytically. In the presence of  $\text{Cust}_2$ , the degradation reaction rapidly attains a catalytic, and accelerating rate after a shorter "induction period". The studies of stabilized polymer in the presence and absence of  $\text{Cust}_2$  show that induction periods are very regular.

The stabilization against photo-oxidative degradation involves: -

- Inhibition of the propagation reaction of  $\text{RCH}_2\text{OO}\cdot$ .
- Suppression of regeneration of  $\text{RCH}_2\text{OOH}$ , and
- Removal of  $\text{RCH}_2\text{OOH}$  through non-radical processes.

The inhibition is also affected by the scavenging of  $\text{RCH}_2\text{OO}\cdot$  radicals with primary antioxidant AH Eqn. (3.10.21).



Regeneration of  $\text{RCH}_2\text{OOH}$  is suppressed by synergists which reduces  $\text{RCH}_2\text{OO}\cdot$  to  $\text{RCH}_2\text{O}\cdot$ , Eqn. (1.21).



$\text{RCH}_2\text{OOH}$  is removed by non-radical processes which can be followed by reduction of two electrons by thiobiurets and thiourea.

Thus these stabilizers are employed to serve to apparent synergistic functions. The first one is the reduction of  $\text{RCH}_2\text{OO}\cdot$  radical by a two electron process and subsequent inhibition produces and alcohol.

In order to confirm the mechanism of substance, the UV spectra of degraded APS samples with and without the stabilizers and  $\text{Cust}_2$  have been studied. In the Fig. (3.26 – 3.29) the wavelength which is intense and primarily responsible for the degradation of APS is thought to be ca. 265 and this is connected with carbonyl groups which are present in the degraded polymer. The UV absorption of irradiated neat APS film at ca. 265nm gradually increases with time of irradiation. However, for APS film containing  $\text{Cust}_2$ , the increase of the spectral peak is faster than for pure APS, on the other hand, for the polymer containing the stabilizers, the increase at ca. 265nm is slower than that for the pure APS sample.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

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## USE OF INTERNET FOR ONLINE SHOPPING: AN OVERVIEW

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### Abstract:

*This paper discusses the concept of Internet and online shopping on the Internet. It briefly discusses the history of Internet and the increasing popularity of Internet in the world business as well as in Indian economy. It details the reasons for the growing prevalence of online shopping in India. The paper further gives an overview of the terms and definitions used in the study. The advantages and disadvantages of online shopping have also been discussed in the paper. It also discusses about the field of consumer behaviour and how and why it is important in the context of online shopping.*

**Keyword: Internet, Online shopping, Consumer**

### Introduction

Internet started, as medium for information sharing and it has now become the biggest medium for selling goods and services. In the early ages of Internet, the web was considered to be a medium for information sharing. Passionate users created web pages on the topics they like and people loved to read it. Forums and user groups were the first type of communities that resulted in this informative nature of web. Years later, people started reviewing products and then it became obvious that web can also be used for selling goods. Instead of writing reviews, marketers started writing with “sales pitch” (copywriting), which is still one of the important aspects of e-commerce

The Internet and worldwide web (www) have dramatically changed the way consumers seek and use information. The Internet, which was earlier conceptualised as a tool for enchasing information, has become an important place of business these days. Internet as a business place provides enormous opportunities for everyone. Users on Internet are no more limiting themselves to only mailing, chatting and information retrieval. Today through Internet, they are shopping for information, shopping for goods and services, or using online services and many more such services. Internet has made almost everything just one click away from the customers.

The Internet was made available to public in 1983; since than its popularity has grown rapidly. Within four years of its inception, the numbers of Internet users exceeded fifty million. In comparison, it took television 13 years and radio 38 years to reach the same benchmark. The rapid growth of Internet use can be attributed to its strength and convenience as a medium of communication, education and entertainment.

Internet initially was considered to be an “information tool” now it is rapidly transforming into a “business tool”. The Internet is a network of computers that offers access to people and information around the world and round the clock. Internet is a global network that connects millions of independent computer networks spanning over several countries in the world. It links computers and shares information of many different types, sizes, and operating systems, and the many people of those countries that use the Internet to communicate.

As a business tool, nowadays, the Internet has seven types of identities that perform distinct

functions i.e., the Internet is:

- A network, connecting various individuals and organizations together;
- An interpersonal communication medium, offering a new communication channel;
- A market, offering a vast, global open marketplace with many potential customers e.g. e-commerce;
- A long-distance transaction platform, allowing consumers and businesses to access and download remote data (e.g. Form-filling, remote work, entertainment);
- An application development platform, allowing software developers to use it as a base to develop more applications;
- Data storage warehouse; and
- Information search tool

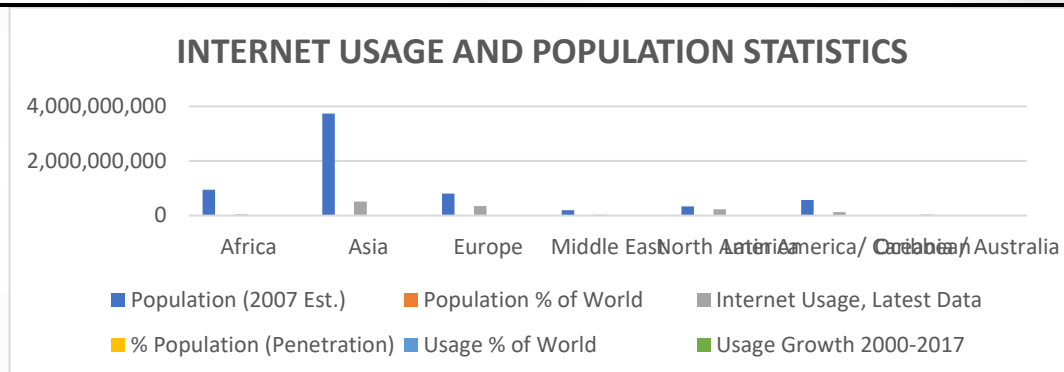
Internet is changing the way consumers shop and buy goods and services and has rapidly evolved into a global phenomenon. Many companies have started using the Internet with the aim of cutting marketing costs, thereby reducing the price of their products and services in order to stay ahead in highly competitive markets. Companies also use the Internet to convey, communicate and disseminate information, to sell the product, to take feed back and to conduct satisfaction surveys with customers. Customers use the Internet not only to buy the product online, but also to compare prices, product features and after sale service facilities they will receive if they purchase the product from a particular store. Many experts are optimistic about the prospect of online business.

**TABLE : INTERNET USAGE AND POPULATION STATISTICS**

World Regions	Population (2007 Est.)	Population % of World	Internet Usage, Latest Data	% Population (Penetration)	Usage % of World	Usage Growth 2000-2017
Africa	941,249,130	14.2 %	44,361,940	4.7 %	3.4 %	882.7 %
Asia	3,733,783,474	56.5 %	510,478,743	13.7 %	38.7 %	346.6 %
Europe	801,821,187	12.1 %	348,125,847	43.4 %	26.4 %	231.2 %
Middle East	192,755,045	2.9 %	33,510,500	17.4 %	2.5 %	920.2 %
North America	334,659,631	5.1 %	238,015,529	71.1 %	18.0 %	120.2 %
Latin America/ Caribbean	569,133,474	8.6 %	126,203,714	22.2 %	9.6 %	598.5 %
Oceania / Australia	33,569,718	0.5 %	19,175,836	57.1 %	1.5 %	151.6 %
<b>WORLD TOTAL</b>	<b>6,606,971,659</b>	<b>100.0 %</b>	<b>1,319,872,109</b>	<b>20.0 %</b>	<b>100.0 %</b>	<b>265.6 %</b>

Source: [www.Internetworldstats.com](http://www.Internetworldstats.com)

The penetration rate at global level was 20 percent and it was 13.7 percent in Asia only. However, Asia is the world's largest regional Internet usage market measured by user. The number of Internet users in the region was estimated to have touched 510 million by mid-2007, out of a global Internet user population of 1.3 billion. In Asia, china is ranked no.1 for Internet use followed by Japan, India, South Korea and lastly Pakistan. The top 10 Internet countries are shown in the following figure:



### On-Line Shopping

On-line shopping is the process consumers go through to purchase products or services over the Internet. An on-line shop, e-shop, e-store, Internet shop, web shop, online store, or virtual store evokes the same physical analogy of buying products or services at a bricks- and-mortar retailer or in a shopping mall. The metaphor of an online catalogue is also used by analogy with mail order catalogues. All types of stores have retail web sites, including those that do and do not have physical storefronts and paper catalogue.

Online shopping is a type of electronic commerce used for business-to-business (B2B) and business-to-consumer (B2C) transaction. The term Web shop refers to a place of business where web development, web hosting and other types of web related activities take place.

Today the Internet has captivated the attention of all industries including retail marketers. The Internet, as a retail outlet, is moving from its infancy used by only a few to a market with significant potential (Foijt, 1996; Shim, Eastlick, Lotz & Warrington, 2001). Millions of people are shopping online (Ainscough, 1996; Strauss & Frost, 1999). In the third quarter of 2007, retail e-commerce sales totalled \$10.2 billion dollars (U.S. Department of Commerce, 2007). These third quarter e-commerce sales were 24 percent greater than those in the 3rd quarter of 2006 when \$8 billion of online retail sales were made. While significant, those sales numbers still represents less than 1.2% of total retail sales of \$8.75 trillion in U.S. Online retail sales, which are defined as Business to Consumer ('B2C') sales of goods including auctions and travel, will grow from \$172 billion in 2005 to \$329 billion in 2010 (Forrester, 2005). As consumers increase shopping-related activities and sellers compete to innovate and keep them engaged, online sales will enjoy a solid 14% compound annual growth rate (CAGR) over the next five years (Forrester, 2005).

Internet started, as medium for information sharing and it has now become the biggest medium for selling goods and services. In the early ages of Internet, the web was considered to be a medium for information sharing. Passionate users created web pages on the topics they like and people loved to read it. Forums and user groups were the first type of communities that resulted in this informative nature of web.

- Pizza Hut opened its Online Shop
- Netcape introduced the SSL system, which became the necessity for every online transaction
- Amazon.com launched its operations.
- eBay started its services.
- Dot.com Burst.
- Amazon.com's first year of profit.
- Google became the dominant search engine to find and buy goods and services.
- Flipkart.com
- tradus.in
- futurebazaar.com
- buytheprice.com
- infibeam.com
- Homeshop18.com

- Yebhi.com
- snapdeal.com
- myntra.com
- ShopClues.com
- Shopping.Indiatimes.com
- Sulekha.com
- Koovs.com
- bestylish.com
- Seventymm.com
- hushbabies.com
- GoodLife.com
- naaptol.com
- GadgetGuru.in
- SaveRuppee.com
- Jabong.com
- Limeroad.com
- Voonik.com
- Craftsvila.com
- Starcj.com

### Online Shopping in India

Online shopping and Internet Marketing has come off age in India. This form of marketing has made tremendous uptake since the time when only text based website were used for product marketing and promotion. In India, this form of marketing is forwarding with great speed and becoming one of the essential planning tools of the organizations to launch or promote or sell their products. Every now and then new product company are emerging to offer their services online. Some of the famous online shopping portals in India are Rediff, Indiatimes and Indiaplaza who showcase thousands of products to the customers and use drop-shipping methods through their vendor networks. Then there are manufacturers who are directly running their online portals and selling their stuff online. Almost all the big brands are using this platform to sell their goods in India. Some companies are using their franchise model to operate online retails business. All forms of gifts, books, electronics, jewellery, clothes and art are the most sought after products purchased by customers online.

Electronic commerce has revolutionized the Indian shopping scene. People can send gifts to any Indian city sitting anywhere in the world in the comfort of their home or office. Even local people have started using this form of shopping and started sending gifts or any service online to their relatives and friends who live in a different Indian City. Online shopping is always on its peak on every special Indian occasion like Diwali, Holi, Mother's Day, Valentine's Day and New Year's Eve.

To help online shopping portals gain maximum exposure in all forms of Internet marketing for their products, many agencies are coming into the Indian online scene offering SEO (Search Engine Optimization), Website Development and Affiliate Marketing which are all different forms of web marketing tools used from development to marketing phase of online portals.

In spite of this emerging trend, there are people who find it difficult to use their credit cards to do online shopping and are afraid of online frauds. To counter this, online shopping companies have adopted other forms of payments such as cash on delivery, cheques, demand drafts etc. However, online frauds can be minimized if people choose the right service providers who are well established and prominent in Indian online shopping scenario.

People are enjoying every bit of this trend very much in India and many big players from all over the world are taking deep interest in online shopping in India. This is just the beginning for online shopping in India, it is here to stay, and there will be more progressive and professional form of shopping and online marketing in India.

India has not been far behind the online sales trend seen across the globe. The e-commerce sales were 2300 crore in 2016-17 as compared to 1200 crore in 2015-16 (Economic times, Oct 17). It shows a significant increase of around 100%. While significant, those sales numbers still represent less than 1% of total retail sales in India (Economic times, Oct 17). Online travel retail market in India is expected to get a boom over the next five years, with Internet-based travel retail transactions increasing by a whopping 271% between 2015 and 2017 (Euro monitor International, 2015).

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**Advantages & Disadvantages of Online Shopping**

The following section of the study deals with advantages and disadvantages of on-line shopping. A single factor in on-line shopping may be perceived as a feature by one person and a threat by another person. So in the following section all major factors in on-line shopping scenario are discussed with their relative advantages and disadvantages to customers.

**Convenience:** Online stores are usually available 24 hours a day, and many consumers have Internet access both at work and at home. A visit to a conventional retail store requires travel and must take place during business hours. Searching or browsing an online catalog can be faster than browsing the aisles of a physical store. Consumers with dial-up Internet connections rather than broadband have much longer load times for content-rich web sites, and have a considerably slower online shopping experience. Some consumers prefer interacting with people rather than computers (and vice versa), sometimes because they find computers hard to use. Not all online retailers have succeeded in making their sites easy to use or reliable.

In most cases, merchandise must be shipped to the consumer, introducing a significant delay and potentially uncertainty about whether or not the item was actually in stock at the time of purchase. Bricks-and-clicks stores offer the ability to buy online but pick up in a nearby store. Many stores give the consumer the delivery company's tracking number for their package when shipped, so they can check its status online and know exactly when it will arrive. For efficiency reasons, online stores generally do not ship products immediately upon receiving an order. Orders are only filled during warehouse operating hours, and there may be a delay of anywhere from a few minutes to a few days to a few weeks before in-stock items are actually packaged and shipped. Many retailers inform customers how long they can expect to wait before receiving a package, and whether or not they generally have a fulfillment backlog. A quick response time is sometimes an important factor in consumers' choice of merchant.

In the event of a problem with the item – it is not what the consumer ordered, or it is not what they expected – consumers are concerned with the ease with which they can return an item for the correct one or for a refund. Consumers may need to contact the retailer, visit the post office and pay return shipping, and then wait for a replacement or refund. Some online companies have more generous return policies to compensate for the traditional advantage of physical stores. For example, the online shoe retailer Zappos.com includes labels for free return shipping, and does not charge a restocking fee, even for returns, which are not the result of merchant error. In the United Kingdom, Online shops are prohibited from charging a restocking fee if the consumer cancels their order in accordance with the Consumer Protection (Distance Selling) Act 2000.

**Information and Reviews:**

Online stores must describe products for sale with text, photos, and multimedia files, whereas in a physical retail store, the actual product and the manufacturer's packaging will be available for direct inspection (which might involve a test drive, fitting, or other experimentation). Some online stores provide or link to supplemental product information, such as instructions, safety procedures, demonstrations, or manufacturer specifications. Some provide background information, advice, or how-to-use guides designed to help consumers decide which product to buy.

Some stores even allow customers to comment or rate their items. There are also dedicated review sites that host user reviews for different products. In a conventional retail store, clerks are generally available to answer questions. Some online stores have real-time chat features, but most rely on e-mail or phone calls to handle customer questions.

**Price and Selection:**

One advantage of shopping online is being able to quickly seek out deals for items or services with many different vendors (though some local search engines do exist to help consumers locate products for sale in nearby stores). Search engines and online price comparison services can be used to look up sellers of a particular product or service. Shoppers find a greater selection online in certain market segments (for example, computers and consumer electronics) and in some cases lower prices. This is due to a relaxation of certain constraints, such as lower stocking costs, and lower staffing overhead. Shipping costs if applicable reduce the price advantage of online merchandise, though depending on the jurisdiction, a lack of sales tax may compensate for this. Shipping a small number of items, especially from another country, is much more expensive than making the larger shipments bricks-and-mortar retailers order. Some retailers (especially those selling small, high-value items like electronics) offer free shipping on sufficiently large orders.

**Fraud and security concerns:**

Given the lack of ability to inspect merchandise before purchase, consumers are at higher risk of fraud on the part of the merchant than in a physical store. Merchants also risk fraudulent purchases using stolen credit cards or fraudulent repudiation of the online purchase. With a warehouse instead of a retail storefront, merchants face less risk from physical theft. Secure Sockets Layer (SSL) encryption has generally solved the problem of credit card numbers being intercepted in transit between the consumer and the merchant. Identity theft is still a concern for consumers when hackers break into a merchant's web site and steal names, addresses and credit card numbers. A number of high-profile break-ins in the 2000s have prompted some U.S. states to require disclosure to consumers when this happens. Computer security has thus become a major concern for merchants and e-commerce service providers, who deploy countermeasures such as firewalls and anti-virus software to protect their networks. Phishing is another danger, where consumers are fooled into thinking they are dealing with a reputable retailer, when they have actually been manipulated into feeding private information to a system operated by a malicious party. On the other hand, dealing with an automated system instead of a population of store clerks reduces the risk of employees stealing consumer information, or dumpster diving of paper receipts. Denial of service attacks are a minor risk for merchants, as are server and network outages. Quality seals can be placed on the Shop webpage if it has undergone an independent assessment and meets all requirements of the company issuing the seal. The purpose of these seals is to increase the confidence of the online shoppers; the existence of many different seals, or seals unfamiliar to consumers, may foil this effort to a certain extent.

A number of resources offer advice on how consumers can protect themselves when using online retailer services. These include:

- Sticking with known stores or attempting to find independent consumer reviews of their experiences; also ensuring that there is comprehensive contact information on the website before using the service and noting if the retailer has enrolled in industry oversight programs such as trust mark or trust seal.
- Ensuring that the retailer has an acceptable privacy policy posted. For example, note if the retailer does not explicitly state that it will not share private information with others without consent.
- Ensuring that the vendor address is protected with SSL when entering credit card information. If it does the address on the credit card information entry screen will start with "HTTPS".
- Using strong passwords, without personal information. Another option is a "pass phrase," which might be something along the lines: "I shop 4 good a buy!!" These are difficult to hack, and provides a variety of upper, lower, and special characters and could be site specific and easy to remember.

**Privacy:**

Privacy of personal information is a significant issue for some consumers. Different legal jurisdictions have different laws concerning consumer privacy, and different levels of enforcement. Many consumers wish to avoid spam and telemarketing, which could result from supplying contact information to an online merchant. In response, many merchants promise not to use consumer information for these purposes, or provide a mechanism to opt-out of such contacts. Brick-and-mortar stores also collect consumer information. Some ask for address and phone number at checkout, though consumers may refuse to provide it. Many larger stores use the address information encoded on consumers' credit cards (often without their knowledge) to add them to a catalog mailing list. This information is obviously not accessible to the merchant when paying in cash.

**Product Suitability:**

Many successful purely virtual companies deal with digital products, (including information storage, retrieval, and modification), music, movies, office supplies, education, communication, software, photography, and financial transactions. Examples of this type of company include: Google, eBay and Paypal. Other successful marketers use Drop shipping or Affiliate marketing techniques to facilitate transactions of tangible goods without maintaining real inventory. Examples include numerous sellers on eBay. Some non-digital products have been more successful than others for online stores. Profitable items often have a high value-to-weight ratio, they may involve embarrassing purchases, they may typically go to people in remote locations, and they may have shut-ins as their typical purchasers. Items, which can fit through a standard letterbox — such as music CDs, DVDs and books — are particularly suitable for a virtual marketer, and indeed Amazon.com, one of the few enduring dot-com companies, has historically



concentrated on this field. Products such as spare parts, both for consumer items like washing machines and for industrial equipment like centrifugal pumps, also seem good candidates for selling online. Retailers often need to order spare parts specifically, since they typically do not stock them at consumer outlets – in such cases, e-commerce solutions in spares do not compete with retail stores, only with other ordering systems. A factor for success in this niche can consist of providing customers with exact, reliable information about which part number their particular version of a product needs, for example by providing parts lists keyed by serial number. Products less suitable for e-commerce include products that have a low value-to-weight ratio, products that have a smell, taste, or touch component, products that need trial fittings — most notably clothing — and products where color integrity appears important. Nonetheless, Tesco.com has had success delivering groceries in the UK, albeit that many of its goods are of a generic quality, and clothing sold through the Internet is big business in the U.S. On-line or tele-shopping as it is sometimes called is relatively new. Real-time transaction processing from a domestic television was first demonstrated by Michael Aldrich in 1979, who designed and installed systems in the UK including the first Tesco pilot system in the 1980s.

#### Conclusion:

The impact of above factors is studied on output factor of the study which is online shopping which is further divided into variables like customer satisfaction, future purchase, frequency of purchase, number of items purchased and overall spends on online shopping; Online shopping features mainly refer to all kinds of functionalities and features that are prevalent in the context of online shopping. Certain interactive features of e-commerce sites such as e-mail alerts of special offers, pop-up menu and “click able”, product arrays stimulate e- shopping by consumers. Present study includes following most important features of online shopping:

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# International Journal of Professional Development

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IJPD



## MANAGEMENT COMMUNICATION SKILLS FOR PROFESSIONAL



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Communication is the process through which all human interaction takes place. There are different groups involved in this process, i.e., the management, employees, specialists, families of employees, and labour unions. Generally, communication means to the passing on of information by the management to the workers, or by the workers to the management. There are many links in the channel of communication through which information reaches the management, and, most links (four out of five) in the communication chain are within the management. Communication within the management is generally overlooked or ignored but it is equally important. A better communication within the management will impress the managers or executives as well as the workers. Both, unitedly, can add to better productivity, and profitability of the organization. Communication within the management group is called management communication. The management, at different levels, plays different roles that affect the communication pattern. As the middle management has to explain organizational policies, practices, and programmes to their subordinates, they are supposed to know these policies, etc. before hand from the top management. In spite of many barriers among people and groups in the organization, one of the basic propositions of organizational behavior is that open communication is better than restricted communication. So, communication among various groups should be improved wherever possible. In this block, we discuss the communication relationship among different groups within organizations, such as communication within the management: upward and downward with specialists; with the employee's families, and with labor unions.

### **Management Communication: Meaning**

Whenever we talk of communication, we generally refer to communication with employees; and, communication within the management is left out altogether. However, both deserve to be treated equally as both unitedly add to better productivity, and profitability of the organization. Therefore, an attempt would be made in this chapter to discuss these two sets of communications.

Communication within the management group is called management communication or intra-management communication. This aspect of communication is equally important because, if managers at different levels remain uniformed, they will not be in a position to explain the policies and practices of the organization to their subordinate employees.

### **Importance of Management Communication**

Managers are supposed to implement the policies and practices of the organization in order to achieve organizational goals; so, it is essential that they should be well-informed about the policies and practices of the organization. Management communication should be emphasized due to the following reasons:

**It is a Prerequisite to Employee Communication** Management communication is a prerequisite to communication with the operating workers. The main responsibility of the managers and supervisors at all levels is to communicate the management messages to the employees, subordinate to them. And they cannot transmit the messages to them more clearly than they themselves understand. The top management expects the supervisors to interpret and explain the 54 Business Communicate plans, policies, etc. to the workers but, if they fail to explain the plan to the supervisors, the supervisors will be unsuccessful in explaining it to the workers. This will be so in spite of the fact than they have sufficient papers explaining the plan but the plan remains either unimplemented or is badly implemented for want of appropriate communication from the top.

**Necessary for Sound Decisions** Decision-making is one of the functions of the management. Though they are quite isolated as regards performance, they serve as competent decision centers only to the extent that they develop suitable information channels. Many of these channels must be within the management group. If management communication channels are not appropriate, sound decision cannot be expected.

**Greater Scope of Managerial Influence** Another reason for emphasizing management communication is that it covers a greater area of influence than that of the workers. Inadequate information to managers affects a broad area of performance (i.e., productivity, profitability, and morale) because it influences many persons and activities within the organization.

**Links in the Communication Chain are within the Management Group** Generally, there are five links in the communication chain from the top to the bottom, and from the bottom to the top. Four links out of five are in the management group and only one link, i.e., between a supervisor and an operative employee, is outside the management group. Each link has an equal opportunity to distort, fade, or delay the communication. Thus, the greater proportion of these problems is intra-management when the communication chain is long. So, effective management communication is essential for effective employee communication, upward and downward.

**Communication for Self** For management itself communication is necessary because they are also employees of the organization and need proper communication like any other person in the organization.

**Improving Management Communication:** Research studies show that most of the people in management are engaged in lateral communication or cross communication which is outside the chain of command. One study showed that two-thirds of management communication are cross communications, either horizontal or diagonal in direction; and, only one-third of their communication was within the chain of command. The flow of information needs improvement. Various methods can be used within the management for improving the communication system. These are given below:

**Committees, Conferences, and Meetings** In order to improve the flow of management information managers are generally members of various boards and committees, and participate in conferences and meetings. They should represent their departments in such committees etc. and discuss common problems relating to the organization or their departments.

**Written Communication:** Many organizations have developed special types of written communication for their managers such as newsletters, bulletins, and special booklets to keep their managers well informed about the policies, practices, services, and products of the organization. Some employers have the practice of providing copies of their magazines to before their general release so that they may come to know of their contents well in advance.

**Off-site Conferences** In order to have better management communication, some organizations hold conferences on a particular subject at locations away from their workplace just to avoid work interference. Sometimes, some distinguished person is called upon to initiate the debate. It is a good method for intro organization communication. Thus, management communication must be improved to have a better understanding of the policies and practices of the organization, and to convey such policies etc. to the operating employees in an effective manner.

**Downward Communication:** Downward communication in an organization flows from the top management to the operating employees through the chain of command. Since a large part of the chain is within the management group (as we have discussed while discussing management communication), Burn and Stalker have opined that downward communication tends to dominate in mechanistic organizational systems. In organic systems, there is more open, multidirectional flow of information so that downward communication plays a reduced role. People transmit and receive information in all directions depending upon work needs rather than the chain of command.

The management employs various costly techniques and services of skilled staff at its disposal but, many times, it proves unfruitful and fails to achieve employee understanding. So, there are certain prerequisites of an effective downward communication.

#### **Some Prerequisites**

Following are some of the prerequisites of an effective downward communication:

**Get informed:** The management must know and understand the information to be sent downward, but sometimes it happens that the managers do not master the information they are expected to communicate. The manager must be well versed in the information to be communication because the

employees or subordinates may ask some question relating to the communication. Anyhow, he should not say that he does not know, it will be embarrassing. He should rather face the situation squarely by saying that he would supply the information as soon as possible after collecting it from the proper source.

**Develop a positive communication attitude:** The management should develop a positive communication attitude, that is, managers should share the information with employees according to their needs. Sometimes, managers do not care for effective communication and, sometimes, they mistakenly assume that they have a positive attitude; but actually they communicate to their subordinates only when they find it unavoidable or when they are compelled to do so.

**Plan for communication** No managerial plan of action is complete until there is also a plan for communicating it to the affected people. Communication should come at the beginning of a course of action rather than at the end. A suitable plan for communication will develop policies and procedures so that employees can expect to be informed; otherwise, they will lose time in getting information from other sources.

**Gain the confidence of others** In downward communication, trust between the sender and the receiver of information is a must; if it is lacking it will impede information flow among the employees because an employee (receiver of a message) will not trust his supervisor or will not accept the communication. In the absence of trust, employees suspect management trickery, unfairness, or blindness to their needs; they tend to react negatively, and will misinterpret the actual purpose of the communication. So, the meaning of communication is more effectively understood or communicated when there is trust.

### Importance of Downward Communication

Persons downward in the line in an organization need communication because:

- They need instructions regarding their work. The manager should ensure that their instructions are in terms of the objective requirements of the job: they should not appear as the personal whims of the manager. When a manager gives instructions commensurate with his status in the organization, he acts as a problem solver or coordinator and not as a leader.
- There is need for an increased information flow in order to maintain a comparable level of performance: An engineer working on an experimental project requires substantial and frequent communication input in order to perform successfully rather than a person engaged in a repetitive and standardized mechanized work. So, the managers should adjust their communication activity to the task needs of their subordinates and others whose work they co-ordinate.
- Employees also need feedback about their performance; they want to know what others think about them: it enhances their self-image and feeling of success. It improves performance and attitude.

**Upward Communication:** Upward communication means flow of communication from operative employees upward to the top executives along the chain of command. We have already discussed it in a previous chapter. Upward communication is necessary for a two-way traffic in communication. If upward communication is in a poor state, the management will lose contact with the employees, and it will lack sufficient information to make sound decisions.

**Barriers in Upward Communication:** Experience and research show that the upward communication is quite inadequate in most organizations; however, it is most satisfying and most important to the employees to communicate upward. There are the following barriers in upward communication:

- There tends to be a minimum of upward communication unless it is positively encouraged by the management through its initiative and positive action. The management should adopt different channels of employee's information. It is required so that the weak and distant signals as well as the signals at hand are properly received.
- Upward communication tends to travel slowly because it is subjected to delay, filtering, and dilution at each level. Each link in the line hesitates in pushing it upward because it shows their inability in solving a problem; and, in their efforts to solve the problem, it is delayed; and, if it still remains unsolved it is filtered because the manager communicates to his boss only what the latter likes to hear. Thus, a distorted message is usually received by the uppermost superior in the chain.
- Sometimes, upward communication remains unheard because the top managers are so busy with other issues: they generally overlook the message and do not respond to it at all, and this proves a barrier in further upward communication.

- Sometimes, in an effort to avoid filtering, the employees short-circuit the information by skipping one or two links in the communication chain. Few employers permit short-circuiting because it leads to conflicts in the organization. Short-circuiting is permissible in the grapevine.

**Improvement in Upward Communication:** The management should take an initiative in removing barriers experienced in upward communication through such actions as better listening, building trust, and quick response to the messages received. In addition, the management must lay down a general policy defining what kind of upward messages are desired. The following may be adopted as an ideal upward communication policy:

- The workers shall keep their immediate boss (supervisor) informed about the following subjects:
  - Any matter in which the supervisor is held accountable by those at the upper level. Such matters may be regarding the performance of a subordinate in his assigned job.
  - Any matter causing disagreement, or likely to cause controversy, within or between different units of the organization.
  - Any matter requiring advice by the supervisor of co-ordination with other units or persons.
  - Any matters involving recommendations for change in, or departure from, established policies or procedures.
  - Any other matter that will enable the higher management to improve economic performance of the organization.
- Besides these, other practices such as counseling, grievance systems, consultative supervision, meetings, suggestion systems, job satisfaction surveys etc., are also helpful in improving upward communication.
- Some other practices worth discussing at this juncture are (i) open door policy, (ii) participation in social groups, (iii) encouragement of employee letters, and (iv) nominal groups:

**Open door policy:** Under this policy, anybody in organizations is allowed to have access to the top most executive for any matter that concerns them. It is very attractive in theory but rather difficult in practice because of its several limitations. Though in theory doors of the managers are always open yet psychological and social barriers exist that make employees reluctant to enter the door. Managers should display an open door attitude and let the employees feel that they are psychologically free to enter the door to convey the messages they like. Some workers hesitate to be singled out or to be disfavored. However, the open door policy can be most effective if managers contact the employees off and on. Managers should not hesitate to contact the employees, it can be of real help in upward communication.

**Participation in social groups:** Participation of higher ups in informal recreational social gatherings arranged by the workers is one of the practices of upward communication. Such events are picnics, parties, sports events, hobby groups, and other employer sponsored activities. The sharing of spontaneous information during such events reveals true conditions better than most formal communication. Though upward communication is not the primary purpose of these events yet it is a byproduct of them.

**Encouragement of employee letters:** Some active employers encourage the employees to write letters to the organization magazine. It is a personal and direct way for employees to put their ideas before the management. It also lets the employees feel that the management is interested in their viewpoint.

**Nominal grouping:** This is another approach in which small groups of workers are assembled to provide information or upward inputs to the management. These groups are groups only in name, so they are called nominal groups. These groups do not discuss the issues raised but simply comment on them. After comments the groups vote, without discussion, on the top five or ten items that have been presented. In this way the management comes to know of the viewpoints of the employees on top ranking issues.

#### **Communication in Specialized Groups**

**Meaning of Specialized Groups** by specialized groups, we mean the groups of persons having specialized in some branch of knowledge such as researchers, engineers, accountants and the like. These groups grow in size and importance with the size and complexity of an organization. In the line and staff organization structure, these specialists are called staff whose primary function is to study problems related to their specialized fields and to advise the top management about their solutions.

**Role of Specialized Groups in Communication:** The specialized groups play a leading role in communication, far beyond their own departments. That is why many communication activities are assigned to them. Their role in communication may be appraised in terms of the following criteria.

**Specialized groups play a leading role in communication** and, in some instances, their primary function is communication. They are engaged in the collecting of data, preparing reports, issuing directives, coordinating activities, and advising persons and also performing many other communication functions.

**Since most specialists do not have line authority**, they have greater motivation in communication because their primary aim is to sell their ideas to others.

**Specialists usually have a shorter communication chain** to the higher management because of their proximity to the management; therefore, they can use short-circuit communication to the higher management.

**Specialists enjoy greater mobility than the operating workers because** their nature of work is such that they can move to any department and study its working. Thus, they have more opportunities to spread and receive information regularly.

Specialists are **often more involved in the chain of procedure** than others.

**Typical specialists' units are quite often active in cross communication** with other internal groups because their activities usually affect several chains of command.

**Specialized typical units have many contacts outside the institution** such as contacts with the customers, governments, suppliers, professionals etc. and they are outside its own chain of command. They have a broad span of communication.

When **information is of general interest**, specialists receive and transmit more information than the line group.

#### **The Role of Union In Communication**

A labor union representing a worker group has direct interest in collecting information concerning the group. Though a union should play an active role in collecting information and disseminates that information to the members of the union, its degree of participation in the communication programme is not free from debate. because, in some cases, leadership is lacking among the executives of the union.

#### **Advantages**

The chief advantages of union participation in the communication programme are:

- It is an established channel of communication upon which a majority of workers depend for information.
- Employees' acceptance of information is implied if the union supports the information.
- If the union is not taken into confidence, it may interpret the situation to the member-workers in its own way. So, it is in the interest of the employer and the organization to have an open channel of communication with the union.

**Disadvantages** The union's role in communication claims following disadvantages:

- If management entrusts some of its communication functions to the union, it will lose control over the communication system, but it is still responsible for the outcome. Therefore, at times it may not be advisable.
- If the management permits most of its communication functions to be handled by the union, the management loses the touch and is not able to perform communications, function efficiently when it is needed.
- Unions experience many problems with their own communication system which at times become out of control. So, it is unwise to think that they will give first priority to the cross communication of the organization.
- Unions may also misuse information for their own benefit. Considering the advantages and disadvantages, it is advisable that the union should not be entrusted with the communication programme; however, its representation in the communication programme and policy-making will serve the purpose better. It may, however, depend on the relations with, and cooperation of, the union which is based on mutual understanding. It may be helpful in some cases while it may prove hazardous in others. In any case, the management should be certain that any information released to the worker's union should also be given, either in advance or concurrently, to the

members of the management group. This will place the supervisor in an advantageous position while dealing with workers and the union.

### Conclusion

In this rather comprehensive block concepts of managerial communications are delineated and described. Techniques for improving managerial communications are explored. Use and benefits of upward and downward communications to facilitate managerial communications is expounded upon. Towards the end, use of managerial communication techniques for communicating with workers and unions is discussed.

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# International Journal of Professional Development

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## INDIAN NATIONALISM AND LALA LAJ PAT RAI : A STUDY



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Lala Lajpat Rai (1865-1929) was an Indian nationalist leader and was well known for his many publications regarding national problems. Lala Lajpat Rai was born in the Ferozepore district of the Punjab to a respectable Hindu family. He studied law in Lahore and 2 years passed the first examination, which qualified him to practice. While a student, he became active in the nationalist and revivalist Arya Samaj Society of Swami Dayananda, Rai joined the Samaj in 1882 and soon emerged as a prominent leader in its "Progressive", or "college" wing. He also taught at the Anglo-Vedic College, run by the Samaj; the fiery nationalism was largely the product of this involvement.

In 1886 Rai moved to Hissar, where he practiced law, led the Arya movement, and was elected to the Municipal Committee. In 1888 and 1889 he was a delegate to the annual sessions of the National Congress. He moved to Lahore to practice before the High court in 1882. In 1895 Rai helped found the Punjab National Bank, demonstrating his practical concern for self-help and enterprise among Hindus. Between 1896 and 1898 he published popular biography of Mazzini, Garibaldi, Shivajee and Swami Dayanand. In 1897 he founded the Hindu Orphan Relief Movement to keep the Christian missions from securing custody of these children. In the National Congress in 1900 he stressed the importance of constructive, nation-building activity and programs for self-reliance. In 1905 Rai went as a Congress delegate to London, where he felt under the influence of Hindu revolutionary Shyamji Krishna Varma. Later, in the 1905 Congress session, Rai joined Bal Tilak and Bipin Chandra Pal in support of a militant program around boycott, swadeshi (homemade goods), and swaraj (self-rule for India). In 1906 he tried to play the role of mediator between the moderates and the extremists in the congress. The following years the Punjab Government arrested and transported him without trial to Burma; he was released in time for the 1907 meetings of the National Congress, when Tilak backed him for the presidency. Rai refused to accept the office for fear of a split in the ranks of that body.

Rai lived in the United States from 1914 until 1920. He founded the Indian Home Rule League in New York City and published several important volumes on the Indian problem. Soon after his return to India he was elected president of the Calcutta session of the Congress. In 1925 he entered the Imperial Legislature as a member of the "Swarajist" group. In 1926 he broke with the leaders of the Swarajist group and formed his own "National Party" within the legislature. In 1928 Rai led the demonstrations against the Simon Commission on Indian Constitutional reforms. He was injured by the police in a mass demonstration and died a few weeks later, mourned as a nationalist martyr. Lala Lajpat Rai's approach towards the economic problems of India was nationalistic. He believed in solving the economic disparities in India through indigenous methods. He whole-heartedly supported the economic weapons of Swadeshi and Boycott to fight the colonial rulers. He believed that British rule in India was responsible for the economic ruin of the country. The Swadeshi Movement, he said in a Swadeshi exhibition at Surat, 'ought to make us self-respecting, self-supporting, self-sacrificing and last but not the least manly'. He felt that Swadeshi ought to teach us how to organize our capital, our resources, our labour, our energies and our talents to the greatest good of all Indians irrespective of creed, colour of caste'.

The Swadeshi movement gave much stimulus to banking between 1905 and 1971. The number of India joint-stock banks with capital and reserves of over Rs. 5 lacs increased from 9 to 18, with a total paid up capital and reserves of Rs. 5 crores and total deposits of Rs. 22 crores. The number of smaller banks established during this period was much greater. The most important Swadeshi banks which made rapid progress in the Punjab were the Punjab National Bank, Alliance Bank of Simla, People's Bank of



India, Amritsar Bank of Lohare, Doaba Bank, and the Hindustan Bank. The Punjab National Bank had 7 branches in 1904; 9 in 1905, 11 in 1906, 12 in 1907, 14 in 1908 and 17 in 1909-10.

The swadeshi movement benefited a number of industries also in the province. Among these were textiles, cotton spinning, silk, wool, hosiery, cotton seed oil, sports, leather, chemical, oil, sugar and paper. The number of Swadeshi Textile mills increased to 12 during the Swadeshi era. A number of Swadeshi stores and show rooms were opened. This is evident from the private diaries of Lala Dwarka Das, a close friend of Lala Lajpat Rai.

To sum up, we may say that the period 1905 -07 gave a new dimension to the Indian National Movement. Lala Lajpat Rai emerged as a national leader. He strove hard to create political and economic consciousness in his province through the Swadeshi Movement. The movement developed into all round Boycott of British goods, British courts and British administration. The Swadeshi, or use of indigenous goods, was soon extended to cover everything India, thoughts, manners and beliefs. The net result was that a number of schools, Swadeshi shops, native newspapers, indigenous banks and textile mills came in to existence in the Punjab. 'Lalaji's heart was full of universal Love,' said Mahatma Gandhi about Lala Lajpat Rai at a condolence meeting in Ahmedabad on 18 Nov., 1928. He went on to add that Lala Lajpat Rai did not have "the slight enmity towards the Muslims". It was his innermost desire that Hindus and Muslims "should live as brother". He wanted that in India there should be "neither Hindu rule nor Muslim rule but a rule of all people".

However, some of the contemporary historians look upon Lala Lajpat Rai as a nationalist who was not free from "communalism". Bipan Chandra, for example, believes that communalism was "basically and above all an ideology, on which communalism politics is based" and that many nationalists "fell prey to it or thought within its digits" and "saw themselves as National Hindus, Nationalist Muslims, Nationalist Sikhs etc. and not as simple nationalist". For Bipan Chandra, the Hindus Maha Sabha, the Muslims League, the Ali Brothers, M.A Jinnah, Madan Mohan Malaviya, Lalaji and N.C Kelkar "functioned within a liberal communal framework". According to him "the liberal communalist was basically a believer in and practitioner of communalism was basically a believer in and practitioner of communal politics; but he still upheld certain liberal, democratic, humanist and nationalist values. Even while holding that India consisted of distinct religion based communities... he continued to believe and profess publicly that these different communal interests could be gradually accommodated and brought into harmony within the over-all developing national interests, and India built as a nation.

In the word nation, I included both Hindus and Muslims because that is the only meaning which I can attach to it. We inhabit the same land, are subject to the rule of same Governors, the fountains of benefit for all of us are the same and the pangs of famine also we suffer equally. These are the different grounds upon which I call both of these races which inhabit India by one word i.e. Hindu- meaning to say that they are the inhabitants of Hindustan. While in legislative council, I was always anxious for the prosperity of this nation.

Lajpat Rai himself subscribe to this idea and felt sorry and angry when Sir Syed abandoned this position in opposition in the Indian National Congress. In his article entitled 'A Study of Hindu Nationalism', which was written as a rejoinder to the 'Creation of a Hindu Nationality' by Madho Ram, Lajpat Rai warns the Hindus against religious, cultural or linguistic homogeneity as a criterion of India's Nationhood. It is wrong to suppose that the idea of nationalism or nationality is requires a complete union of all details of religious, social, economic, or political life that it requires a complete freedom from sectarian quarrels or disputes or jealousies.

This was a bold acceptance of differences for the formation of Indian Nationhood. Lajpat Rai goes on to say: The truth is the honest differences, controversial discussions, and criticisms of public men by public men, are absolutely necessary for the healthy growth and progress of nationality. Lajpat Rai reinforces the now familiar unity-in-diversity idea in the context of India, nationhood: "The chief object of human yearning is has, been, and ought to be, to find harmony in diversity. Nations are built and unified by differences that exist between the various classes of there population. It is important to note that Lajpa Rai, s concept of struggle is not communal. Struggle is the law of progress, and struggle is both inners as well as against others. There must be a struggle between honesty and dishonesty, between expediency and righteousness, between indolence and energy, and between time serving selfishness and noble disinterestedness. Without this struggle no nation can ever aspire to be great and influential.

In Lajpat Rai's Young India there is a more elaborate statement about Indian nationalism. In its introduction, Lajpat Rai states that the Hindus and the Muslims can come together to make India a nation

and gain freedom. The Muslims feels that 'India must occupy the first place in there affections and thoughts, and that it was not consistent for them to be Mohammedans in religion and Indian in politics'. The Hindus have come to realize that 'after all the Mohammedan rule in India was not as bad or tyrannical and oppressive as they were told it by interested historians. Lajpat Rai's "The teaching of patriotism" extended the scope of national agenda out lined by him in Young India: Hindus and Mohammedans have come to realize that India is the country of all of them, that there future prosperity and there progress depends on there unity and that religion is a matter of individual faith and taste that in the common civil life of the country, religion does not end should not interfere. But it must form an important part of the active teaching of patriotism in India to impress on the minds of young children the fact of there common country, of there common political and economic interests, of there common history and there common destiny.

This is an unambiguous statement about Indian Nationalism. Lajpat Rai suggests how Indian history can be written from the national viewpoint. The idea of Hindu Muslim can be much facilitated by 'the writing of special and carefully worded theses on the lives of our national heroes': Shivaji, Maharana Pratap, Guru Gobind Singh, Akbar, Sher Shah and Shah Jahan, for example. Such monographs should contain no untruths; they should be true, 'but written from a broad patriotic and national point-of-view'. Patriotism can be wedded to scientific history. Generally speaking, the Hindus should learn to take pride in the achievement of Muslim heroes, saints and writers, and the Muslims and those of the Hindus. Indians should identify themselves with the whole of India's past. Lajpat Rai continued his expressions to national feeling and ideas in the 1920s. In an article on "The Indian Problem" publish serially in the tribune of January 1924, he reiterates his answering faith in the necessary of Hindu Muslim unity and explain the conception of the nation as inclusive of all communities and yet transcending each and all of them:

What then is our conception of nationhood? What do we need by Hindu-Muslim unity? The expression Hindu-Muslim Unity is only symbolic. It is not exclusive, but inclusive. When we speak of Hindu-Muslim unity, we do not include the other religious communities like the Sikhs, the Christians, the parsis and the Buddhists, the Jains from our conception of our unity or from our idea of nationhood. The Indian nation, such as it is or such as we intend to build, neither is nor will be exclusively Hindu, Muslim, Sikh or Christian. It will be each and all. That is my swaraj. That is my goal of nationhood.

He goes on to add that he could not subscribe to the proposition to that 'either Hinduism or Islam is so narrow as to make it impossible for the followers of the two religions to become politically united'. The example of the Europe could be in this matter to attain political freedom.' Religion must be divorce from the politics. I say nothing again religion or 'Dharma' in this sense, but I do mean that ceremonial aspect of religion should not be permitted to create barriers or political distinctions between religions or different religious communities as such'. This statement advocates secularization of politics and public life.

On the issue of this secularization of politics, Lajpat Rai differ with both Madan Mohan Malviya and Mahatma Gandhi. In 'My Political Creed', for example, he gave clear expressions to his differences with them: 'I differ from both not only in temperament but in principles and programmed... The cooperation programmed was in my judgment a great blunder'. On 5 December 1925, Lajpat Rai spoke from the platform of Hindu Maha Sabha. And this was what he told in Indian brothers: Let us live and struggle for freedom as brothers whose interest is one and indivisible. Let us live and die for each other, so that India may live and prosper as a Nation. India is neither Hindu nor Muslim. It is not even both. It is India'. Addressing himself to the Hindus, he said that they should not 'dream of a Hindu Raj in this country'. It was foolish, indeed insane, to think that they could crush the Mussalmans and be the supreme power in this land,' and there insanity will ruin there' Hinduism along there country'.

In another part of the speech he said "The Hindus have no political aims of there own separate from those of there countrymen of there faiths; They should not replace nationalism with communalism'. All Muslims did not want Muslim Raj and the bulk of the Hindus did not want Hindu Raj. The Hindus were striving after a National government, founded on justice to all communities, all classes and all interests'. The cry of a Hindu Raj and a Muslim Raj was purely mischievous and ought to be discouraged. Lajpat Rai makes a clear distinction between Indian Nationalism and Hindu Nationalism, and equates the latter with communalism. His ideals was Indian Nationalism; for this ideal he worked, suffered and ultimately laid down his life. He was not a mere worker in the cause of Nationalism. He gave the national sentiment his own stamp and a new meaning. His thought colored the Nationalist Movement and gave it a new turn. Exile and imprisonment afforded time for reflection and he thought and wrote a good deal of

India and her problems. What his contribution to the emergence of a new conception of nationalism? To him patriotism meant an intense love of liberty and justice and was a matter of self-respect. It was a powerful feeling which emanated from the heart and its intensity gave it the loftiness of a vision. This feeling was supported by a convincing theory of nationalism, deriving its inspiration from India's past.

### INTER NATIONALISM

History was interpreted to support Nationalism to British rule in India represented almost the only period of subjection alien rule, and it was the most demoralizing phase in the history of the country. Indian history according to rolled back to thousands of years before the Christian era. In spite of the mystery and uncertainty which concealed the true picture of ancient India, it was clear that India then possessed, "a marvelous civilization, a wonderful literature, a well organized social system, a conception of government based on law and on the legal rights of subjects, as well as against the ruling monarch". democratic institutions and the idea of Universal sovereignty over the whole of India were familiar to the Hindus. The British colonies discriminated most strongly against him. He was a pariah all over the world. The British Government put many obstacles in the way of Indian Nationalist, who wished to travel in Europe and America. No doubt, many British statesmen, politicians, publicist and journalists, talked of the blessings of British rule in India and no one could deny a certain amount of material progress, born of technical advances in science and industry, which had extended to India. But to this Lajpat Rai replied that good government could never be a substitute for self-government, even assuming that the British did give good government, "Can it compensate for the loss of manhood which is involved in political bondage? Chains are chains no matter if they are gilded! Can the wealth of the whole world be put in scales against liberty and honor? What would it avail if one were to get the sovereignty of the world but lose its own soul? A subject people has no soul, just have a slave can have none".

It was this soul-force which Lajpat Rai introduced in to the National Movement of India and thus elevated it to the level of an inspiration, which could move individuals and stir the masses to the greatest sacrifices in the cause of the motherland-the cause of right and justice. The early National Movement of the last century was too mild, too intellectual and almost exotic. The gentlemen who founded the Indian National Congress and attended its annual sessions were liberals, not Nationalists. Their liberalism was derived from the west, from a superficial study of British History and an intense admiration for British institutions. To them India's past was blank, and perhaps bleak, and the salvation lay in the gradual introduction of parliamentary institutions under the guidance of British rulers. These men basked in the warmth of the British rule which give them some social status among their own countrymen and substantial incomes in the professions.

They made speeches, passed resolutions and were quite thrilled, when they were invited to attend parties in government House. They were loyal men essentially and from them no great sacrifices could come in the struggle for freedom. He was one of those who gave a new substance and a new emphasis to Indian Nationalism. It is true that the new substance and the new emphasis were already in the air and the various religious and revivals had aroused pride and admiration of India's past. But it was Lajpat Rai who put the new tendencies in to a coherent theory of Nationalism supported by an appeal to a glorious past, an intense consciousness of existing wrongs and a splendid faith in ultimate victory. His interpretation of history had an element of fanaticism in it, but it was substantially correct. The alien character of the British rule in India and its exploitation of India's economic wealth were new factors in History, which had no parallels in the period of the Muslim rule. The wrongs which British rule had directly or indirectly perpetrated on the soul of India were patent. A lover of justice, freedom and equality. Lajpat Rai hated the distinctions based on race and colour, which, Government continued to exert in India. His historical interpretation and his keen sense of wrong contributed to the transformation of the nineteenth century exotic liberalism into the 20th century indigenous nationalism. Nationalism became positive and confident, able to stand on its own legs and capable of bearing pain and suffering in the cause of freedom. Above all, Lajpat Rai inspired the country with a new hope and faith. The struggle was likely to be long and hard but there was no doubt as to the ultimate victory. A movement of his nature never dies. The battle of freedom once begun is carried on from father to son, is as good today as it ever was. Success may come at once, or be delayed, or the issue may be confused, according to the wisdom or the folly of its advocates, or the amount of earnestness they put into it, or the amount of influence they have over the masses, as well as by the wisdom or short-sightedness or cunning of those who oppose it. All the world over, progressive political movements have had vicissitudes of fortune stages of development, times of reactions, defeats and reverses. Governments always begin by ignoring such Movements. Then comes a

period ridicule, followed by repression. But their efforts are futile. The food on which the tender plant of liberty thrives is the blood of the martyr. The rope of the hangman, the axe of the executioner, or the shot of the gunner, extinguishes individual life only to make the desire for corporate like keener and stronger. Banishments, deportations, imprisonments, tortures, and confiscations are the usual weapons of the tyrant to strangle liberty, to extirpate those that are after it, but they have so far proved ineffectual to kill it'.

Lala Lajpat Rai is one of those renowned leaders of India of the last generation who sacrificed everything for the service of the Motherland. He gave to the country ungrudgingly all that was best in him. He had the rare gift of being able to use his speech and his pen with the same facility. He had a reputation for clarity of thought and lucidity of expression. He was a brilliant speaker and a powerful writer. His speeches and writings used to appeal to the heart as much as to the head. Lalaji used to rise to exceptional heights of oratory whenever there was a worthy cause to defend. It was like a battery that carried almost everything instantaneously before it. He suffered long for his frank and fearless championship of the cause of Mother India.

He had to pass a number of years as a exile in distant lands. But even in that period of sorrow and suffering he worked hard to arouse the sympathies of the people of the democratic States like U.S.A., and succeeded in creating certain centres of sympathizers for suffering India there He may be appropriately described as the first non-official ambassador of the India people who went to America on a political mission. He was not merely an agitator with a negative programme of criticism of British Imperialists in England but also a profound student of public questions, a philanthropist, an educationist and a great social reformer. He was probably one of the pioneer India politicians to deal with problems relating to Insurance and Banking not in the spirit of an academic economist but of a practical businessman. As one of the makers of modern India. He is entitled to the everlasting gratitude of his countrymen. In the days of the agitation against the partition of Bengal, Lal, Bal and Pal were being very respectfully mentioned as forming the Trinity of India politics. They were the idols of popular worship. They fought all their lives for the liberty of their country and they had the satisfaction to see, before they left this mortal world, that India had entered into the struggle with grim determination to win her liberty, and their goal, though still distant, was definitely in sight. Indian nationalism refers to the consciousness and expression of political, social, religious and ethnic influences that helps mould India national consciousness. India Nationalism describes the many underlying forces the moulded the Indian independence movement and strongly continue to influence the politics of India, as well as being the heart of many contrasting ideologies that have caused ethnic and religious conflict in Indian society. It should be noted that Indian nationalism often imbibes the consciousness of Indians that prior to 1947, India embodied the broader Indian subcontinent and influenced a part of Asia, Known as Greater India. Love for the country and passionate concern for freedom remained the twin motivating and propelling passions throughout his life. Though an ardent nationalist, he considered the good and well-being of the whole humanity as the final touchstone of every nationalist endeavour. What with Mazzini's influence his idea of nationalism immunized him against a parochial self aggrandizing nationalism on the one hand, and, on the other, against a vague cosmopolitanism. Admittedly, the goal of Indian nationalism, according to Lalaji, was a world civilization in which the ideas and civilization of every nation could find place. He thought that an increased diversity in the world and an emphasis on diversity of culture could help dismantle the structures of imperialism and hegemonism. He said, 'The world is good and beautiful only with its diversity.' Though he found diversity inevitable in the new world order, he noted, it was not possible to survive in isolation. Communication and interdependence had become compulsory among nations and people. He saw the Indian nationalist struggle in world perspective and realized the importance of enlisting the support of other countries in putting pressure of world public opinion on Britain. He formed close contacts with British Labour and Irish nationalist organizations and sought to bring Asians and British Labour to close each other.

There was hardly any Indian leader, with the exception of Gandhiji, whose public activity covered such a wide range as those of Lalaji. As Gandhiji put it, It is impossible to think of a single public movement in which Lalaji was not to be found. In 1886 he was associated with the founding of the D.A.V. College at Lahore and out of his income from a lucrative practice at the District Court in Hissar and the chief court at Lahore he contributed a lions share to it. In 1899 to 1900 when a dreadful famine raged in Punjab, the Central provinces, Rajputana and the United Provinces, Lajpat Rai planned and implemented the relief work on an extensive scale. He set up several orphanages for deserted children and orphans at

many places. To help the downtrodden and the depressed in the Hindu society he spearheaded many campaigns and setup the Kumar Ashram at Meerut to provide free education.

From the very beginning Lalaji emphasized the growth of trade and industry and wanted the congress to hold industrial conferences during its annual sessions. He founded institutions like the Punjab National Bank and Luxmi Insurance Company and favoured setting up of indigenous outfits to give a boost to export by Indian traders as against the British entrepreneurs who were making huge profits in the absence of any competition. Lalaji was a great exponent of free and compulsory education, and to inculcate patriotism and nationalism among the youth he delineated a model of national education. He established the Tilak School of politics for the political training of students and the servants of the people Society to enlist and train life members vowed to work selflessly for the country.

Lajpat Rai approached the communal problem in a rational and practical manner. He emphasized the need for concentrating on economic and other interests which were common to various communities rather than harping on their sectarian differences. Setting aside their communal bickering, he said, their foremost passion should be to combine to fight their poverty and ignorance- the common enemies of whole mankind'. He said since India was not exclusively Hindu, its prosperity and future depended on the reconciliation of Hinduism with the greater'ism- the Indian nationalism. In the same vein elsewhere he remarked: India is neither Hindu nor Muslim, not even both. It is one, It is India. Let us live and die for each other, so that India may live and prosper as a nation. He appealed both to the Hindus and Muslims to take pride in the achievements of their common heroes and saints: If mother India had an Asoka, she had an Akbar too; if she had a Chaitanya, she had a Kabir also. For every Hindu hero, we can cite a Muhammadan hero. We may be as proud of Syed Ahmed Khan as of Rammohan Roy and Dayanand.' What India needed, according to Lalaji was more of Nationalism and tolerance than orthodoxy and bigotry. To resolve the communal tangle his prescription was to integrate the different religions as much as possible by emphasizing the points on which they agreed, by eliminating non-essentials, by restricting differences within the narrowest limits and finally by removing all barriers to free social intercourse between the communities.

To foster the spirit of true nationalism among the people, Lalaji did not favour in the least the idea of annihilation of all nationalities or communal identities but wanted their coming together in a free and equal association, removing all impediments and tending to create a sense of segregation, anomie and alienation among the various groups constituting the nation. For this he favoured correlation of interests sustaining all classes and sections in the nation for the development of a national ethos, a national will and the self-evolving of a higher loyalty, i.e. nationalism. In the future constitution of India Lalaji enjoined granting of religious liberty to all religious denominations subject only to such restrictions as were inevitable for the maintenance of law and order. To this, he thought, must be added the absolute religious neutrality of the state. This may be seen perhaps as the earliest of the ideas of a secular state in the Indian context. Realizing the pluralist character of the Indian nation, Lajpat Rai pointed out that the differences among the communities and castes were quite real and to evolve a sound and effective system of governance they must not be ignored. With a deep insight into the nature of the communal problem of India, Lalaji pleaded for accommodating the interests of the different communities within the framework of a united India. Understanding the psychology of communalism, he was willing to make reasonable concessions intended to save Indian polity from disintegrating under the pressure of communal strain. According to him, the character of Indian polity was to be composite, reflective of regions as well as communities. He resisted sectarian trends, which were being boosted by the British, the revivalists and other communal leaders. Had his line of thinking been accepted, the partition of the country could have been averted.

In the years preceding the first World War, he remained active in the congress both in the provincial and national spheres. In 1905 Lajpat Rai was deputed as a congress delegate to educate the British public opinion on the Indian situation. Lajpat Rai visited England in 1908 for the second time and delivered lectures to the Indian students, the British intelligentsia and the working class. In 1914 he again undertook a tour of England, the United States and Japan. In fact when the war broke out he was in England, he knew that he was likely to be clapped in to prison on return to India, and therefore opted for voluntary exile in the United States in order to mobilize public opinion in that country in favour of India's struggle for freedom. In 1920 he returned to India and was accorded a hero's welcome and was elected to preside over the historic Calcutta session of the Indian national congress. At the session he feelingly spoke on the agony of Punjab, reacting sharply to the ruthless operation by the British bureaucracy resulting in

the Jallianwala Bagh massacre. Soon he came round to Mahatma Gandhi's programme and leadership at the Nagpur congress session at which non-violent non-cooperation was accepted as an instrument of struggle. His collaboration with Mahatma Gandhi and his countrywide campaigning evoked unprecedented public response and transformed the congress from an upper-class papers and journals and was a prolific writer and body in to a mass movement, thereby changing the very complexion of the nationalist struggle.

Among the leaders of the freedom struggle, Lalaji was a widely traveled person and befittingly called the 'cultural Ambassador of India. Realizing the importance of world public opinion, Lalaji undertook these travels to publicize India's case in America, Britain and other countries as well as International assemblies like the International Labour Organization and the World Parliaments Union at Geneva and the World Migration Conference in London. During these visits he came in contact with many British, American and other statesmen and opinion leaders and made an abiding friendship with some of them. He corresponded with many British leaders like Ramsay Macdonald, Col. Josiah c. Wedgwood, William Wedderburn, Sir Henry Cotton, Henry M. Hyndman, and other Labour leaders Lalaji also founded and edited new builder of institutions. He launched the English weeklies, 'The Punjabi and the People, and 'the Urdu daily, Bande Mataram, and made them powerful instruments of national awakening. He founded the Indian Home Rule League of America in October 1917 and launched Young India, a monthly, as the official organ of the League. He also set up the Indian Information Bureau in New York with himself as its Director to serve the cause of India's freedom. During his enforced stay in America, besides traveling from coast to coast and delivering lectures on the Indian situation, he authored some of his notable books-The United States of America, England's Debt to India, National Education and Young India. His Unhappy India, published in 1928, contained by far the best and most scathing refutation of Miss Mayo's scurrilous attacks on Indian society as given in her book Mother India.

To realize a peaceful International order Lalaji emphasized the for building up self-governing communities free from of every form of exploitation with all segment of society enjoying equal opportunities of good life and growth. Mutual cooperation, respect for each other culture and interaction on terms of equality were the pre-requisites of a just International order, and to achieve this, he said, democracy, political and social, at all levels was to spread and inform the world order. He envisioned a pivotal role of free India in the emerging International system which was to be that of an active, cooperative and constructive member of the global fraternity a role in the cause of world peace the realization of a truly democratic world order.

Lajpat Rai was perhaps quite restive when he decided after seven months of stay in USA to sail for Japan in July 1915, When leaving America I had not intended to return if I could proceed to India without much risk to my safety of person, he recorded in his fragmentary reminiscences. The choice of the words safety of person, speak about the fear on his mind. The Anglo-Japanese Alliance in the war may have been a factor. The Japanese government had only a few months earlier used its military power to quell a mutiny by Indian soldiers of the British army stationed in Singapore. Through he developed good contact with Prime minister Okuma and some Japanese intellectuals, delivered a number of lectures and made useful contacts including one with the Chinese leader Dr. Sun-yat-Sen, it did not appear very safe or useful for him to stay in japan longer. In end, his six month stay in Japan (July-December-1915) was to be interlude in a long period of exile in USA.

Besides the 'monotony of exile' in America, of which he complained to Frieda Hausewirth Lajpat Rai was either run down or perhaps showed a TB condition so that he was quietly moved by Arthur Pope to a Sanitarium at Mirado ,in north Santa Barbara for recuperation. Hardikar mentions that Lajpat Rai's mind was 'occupied by one single thought. He was eagerly awaiting the day when he could be able to go back to his country. Financial difficulty was another problem. He tried to raise some money through paid lectures. Seligman papers include a letter from Lajpat Rai, in which he talks about the problems for fear of my funds coming to an abrupt end I have not been living well. There is nothing wrong with me to look at, but... constant worry, anxiety and home sickness coupled with the desire to live very frugally had affected my vitality'. Lajpat Rai was a great admire of Mazzini. He considered Mazzini his guru and had written his biography in Urdu several years earlier. Mazzini had described the condition of a political exile as 'consumption of the soil'. But he played a significant role for the Italian national cause during the days of his exile .Lajpat Rai seems to have felt that he was destined to be Indian's Mazzini in an alien Land. But what exactly he would do and in what form was determined by the context of political conditions he observed in USA as also the opportunities available to him.

The significant factors in the American socio-political situation which he observed may be described as follows:

Dismay about the politics of his Indian friends was one factor which affected his work. He was unhappy about their collaboration with Germany and conveyed as much to C.K Chakrabarty and H.L Gupta when they met him early on his arrival in New York. By the time Lajpat Rai returned to California arrival in New York .By the time Lajpat Rai returned to California from Japan the factional fight among Ghadar leaders in which he refused to be dragged 'depressed' him much. Similar was the story of young Indian students of the Nalanda Club at Berkeley . Lajpat Rai decided to move away from that 'whirlpool 'to New York in the east.' One thing I can tell you in strict confidence, 'he wrote to Frieda Hauswirth,' that German money has done our people and their cause more than good. He had to politely distance himself from them and their activities. Later when America entered the war on the side of Britain in April 1917, the exposure about the 'anti American' activities of Indian revolutionary nationalists, would create widespread hostility against Indian people. Lajpat Rai had to tread warily but work determinedly for the nationalist cause.

Ignorance of Americans about India was a significant factor which suggested the task for him. As he observed "the civilized world's ignorance about India, her culture, her history, her politics and her economy is simply colossal. People hold very peculiar views about us. Our mysticism has sometimes amused and sometimes repelled them; our poetry and philosophy have at times been praised. Beyond this the affairs of India had little interest for the rest of the mankind. He was struck by the ignorance and prejudice against Islam. In the five years he had not come across a single person who spoke well of Islam and Islamic communities.

In the light of the above Lajpat Rai carved out for himself 'the function of an Indian nationalist ambassador to America whose duty was to inform the American public about the conditions in India.' He wrote in his journal young India: 'In assuming that function I foresaw how important American influence was destined to be in the affairs of the world and how difficult and stupendous was the task I was undertaking considering my own meagre accomplishments and slender resources. He has already expressed his judgement in his Reflections on the political Situations should be told.'

For that purpose he established an India Home Rule League of America in October 1917, launched a monthly young India from January 1918 and established the India information Bureau in June 1918 . But his task was not going to be easy. He was acutely aware that the political situation was not favourable to any propaganda 'Anybody who criticizes Great Britain is dubbed as Pro-German.

The emphasis seemed to be not only on education of Americans about India but also on presenting more liberal sophisticated and wise dimensions of India's political movement for enlisting their sympathy for the India's cause. Significant to Lajpat Rai for that purpose was frequent exchange with radical journals and friendship with their editors Prominent among these were Francis Hackett, editor of the Irish weekly The Republic, the weekly Freeman of Lajpat Rai's intellectual friend and publisher B.W Huebsch, the weekly Nation of Oswald Garrison Villard, and a most radical journal the Masses run by Rev. J.H Holmes, an outstanding figure in the Unitarian Church J.T Sunderland of the Anti-Imperialism League was closely working for Home Rule League and Young India. All these contacts were his great assets. They were indeed deeply impressed by Lajpat Rai and liked him for his being a 'self-made man', his work for social reform in India ,particularly the work relating to the depressed classes, and famine relief, his self sacrificing role in politics for which he was even deported in 1907 without trial, his wide knowledge of India's ancient religion and culture, his high ethical standards and frugal living, his balanced and persuasive approach in lectures and writings and his openness and sincerity

Naeem Gul Rathore in his Ph.D thesis on Lajpat Rai's 'Nationalist Agitation in the United States. Finds that Lajpat Rai noticed what qualities Americans appreciated in him and he made full use of these in his lectures with a touch of modesty. In over 10 books and pamphlets and 78 articles published by Lajpat Rai besides regular editing and writing in young India during this period which are listed in Rathore's bibliography, Lajpat Rai's range of interest comes out to be very wide. The subjects covered included education in USA and Indian, the problems and status of women, religions, Negroes in USA and depressed classes in India, the political economy of war, Asia and the war, international politics, Anglo-Persian Treaty, the Japanese and American societies and, of course ,issues of British colonial exploitation, and humiliation of a people and the political awakening among Indians. Lajpat Rai also inspired a number of Indians and Americans to make a deep study of India and to advocate her cause in America and other parts of the world. Agnes Smedley a young journalist was drawn to Lajpat Rai after listening to his lecture

at Columbia University on 10 March 1917. She became prominent for her closely observed and insightful reporting on the Chinese Revolution in 1949, earning her the 'John Reed of China' fame. Lajpat Rai came to emphasise the need for Indians 'to think and act internationally. He stressed the need for the modern methods of publicity to educate public opinion towards Indians aspirations in countries other than Great Britain. 'the World holds us in contempt', not out of prejudice but because of ignorance, because 'we let judgement go against us by default.' He recommended the established of 'permanent Indian Information Bureaus 'at least in New York, Tokyo and Paris .Indians should write books on Indian topics for other people of the world, place our periodicals in libraries of the world and establish 'purely Indian news service' between India and major civilized countries of the world, he pleaded. Exchange of Professors was another of his suggestions we should include some foreign universities to send their professors to Indian universities and invite Indian professors to their universities.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

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DYNAMICS OF PARTY SYSTEM IN INDIA



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## Abstract

*Indian party system is unique in itself. It does not fit into any kind of classification that is generally used to categorize the party system. It is defined by the singular nature of Indian Politics on one hand, and the nature of the state-society relationship on the other. In the last two decades there has been a substantial change both in the nature of politics as well as in nature of relationship between the state and the society. One of the very important manifestations of change is visible in the context of the politicization of the greater number of people, especially those belonging to the less privileged sections of society. That explains the change in the nature of the party system as well. The distinctive features that defined the party system of India in the first two decades after independence are no more to be seen at present. In order to understand the present nature of the party system, it is important to trace its history and to refer to its political logic in the context of the changing state-society relationship. This article deals with the nature of the party system in India. It aims at underlying the evolution of the party system in the pre and post-independence period, to understand the nature of the party system in India and identify its various characteristics, analyses the changing nature of party system and explains the emerging patterns and discuss the socio-economic and the political factors underlying the changing nature of party politics.*

**Keywords:** - evaluation of party system, Indian Politics, state-society relationship, socio-economic and political factors, the nature of the party system.

## Introduction

Political parties are indispensable to any democratic system. The constitution of India has provided for representative and federal structure with the parliamentary democratic government at the Union and in the States. Democratic representative government cannot function without political parties. Political parties formulate, consolidate and express public opinion. They simplify the election process; enlighten the people on political issues and their responsibilities. They act as the best link between the government and the common man. India has a multi-party system. Party system is inevitable for the existence of democratic system. Political parties are the social factors that enlighten, represent and protect the people in a representative democracy. There may be several organizations; the political parties have certain peculiarities. It is the existing political culture that determines the party system of a country. The political culture of a society is the sum total of the values and participatory attitudes that the people maintain. According to a number of political scientists the party system can be divided into single party system, biparty system or multi-party system and Bio-polar multi party system. Based on the areas of activity, objectives and interest, the political parties can be divided into national Party and regional party. In recent years, we have witnessed a succession of unstable governments, and the reason for such a recurring phenomenon is said to be the archaic and chaotic functioning of political parties. Alliances and coalitions are made, broken and changed at whim and the balance of power seems to be held not by those at the Union level, but by minor parties on the fringes. No doubt Indian Political parties have fragmented over the years. Frequent party splits, mergers and counter split have dramatically increased the number of parties that now contest elections. In 1952, 74 parties contested elections, whilst in recent years this number has been swollen to more than 177, and has been consistently increasing since 1989. The instability at the Union level or at the State level can be attributed solely to the growing number of parties and the malaise the political system suffers today lies in the functioning and the dynamics of the party system in India. Political parties and the party system in India have been greatly influenced by cultural diversity, social, ethnic, caste, community and religious pluralism, traditions of the national movement, contrasting style of party leadership and clashing with ideological perspective<sup>3</sup>. The two major categories of political parties in India are National and State and are so recognized by the Election Commission of India on the basis of certain specified criteria. Party System Broadly, the party system refers to complex social and political processes that go beyond individual leaders, societal associations, political groups and organizations to an intricate pattern of their interaction and interrelationships. These interaction patterns

are governed not only by constitutions, statutes, rules, regulations and institutions, but a whole range of live issues that shape political attitude and behaviors at critical stages of evolution in a society and polity. In multi-cultural society like India, coalition building takes place at different level, i.e. national, interregional, regional, rural, urban levels, etc. The parties are at the center of Indian politics as in any other major democracies. The choice facing the voters are simplified by the fact that politicians find it necessary to ally with each other under the party label. Opinion polls in India have repeatedly shown that the people generally vote more for the party than for a candidate.

### **Genesis and Evaluation of Party System in India**

Rajni Kothari has argued in his *Politics in India* that the party system evolved from an identifiable political centre. This political centre, carved during the national movement was comprised of the political elite sharing common socio-economic background i.e. educated, urban, upper-caste people belonging mainly to middle and upper classes. The common social background of the elite resulted in the homogeneity that became defining features of the political center as well as of the party system. The ruling party and the opposition, coming from the same social background, shared the social perceptions and converged on many issues. A consensus, therefore, existed within the system around the basic values. The Indian National Congress was the institutional manifestation of this political centre. Not only was it an important expression of the national movement but was also a dynamic political organization that formed the indigenous base for the political system. Accommodating almost all political groups of political importance, it provided a very crucial political space for political negotiations and bargaining.

### **Pre- Independence Period**

The history of Party System in India, can be traced to the institutionalization of the Indian National Congress in the first ever meeting held on 29 December, 1885 in Bombay, (initially created as a result of efforts of A.O. Hume and prominent personalities of an intelligentsia for controlled public participation and to know public sentiments to avoid the repeat of an incident like one in 1857), which subsequently evolved as an organizational base for India's national movement against British imperialism. As the Congress consolidated organizationally and gained in popularity with people, a process conducive for the crystallization of political parties and political groups, it set in motion the process of different ideas to bloom, rules of political mobilization and competition among a different groups to mobilize people on issues of public importance. Throughout the process, the Congress acted as a pivot on which party system hinged. The evolution of the congress during the pre-independence period can be broadly divided into three stages during which it not only grew as a movement and a political party, it also developed the Indian Party System. During its first stage, from 1885 to 1905, it remained an elite debating society, petitioning the government for extra privileges for the few, in a manner that has been described as 'politics of mendicancy'. Second stage spanning over a decade (1905-16), is crucial as in this period the great debate between moderates having faith in their strategy of petitions and appeals as well as a good sense of the British and the extremists who were for more aggressive strategy for pressing the demands took place.

### **Post Independence Period One Party Dominance (1952-1967):**

Independence and partition, created a vacuum of sorts in the party system as the congress virtually monopolized the political arena as the only dominant party by virtue of identification with independent movement. The period from 1952-1967 is described as the one-party dominance system in India. The congress party won the three general elections because of the charismatic leadership of Nehru, umbrella type character of congress party and the splitting of opposition votes. The main features of this era were the intra-party competition within the congress party.

### **Period From (1967-89):**

The first strain became visible in 1967 in fourth general elections, when in the post-Nehru era, it won only 40.78% votes and 54.62% seats. The party also lost power in eight states. The land reforms in late 1950s, emergence of new landowners on political scene created an impact on the electoral outcome in second half of 1960s. The political awakening of these new, classes strengthened democracy and led to increased participation of peasants in the political process. In 1969, due to growing conflict, the party split. As no other group was in the position to fill the vacuum created by the Congress, the group under leadership of Mrs. Gandhi and a group of "Young Turks" regained power. However, Mrs. Gandhi's era was characterized by a pyramidal decision-making body emphasized by her own image, undermining and dismantling established structure of the party, confrontational approach towards other parties leading to dissolving of assemblies ruled by opposition parties as well as its own party. During this period, the crude and brutal way in which central leadership of the Congress party resorted to pull down its own

governments in the states and unceremonious ways in which the Congress Chief Ministers were removed further reflects the narrowing of political space. However, a determined opposition effectively exploited the contradictions of a centralized and weakened Congress to put it on mat taking advantage of rising corruption and mounting popular discontent on account 18 months long internal emergency (June 1975-January 1977). The polarization of opposition leadership in Janata Party in the elections lead to an ouster of Congress from power as the people for the first time had a loose alternative with least division of votes. The dual membership issue of BJS ( of the party and Rashtriya Swayamsevak Sangh) rocked the Janata Party, which lead to is split in 1979 by Charan Singh and his supporters and ultimate down fall of the government shortly. However, the collapse of Janata experiment within two years and return of Mrs. Gandhi with overwhelming majority showed that a final social and political realignment to give a definite shape to an Indian party system was still far away. 1980 witnessed another significant development, the creation of Bharatiya Janta Party (BJP), which in a way addressed the problem of dual membership of BJS. During the period 1980-89 ruled by Congress, significant developments took place like assassination of Mrs. Gandhi in 1984 followed by Anti- Sikh riots, general elections and rise on political scene of Rajiv Gandhi by even garnering the support of RSS. BJP under the leadership of Atal Bihari Vajpayee was adopting Gandhi Socialism. The Janta Party and its variants were competing with Congress (I) for centrist space. The Congress (I) too shifted its ideological posture to court the Hindu Majority vote across north India. Due to compulsion of VHP and RSS, the locks of Ram Mandir in Ayodhya were opened, and darshan was allowed. Later in 1989, the Shilanyas of Mandir was also allowed. The Bofors case also impacted the political realignment and consolidation.

#### **Emergence of Coalition Era (1989 onwards):**

The period 1989-96, witnessed three governments, VP Singh led National Front ( Janata Dal) coalition government with outside support from Left and BJP, Chandrasekhar's government with outside support from Congress(I), and a full-term Congress(I) government led by PV Narshima Rao , which began as a minority government but managed the majority through defections allegedly by bribing the defecting MPs. The period experienced upsurge among the socially underprivileged, the backward castes and the dalits towards political awaking, leading to implementation of Mandal Commission reports and reservation for the Backwards in Government Jobs. The largest Indian state of Utter Pradesh was ruled more than once in 1990s and even thereafter by parties and coalitions championing the cause of backwards (SP), and dalits (BSP), which indicated the silent revolution taking place through ballot in India. Bihar has been ruled throughout the last decade of twentieth century by such forces represented by Lalu Prasad Yadav. National parties also resorted to ethnic strategies of political mobilization to seek their support. Despite Rajiv Gandhi's assassination and lack of absolute majority in 1991 Lok Sabha elections, the Congress (I) sorted out the leadership issues and under the leadership of PV Narshima Rao completed the five- year term in 1996. In the process, the party suffered as the Congress (I) attempted to gain majority through defections allegedly by bribing the defecting MPs, which created the huge furor in public. Simultaneously, the BJP's political stock soared due to its relatively clean image, seat adjustment with National Front in 1989 and L.K. Advani's Rath Yatra in 1990 from Ram Temple in Ayodhya, which made it the main Opposition party in the 10th Lok Sabha and it emerged as a single largest party in 11th Lok Sabha in 1996 and succeeded in getting an invitation to form Government by the President. However, still short of absolute majority, as it could not attract any ally to sustain it, the government fell within a short period. This experience proved crucial for its coalition strategies later. Subsequently, National Front (a Thirteen party coalition led by Janta Dal) with outside support from the Congress (I) remained in power during 1996-98. On fall of the Government in 1998, the BJP itself under the leadership of AB Bajpayee entered into coalition of 18 parties known since then as National Democratic Alliance, which though formed government but failed the house test by one Vote as one of the allies pulled out of coalition in 1999. As a result, effort by BJP and NDA to secure the majority in 1999 elections was far greater. Obviously , the party system in India, have become highly competitive and more democratized , in which parties depending on their social bases, internal organization and ideologies had developed complex mode of interactions for their coexistence. In this game of coalition during the period, the BJP was able to gasp the reality of coalition and federalism better than the Congress. The decline of the Congress was not so much in terms of its own base, as it was in terms its total neglect of the need to see the writing on the wall. The party kept on insisting on fighting elections alone and indeed decried the coalition arrangement as unworkable and unstable .The Congress ultimately realized and put into practice the coalition strategy in a better way than BJP in 2004 parliamentary elections and succeeded in coming back to power. But the

2014 parliamentary elections led to the emergence of a single party dominance (Parchand Bahumat) once again. The rise of one party dominance can be attributed Narendra Modi factor on one hand and widespread corruption charges against UPA government and unified election campaign, well coordinated and supported by the party cadre on other hand. If we analyse the polling data and voting patterns of 1990's elections, this is clear indication of voter's preference for regionally based socioculturally located parties with distinct economic and caste grouping in society and broadening base of BJP in rural voter, which was earlier seen as urban party. However, the process of federalism and coalition politics is a reflection of the desire to establish links with the national theatre. Increased participation of masses, socially under privileged and weaker section, assertion of different regional, cultural and ethnic groups through regional parties has strengthened democratic polity and governance. But the 2014 parliamentary elections changed the scenario of Indian polity and party system of India.

### Conclusion

The party system in India, thus, originated from the desire and zeal of the western educated intelligentsia in the late 19th century to form associations for social reforms. The Indian National Congress was the result of this zeal, as some prominent individuals in the three presidencies felt the need for an organization that approached the government on behalf of the people to make them aware of their requirements. However at that time, it was transformed into a movement representing the length and breadth as well as social heterogeneity of the country. It also brought together different points of views and ideologies, and in the process functioned as a composite party system. The emergence of the Muslim League and religion-based nationalism gave firm foundation to the spirit of the Party system in the country. Whether the Congress party was working to tackle the politics of the League and whether or not it was possible to prevent the partition of the subcontinent is a contentious question. However, it is absolutely clear that in the triangular politics of colonial India, as British discovered the Muslim League as a perfect foil to the Congress, the processes of laying the foundation of the party system in the country were set in motion. The emergence of the entire spectrum of political ideologies also created a firm based on the party system in the country. From the right (the Muslim as well as the Hindu) to the left (even ultra left, as the CPI transformed itself in revolutionary mode for five years from 1946 to 1951) each point on the ideological scale was fully represented. The Congress itself represented political beliefs from the right of the centre to the left of the centre. Organizationally too, the parties began relating to each other as they do in a mature democracy. True, India remained a one party dominant system for over four decades of its post-independence history but seeds of a complex party system were sown during pre- independence politics.

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)

IJPDP



## Tourism in Goa: Opportunities and Challenges



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### Abstract

*The tourism industry has emerged as one of the largest and fastest growing economic sectors worldwide tourism in India is a sun rise industry, an employment generator, a significant source of foreign exchange for the country and an economic activity that helps local and host communities. Tourism is a social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal, business/professional purposes. Goa is the state of India which is that piece of land on mother earth which is known as "TOURIST PARADISE" for having a soul which goes deep into unique history of rich culture, temples, churches, old houses & god gifted beaches. Tourism is generally focused on the coastal areas of Goa. Apart from attracting tourists from all over India, it also attracts tourists of foreign background. The real essence of Goa lies in its rich history, unique culture and the original natural beauty. Sea & sand which attracts millions of the tourists to the state. Goa has been Major destination for the international & domestic tourists. Tourism in Goa today, is one of the major economic activities with a multiplier effect, which benefits the local population.*

**Keywords:** *Tourism, Opportunities, Challenges, Employment, Income.*

### Introduction

The Tourism industry plays an important role in providing large employment opportunities in goa. The tourism sector holds strategic importance in the Goan economy for providing several socio economic benefits. Provision of employment, income and foreign exchange, development or expansion of other industries such as agriculture, construction, handicrafts etc. are some of the important economic benefits provided by the tourism sector. Since Goa joined the Indian Union in 1961 its main industry was rich ores of iron and manganese exports. Goa's development was limited and therefore tourism was introduced not only to increase income and employment but also to create employment opportunities for the progressing educated labour force.

### Some Pertinent Statistics of Goa

Goa, the land of sun, sea and sand with a geographical area of 3702 Sq.Kms. is one of the smallest states of Indian Union. Its coastline spreads to over 105 kms. It has two districts and 12 talukas i.e. 6 under North Goa and 6 under the South Goa District. There are 44 towns of which 14 are Municipal towns and 30 census towns. There are 382 villages and 189 village panchayats. Population of Goa is 1.817 million; population density is 364 per sq. km. The sex ratio rate is 981 females to 1000 males, which is one of the highest in the country. The Goa's literacy rate is 82.01% which is the second most literate state in India. The per capita income is at Rs. 95563/- which is also 3 times more of National Average. The State received 52.97 lakh tourists in 2015 (January to December) which comprised of 47.56 lakh domestic and 5.41 lakh foreign tourists, compared to 40.58 lakh tourists during the same period in the previous year. The percentage increase in the number of tourists has increased from 11.96 percent in 2013 to 30.01 percent in 2014. The huge increase in the number of tourists may be attributed to the Exposition of Sacred Relics of St. Francis Xavier at Old Goa. The state received 63.31 lakh tourists in 2016 which comprised 56.50 lakh domestic and 06.81 lakh foreigners.

### Tourism Policy

The Tourism Policy and Tourism Master Plan 2011 are in place. The Tourism Policy acknowledges a leading role to the private sector in the industry. The New Shack Policy has been implemented for smooth running of the temporary shacks on identified beaches and in private property huts, tents, etc. The Government has entered into contract with private service providers for the comprehensive management of cleanliness on the beaches of Goa to provide clean and hygienic beaches for the general public and tourists.

#### **A New Status**

Goa is now a permanent venue for holding international Film Festival held every year and attended by 10,000 delegates from film and media. Holding the glory of festival has added the international tourist's destination globally and people prioritize Goa as a favored destination. Besides the easy going attitude forced locals to seek jobs in gulf and on cruise ships and many of them obtained Portuguese passport and are working in several European countries. The remaining people found employment as tourist's taxi drivers, jobs in service sector and several of them are now engaged in providing services to tourists such as transport, catering and accommodation. The recent addition to employment opportunities is the operation of casinos, which are also a big source of revenue to the state exchequer after complete stoppage of mining which attracts more tourists to visit Goa. Tourism has become a competitive industry & every nation is trying to attract tourists to their country.

#### **Objectives of the Study**

- To find out the tourist arrivals in Goa domestic & foreign for the period from 2011-14.
- To analyze the month wise tourist arrivals from January to December for the period 2014.
- To find out the Nationality wise foreign tourists arrivals during the year 2014.
- To find out the tourists arrivals by Charter flights for the period from 2010-11 to 2014-15.
- To study the impact of tourism in Goa and to suggest some remedial measures.

#### **Research Methodology**

The data has been collected only from the secondary i.e. books, magazines, newspaper and internet etc.

#### **Marketing and Promotion**

Continuous efforts are being made through promotion in print, electronic media and through participation in various travel related events and roads shows in India and Overseas, to promote Goa as an ideal tourist destination with a view to increase foreign exchange earnings. The Department participated extensively in National and International events for promoting tourism and also undertook widespread publicity campaigns by releasing advertisements through Print and Electronic media.

#### **At the National level, the State participated in the following events in 2014-15:**

- Anand bazaar Patrikas, Annual Travel & Tourism Fair, held from 27<sup>th</sup> to 29<sup>th</sup> June 2014 at Kolkata.
- Travel & Tourism Fair held from 4<sup>th</sup> to 6<sup>th</sup> July 2014 at Kolkata.
- Travel & Tourism Fair held from 11<sup>th</sup> to 13<sup>th</sup> July 2014 at Hyderabad.
- IITM held from 11<sup>th</sup> to 13<sup>th</sup> July 2014 at Chennai.
- IITM held from 18<sup>th</sup> to 20<sup>th</sup> July 2014 at Bangalore.
- Travel & Tourism Fair held from 22<sup>nd</sup> to 24<sup>th</sup> August 2014 at Ahmadabad 2014.
- Travel & Tourism Fair held from 29<sup>th</sup> to 31<sup>st</sup> August 2014 at Surat.
- IITM held from 5<sup>th</sup> to 7<sup>th</sup> September 2014 at Gurgaon.
- Travel & Tourism Fair held from 12<sup>th</sup> to 14<sup>th</sup> September 2014 at Pune.
- IITM held from 12<sup>th</sup> to 14<sup>th</sup> September 2014 at Mumbai.

#### **At the International level, the State took part in the following events:**

- ✓ OTDYKH-LEISURE, Moscow held from 16<sup>th</sup> to 19<sup>th</sup> September 2014.
- ✓ IFTM Top Rosa, Paris, Switzerland held from 23<sup>rd</sup> to 26<sup>th</sup> September 2014.
- ✓ JATA Tourism Expo., Tokyo, South Korea held from 25<sup>th</sup> to 28<sup>th</sup> September 2014.
- ✓ World Travel Market, London held from 3<sup>rd</sup> to 6<sup>th</sup> November 2014.
- ✓ FITUR, Madrid, Netherlands from 28<sup>th</sup> January to 3<sup>rd</sup> February 2015.

#### **Tourist Arrivals**

The State received 40.58 lakh tourists in 2014 (January to Dec.) compared to 31.21 lakh tourists in the previous year, thereby reflecting a growth of over 30 percent. The number of tourists (both domestic and foreign) who visited the state in the last four years is given in Table No.1.1 below:

**Table No 1.1: Year – Wise Tourist Arrivals**

Year	Domestic	Foreign	Total
2011	2225002	445935	2670937
2012	2337499	450530	2788029
	(5.06)	(1.03)	(4.38)
2013	2629151	492322	3121473
	(12.48)	(9.28)	(11.96)
2014	3544634 (P)	513592 (P)	4058226 (P)
	(34.82)	(4.32)	(30.01)

P: Provisional Figures in the brackets indicate percentage increase/decrease over the previous year.

Source: Economic Survey 2014-15

It can be seen from the above Table No. 1.1 that the percentage increase in the number of domestic tourists as compared to the previous year, which was 5.06 percent in 2012 went up to 12.48 percent in 2013 and further to 34.82 percent in 2014. Similarly the percentage increase in the number of foreign tourists which was 1.03 percent in 2012 went up to 9.28 percent in 2013. However in 2014, the percentage increase in foreign tourists dropped to 4.32 percent which was due to a decrease in the number of tourists coming from the continents of North America, Africa and some parts of Europe. Country – wise number of foreign tourists who visited the State during the years 2013 and 2014 is given in Table No: 1.1.

**Month-Wise Tourist Arrivals****Table No: 1.2 Month-Wise Number Of Tourist Arrivals During 2014**

Month	Domestic	Foreign
January	241450	73359
February	156081	67573
March	171398	55917
April	209017	29901
May	211281	12456
June	196969	12583
July	96780	4462
August	130458	7177
September	160408	19353
October	648704	43956
November	639508	76085
December	682580	110770
Total	3544634	513592
<b>GRAND TOTAL</b>		<b>40,58,226</b>

Source: Department Of Tourism, Government of Goa  
Economic Survey 2014-15

From the above Table No: 1.2, it is observed that the number of Tourist Arrivals in the month of January is 241450 and Foreign Tourist arrivals are 73359. followed by in the month of February the number of Domestic arrivals was 156081 and foreign arrivals are 67537 which was decrease as compare to January and in the month of March the domestic tourist increases to 171398 but foreign tourist arrivals decrease due to increase in the prices of tickets of which are known for vacation package. But the number of tourist arrivals during 2014 was in the month of October, November and December respectively but the foreign tourists arrivals in 2014 are fluctuating as shown in the above table.

**Nationality-wise Foreign Tourist Arrivals****Table No: 1.3 Nationality-Wise Foreign Tourist Arrivals During The Year 2014**

Sl.	Countries	No. of	Sl.	Countries	No. of
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No.		tourist	No.		tourist
		Arrived			Arrived
1.	U.K.	129901	15.	Denmark	1577
2.	Russia	189486	16.	Austria	1642
3.	Germany	33942	17.	Holland	2050
4.	Finland	2519	18.	Portugal	6339
5.	France	18292	19.	Ireland	1292
6.	Switzerland	12001	20.	Belgium	222
7.	Sweden	17729	21.	Norway	142
8.	U.S.A.	6291	22.	Iran	802
9.	Australia	8214	23.	U.A.E.	1891
10.	South Africa	2241	24.	New Zealand	192
11.	Brazil	2342	25.	Greek	42
12.	Italy	4294	26.	Lithuania	92
13.	Canada	7901	27.	Czech	840
14.	Japan	802	28.	Others	60514
		<b>Total</b>			<b>513392</b>

Source: Department of Tourism, Government of Goa

Source: Economic Survey 2014-15

From the above Table No:1.3, it is observed that the number of Foreign Tourist Arrivals Nationality wise in the year 2014 was more from Russia which is 189486 followed by United Kingdom , Germany and France which is 129901, 33942 and 18292. Because most of the tourists are attracted to goan land, beaches and churches which attracts more number of tourists to visit Goa.

#### Tourist Arrivals by Charter Flights

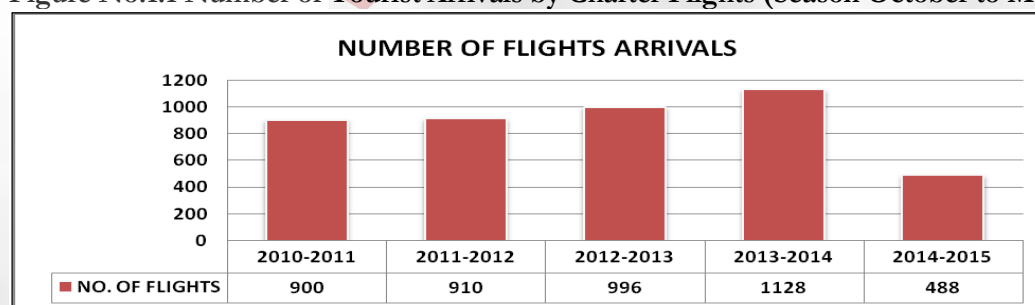
Table No: 1.4: Tourist Arrivals by Charter Flights (Season October to May)

YEAR/SEASON	NO. OF FLIGHTS	PASSENGERS
2010-2011	900	171367
2011-2012	910	169006
2012-2013	996	215304
2013-2014	1128	261452
2014-2015	488	95672

SOURCE: DEPARTMENT OF TOURISM, GOVERNMENT OF GOA

SOURCE: ECONOMIC SURVEY 2014-15

Figure No.1.1 Number of Tourist Arrivals by Charter Flights (Season October to May)

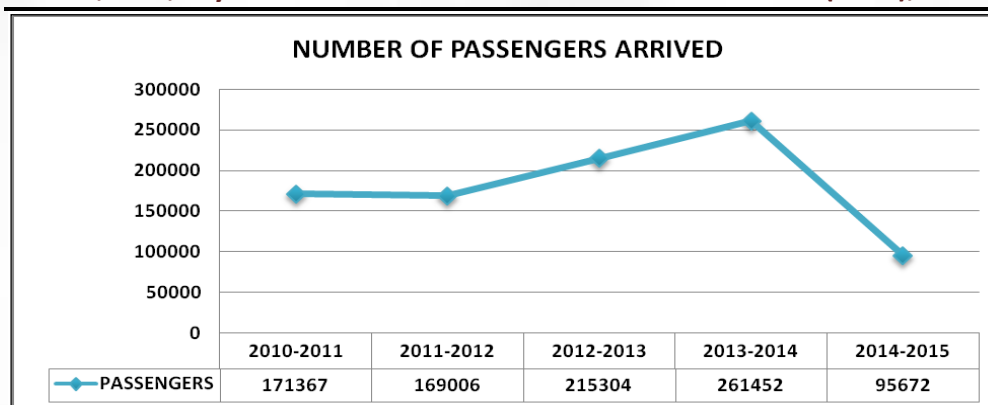


SOURCE: DEPARTMENT OF TOURISM, GOVERNMENT OF GOA

The fig. no.1.1 shows statistics of number of tourist arrivals by charter flights for the season from October to May from the year 2010-2011 to 2014-2015. The number of charter flights arrived in the year 2010-2011 was 900 flights then in 2011-2012, 2012-2013, 2013-2014 increased as compare to 2010-2011 year but in 2014-2015 it decreased to 488 flights because of lack of publicity, poor infrastructure or lack of safety.

Figures No: 1.2 Number of passengers arrivals by Charter Flights (Season October to May)





*Source: Department of Tourism, Government of Goa*

The fig. no.1.2 shows the number of passengers arrived by charter flights which is fluctuating in 2012-2013, 2013-2014 the tourists numbers were more as compare to other years due to festivals, art and music concerts in Goa or for pilgrimage tourism in state.

#### **Year-wise Hotel and Bed Capacity**

**Table No: 1.5: YEAR-WISE HOTEL AND BED CAPACITY**

YEAR	NO. OF HOTELS	NO. OF ROOMS	NO. OF BEDS
2010-2011	2561	24713	46051
2011-2012	2742	26322	48423
2012-2013	2802	27283	49756
2013-2014	3042	29972	53676

*Source: Department of Tourism, Government of Goa*

As on March 2010, there are 2561 Hotels in the state with the total number of 24713 of rooms and the total bed capacity is 46051. The total number of hotels, rooms and bed capacity is given in above mentioned table no: 1.5. In the year 2011, there are 2742 Hotels in the state with the total number of 26322 rooms and the total bed capacity is 48423 and which is increasing in the 2013 -14 year with 3042 number of hotels, 29972 numbers of rooms and 53676 number of bed capacity as per the increasing capacity of the tourists in the state of Goa day by day.

#### **Impact of Tourism in Goa**

- It helps in the preservation of National Heritage and Environment.
- Helps in developing Infrastructure.
- It helps in creating job opportunities and in the development of economy.
- Most of the rich and famous metropolises are investing in Goa which has pushed up land prices and has created overcrowding.
- Goa is facing a major problem of solid waste management.
- Most of the tourist prefers to visit places in the North which has resulted in the exceeding carrying capacity. Goa's tourism belt is getting overcrowded.
- Overexploitation of the beaches for tourism related activities has severely degraded the sand dune habitats.

#### **Demonetization Affects Tourism in Goa**

One of the most prominent tourist destinations for the year end period is Goa. Full of sandy beaches, towering churches and cathedrals, cafes and discos, this state has been a highly preferred destination on both domestic and international circuits. In fact, about 30 lakh tourists visit the state each year. A number of tourists had cut short their vacations in November. The most affected area was the North Goa and especially the Calangute beach. The tourists already landed in Goa were the major victim of the demonetization. The currency of 1000 and 500 become virtually useless and the replacement was not available across the counters yet due to which the many travelers had to encounter the difficulty in settling their lodging and food bills. "At a lot of places, hotels and restaurants have put up notices stating that payments in 500 and 1,000 notes will not be accepted, so it was a difficult stage for the tourists. Because of demonetization it affected the tourist in Goa. In the month of November when demonetization taken place lot of the tourist affected who were in Goa

### Challenges and Opportunities Faced by Tourism Industry in Goa

The father of Nation Mahatma Gandhi is being recognized, worldwide as a unique environmentalist with deep insights to realize sustainability with quality of life. Gandhi has stated that, "the Earth provides enough to satisfy everyman's needs but not for anybody's greed, "He provides an ethical dimensions & meaning to sustainability with his vowed commitment to dignify of not only human beings, but all the species." Goa is a tourist place because of its culture, tradition, cuisine, temples, beaches and churches. It has been observed that the foreign tourists are specially attracted by the antiques, art object, food & Garments, so it is necessary that tourism department should plan the appropriate strategies for accommodation, transport and lodging facilities. For that the Government should take up the modernization of the railways and road transport in a big way. To facilitate the comfortable stay of the tourists the hotel industry should be given all possible encouragement. For building standard hotels and lodges the Government should allocate the suitable lands, financial assistance and other such subsidies which can encourage the hotel business communities and agencies to build enough accommodation for tourists. The Government should provide some subsidies on the handicrafts, cashew nuts, so that people will take the advantage of the products in an accurate order so that local people who are engaged in this field will get an opportunity of employment.

### Conclusion

Tourism is a composition of social, natural and the cultural phenomenon, which is emerging as the world's largest employment generating industry. Goan tourism offers many unique products that make an ultimate tourism place in world map. Tourism in Goa offer many unique products such as forts and palaces, heritage hotels, colorful fairs and festivals, local art and handicrafts temples, beaches churches. Though it is true that government of Goa has made many efforts to increase tourism in the state and try to improve various tourist services to provide good tourist facilities. The Goa Tourism Development Corporation Limited (GTDC) undertakes commercial activities like providing accommodation, conducting sightseeing tours, river cruises etc.

### Suggestions

- Provide Information Centre to the inbound tourists
- Promote Real Goa and not the commercialized version of Goa
- The protection of the environment can be achieved by proper planning and management of various entities like water resources, land, settlements, forests etc. in the most effective manner.
- Strengthen the basic infrastructure at beaches, temples, churches, monuments and other tourist spots.
- The parking and proper illumination for safety and security of the tourists
- Regular and timely disposal of garbage generated by hotels, shacks and others
- Scope to develop ecotourism along the Ghats, hills and wildlife sanctuaries, and adventure tourism
- Encourage agro-eco-tourism
- Souvenirs and mementos prepared by village artisans and craftsmen, offer tremendous scope for branding the local products, help the rural economy to grow
- There is ample opportunity for eco-tourism
- There are overly crowded beaches in north Goa but in south there are more beautiful beaches so it can focus to arrange tours and travels for the less crowded beaches.
- Tour guides should properly be trained to accompany tourist to the places of special significance. Should be trained to explain significance of religious places also inform them about religious services which are being offered there.
- The Government should encourage setting up of Institute of Hotel Management and Food Crafts in order to meet the increasing demand for trained personnel in various departments of Hotel Management, tours and travel and food crafts.
- Training the Manpower for positive transformation in the behavior towards tourists:

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## Administration of Justice in the Armed Forces and Fundamental Rights



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The purpose of criminal law in a democracy is to prevent crime. The purpose of army law is to make the army efficient. The one looks to the betterment of the society, the other to the maintenance of discipline amongst the members of armed forces. The army, no doubt, recognizes that its efficiency will be impaired, if injustice is blatant and its members have continual grievance against the justice system. Therefore, it relaxes restrictions and tries to avoid individual hardships, but the emphasis on discipline remains unweakened. The antithesis is between the need for. Discipline and the right to justice. Discipline is thus of paramount consideration in army and its efficiency undoubtedly depends on discipline. Even if a stage has been reached where each soldier “knows what he fights for and loves what he know”, strict obedience to orders of superiors without discussion or argument would still be essential. The value of discipline is not so clear in peace time to the self-respecting soldier, but it is amply proved in war when fatigue, misery and fear are stark realities. So, it cannot be denied that in the ultimate analysis individual claims to justice must yield before "the claims of military efficiency. The question that becomes important is; ‘To what extent can the rights of the individual be protected without seriously impairing the army discipline but within the prescribed parameters of the Constitution?’ It is said that the army is not and cannot be a democratic institution. If so, the question which needs to be answered is how far the members of the armed forces are entitled to the democratic aspirations and fundamental rights guaranteed under the Indian Constitution. A brief review of the provisions of the constitution vis-a-vis the Army Act would reveal the ethos of democratic aspirations available to the army personnel’s.

### Members of Armed Forces and Fundamental Rights

**Article 33 of the Constitution of India reads as under:** Power of Parliament to modify the rights conferred by this part in their application of forces: Parliament may by law determine to what extent any of the rights conferred by this part shall, in their application to the members of the Armed Forces or the Forces charged with the maintenance of public order... be restricted or abrogated so as to ensure the proper discharge of their duties and the maintenance of discipline among them.

This article provides an exception to the provisions of Part III and declares that the provisions relating to Fundamental Rights which are otherwise applicable to all persons may be restricted or abrogated by parliament in their application to the members of armed forces in view of their special position and need of discipline amongst them. It means that encroachments or restrictions on Fundamental Rights of the members of armed forces are not permissible in matters which do not relate to or are not covered by discharge of their duties or maintenance of their : discipline... an expression which no doubt should be broadly interpreted.

Chapter IV in the Army Rules stipulates restrictions on the fundamental rights. Rule 19 prescribes restrictions on the fundamental freedoms under article 19(1)(c) i.e. to form associations or unions. Similarly, Rules 20 and 21 prescribe restrictions on the freedom of speech and expression guaranteed under article 19(1)(c). Besides these freedoms the benefit of article 21 and other fundamental freedoms available to the army personnel’s before a Court Martial needs to be explored. In view of article 21, a trial by a Court Martial resulting in deprivation of personal liberty can only be done by a procedure established by law and the law prescribing such procedure must be in consonance with articles 14 and 19. In *Maneka Gandhi v. Union of India* it was laid down that the ‘law’ to satisfy the test of article 21 must be just, fair and reasonable and the procedure could not be arbitrary, unfair or unreasonable. The court further said, “the principle of reasonableness which legally as well as philosophically is an essential element of equality or non-arbitrariness pervades article 14 like a brooding omnipresence’ and the procedure contemplated in

order to be in conformity with article 21 must answer the test of reasonableness in order to be in conformity with article 14. It must be 'right just and fair' and not arbitrary fanciful or oppressive. Otherwise it would be no procedure at all and the requirement article 21 would not be satisfied.

**In Prith Pal Singh v. Union of India the questions posed:** Whether the benefit of article 21 is available to the members of armed forces in view of the provision contained in article 33? Whether article 33 enjoins the parliament to enact a specific law specifying therein the modification of the rights conferred by part III and that a restriction or abrogation of fundamental rights cannot be left to be deduced or determined by implication? The question is whether the law to Satisfy the requirement of article 33 must be a specific law enacted by parliament in which a specific provision imposing restriction or even abrogation of fundament rights should be made and when such provision are debated by parliament it would be clear as to how far restriction is imposed by parliament on the fundamental rights enacted in part III in their application to the members of the Armed Forces or the forces charged and deliberate Act of Parliament may permit erosion of fundamental rights in their application to the Armed Forces which otherwise cannot be left to the Central Government to be done by delegated legislation? It was held that article 33 does not obligate that parliament must Specifically adumbrate each fundamental right enshrined in Part III and to specify in the law enacted in exercise of the power conferred by article 33 the degree of restriction or total abrogation of each right.

In fact, after the Constitution came into force the power to legislate. In respect of any item must be preferable to an entry in the relevant list. Entry 2 in the List I: Naval, Military and Air Force and any other Armed Forces of the Union would enable parliament to enact the Army Act and armed with this power the Act was enacted in July, 1950.

It was further observed that every provision of the Army Act enacted by the parliament. if in conflict with the fundament rights conferred by Part III shall have to be read subject to article 33 as being enacted with a view to either restricting or abrogating other fundamental rights to the extent of inconsistency or repugnancy between Part III of the constitution and the Army Act.

This view of the Supreme Court was based on its observations in Ram Sarup v. Union of India, wherein a constitution Bench while repelling the contention that the restriction or abrogation of the fundamental rights in exercise of the power conferred by article 33 is limited to one set out in section 21 of the Army Act and observed, "we agree that each and every provision of the Art is a law made by Parliament and that if any such provision tends to effect the fundamental rights under part III of the constitution, that provision does not, on that account become void, as it exercise of its power under Article 33 of the Constitution made the requisite modification to effect the respective fundamental rights."

Relying on these observations the Apex Court in Prithpal Singh v. Union of India concluded that section 21 merely confers an additional power to modify rights conferred by article 19(1)(a) and (c) by Rules and I such Rules may set out the limits of restriction. But the specific provision does not derogate from the generality of power conferred by article 33. Therefore. it is not possible to subscribe to the view that the law prescribing procedure for trial of offences by Court Martial must satisfy the requirement of article 21 because to the extent the procedure is prescribed by law and if it stands in derogation of article 21 to that extent article 21 in its application to the Armed Forces is modified by the enactment of the procedure in the Army Act itself. In R. Viswan v. Union of India the army Rules made under section 21 of the Army Act, 1950 prohibited the members of the Armed Forces from enrolling themselves in unauthorized organizations or participating in political and non-military activities or communicating with the press. It was held that even though section 21 conferred very wide powers without spelling out any guidelines or limitations to their exercise. it was nonetheless saved by article 33.

It is submitted that the Hon'ble Court in its interpretation failed to appreciate the content and dynamics of article 21. The procedure established by law encapsulates the dynamics of living process and nowhere this process to human beings can be denied though they may be before a Court Martial.

#### **Subversion of Basic Features**

To view fundamental rights including article 21, except those whose availability is expressly barred to the armed forces, on the touchstone of 'Basic Feature Theory' is equally important. It was laid down in Kesavananda Bharati' that Indian parliament will have the power to amend any provision of the constitution including the fundamental rights enshrined in Part III. However, the parliament will not - have the power to alter the basic features of the constitution. It is submitted that right to life and personal liberty and also the right to equality has been consistently upheld by the Apex Court as part of the basic features of the Indian Constitution. Now the question which remains to be answered is whether the Indian

parliament can authorise the subversion of fundamental freedoms constituting the basic features of the India Constitution in exercise of its law making powers pursuant to article 33 and 368. It is submitted that the right to life and personal liberty after Maneka Gandhi' can only be denied to an individual in accordance with procedure established by law and the procedure must be just, fair and reasonable. A procedure which is devoid of justness, fairness and reasonableness is whimsical and arbitrary and is contrary to the basic principles of natural law. On evaluating the composition, structure and functioning of the Court Martials, one finds many loopholes inherent in the system which speak of tardiness of justice system rather than its fairness, thus violating the fundamental canons of jurisprudence.

#### **Articles 20 and 21 : Immunity from Suspension during Emergency**

In India even during emergency proclaimed under article 352 the rights contained in articles 20 and 21 of the constitution cannot be suspended. Emergency under article 352 is proclaimed when President of India is satisfied that there is a grave danger to India's security either by war, or external aggression or armed rebellion. So, even in such circumstances when rest of the fundamental rights can be suspended, Articles 20 and 21 remain untouched. The idea of granting immunity from suspension to freedoms contained in articles 20 and 21 is that under no circumstances an individual can be deprived of these freedoms.

A citizen when he joins the army voluntarily submits himself to a regime which is based upon discipline. It is one of the cardinal features of our constitution that a person by enlisting in or entering armed forces does not cease to be a citizen so as to wholly deprive him of his rights under the Constitution. Moreso, when the apex court has held in Sunil Batra and host of other cases that even the prisoners deprived of personal liberty are not wholly denuded of their fundamental rights. In the larger interest of national security and military discipline parliament in its wisdom may restrict or abrogate such rights in their application to the Armed Forces, but this process should not be carried so far as to create a class of citizens not entitled to the benefits of the liberal spirit of the constitution. Persons subject to the Army Act are citizens of this ancient land having feeling of belonging to the civilised community governed by the liberty oriented constitution. Personal liberty makes for the worth of human being and is a cherished and prized right. Deprivation thereof must be preceded by an inquiry ensuring fair, just and reasonable procedure and trial must be by a judge of unquestioned and unimpeachable integrity who is wholly unbiased.

#### **Defects in Army Justice System**

The defects of the Army Justice System arise from two causes. First, the inefficiency, due to ignorance, of prosecuting and defending Officers, resulting in unfairness to the accused at the taking of Summary of Evidence and in the incomplete prosecution of his case at the trial, and second, the military bias of the authorities resulting in an impatience with legal formalities and a consideration of the case based on the effects of its decision on discipline and not on the rights of the accused.

Further the absence of even one appeal with power to review evidence, legal formulation, conclusion and adequacy or otherwise of punishment is a glaring lacuna in a country where a counterpart civilian convict can prefer appeal after appeal to hierarchy of courts. Though Court Martial proceedings are subject to judicial review by the High Court under article 226 of the constitution, the Court Martial is not subject to the superintendence of the High Court under article 227. If a Court Martial has been properly convened and there is no challenge to its composition and the proceedings are in accordance with the procedure prescribed, the High Court or for that matter no court can 'provide any relief'.

**Justice William O'Douglas observed:** "That civil trial is held in an atmosphere conducive to the protection of individual rights while a military trial is marked by the age-old manifest destiny of retributive justice. Very expression 'Court Martial' generally strikes terror in the heart of the person to be tried by it. And somehow or the other trial is looked upon with disfavour." Justice Black observed in Reid v. Covert 'Court Martials are typically adhoc bodies appointed by a military officer from among his subordinates. They have always been subjects to varying degrees of "command influence".... Frequently, the members of the court martial must look to the appointing officer for promotions, advantageous assignments and efficiency ratings-- in short, for their future progress in the service conceding to military personnel that high degree of honesty and sense of justice which nearly all of them undoubtedly have. the members of the court martial. in the nature of things, do not and cannot have the independence of juries drawn from the general public or of civilian judges."

With the expanding horizons of fair play in action even in administrative decisions, a time has come when a step is required to be taken for at least one review and it must truly be a judicial review as and by way of appeal to a body composed of non-military personnel or civil personnel. Indian Army Act was more or less modelled on U.K. Act. Five decades of its working necessitate and second look so as to

bring it in conformity with liberty oriented constitution and the rule of Law which is the uniting and integrating force in our democratic society. In 1950, the select Committee of Parliament while considering the Lewis Committee report of 1948, on the basis of which Court Martial Appeal Court was set up in U.K. in 1951, turned it down as unsuitable under Indian conditions. Again the three Service Chiefs disfavoured the Appeal Court as unsuitable for the Armed Forces in the current disturbed conditions in the country. Without such Appeal Court, it is but natural that the accused keep on crowding the corridors of the High Courts and Supreme Court of India. Such an Appellate Court should be presided over by professional civil judges who are not under the jurisdiction of the Army Head Quarters.

#### **Army Justice in U.K. and U.S.A.**

Even U.K. has taken a step of far reaching importance for rehabilitating the confidence of Royal Forces in respect of judicial review of decisions of Court Martial. U.K. had enacted a Court Martial (Appeals) Act. 1951 and it has been extensively amended in Court-Martial (Appeals Act, 1968). The Court-Martial Appellate Court has power to determine any question necessary to be determined in order to do justice in the case before the court and may authorise a new trial where the conviction is quashed in the light of fresh evidence. The court also has the power inter-alia, to order production of documents or exhibits connected with the proceedings, order the attendance of witnesses, receive evidence, obtain reports and the like from the members of the court martial or the person who acted as a Judge-Advocate, order a reference of any question to a special commissioner for inquiry and appoint a person with special expert knowledge to act as an assessor.

In U.S.A. the Uniform Code of Military Justice Act. 1950 has also a provision for setting up of a Court of Military Appeals. The Act contained many procedural reforms and due process Safeguards not then guaranteed in civil courts. To cite one example. the right to legally qualified counsel was made mandatory in general court martial cases 13 years before the decision of the Supreme Court in Gideon v. Wain Wright. Between 1950 and 1968 when the Administration of Justice Act. 1968 was passed, many advances were made in the administration of justice by Civil Courts but they were not reflected in Military Court Proceedings. To correct these deficiencies the Congress enacted Military Justice Act, 1968. the salient features of which are (1) a right to legally qualified counsel guaranteed to an accused before any special court martial; (2) a military judge can in certain circumstances conduct the trial alone and the accused in such a Situation is given the option after learning the identity of the Military Judge of requesting for the trial by the judge alone. A ban has been imposed on command interferences with military justice etc.

#### **Recommendations of Law Commission, of India**

According to Law Commission of India the existing system of justice in the Armed Forces under the Army, Air force and Navy Acts urgently needs a review and rethinking. Commission is of the view that absence of even one appeal with power to review evidence or punishment is a glaring lacuna. Service personnels are not necessarily well versed in law. People with experience to objectively look at the facts and law should participate in the administration of justice as fair play and justice can't be sacrificed at the alter of military discipline.

Commission has made the following recommendations:

1. An Appellate Tribunal headed by a retired civilian Judge, with members of the armed forces, namely 2 retired Judge-Advocate General and a serving officer that is a Judge- Advocate of the rank of Major General be constituted to review orders of Court Martials.
2. The Appellate Tribunal should have the power to determine any question necessary to do justice in the case and to order a new trial where the conviction is quashed in the light of fresh evidence.
3. The Appellate Tribunal shall be common to all the three services with the difference that when the appeal comes from an Air Force Personnel the third member of the tribunal (the Serving Officer) shall be Judge Advocate of the rank of Air Vice Marshal.
4. There shall be one Tribunal for the entire country. In view of the fact that here are 125 to 140 writ petitions filed in various High Courts by service personnel, the seat of Tribunal shall be at Delhi, but it is open to the Tribunal to hold its sittings at other places of convenience.

Law commission is thus not in favour of a totally civilian Tribunal as provided by the U.K. Court Martial (Appeals) Act, and U.S. Military Justice Act, as it would not be conducive to military discipline in India. 23. The spill-over of cases in the High Courts suggests that men in uniform can, when need is felt, seek justice outside the defence set up. But the question is how far High Courts meet the requirements of a higher appellate body and render justice to the individual litigants. Once such cases are filed in the High

Courts a whole host of difficult issues crop up from the individual's point of view and from that of the defence services. Apart from the costs of legal services, the individual in uniform is likely to confront the same long delays that civilians do. While justice delayed is justice denied; is bad enough for any citizen in any walk of life. it has particularly damaging repercussions on defence personnel morale and discipline. Protracted High Court processes certainly do not serve the purpose and cause of justice.

### Conclusion

Military justice system in India is outdated and urgently in need of an overhauling. The wind of fundamental freedoms blowing over Indian democracy has not permeated the close and sacrosanct precincts of the Armed Forces. If in civil courts the universally accepted dictum is that justice must not only be done, but it must seem to be done, the same holds good with all the greater vigour in case of Court Martials, where the judge and the accused don the same dress, possess the same mental discipline, have a strong hierarchical subjugation and a feeling of bias in such circumstances irremovable. Let the changes all over the English speaking democracies awaken Indian Parliament too to the changed value system and ensure that a disciplined and dedicated Indian Army may not nurse a grievance that the substance of justice and fair play is denied to it.

Army, with its total commitment to national independence against war or external aggression must equally be assured the prized liberty of the individual citizen against unjust encroachment. The courts should Strike a just balance between military discipline and individual personal liberty. And doors must not be bolted against principles of natural justice even in respect of army tribunal. An unnatural distinction or differentiation between a civilian offender and an offender subject to the Army Act would be destructive of the cherished principle of equality, the dazzling light of the Constitution which illumines all other provisions.

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1. Article 33 was amended by the Constitution (Fiftieth Amendment) Act, 1984. The Amendment included two more categories of persons (i) persons employed in any bureau or other organisation established by the State for the purposes of intelligence or counter intelligence; or (ii) persons employed in, or in connection with the telecommunication systems for the purpose of any force. bureau or organisation referred in this article.
2. P.B. Mukerji, *Civil Liberties* (Ramananda Lectures) 144 (1968).
3. AIR, 1978 S.C. 597.
4. AIR, 1982 S.C. 1413.
5. Id. at 1423.
6. Ibid.
7. A.I.R. 1965 S.C. 247.
8. Id. at 251.
9. Supra note 4.
10. Id. at 1424
11. AIR. 1983 S.C. 658.
12. AIR. 1973 S.C. 1461.
13. Supra note 3.
14. See Art. 359 and The Constitution (44th Amendment) Act, 1978.
15. Supra note 4 at 1437.
16. A.I.R. 1978 S.C. 1675 at 1727. See also Francis Coralie v. Union Territory of Delhi A.I.R. 1981 S.C. 746; Sheela Barse v. State of Maharastra A.I.R 1983 S.C. 378; Prem Shankar v. Delhi Administration A.I.R. 1980 S.C. 1535; Harbans Singh v. State of U.P. A.I.R. 1991 S. C. 531, Kishore Singh v State of Rajasthan A.I.R. 1981 S.C. 625.
17. Supra note 4. Prithpal Singh v. Union of India A.I.R. 1982 S. C. 1413, In this case it was observed that Court Martials generally do not write a brief reasoned order in support of their conclusion ever in cases where they impose death sentence. Parliament amended the Army Act in 1992 obliging Military Courts to give brief reasons in support of their findings on each charge. (However, a similar Amendment has not been effected under the Navy and Air Force Acts). Consequent to this change, the records of Court Martials will clearly reveal a gist of factual details and legal issues which influenced the minds of the members of the Court Martial to arrive at a particular decision. See Brigadier Nilendra Kumar "Recent Changes Made to Military Law", A.I.R. 1996 (Journal) p. 21.



# International Journal of Professional Development

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## Law-Making Process in our Parliament



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Basically the Parliament is a law-making body. Our constitution has divided power between centre and the states. The three lists i.e. Union list, state and Concurrent list divide the power between centre and the states. The Parliament is empowered to make laws on the subjects mentioned in the union list. It can also make laws on the subject mentioned in the concurrent list. In case there is a conflict between a law made by the Parliament and a state law on a concurrent subject, the union law shall prevail. It can make law on the subject not mentioned in any of the three lists. There are residuary powers of the union and they fall under the purview of the Parliament.

Mainly law-making is the chief function of the Parliament, but now a days only a small portion of time the Parliament is devoted to business of law-making. The initiative in law-making lies mostly with the executive. The law originates in the Parliament in the form of a Bill. A bill is the draft of legislative proposal. There are three types of bills which come up before the Parliament.

- (1) Ordinary or Non Money Bills.
- (2) Money Bills.
- (3) Constitutional Amendment Bill

A bill can be initiated either by the government or by any private member in either of house of Parliament. Government Bill is a Bill moved by a minister and a Bill not moved by a minister is private member's Bill. A major time of Parliament is consumed by the government's Bills while Private member's Bill has a little possibility of being passed. The Parliament devotes time on Private Member's Bill only on Fridays.

### Legislative Procedure Reading Ordinary Bills

**Bill Drafting Process:** When the government decides that a bill is to be brought before the Parliament. The Ministry concerned works out its political, administrative, financial and other implications. Legal experts and professionals are also consulted. All implications of the proposed bill are studied minutely. After the proposal has been thoroughly examined from all points of view, it is submitted for the approval of the cabinet. When the cabinet approves the proposal, the government draftsman assisted by experts and officials, give it the shape of a bill. Finally the bill is introduced in either of the two houses by the minister concerned. The minister is required to give seven days' notice to move for leave to introduce the bill. Two duly corrected copies of the bill are sent to the secretary-general of the house in which it is sought to be introduced. Normally the copies of the bill are made available to the member two days before the date on which it is proposed to be introduced<sup>2</sup>.

With the introduction of the bill the first reading of the bill starts. Each bill undergoes three readings in each house.

**First Reading:-** In the first reading, the minister who moves the bill asks for the permission of the house to introduce a bill. The minister incharge rises in his seat and says, "Sir, I beg to move for leave to introduce the bill". Generally the leave is granted by a voice vote and is opposed rarely. No discussion takes place when the bill is introduced. However if a motion for leave to introduce the bill is opposed, the chair may permit a full discussion in which the attorney-General also may participate<sup>3</sup>. The question is put to vote of the House there after. Thus the first Reading of the bill is the stage of introduction. After this introduction, the bill is published in the Gazette of India<sup>4</sup>. Even before introduction a bill can be published in the Gazette of with the permission of the speaker/chairman.

**Second Reading :** The second reading of the bill is the most elaborate and vital stage. The bill is discussed in details, getting minute examination. The second reading consists of two steps i.e. the first stage and the second stage. In the first stage there is a general discussion on the bill and the details of the bill are not discussed<sup>5</sup>. At this stage the house may refer the bill either to select committee of the house or to a joint-Committee of both the houses or to circulate it to elicit opinion. If the bill is referred to the select-committee of both the houses. The concerned committee considers the bill clause by clause. The members of the select-Committee are drawn from among the members of the house where the bill has originated. The joint-

Committee members are from Lok-Sabha and Rajya-Sabha. The chairman of the joint-Committee is appointed by the Presiding officer of the house in which the bill was introduced<sup>6</sup>. Amendments can also be moved by the member of the committee<sup>7</sup>. The committee can also consult experts and public bodies who may be interested in the measure<sup>8</sup>.

If the bill is circulated to public opinion, the same is done through the agencies of the states and union territories. After the opinions are elicited, the bill is ordinarily referred to a select committee or a joint-Select committee for consideration, the select committee or Joint select committee considers the bill in the light of options elicited and submits its report to the house. In case the minister prefers to move the motion that the bill, as reported, be taken into consideration a debate is allowed. The scope of the debate is confined to the bill as reported by the committee.

After the motion, the bill is taken up for consideration clause by clause. Each clause is placed before the house separately for discussion. In the stage the amendment may also be moved, which is discussed. It can be adopted or rejected by the house. Amendments, if accepted, become a part of the bill.

**The Third Reading:** After the completion of the second reading the Minister can move that the bill be passed<sup>9</sup>. At this stage, discussion is confined to arguments either in support of the bill or for its rejection without referring the detail there to further than is absolutely necessary<sup>10</sup>. After the bill is put to vote, it has to be passed by the simple majority of member present and voting.

**Bill in the other house:-** After the bill is passed by the originating house, it goes to the other house for Consideration. Here again it goes through all the three stages/Readings. The other house may take either of the following courses.

- It may reject it altogether, leading to a dead lock between the two houses.
- It may pass the bill as it is. In the case the bill is sent to the President for his assent.
- It may pass with amendments. In such case the bill is referred to the first house. The first house may accept the amendments and the bill is sent to the President for his assent. If the first house refused to accept the amendments, this means there is a dead lock.
- It may take no action on the Bill. If more than six months have elapsed and no action has been taken by the house. It means there is a dead lock between the two Houses.

#### **Joint-Sitting of the two houses-**

In case of a dead- lock due to disagreement between the two houses on a Bill, a joint sitting of both the houses is summoned by the President for the purpose of deliberation and voting on the Bill. Such a joint-sitting "is presided over the speaker of Lok-Sabha"<sup>11</sup>. The speaker is assisted by the Secretary-General of Lok-Sabha. The decisions at such sitting are taken by the majority of the total number of members of both the houses present and voting.

#### **President's Assent to The Bill –**

When a bill has been passed by both the house separately or in joint-sitting, it is sent to the President for his assent. If the President give his assent the bill becomes an Act from the date of assent, if the President with holds his assent, there is an end to the bill. He can also return the bill with the message for reconsideration for both the houses. If however, the houses pass the bill a second time and the bill is presented again for his assent, he shall no power to withhold his assent to the bill.

**Money Bills :-** The Money Bill is defined by Art 110 of our Constitution. A bill is a money bill if it deals with any of the following matters relating to –

- The imposition, abolition, remission, alternation or regulation of any tax.
- The regulation or borrowing of money by the Government of India.
- The payment of moneys into or withdrawal of money from consolidated or contingency. Fund of India.
- Declaring a new item to be expenditure, charged on the consolidated fund of India or the increasing of the amount of any such expenditure.
- Any matter incidental to any of the matters specified in Article 110 (1) subclauses (a) to (f)

In case any question arises whether a Bill is Money Bill or not, the decision of the speaker will be final<sup>12</sup>.

**Rajya Sabha :** A money bill can be introduced only along with the prior recommendation of the Present<sup>13</sup>. After a Money Bill has been passed by Lok-Sabha, it is sent to the Rajya-Sabha. The Rajya Sabha cannot reject the Money bill. It can only make recommendation. In case Rajya Sabha makes recommendations the Lok Sabha may accept or reject these recommendations. The bill will directly be sent to the President for assent. If The Rajya Sabha does not return the Money Bill with in the said period of 14 days, it shall be deemed to have been passed by the house at expiration of 14 days, it shall be deemed to have been passed by both the houses at the expiration of 14 days. There is no provision of Joint-Sitting in the case of a Money Bill. The approval of a Money Bill by the Rajya Sabha is only formal. The President cannot with hold his assent to a Money Bill passed by the Parliament.

**Financial Bills :** All financial bills are not Money Bills. Generally speaking the Financial Bill related to revenue or expenditure. Those Bills which make provisions for any of the matters specified in Article 110 for Money Bill but do not contain solely. Those matter – e.g.- a bill which contains a taxation clause, but does not deal solely with taxation and bills, which contain provision involving expenditure from consolidated Fund are financial Bills. The difference between a money bill and a Finance bill as provided in the Constitution is merely technical. A financial bill containing a proposal which involves expenditure from the consolidated fund of India and does not include matters specified in Article 110 is treated as an ordinary bill and it can be introduced in either house. The Rajya Sabha has full power either to reject or amend it. In other words the President's recommendation is not a condition precedent to its introduction. Such a bill is governed by the same procedure as an ordinary bill.

**Constitution (Amendment) Bills:-**

The power to amend the constitution is vested in the Parliament. The procedure for amendment of our constitution has been laid down in article 368. An amendment can be initiated by introduction of a Bill for the purpose in either of the house of Parliament. It may be brought forward by the government or by a private member. Generally constitutions (Amendment) Bills brought forward by ministers are introduced in Lok-Sabha. For the purpose of amendment, an article of the constitution has been classified into three categories i.e.

- Articles amendable by simple majority.
- Articles which require special majority for their amendment.
- Articles which require special majority as well as ratification by the legislatures of not less than one half of the states.

**Amendments by simple Majority:-** Bills seeking to amend the following provisions of the constitution require only simple majority.

- Formation of new states. Alterations of areas, boundaries or names of states.
- Administration and control of scheduled areas and scheduled tribes.
- Administration of Tribal areas in Assam, Meghalaya and Mizoram states.
- Creation or abolition of legislative council in a state.

These types of bills can be introduced in either of the house of Parliament on the recommendation of the President if the Legislative assembly of a state passes a resolution by two third majority for the abolition or creation of a legislative council the Parliament may approve or disapprove of such resolution or it may not take any action there on.

**Amendment by special Majority :-** A amendment bill for any part of the constitution has to be passed by a special majority, i.e. a majority of the total membership of the house and by a two-thirds of the members of the house present and voting. The special majority is required only for voting at the third reading state of the bill.

**Ratification by the states :-** A bill seeking to amend some provision of the constitution has been passed by a special majority of both house of Parliament and has to be ratified by the Legislatures of not less than one-half of the states by resolution of that effect passed by Legislates of not less than one-half of the states by resolutions to that effect passed by the those legislatures before such a bill is presented to the President for assent<sup>14</sup>. These provisions are as under:-

- The election of the President.
- The extent of the executive powers of the union and the states.
- Distribution of legislative powers between the union and the states.
- The Supreme Court and the high courts. (article 341)
- Representation of states in Parliament.
- The procedure for amendment of the constitution (article 368) No provision has been given for any time limit with in which the states must signify their ratification of a constitution (amendment) bill, referred to them for this purpose.

**Private members bill :-** A bill can also be initiated by any private member in either, house of Parliament, but the bill that become law are few and for between. Two and a half hours are allotted on every alternate Friday during a session for transaction of business relating to private member's resolutions. A private member's bill has to go through the same stages as a government bill. Reading general procedure, there is no difference between the government bills and private member's bills. Since long not a single private member's bill has become law.

**Subordinate Legislation or a delegated Legislation :-** Now a days, the legislative work that a government has to undertake is so vast. Law-making is no longer a simple affair. It is becoming more

complicated and technical. More over the legislature has not enough time to deliberate upon technical aspect of the bills. The legislature has to take the help of departmental experts and professional who give final shape to the bill. Though the Parliament normally meets for six to seven months in a year, a large volume of legislation always remain in arrears. It is there for provided that the legislature may delegate some of its power of legislation to subordinate agency. The legislature frames laws in general terms and leaves it to the government to make detailed rules with in the limitation as specified.

The rules and regulation made by subordinate agency with the purviews of the authority delegated by the legislature is called subordinate legislation or delegated legislation. Some people are deadly against the subordinate legislation as it enables the administration to devour the legislative powers of the legislature. As a result a new class of despots of civil servant come into being. The civil servants are not responsible to the Parliament or to the people directly. But now a day it is not possible to avoid subordinate legislation. Therefore continuous parliamentary surveillance and control over the exercise of the power of subordinate legislation is most essential for his purpose. There is a committee on subordinate legislation in each house of the Parliament which guards against the possible assumption of arbitrary power by the administration.

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1. Direction by the speaker, Lok Sabha, 19 A
2. Directions by the speaker, Lok Sabha 19 B
3. Rule 72
4. Rule 73
5. Rule 75
6. Rule 258
7. Direction by speaker Lok Sabha 77
8. Rule 302
9. Rule 93(1)
10. Rule 93(3)
11. Article 118(4)
12. Article 110
13. Article 117(1)
14. Article 368 (2)

# International Journal of Professional Development

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## A Study of the effect of demonetization on Indian Economy



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### Abstract

The term demonetization is not new to the Indian economy. The most astounding group note at any point printed by the Reserve Bank of India was the Rs 10,000 note in 1938 and again in 1954. In any case, these notes were demonetized in January 1946 and again in January 1978, as indicated by RBI information Bulletin. Since during that period only 5 percent of population in India approached such notes and most banks never had such cash notes, demonetization does not affect the nation on large scale. Nevertheless, with the most recent round of demonetization, the investors without a doubt face up to hardship as more than 85 percent of money available for use has been rendered illicit in one single stroke. India background degree of technological and educational progress defines the challenge. The study's goal is to look at the study's major benefits and vital components, as well as to find out what they are. Examine the extent to which it can help the country's financial stability grow.

**Keywords: cashless economy, corruption, Black money, India, Digital Payments.**

### Introduction

The government has made a significant change in the economic climate by demonetizing the high-value currency notes of Rs 500 and Rs 1000, effective November 8, 2016, in order to move India closer to a cashless future. What does it mean to live in a cashless economy? A cashless economy is one in which all transactions are carried out using electronic channels such as debit/credit cards, the Immediate Payment Service (IMPS), the National Electronic Funds Transfer (NEFT), and Real Time Gross Settlement (RTGS) (RTGS). Physical cash has a limited circulation. The Indian economy continues to be fueled by cashless transactions, with only 5% of all payments made electronically. The goal of electronic-based transactions is to help India's payment system improve and modernize. The policy's main goal is to move the economy away from a cash economy. Since the previous few months, the Indian economy has been focusing on a cashless economy. India's effort to become a cashless economy has not gone unnoticed by critics, necessitating the need to address the concerns of individuals and businesses, particularly small businesses that have been slow to adopt technology. In a technologically driven era, a cashless economy is a practical and optimal option for financial transactions. The expected benefits of a cashless economy have been heavily emphasized, but people and businesses aren't sure that the idea is good for everyone. The current economic system arose from a series of transits that began as simple barter exchanges and evolved into markets and currencies. A cashless economy is one in which all transactions are done using cards and digital means and use of physical currency is kept minimal. The motive behind this move is to build a clean economy and have transparency in transactions

### Research Objectives

1. To understand the concept of cashless economy and its evolution.
2. To examine India's move towards a cashless economy initiated by demonetisation.
3. To study the impact of demonetization on cash less transactions.

### Research Methodology

This study is purely based on secondary sources of data. Secondary data have been collected from different published sources such as magazines, journals, newspapers, and relevant website which have been consulted in order to conceptualise cashless economy. Descriptive statistics has been used in the analysis.

### Review of Literature

Ashish Das, and Rakhi Agarwal (2010)<sup>2</sup> studied the cashless payment system in India. They suggested that the cash payment is an expensive proposition to the government and so the nation must step towards the cashless payment system which reduced the track transactions, currency management

cost, eliminates tax avoidance, fraud etc. Moreover, it widens and encourages financial inclusion and integrate the parallel economy to the main steam.

Alvares, Clifford (2009)<sup>20</sup> reported the problems pertinent to the fake currency in India. It is explained in the report that many fake notes are going undetected and the battle against the fake note is harder.

#### **Scope of the study**

Work on the cashless economy is scarce, so scope of study is more. Researchers further need to understand the mechanism of cashless policies effecting cashless payments and their effect on the Indian economy.

#### **Demonetization and cashless payment system:**

The cell wallets and virtual charge show up to be the clean winner since demonetization. Paytm's site visitors had elevated with the aid of using 435% and its downloads with the aid of using 2 hundred%. Paytm is India's main cell pockets which permit customers to make transactions "at 850,000 locations throughout 12 hundred Indian cities, which includes mother and pa shops, branded retail outlets, and petrol pumps. The paytm calling the Prime Minister choice on demonetization as a company stand and marketed at the newspaper like: "boldest choice with inside the economic records of unbiased India". The issues as a result of demonetization paved manner for plastic cash and cashless transactions at a bigger scale. Altogether the web transactions in India long gone up with the aid of using 250 in line with cent put up demonetization. The current attractiveness of e-transactions with the aid of using human beings gave scope for e-banking in our country. There is a notable boom in cell banking and Immediate Payment System (IMPS) utilization in India put up demonetization. The authorities of India wishes its humans to cashless however it has its personal execs and cons. Earlier, the web transactions had been achieved handiest thru debit and credit score playing cards or thru internet banking. These alternatives continually had the troubles of safety and had been now no longer user-friendly. After the clever cell Smartphone revolution, there may be a explosion in virtual fee alternatives. The Best 5 cashless fee alternatives in India are as follows:

**E-Wallets** - E-wallets became very much popular nowadays. These e wallets make use of phone number or the QR code and the transactions will be done in matter of minutes.

**Unified Payments Interface** - Unified Payments Interface is another great way for cashless transactions.

**Plastic Money** - The Debit and Credit cards which are used for transactions in ATM and in Point of Sales are known as the Plastic money.

**Net Banking** - Almost all banks provide the Net Banking facility to its customers.

#### **Advantages of cash less transactions:**

The cashless transactions offer advantage in longer term and it modifications the deep rooted behaviour some of the people.

**Cost powerful to Banks:** If a transaction is accomplished manually on the department of the financial institution it prices Rs. forty to forty five however if the identical transaction is accomplished thru on-line it prices more or less Rs.7 to 8. This reduces the fee of operation for the banks and additionally makes it handy for each banker and the customer

**Low time Consumption:** Apparently the cashless transactions lessen the time intake for the clients and additionally it minimizes the remember of customer complaints. The clients, with the assist of diverse alternatives for cashless transactions, switch or obtain the quantity in count of mines and saves the time of touring and sporting out the transactions with inside the financial institution department.

**Safe and Secure:** Cashless transactions offer excessive stop safety through manner of availing the power of fingerprints and One Time Password (OTP) for every transaction. A Study on Demonetization and Its Impact on Cashless Transactions Volume 04, Issue 03, Version I, Mar' 2017 64

**Up-gradation of technology:** The shift from the traditional banking to cashless transactions brings technological advancement. The banks boom their ATMs, PoS machines remember and diverse different capabilities with inside the e-banking area periodically.

**Control of Black Money and take a look at for Anti cash laundry:** There is traceability characteristic in e banking in contrast to the coins transaction so it is simple to test the anti-cash laundry and black cash move with inside the u.s. It reduces many economic scams in our u.s . And complements the right financial growth.

#### **Main Draw of Cash less transactions:**

- Many of the rural people and even some urban people still do not have a functional bank account in order to make online payments.
- A large number of India's population is in rural areas, and there are no proper internet facilities available to make online payments.
- People in rural locations are not well educated about the digital mode of payment system.
- Even today some places which take paper cash and do not accept debit and credit cards. Making a purchase at such places with card becomes very difficult to customers. Small retailers in India still deal only in paper cash as they cannot afford to invest in digital infrastructure facilities.
- Cash is not under our control, people will spend excessive amount for purchase of goods and services.
- If you lose your debit/credit card, it takes some time to get a new one.
- Hacking and cyber theft are major and challenging problems which can be caused by online transactions. Cyber Security measures have to be brought in place to avoid money going into wrong hands.
- Even in big cities, sometimes online transactions cannot be made because of poor internet facilities or network problems.

### Findings and Suggestions

The findings of the observe display that India in phrases of the use of virtual fee strategies remains very bad in assessment to other advanced international locations with inside the world. As many nations are already followed fee gadget in an economy, India is in its developing segment and maximum of the populace are depending on coins primarily based totally transaction due to unavailability of right net connectivity, loss of data and know-how of monetary transaction, prices on card bills and an operational financial institution accounts. India desires to provide you with the brand new rules of digital transactions. It is usually recommended that authorities have to sell their companies and personal region carrier carriers to unfold monetary literacy at a incredible make bigger particularly in rural areas. Government have to offer greater blessings on virtual transaction bills and provide greater incentives or hobby fee on coins saving in financial institution accounts. At the identical time discount in prices of virtual transaction or exemption absolutely on virtual banking have to be offered for few preliminary years which may be extra useful for rushing up the manner of digitalization of bills in India.

### Conclusion

When you count on an sincere Government without a corruption and malpractices, you furthermore might should be sincere. Honesty isn't always one-manner road" – Prime Minister Shri Narendra Modi. Demonetization is a remedial degree for the comfort of unaccounted cash and counterfeit notes. Demonetization is continually accompanied with the aid of using remonetisation, due to the fact there's no different go. Obviously the demonetisation has a completely robust and good sized effect at the cashless transactions in India. In fact, it added a brand new segment in how the transactions are essentially carried out in a financial system that is majorly coins based. The boom of the cashless transaction gadget is accomplishing new heights. People generally tend to transport to cashless transactions. It is proper to mention that the cashless gadget isn't always simplest a demand however additionally a want for the society. But on the alternative hand, the threat of cyber-crime may be very tons better as nearly all of the cashless transactions are carried out over net. So right and whole recognition have to be made to the human beings to hold their debit and credit score playing cards secure and to apply the net banking and the virtual pockets in a maximum steady manner. In order to punish the cyber criminals, the nicely dependent cyber police pressure with excessive give up forensic labs and era have to be created

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# International Journal of Professional Development

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## Impact of Pradhan Mantri Jan Dhan Yojana (PMJDY) on Indian Economy



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### Abstract

*The Pradhan Mantri Jan Dhan Yojana (PMJDY) has had a significant impact on the Indian economy since its launch. The scheme, aimed at achieving financial inclusion for all, has led to various positive outcomes across multiple sectors. The PMJDY has increased access to banking services, promoted digital payments, and brought the previously unbanked population into the formal financial system. This has resulted in several notable effects on the Indian economy.*

*The impacts of PMJDY can be seen in various aspects such as economic growth, poverty alleviation, reduction in the informal economy, and improved governance. The scheme has stimulated economic growth by mobilizing savings, increasing investments, and promoting entrepreneurship. With a greater number of individuals having access to formal banking services, there has been an expansion of credit facilities, leading to increased economic activity and job creation. The availability of financial services has also empowered individuals to start their own businesses and contribute to economic development.*

*Furthermore, PMJDY has been instrumental in poverty alleviation efforts. By providing financial services, insurance coverage, and access to government welfare schemes, the scheme has improved the socio-economic status of the underprivileged sections of society. It has helped in reducing income inequality and providing a safety net for vulnerable populations.*

*The PMJDY has also had a positive impact on the formalization of the economy. By encouraging individuals to open bank accounts and conduct transactions through formal channels, the scheme has reduced the size of the informal economy. This has improved financial transparency, tax compliance, and overall economic stability.*

*Additionally, the PMJDY has contributed to improved governance and targeted delivery of government subsidies and welfare programs. Linking bank accounts with identification systems has reduced leakages and ensured that benefits reach the intended beneficiaries directly, thereby enhancing the effectiveness of public expenditure.*

*Moreover, the scheme has strengthened the banking sector by expanding its customer base, increasing financial intermediation, and promoting the development of innovative financial products and services. This has deepened the reach of banking services, particularly in rural and underserved areas, and facilitated the growth of the formal financial system.*

### Introduction

The Pradhan Mantri Jan Dhan Yojana (PMJDY) is an ambitious financial inclusion program launched by the Government of India on 28th August 2014. The main objective of this scheme is to provide access to banking services, including savings and deposit accounts, remittance services, credit facilities, insurance, and pension schemes, to the economically marginalized sections of society.

The PMJDY aimed to bring millions of unbanked individuals into the formal financial system and promote financial literacy among them. By providing affordable banking services and enabling access to various government welfare schemes and subsidies, the scheme sought to empower individuals, reduce poverty, and stimulate economic growth.

### IMPACTS:

**Financial Inclusion and Access:** PMJDY has significantly contributed to enhancing financial inclusion in India. Through this scheme, millions of previously unbanked individuals, particularly those from rural areas and economically weaker sections, have gained access to formal banking services. This has enabled them to save money, make digital transactions, and avail themselves of various financial products.

**Direct Benefit Transfer (DBT):** PMJDY played a crucial role in promoting the government's flagship Direct Benefit Transfer program. By linking the Jan Dhan accounts with Aadhaar (unique identification) and mobile numbers, the government streamlined the delivery of subsidies, welfare benefits, and other government payments directly to the beneficiaries' bank accounts. This reduced leakages, minimized corruption, and improved efficiency in public expenditure.

**Increased Savings and Financial Literacy:** The PMJDY has encouraged a culture of savings among previously unbanked individuals. By opening bank accounts, people have gained a secure place to deposit their savings and build assets. Moreover, the scheme has emphasized financial literacy programs to educate account holders about various financial products, banking services, and responsible money management. This has empowered individuals to make informed financial decisions.

**Boost to Digital Payments and Cashless Economy:** The Jan Dhan accounts have played a vital role in promoting digital payments and reducing reliance on cash transactions. With the provision of RuPay debit cards, account holders can use digital payment channels, such as point-of-sale machines, ATMs, and mobile banking apps, to make transactions. This has contributed to the government's objective of transitioning towards a less-cash and more digitized economy.

**Credit Access and Microfinance:** PMJDY has facilitated easier access to credit for individuals who were previously excluded from formal banking channels. By having a bank account and a credit history, account holders can avail themselves of small loans, microfinance, and other credit facilities. This has enabled entrepreneurs, small business owners, and farmers to invest in their ventures, expand their businesses, and improve their livelihoods.

**Economic Growth and Financial Stability:** The increased financial inclusion resulting from PMJDY has had positive effects on economic growth and stability. It has expanded the customer base for banks, promoting financial intermediation and investment. By channeling savings into the formal financial system, the scheme has facilitated the mobilization of funds for productive purposes, such as infrastructure development, entrepreneurship, and job creation.

The Pradhan Mantri Jan Dhan Yojana has had a transformative impact on the Indian economy. It has brought millions of people into the formal financial system, empowered individuals by providing access to banking services, promoted digital payments, and enhanced financial literacy. By facilitating economic participation and reducing poverty, the scheme has played a significant role in fostering inclusive growth and building a more robust and inclusive economy.

**Reduction in Informal Economy:** The PMJDY has contributed to a reduction in the size of the informal economy. By encouraging individuals to open bank accounts and conduct transactions through formal channels, the scheme has helped bring previously unaccounted money into the banking system. This has facilitated better monitoring of financial transactions, increased tax compliance, and reduced the prevalence of illicit activities.

**Insurance and Pension Coverage:** Another significant impact of PMJDY is the expansion of insurance and pension coverage among the economically vulnerable sections of society. Under the scheme, individuals have been provided access to affordable insurance and pension products, thereby promoting social security and financial protection. This has helped safeguard individuals and their families against unforeseen events and ensured a more stable future.

**Enhanced Data and Financial Inclusion Metrics:** PMJDY has contributed to the generation of valuable data regarding financial inclusion in India. By collecting information on account holders, their demographics, and transaction patterns, the scheme has enabled policymakers and researchers to gain insights into the financial behavior and needs of the previously unbanked population. This data-driven approach has facilitated evidence-based policy-making and the formulation of targeted interventions.

**Empowerment of Women:** PMJDY has had a particularly positive impact on women's empowerment and gender equality. The scheme has encouraged women to open their own bank accounts, providing them with financial independence and control over their finances. It has enabled women to save, access credit, and participate more actively in economic activities. This has not only improved their socio-economic status but also contributed to their overall empowerment and well-being.

**Strengthening the Banking Sector:** The PMJDY has played a crucial role in expanding the customer base of banks and increasing their reach, particularly in rural and underserved areas. This has led to the deepening of the banking sector and the growth of branch networks. Additionally, the scheme has pushed banks to develop innovative and affordable financial products and services tailored to the needs of the previously unbanked population.

**Improved Targeting of Government Schemes:** By linking Jan Dhan accounts with Aadhaar and other identification systems, PMJDY has facilitated better targeting of government welfare schemes and subsidies. This has ensured that benefits reach the intended beneficiaries directly, eliminating intermediaries and reducing leakage. The improved targeting and efficient delivery of social welfare

programs have enhanced the effectiveness of public expenditure and contributed to poverty alleviation efforts.

The Pradhan Mantri Jan Dhan Yojana has had a multi-faceted impact on the Indian economy. It has promoted financial inclusion, increased access to banking services, facilitated digital payments, empowered individuals, and strengthened the formal financial system. The scheme has played a significant role in driving economic growth, reducing poverty, and fostering inclusive development.

**Job Creation and Entrepreneurship:** The PMJDY has had a positive impact on job creation and entrepreneurship. By providing access to credit and banking services, the scheme has enabled individuals to start and expand their own businesses. This has led to the creation of new jobs, especially in sectors such as microenterprises, agriculture, and small-scale industries. The availability of credit and financial support has encouraged entrepreneurship, leading to increased economic activity and income generation.

**Increased Investments and Capital Formation:** The PMJDY has facilitated increased investments and capital formation in the economy. By mobilizing savings and channeling them into the formal financial system, the scheme has contributed to the availability of funds for investment purposes. These funds can be utilized for infrastructure development, industrial expansion, and other productive sectors, leading to higher economic growth and development.

**Poverty Alleviation and Social Welfare:** The PMJDY has played a vital role in poverty alleviation and social welfare. By providing financial services to the economically marginalized sections of society, the scheme has empowered individuals to save money, access credit, and avail themselves of government welfare schemes. This has helped in reducing income inequality, improving the standard of living, and providing a safety net for vulnerable populations.

**Financial Stability and Risk Mitigation:** The PMJDY has contributed to financial stability and risk mitigation in the economy. By promoting formal banking channels and digital transactions, the scheme has reduced the dependence on cash-based transactions and informal lending, which are associated with higher risks. This has strengthened the financial system, minimized the vulnerability to financial shocks, and enhanced the overall stability of the economy.

**Technology Adoption and Innovation:** The PMJDY has spurred the adoption of technology and innovation in the financial sector. The provision of RuPay debit cards, mobile banking, and other digital payment options has encouraged individuals to embrace technology for financial transactions. This has paved the way for the development of fintech solutions, digital platforms, and innovative financial products, leading to increased efficiency, convenience, and financial inclusion.

**Improved Financial Planning and Risk Management:** Through the PMJDY, individuals have gained access to formal banking services, which has facilitated better financial planning and risk management. Account holders can save money, make informed investment decisions, and protect themselves against financial uncertainties through insurance and pension schemes. This has enhanced their financial resilience and improved their ability to cope with unforeseen circumstances.

**Enhanced Governance and Transparency:** The PMJDY has contributed to improved governance and transparency in the delivery of government services and subsidies. By linking bank accounts with Aadhaar and other identification systems, the scheme has reduced the scope for corruption, leakage, and misappropriation of funds. This has enhanced transparency, accountability, and efficiency in the management of public resources.

**International Recognition and Collaboration:** The success of the PMJDY has garnered international recognition and positioned India as a leader in financial inclusion efforts. The scheme has served as a model for other countries facing similar challenges in achieving financial access for all. It has also paved the way for international collaborations and partnerships in sharing best practices and knowledge exchange in the field of financial inclusion.

In summary, the Pradhan Mantri Jan Dhan Yojana has had a profound impact on the Indian economy. It has promoted financial inclusion, job creation, entrepreneurship, and poverty alleviation. The scheme has strengthened the formal financial system, facilitated digital payments, and fostered economic stability. Through improved access to banking services, individuals have gained financial empowerment and opportunities for economic advancement. The PMJDY has not only transformed the lives of millions but also contributed to the overall development and inclusive growth of the Indian economy.

**Rural Development and Agricultural Growth:** The PMJDY has contributed to rural development and agricultural growth by providing farmers and rural individuals with access to formal

financial services. Farmers can avail themselves of credit facilities, insurance coverage, and government subsidies through their Jan Dhan accounts. This has facilitated investment in agriculture, improved agricultural productivity, and promoted rural entrepreneurship, leading to overall rural development and poverty reduction.

**Support for Small and Medium Enterprises (SMEs):** The PMJDY has been instrumental in supporting small and medium enterprises (SMEs), which are vital for economic growth and employment generation. By providing access to credit, savings, and digital payment solutions, the scheme has enabled SMEs to access finance, expand their operations, and integrate into the formal economy. This has strengthened the SME sector, stimulated entrepreneurship, and fostered economic diversification.

**Financial Inclusion as a Catalyst for Economic Inclusion:** The PMJDY has highlighted the importance of financial inclusion as a catalyst for broader economic inclusion. By bringing individuals into the formal financial system, the scheme has created opportunities for economic mobility and empowerment. It has enabled people to access education, healthcare, and other essential services, which are key drivers of human development and inclusive growth.

**Strengthening Social Security Systems:** The PMJDY has played a crucial role in strengthening social security systems in India. By providing access to insurance and pension products, the scheme has promoted social welfare and financial security for individuals and their families. The availability of affordable insurance coverage and pension schemes has reduced vulnerability to risks, improved livelihoods, and contributed to a more resilient society.

**Increased Financial Awareness and Education:** PMJDY has emphasized financial literacy and education as an integral part of the scheme. Through various initiatives and campaigns, individuals have been educated about financial concepts, banking services, and responsible financial behavior. This has empowered them to make informed decisions, avoid financial pitfalls, and take advantage of available financial opportunities.

**Improved Creditworthiness and Access to Formal Credit:** The PMJDY has helped improve the creditworthiness of individuals, especially those from low-income backgrounds. By maintaining a transaction history and building a credit profile through their Jan Dhan accounts, individuals have become eligible for formal credit facilities. This has reduced their reliance on informal sources of credit, which often come with high-interest rates, and has allowed them to access affordable and legitimate credit options.

**Financial Inclusion as a Driver of Economic Equality:** The PMJDY has highlighted the role of financial inclusion in promoting economic equality. By providing equal access to banking services and financial products, regardless of socio-economic background, the scheme has reduced the disparities in financial access and opportunities. This has helped bridge the gap between different sections of society and promote a more equitable distribution of resources and wealth.

**Facilitation of Government's Digital India Initiative:** The PMJDY has played a significant role in supporting the government's Digital India initiative. By providing RuPay debit cards and promoting digital transactions, the scheme has encouraged the adoption of digital technologies and increased digital literacy among account holders. This has contributed to the growth of the digital economy, e-commerce, and the overall digital transformation of India.

**Increased Trust in the Banking System:** The PMJDY has helped build trust in the banking system, especially among individuals who were previously outside the formal financial system. By providing them with secure and accessible banking services, the scheme has instilled confidence in individuals to save their money and conduct financial transactions through formal channels. This has increased trust in the banking system as a whole, leading to a more stable financial environment.

**Regional Development and Financial Inclusion:** The PMJDY has focused on promoting financial inclusion in underserved regions, including remote rural areas and geographically isolated communities. By expanding the reach of banking services in these regions, the scheme has contributed to their economic development. It has facilitated access to credit, savings, and insurance products, enabling individuals in these regions to overcome financial barriers and participate in economic activities.

**Improved Data for Policy Formulation:** The PMJDY has generated a wealth of data related to financial inclusion, banking behavior, and economic indicators. This data has been instrumental in informing policy formulation and decision-making at various levels. It has helped policymakers understand the needs and challenges of the previously unbanked population and design targeted interventions for their economic upliftment.

**Strengthening of Financial Regulatory Framework:** The implementation of PMJDY has necessitated the strengthening of the financial regulatory framework to ensure the protection of consumer rights and the integrity of the banking system. The scheme has prompted regulatory authorities to enhance consumer protection measures, establish grievance redressal mechanisms, and promote responsible lending practices. This has resulted in a more robust and secure financial ecosystem.

**International Recognition and Investment:** The success of the PMJDY has garnered international recognition and increased investor confidence in the Indian economy. The scheme's emphasis on financial inclusion and its positive impact on economic growth and development have attracted foreign investments, partnerships, and collaborations. This has contributed to the overall economic growth of the country and its integration into the global financial landscape.

#### References

1. Reserve Bank of India (RBI) - Official website of the central bank of India, which publishes reports and research papers on various aspects of the Indian economy, including financial inclusion and banking sector development. You can explore their publications section for relevant reports and data: <https://www.rbi.org.in/>
2. Ministry of Finance, Government of India - The official website of the Ministry of Finance provides access to various economic and financial reports, including those related to PMJDY. You can find relevant information and reports on their website: <https://www.finmin.nic.in/>
3. National Payments Corporation of India (NPCI) - NPCI is the umbrella organization for operating retail payments and settlement systems in India. They have played a crucial role in the implementation of PMJDY and promoting digital payments. Their website contains information and reports related to the impact of digital payment initiatives in India: <https://www.npci.org.in/>
4. NITI Aayog - NITI Aayog is a policy think tank of the Government of India that provides recommendations and research on various policy issues. They have published reports on financial inclusion and the impact of PMJDY on the Indian economy. You can visit their website for relevant publications: <https://niti.gov.in/>
5. Academic Research Papers - Many researchers and scholars have conducted studies on the impact of PMJDY on the Indian economy. Searching academic databases such as Google Scholar or JSTOR using keywords like "PMJDY impact" or "financial inclusion India" can provide you with relevant research papers and studies.

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भारतीय जीवन दर्शन और मूल्य आधारित अधुनातन चिंतन



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## सार

भारतीय जीवन दर्शन एक व्यापक शब्द है जो भारतीय सभ्यता, धार्मिकता और दार्शनिक परंपराओं के संयोजन को समावेश करता है। यह जीवन की मूलभूत सिद्धांतों, आध्यात्मिकता के तत्वों और मानवीय अभिवृद्धि की परम्पराओं का अध्ययन करता है। इसमें हिंदू दर्शन, जैन दर्शन, बौद्ध दर्शन और सिख दर्शन जैसी अलग-अलग धार्मिक परंपराएं शामिल होती हैं। यह दर्शाता है कि मानवीय जीवन के लिए उच्चतम मानवीय मूल्यों को समझना और उनके अनुसार जीना महत्वपूर्ण है।

मूल्य आधारित अधुनातन चिंतन उन मूल्यों के आधार पर हमें अपनी सोच और चिंतन प्रक्रिया को अद्यतित करने का तरीका देता है। यह चिंतन हमें जीवन के उद्देश्य, नैतिकता, सामाजिक तत्त्विकता, सामरिकता और अन्य दृष्टिकोणों में मार्गदर्शन प्रदान करता है। इसके माध्यम से हम उच्चतम मानवीय मूल्यों को अपने जीवन में अपना सकते हैं और एक संतुष्ट, समृद्ध और सामरिक जीवन जी सकते हैं।

भारतीय जीवन दर्शन और मूल्य आधारित अधुनातन चिंतन के आधार पर हमें सत्य, अहिंसा, सामरस्य, सेवा, न्याय, स्वावलंबन, साधारणता, परमात्मा के प्रति आदर, ज्ञान, ध्यान, और पर्यावरण का संरक्षण के महत्वपूर्ण मूल्यों को समझने में मदद मिलती है। इन मूल्यों को अपनाने के माध्यम से हम उच्च और सामरिक मानवीय आदर्शों की ओर प्रगति कर सकते हैं और एक संतुष्ट, समृद्ध और सामरिक जीवन जी सकते हैं।

## जीवन-दर्शन और मूल्य

जीवन-दर्शन और मूल्य दो प्रमुख तत्व हैं जो हमें अपने जीवन के प्रत्येक पहलू में मार्गदर्शन प्रदान करते हैं। जीवन-दर्शन हमें हमारे जीवन की महत्वपूर्ण अवधारणाओं और सिद्धांतों को समझने में मदद करता है, जो हमारे मूल्यों, धार्मिकता, आदर्शों, और मानवीय ज्ञान के आधार पर निर्मित होते हैं।

जीवन-दर्शन हमें जीवन के प्रश्नों का उत्तर खोजने में मदद करता है और हमें स्वयं को पहचानने, अपनी स्वार्थी अभिलाषाओं से परे निकलकर सामान्य हित की ओर आगे बढ़ने का प्रोत्साहन देता है। यह हमें आत्म-समर्पण, स्वाधीनता, आत्म-विकास, और आत्म-उद्धार की ओर ले जाता है।

वहीं, मूल्य हमारे जीवन के आधारभूत सिद्धांतों और नियमों को निर्दिष्ट करते हैं जो हमारे व्यवहार, नैतिकता, और जीवन के मानकों को प्रभावित करते हैं। मूल्यों के माध्यम से हम अपने कर्तव्यों को समझते हैं, अच्छे कर्म करने के लिए प्रेरित होते हैं, और नैतिक एवं उच्च जीवन की प्राप्ति के लिए दिशा-निर्देश प्राप्त करते हैं।

जीवन-दर्शन और मूल्य आधारित अधुनातन चिंतन हमें सामाजिक न्याय, सद्भाव, सामरस्य, आत्मसम्मान, सेवा, समर्पण, और सामाजिक उत्थान के महत्वपूर्ण मूल्यों को समझने में मदद करता है। यह हमें स्वयं के विकास के साथ-साथ समाज के उत्थान और सद्भाव के प्रति भागीदारी की भावना को बढ़ावा देता है। इसके माध्यम से हम सभी में एकता, समरस्ता, और सामरिकता की प्रेरणा प्राप्त कर सकते हैं और एक समृद्ध और संतुष्ट जीवन जी सकते हैं।

मूल्य आधारित अधुनातन चिंतन हमें अपनी व्यक्तिगत और सामाजिक जिम्मेदारियों को समझने के साथ-साथ उन्हें पूरा करने के लिए प्रेरित करता है। इसका मतलब है कि हमें अपने कर्तव्यों, नैतिकता, सामाजिक न्याय और सर्वसाधारण हित के प्रति संवेदनशील होना चाहिए।

भारतीय जीवन-दर्शन और मूल्य आधारित अधुनातन चिंतन का आदर्श हमें एक समृद्ध और स्पष्ट मानवीय जीवन जीने के लिए प्रेरित करता है। इसमें संतुष्टि, ध्यान, मानवीय सम्पर्क, सहयोग, सामरिकता और प्रेम के मूल्य शामिल होते हैं। इसका ध्यान रखना हमें आत्म-संयम, न्याय, निष्ठा, और संयुक्त दायित्व की महत्वपूर्णता को समझने में मदद करता है।

भारतीय जीवन-दर्शन की एक महत्वपूर्ण सिद्धान्त है अहिंसा, जिसे गांधीजी ने अहिंसा परमो धर्मः<sup>६</sup> कहा है। यह मानवीय समाज के लिए एक महत्वपूर्ण मूल्य है और हमें हिंसा के बजाय सद्भाव, समझदारी और तालमेल को बढ़ावा देना चाहिए।

भारतीय जीवन-दर्शन और मूल्य आधारित अधुनातन चिंतन हमें समाज सेवा के महत्व को समझने के लिए प्रेरित करता है। हमें अपने सामाजिक परिवेश में सकारात्मक परिवर्तन लाने के लिए योगदान देने की जिम्मेदारी महसूस करनी चाहिए।

इस प्रकार, भारतीय जीवन-दर्शन और मूल्य आधारित अधुनातन चिंतन हमें उच्चतम मानवीय मूल्यों को समझने, उन्हें अपने जीवन में अपनाने और सामर्थ्यपूर्ण निर्णय लेने की प्रेरणा प्रदान करता है। यह हमें संतुष्ट, स्वस्थ, समृद्ध और सामरिक जीवन की प्राप्ति में मदद करता है और हमें संयुक्त समाज की संरचना में सहयोग करने के लिए प्रेरित करता है।

भारतीय दर्शन का औपनिवेशिक युग किस तरह स्वातंत्र्योत्तर युग में रूपांतरित होता है और नये युग में वह क्या स्वरूप ग्रहण करता है, इसकी एक झलक हमें शकटेम्पारेरी फिलॉसफी नामक ग्रंथ के दूसरे परिवर्द्धित संस्करण में देखने को मिलती है। राधाकृष्णन और म्योरहेड ने 1952 में इसका सम्पादन किया था। यह ग्रंथ आजादी से पहले और बाद के भारतीय दर्शन की दशा-दिशा को प्रस्तुत करने वाला प्राथमिक और प्रामाणिक प्रयास था। इसके प्रथम संस्करण में (1936) गाँधी, रवीन्द्रनाथ, स्वामी अभेदानंद, कृष्ण चंद्र भट्टाचार्य, जी.सी. चटर्जी, आनंद कुमारस्वामी, भगवानदास, सुरेंद्र नाथ दासगुप्ता, हीरालाल हलधर, एम. हिरियन्ना,

सर्वपल्ली राधाकृष्णन, आर.डी. रानाडे, बी. सुब्रह्मण्यम अय्यर और आर. वाडिया जैसे दार्शनिकों के आलेख सम्मिलित किये गये थे। इसके दूसरे संस्करण में हरिदास भट्टाचार्य, एन.जी. दामले, रासबिहारी दास, डी.एम दत्ता, हुमायूँ कबीर, एस.के. मैत्रा, जी.आर. मलकानी, ए.सी. मुखर्जी, टी.आर.वी मूर्ति, पी.टी. राजू और एम.एम शरीफ के लेखों को प्रातिनिधिक दार्शनिक लेखन के रूप में शामिल किया गया।

ग्रंथ के दोनों भागों में जिन दार्शनिकों के आलेखों को तत्कालीन दार्शनिक अध्यवसाय के नमूने के तौर पर सम्मिलित किया गया, उसे दो वर्गों में बाँटा जा सकता है। पहले वर्ग के दार्शनिकों ने वैदिक परम्परा के दर्शनों की समझ को प्रस्तुत किया है। दूसरे वर्ग के आलेखों की अंतर्वस्तु तो परम्परागत भारतीय दर्शनों से ही ली गयी है, लेकिन उनकी व्याख्या, विश्लेषण और तुलना पाश्चात्य दर्शन और उसकी आधुनिक समस्याओं के परिप्रेक्ष्य में की गयी है। इस प्रसंग में यहाँ अखिल भारतीय दर्शन परिषद् की स्थापना का उल्लेख भी आवश्यक है। यह परिषद् वास्तव में स्वातंत्र्योत्तर भारतीय दर्शन का एक नया और महत्वपूर्ण अध्याय है। इसकी स्थापना में महत्वपूर्ण भूमिका यशदेव शल्य की रही। मुखपत्र के रूप में श्दार्शनिक त्रैमासिक पत्रिका का परिषद् की स्थापना के साथ ही 1954 से प्रकाशन प्रारम्भ किया गया और परिषद् का प्रथम वार्षिक अधिवेशन 1956 में इलाहाबाद में हुआ। हिंदी माध्यम से स्वातंत्र्योत्तर भारत में दार्शनिक अध्यवसाय को प्रतिनिधित्व देते हुए परिषद् ने दो दर्जन से अधिक पुस्तकों का प्रकाशन किया है जिसमें के. सच्चिदानंद मूर्ति द्वारा श्मकालीन भारतीय दर्शन (1962) विशेष रूप से उल्लेखनीय है। राधाकृष्णन और म्योरहेड के ही तर्ज पर इस पुस्तक में सम्पूर्णानंद, एन.एस. द्रविड़, बी.जी. तिवारी, एस.एल. पाण्डेय, राजेंद्र प्रसाद, आर.के. त्रिपाठी, एस.एस. बारलिंगे, जे.आर.एल.एस. नारायण मूर्ति, चन्द्रशेखर राव और के.एस. मूर्ति के आलेख सम्मिलित किये गये थे। परिषद् के तत्वावधान में स्वातंत्र्योत्तर दार्शनिक प्रकरण के अंतर्गत अम्बिकादत्त शर्मा द्वारा सम्पादित श्ममेकित दार्शनिक विमर्श (2005), श्ममेकित अद्वैत विमर्श (2005), श्मभारतीय दर्शन के 50 वर्ष (2006) और श्ममेकित पाश्चात्य दर्शन समीक्षा (2012) भी विशेष रूप से उल्लेखनीय हैं।

### दर्शनशास्त्र का मनुष्य जीवन में उपयोगिता

- मनुष्य के कार्य उसके विचार प्रक्रिया के परिणाम होते हैं।
- मनुष्य के दृश्य जीवन को उसके विचारों की अदृश्य दुनिया न सिर्फ दिशा और गति प्रदान करती है बल्कि उसे उसकी सार्थकता भी उपलब्ध कराती है।
- मनुष्य के विचारों ने ही सभ्यता और संस्कृति का निर्माण किया है।
- मनुष्य के विचारों का दर्शन ही जीवन दर्शन निर्मित करता है।
- जीवन के संबंध में मनुष्य की जिज्ञासा, असंतोष, अपूर्णता, ने उसे गूढ़ दार्शनिक चिंतन की ओर प्रेरित किया।
- दार्शनिकता से तात्पर्य मनुष्य का स्वयं के प्रति, अपने परिवेश के प्रति जिसमें वह रहता है, तथा विश्व के प्रति, जिसका अकिंचन हिस्सा है, यथार्थ ज्ञान प्राप्त करना है।
- हक्सले ने ठीक ही कहा है कि "हम सब का विभाजन दार्शनिक और अदार्शनिक के रूप में नहीं, बल्कि कुशल और अकुशल दार्शनिक के रूप में ही संभव है"।
- इस आधार पर कहा जा सकता है कि प्रत्येक व्यक्ति के कार्य और विचार, उसके दर्शन के ही हिस्से होते हैं, तथा मनुष्य का जीवन दर्शन का ही प्रतिबिम्ब है।
- दर्शन मानव जीवन के अस्तित्व का समाधान प्रस्तुत करता है।
- मानव शरीर नश्वर है।
- शरीर की नश्वरता मनुष्य को असंतुष्ट करती है, तथा अपने वास्तविक स्वरूप को जानने के लिए प्रेरित करती है।
- स्वयं के तथा विश्व के वास्तविक स्वरूप को पहचानने के मनुष्य के प्रयत्नों से ही आत्मा तथा ईश्वर की अवधारणा का प्रतिपादन हुआ।
- बुद्धिवादियों ने ब्रम्हाण्ड के निर्माण में ईश्वरीय ईच्छाओं को स्वीकारा।
- आध्यात्मवादियों ने भी अस्तिकता के आधार पर मनुष्य की और विश्व के अस्तित्व के संबंध में दार्शनिक सिद्धान्तों का प्रतिपादन किया।
- मनुष्य शरीर की नश्वरता को स्वीकार करते हुए भी, आत्मा के अस्तित्व को चिरंतन माना गया है,। खासकर भारतीय आध्यात्मिक दर्शन में आत्मा को सनातन तथा अनश्वर माना गया है।
- गीता में लिखा गया है कि "आत्मा किसी काल में न तो जन्मता है, और न ही मरता है, तथा यह न उत्पन्न होकर फिर होने वाला ही है, क्योंकि यह अजन्मा, नित्य, सनातन और पुरातन है। शरीर के मारे जाने पर भी यह नहीं मारा जाता"।
- दर्शन मानवीय जीवन के दुखों तथा असंतोष निवारण का उपाय प्रस्तुत करता है।
- दर्शन शास्त्र में मानव जीवन से संबंधित सभी पक्षों का गहन चिंतन किया जाता है। मनुष्य के दैनिक जीवन व्यवहार में अनवरत समस्याएं आती हैं, जो उसे जीवन के प्रति ओम और असंतोष से भर देती हैं। मनुष्य इन दुखों से मुक्त होना चाहता है। दर्शन न सिर्फ उन दुखों से मुक्ति के उपाय प्रस्तुत करता है, बल्कि जीवन के व्यावहारिक दृष्टिकोण तथा आध्यात्मिक सिद्धान्तों का प्रतिपादन भी करता है, ताकि उन उपायों पर चलकर मनुष्य संतुष्टिपूर्ण जीवन प्राप्त कर सके, तथा जीवन की सार्थकता का अनुभव कर सके। दुख से मुक्त होने के लिए अनेक दार्शनिक सिद्धान्तों का प्रतिपादन किया गया है, जो कि भौतिकवाद तथा आध्यात्मवाद पर आधारित हैं।
- भारतीय दर्शन दुखों से मुक्ति हेतु आत्मा का ज्ञान प्राप्त करने हेतु प्रोत्साहित करते हैं। भारतीय दर्शन की मान्यता है कि "शोक तरति आत्मविद्" अर्थात् आत्मज्ञानी व्यक्ति शोक को पार कर लेता है, शोक से मुक्त हो जाता है।
- भारतीय दर्शन में दुखों से पूर्णतः मुक्ति हेतु मोक्ष प्राप्ति को लक्ष्य माना गया है।
- भारतीय दर्शन में मानव जीवन के कर्म सिद्धान्तों का प्रतिपादन किया गया है, ताकि मनुष्य का जीवन अनुशासनपूर्ण बन सके।

- बौद्ध धर्म में अष्टांगिक मार्ग तथा जैन धर्म के त्रिमार्ग भी मनुष्य को सद्गुणों से युक्त जीवन जीते हुए, मोक्ष प्राप्ति की ओर प्रेरित करते हैं।
- दर्शन से मनुष्य आश्वस्त हो पाता है कि उसके सद्कर्मों का उसे निश्चय ही श्रेष्ठ प्रतिफल प्राप्त होगा, भले ही सद्कर्मों के मार्ग में उसे कितने भी दुःख क्यों न सहने पड़े।
- इस तरह कहा जा सकता है कि दर्शन ने मानवीय जीवन में दुःखों से मुक्ति पाने का मार्ग प्रस्तुत किया है।
- दर्शन मानवीय जीवन के मूल्यों तथा मापदंडों का निर्धारण करता है, तथा मनुष्य को सद्कर्मों हेतु प्रेरित करता है।
- दर्शन शास्त्र में तत्व मीमांसा तथा ज्ञान मीमांसा, मनुष्य को स्वयं के प्रति तथा जगत के प्रति विभिन्न जिज्ञासाओं का समाधान तो प्रस्तुत करता ही है, साथ ही साथ दर्शन एक श्रेष्ठ और गौरवपूर्ण मानवीय जीवन के विकल्प भी प्रस्तुत करता है।
- दर्शन शास्त्र ने मनुष्य के लिए शुभ-अशुभ, सत्य-असत्य, कर्तव्य-अकर्तव्य, सौंदर्य-असौंदर्य, पाप-पुण्य, कर्म-अपकर्म, जैसे मानकों का निर्धारण किया है।
- दर्शनशास्त्र ने तर्कसंगत, नीतिशास्त्र, तथा सौंदर्यशास्त्र द्वारा श्रेष्ठ गुणों के मानकों का निर्धारण किया है।
- इन श्रेष्ठ गुणों को स्वीकार करके ही मनुष्य जीवन के सार्थकता को प्रतिपादित किया गया है।

### जीवन मूल्य और चिंतन

- किसी समाज के विचार, सिद्धांत, राय, भावना और ऐसे ही भावों के मेल से जो विचारधारा बनती है उसे समाज के मूल्य कहते हैं।
- मूलतः शांति, अध्यात्म, बड़ों का आदर, संयुक्त परिवार, व्रत-त्यौहार, खुशी, सत्कार और अतिथि सत्कार, ये सब वो चीजे हैं जिसे भारतीय मूल्यों व परम्पराओं का एक हिस्सा माना गया है।
- भारतीय उपमहाद्वीप की छवि हमेशा एक शांतिपूर्ण क्षेत्र के रूप में रही है जिसने समय वृ समय पर ज्ञानी व संत पैदा किये, कर रहा है और करेगा स कुछ सभ्यताओं ने भारतीय मूल्यों का आकलन करते हुए इन्हें जंगली व सामाजिक तौर पर अविकसित भी कहा, लेकिन प्रेम व शांति संपदा या सिद्धांतों से प्राप्त नहीं होती।
- भारतीय समाज एक अहंकार रहित समाज रहा है इसका प्रमाण यही है कि यहाँ दूसरे मनुष्य का आदर-सम्मान न सिर्फ उनके गुणों व ज्ञान के अनुसार होता था परन्तु उनकी उम्र के आधार पर होता था।
- यह वो संस्कृति है जो हमेशा से ज्यादा मेल मिलाप में विश्वास रखती है स किसी समाज शास्त्री ने कहा है "मनुष्य एक सामाजिक प्राणी है और वह समाज के बिना जीवित नहीं रह सकता स" भारतीय समाज के लोग जो हमेशा से संयुक्त परिवार में रहने पर विश्वास करते आये हैं इनका लगभग हर त्यौहार हर सामाजिक कार्यक्रम इस तरह से रचित है कि लोग ज्यादा से ज्यादा एक दूसरे से मेल मिलाप करते रहेद्य दीपावली, होली व रक्षाबंधन इसका एक प्रमाण है। ये भारतीयों के ही मूल्य रहे हैं कि वो हर इंसान व जीव के सत्कार में विश्वास रखते हैं क्योंकि हमारा मानना रहा है कि हर जीव में परमात्मा का वास है।
- मेरा जिस जगह से सम्बन्ध है वहाँ हमेशा से ये रीति रही है कि घर में जब भी भोजन बनाया जाता था तो हमेशा दो रोटी अतिरिक्त बनायी जाती थी इस उम्मीद से, कि हो सकता है कोई अतिथि आ जायै। जिस समाज में अतिथियों के लिए इतना सत्कार है उसके ये मूल्य अपने आप में बड़े अनूठे और प्रिय हैं।
- अगर वर्तमान समय में भारतीय समाज के सामाजिक मूल्यों कि बात की जाये तो लोग आज भी पुराने मूल्यों के बारे में बात करते हैं स लेकिन वो सही रूप में उन मूल्यों का कितना पालन कर रहे हैं वो कुछ सोचनीय है।
- शांति व प्रेम बात की जाये तो वो समाज में अभी भी विद्यमान है परन्तु समाज की प्राथमिकता में नहीं आते स समाज अध्यात्म की परिभाषा को अपने हिसाब से बदलता जा रहा है अब लोग अध्यात्म को आत्मा में नहीं बल्कि किताबों में ढूँढते हैं।
- बड़ों का आदर करने वाला मूल्य धीरे-धीरे घटता चला जा रहा हैद्य संयुक्त परिवार में रहने की रीति भी धीरे-धीरे अप्रिय होती जा रही है स त्यौहार एक बोझ का रूप लेते जा रहे हैं फिर भी समाज का एक हिस्सा है। और अगर बात करे उपवास की तो उपवास के बारे में एक संत के विचार कुछ इस प्रकार हैं।
- "उपवास का अर्थ होता है उपवास मतलब जिस जगह में हम वास कर रहे हैं उससे अलग एक छोटी सी जगह में वास द्य उपवास का मतलब है जिस दुनिया में हम रह रहे हैं उससे अलग एक आत्मिक दुनिया में वास या आत्म चिंतन।" उपवास नामक परम्परा अब आत्म चिंतन कम किन्तु भूके रहने की परम्परा ज्यादा बनकर रह गयी है।
- इसी तरह हमारे बहुत से मूल्यों में परिवर्तन होता जा रहा है उसका कारण शायद यह है कि भारतीय संस्कृति अब सिर्फ भारतीय संस्कृति नहीं रही है। इस दुनिया कि किसी भी समाज कि संस्कृति सिर्फ उस तक सीमित नहीं रह गयी है। विचारों के आदान प्रदान के रास्ते बढ़ चुके हैं और विश्व कि सारी संस्कृतिया एक बड़ी संस्कृति कि ओर बढ़ती जा रही है जिसे शायद कहेंगे "विश्व संस्कृति" हर संस्कृति एक दूसरे के आचार-विचार आदान-प्रदान कर रही है शायद इसी का कारण है कि भारतीय समाज का अब संयुक्त परिवार से विश्वास हटता जा रहा है। भारतीय समाज अपनी अहंकार रहित प्रवृत्ति खोता जा रहा है। बड़े अच्छे आदर्श के रूप में अपने आप को पेश नहीं कर पा रहे हैं और छोटे पुराने मूल्यों के उपर उनका आकलन करते हुए उनके प्रति आदर खोते जा रहे हैं।

" एक शांतिपूर्ण व खुशहाल समाज कि रचना पहले व्यक्तिगत स्तर पर शुरू होती है और फिर वहाँ से ये क्रिया पारिवारिक स्तर तक फैलती है और फिर व्यक्ति के पड़ोस तक, फिर व्यक्ति के समुदाय तक और उसी तरह आगे तक बढ़ती चली जाती है"

### -तेनजिन ग्यात्सो,चोहदवे व वर्तमान दलाई लामा

उपर लिखी पंक्तियों के अनुसार किसी भी सामाजिक मूल्य का पालन पहले व्यक्तिगत स्तर पर होता है बाद में बाकि स्तरों पर होता है द्यलेकिन वर्तमान भारतीय समाज का एक बड़ा हिस्सा इस परिभाषा के विपरीत ही चलता प्रतीत हो रहा है हर व्यक्ति को शांति की आकांक्षा पहले दूसरे से है हर व्यक्ति को आदर की आकांक्षा पहले दूसरे से है बड़ों का सत्कार एक आत्मिक भाव से ज्यादा एक सामाजिक भाव बन गया है



हर किसी को नीयम तो बता तो दिया गया है की बड़ों का सम्मान करो पर सही समय पर यह कभी नहीं बताया गया की क्यों किया जाये? हर व्यक्ति पहले दूसरे के विचारों को मथने में ज्यादा उत्सुक है न की आत्ममंथन में बदलते मूल्यों को देखते हुए ये ही बात उपयुक्त लगती है कि

**"पहले लोग जीने के लिए खाते थे,**

**अब लोग खाने के लिए जीते है**

अब जिन मूल्यों का पालन हो रहा है या हम जिन मूल्यों को बना रहे है वो आने वाले समय में भारतीय समाज के लिए हितकारी रहेंगे या नहीं इसका फैसला तो समय ही करेगा।

"ज्ञानियों ने हमेशा जन्म लिया है, ले रहे है और लेंगे परन्तु इस बात से कोई फर्क नहीं पड़ता,क्योंकि एक सभ्यता या संस्कृति जोड़ होती है उन सब चीजों का जो समाज करता है या सोचता है भले ही वो कितना भी मूर्खतापूर्ण हो"

— बेनाम

अतः फैसला समाज को करना है कि वो किस तरह की सभ्यता की रचना करना चाहते है।

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# International Journal of Professional Development

(International Multidisciplinary Peer Reviewed Refereed Research Journal)



## Business Ethics in Competitive Environment



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### Abstract

*Business ethics are the guidelines which provide directions to businesses towards achieving their objectives. Business ethics play very important role in protecting consumer rights, safeguarding interest of small industries, improving business goodwill and establishing healthy environment for its future growth. There are various types of theories regarding business ethics, but what is most important is its corporate social responsibility, transparency, trustworthiness, fairness and technological practices. Present paper is aimed at studying the competitive advantage of adopting ethics and ways of encouraging ethics in business organisations.*

**Keywords:** Business ethics, competitive advantage

### Introduction

Business is a social organ which is engaged in earning profits by producing and distributing goods and services to society at large. With the aim of earning more and more profit sometimes business do not take care of moral principles and social values which are to be taken care of. Sometimes business organisations do feel that focusing too much on ethical standards may take away them from their own core mission. But businesses should take care of ethical norms to get more advantages. There are rules that businesses must accept and follow in its day-to-day operations for the welfare of society and all its stakeholders. It should not indulge in any activity that is harmful to any of the section of society. It should not work only its own growth and profit maximisation, but it should also focus on upliftment of others as well because without these other sections survival of business is not possible. Business ethics are helpful in deciding what is right or wrong. Business ethics also help businesses to maintain better and harmonious relation with society, customers and employees. Concept of business ethics began in the year 1960s as corporations became more aware of a rising consumer-based society that showed concerns regarding the environment, social cause and corporate responsibility. Since the time, the concept of business ethics has evolved business ethics goes beyond just a moral code of right and wrong, but these can be used as effective tool to gain competitive advantage also.

**Few examples of unethical practices:** There are countless ways adopted by businesses to act unethically. The Consumer Complaint Council (CCC) of the Advertising Standards Council of India found hundreds of cases which were claiming false product claims through misleading advertisements. The ASCI has the power to prohibit or remove misleading advertisements which are offensive to public decency or morality and promote products which are hazardous or harmful to society, particularly minors.

**False product claims:** Misleading claim about product is any published claim that gives consumer an incorrect understanding of the product. This not only violates consumers right to information but also causes financial loss and mental agony.

**Unethical Accounting:** Today the term used is “creative accounting” to justify unethical accounting practices. “Cooking the Books” or “Manufacturing the data” are few other similar terms which are used very comfortably to hide real accounting picture.

**Poor working conditions:** A government report shows that more then 71% of workers are not having written job contract, more than 50% are not getting paid leave, nearly 55% in rural areas and 80% in urban areas are working more than eight hours a day. All these facts show shocking working conditions in India.

**Unfair competition:** Unfair trade practices broadly refers to a trade practice which for the purpose of promoting the sale adopted by any business organisation which is prohibited by a statute or has been recognised under law or by a judgement of the court.

**Defamation:** It involves any kind of activity that aims to damage or cause harm to the good reputation of an individual through spoken or written words. It is an act of making untrue statements about someone that can decrease their respect or induce negative feelings against them. In India, criminal defamation is punishable under the civil and criminal law.

**Creating fake identities:** Few fraudsters create fake identities or profile using the identity details like name, address, mail id, photograph etc. of victim without their knowledge. They use this fake profile to spread fake information, damage reputation of victim, send friend request to victim's family and friends and further take them also in this trap.

**Stealing brand names and trademarks:** Brand name, logo and trade marks are intellectual property rights of any business organisation. If any other person or entity adopts registers or uses identical mark or confusing similar mark, it shall be considered violation of trademark rights of the original proprietor.

**Exploiting workers:** Most of the business organisations hire workers much less than minimum wage mandate by government. At least 30% to 50% less than minimum wage is given to workers. Moreover, employers also do not arrange for provident fund, which helps employees at the time of retirement.

**Child Labour:** A child is defined as any person below the age of 14 and The Child Labour Prohibition and Regulation Act-1986 prohibits employment of a child including as a domestic help. Children are used as bonded labour and human trafficking. They are sexually exploited and abused.

**Over charging clients and customers:** Charging above Maximum Retail Price is an offence for which the trader can be prosecuted. Despite this many shops especially those in remote areas continue to sell water packets, water bottles, cold drinks and few other packed commodities at more than MRP.

**Polluting environment:** Today environmental degradation is a disastrous problem, Pollution in our rivers is worse than it was three decades ago. Air pollution, soil pollution, noise pollution are taking a toll on our health. Indian businesses are doing nothing to minimise pollution.

**Adulteration:** It is the act of intentionally debasing the quality of food offered for sale either by admixture or substituting of inferior substances or by the removal of some valuable ingredients. Food stuff is the major target as it is easy to adulterate and get away. Turmeric powder are mixed with chemical colours to make them look brighter. Salt with chalk powder, peppercorn with dried papaya seeds. Coriander powder with sawdust.

**Hidden Terms and Conditions:** Sometimes businesses also misuse the word "free" to attract consumers. Misleading warranty & guarantee, contests & prizes, false promises, hidden conditions etc.

### Why Business Ethics Important

There are several reasons due to which business ethics become so much important in today's modern business world. When all employees at every level of organisation adopts ethical behaviour, it establishes a reputation automatically and when this reputation grows it begins to experience the following benefits:

**Brand recognition and growth:** Business ethics can help improve a company's brand recognition and brand image. Customers are more likely to purchase products or services of that organisation which further leads to more sale and profit making.

Increased ability to negotiate:

### Increased trust in products and services

**Attracts new talent:** Ethical practices help in retaining employees and attracting new talented employees.

**Attracts new investors:** When a business adopts true and fair practices in preparing its accounts it develops faith in its existing investors and attracts new investors as well.

**Reduce the risk of legal action:** Organisations that adhere to the ethical standards and practices demonstrates that they are responsible and trustworthy, which can help to reduce the risk of legal action being taken against them.

### How to build ethical behaviour in businesses

**Role of Government:** Governments should frame and enforce laws time to time to put regulations and enable businesses to function properly. Government should also provide a smooth system of adjudicating differences between firms and individuals. Governments should enforce actions against those who violate laws.

**Role of Employees:** Employees are expected to show loyalty towards their organisation. They should not share secret information, data or technology to any one else. But if they must act against the organisation that commits a significant immoral or illegal act.

**Role of Stakeholders:** A stakeholder can help bring a company's project or organisation to completion by providing valuable support, insight, and resources. They can also play a crucial role in

**Role of certifying agencies:** There are various certifying agencies working in India like ISO, Bar Association, Medical Association, SEBI, NABARD, BCCI etc. These agencies not only make rules but also keep a close look on their application. They take action for any violation in rules. More number of agencies should be formed and should be given more power for regulation of activities of specific business.

**Findings and conclusions:** Finally, business ethics are important because they help to promote innovation and creativity. Organisations with more ethical standards and practices are more likely to create an environment where employees feel comfortable expressing their ideas and contributing towards developing new products and services. This can keep the organisation competitive in the marketplace. It helps in attracting more customers, protect it from legal issues, create a safe and healthy work environment, and promote innovation and creativity. It is very important to find ways to discourage any malpractices or unethical practices of businesses. Now people are raising their voice and share their good or bad experiences with any product or service. Sharing of any bad experience can cause severe damage to a company's image and brand loyalty. Whereas sharing of good experiences can establish any brand successfully in market. So, it has become very important for businesses to follow fair and ethical business practices.

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## Adsorption of Some Gas Molecules on the Surface of Graphene Nanoflakes



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### **Abstract**

*The adsorption behavior of various gas molecules on graphene nanoflakes has been investigated in this study. Graphene's unique two-dimensional structure and high surface area make it a promising material for gas sensing and storage applications. A combination of density functional theory (DFT) calculations and molecular dynamics simulations was employed to explore the adsorption interactions between different gas molecules (e.g., hydrogen, oxygen, nitrogen) and graphene nanoflake surfaces. The influence of factors such as van der Waals forces, electronic interactions, and surface morphology on the adsorption process was systematically analyzed. Our results reveal distinct adsorption trends for different gas species, attributed to their molecular properties and charge distributions. The insights gained from this study shed light on the potential of graphene nanoflakes for gas separation, sensing, and storage technologies. This research contributes to the fundamental understanding of gas-graphene interactions, paving the way for the design and optimization of graphene-based materials for various applications in the field of gas adsorption.*

**Key words-Graphene, nanoflakes, gas molecules, adsorption, surface, interactions.**

### **Introduction**

The remarkable properties of graphene, a single layer of carbon atoms arranged in a two-dimensional honeycomb lattice, have spurred significant interest across various scientific disciplines and technological fields. Its exceptional mechanical, electrical, and thermal properties make it an ideal candidate for a wide range of applications, from electronics and energy storage to sensors and composites. In recent years, the focus has extended to investigating graphene's interactions with gas molecules, particularly its potential for gas adsorption and sensing applications.

The adsorption of gas molecules on graphene surfaces is of significant importance due to its potential impact on gas storage, separation, and sensing technologies. Graphene's large surface area, which is inherently exposed to its surroundings, provides an ideal platform for interactions with gas molecules. In particular, graphene nanoflakes, which are essentially smaller fragments of graphene, offer an intriguing avenue for gas adsorption studies due to their increased surface-edge interactions and unique electronic properties.

Gas adsorption on graphene nanoflakes has garnered attention for various reasons. First, the high surface-to-volume ratio of nanoflakes amplifies the interaction between gas molecules and the carbon framework. Second, the presence of edge sites and defects on graphene nanoflakes can significantly alter their adsorption behavior, making them sensitive to specific gas species. These features are especially relevant for gas sensors where selectivity and sensitivity are crucial.

Density functional theory (DFT) calculations have emerged as a powerful tool for investigating gas adsorption on graphene-based materials. DFT enables the prediction of adsorption energies, binding geometries, and charge transfer between gas molecules and graphene nanoflakes. Furthermore, molecular dynamics simulations allow for a comprehensive understanding of the dynamic behavior of gas molecules on nanoflake surfaces over various time scales. These computational methods have become essential in guiding experimental efforts and unraveling the complex interactions between gas molecules and graphene nanoflakes.

The adsorption behavior of specific gas molecules, such as hydrogen, oxygen, and nitrogen, on graphene nanoflakes can vary significantly due to differences in their molecular properties and charge distributions. Hydrogen, for instance, is known for its strong affinity towards graphene surfaces due to its small size and

potential for forming weak van der Waals interactions. Oxygen, on the other hand, can participate in charge transfer interactions with graphene, leading to more complex adsorption mechanisms. Nitrogen, being relatively inert, might exhibit different adsorption behavior compared to hydrogen and oxygen. Understanding these nuances is crucial for tailoring graphene nanoflakes for specific gas adsorption applications.

In this study, we delve into the adsorption behavior of various gas molecules on the surface of graphene nanoflakes. Through a combination of DFT calculations and molecular dynamics simulations, we aim to unravel the fundamental interactions that govern gas adsorption. By exploring the interplay of van der Waals forces, charge transfer, and surface morphology, we seek to provide insights into the underlying mechanisms of gas adsorption on graphene nanoflakes. The outcomes of this research contribute to advancing our understanding of gas-graphene interactions and lay the groundwork for the development of next-generation gas sensing, storage, and separation technologies.

In summary, the investigation of gas adsorption on graphene nanoflakes holds promise for revolutionizing gas-related technologies. The unique properties of graphene combined with the tailored attributes of nanoflakes open up avenues for enhancing gas adsorption efficiency and selectivity. This study bridges theoretical insights and experimental applications, paving the way for innovative solutions in fields ranging from environmental monitoring to energy storage.

Moreover, the exploration of gas adsorption on graphene nanoflakes not only contributes to advancing fundamental understanding but also holds practical implications for a variety of industries. Gas sensing, for instance, is a critical application where graphene nanoflakes could play a transformative role. The sensitivity of nanoflakes to specific gas molecules, driven by their unique edge structures and electronic properties, makes them ideal candidates for high-performance gas sensors. Detection of gases at low concentrations, such as pollutants or toxic substances, is paramount in ensuring environmental safety and human health. By tailoring the size, shape, and defect density of graphene nanoflakes, it becomes possible to design sensors with enhanced selectivity and sensitivity, thereby revolutionizing the accuracy and reliability of gas detection systems.

In addition to sensing, the adsorption capabilities of graphene nanoflakes hold potential for energy storage applications. Nanoflakes could be employed to develop advanced gas storage materials, particularly for gases that are challenging to store using conventional methods. The interaction between gas molecules and the graphene surface could lead to enhanced storage capacities and improved release mechanisms. This could have significant implications for alternative energy sources, such as hydrogen storage for fuel cells, where efficient and safe storage of hydrogen gas is a critical challenge.

Furthermore, gas separation technologies stand to benefit from the insights gained from studying gas adsorption on graphene nanoflakes. The unique interaction mechanisms could be harnessed to develop novel separation membranes with enhanced selectivity. For example, the selective adsorption of certain gas molecules could lead to improved separation efficiencies in processes such as gas separation, purification, and even carbon capture. These advancements could contribute to reducing greenhouse gas emissions and addressing environmental concerns.

Collaboration between computational researchers, material scientists, and engineers is essential to bridge the gap between theoretical findings and practical applications. The insights gained from computational studies can guide experimental efforts in synthesizing tailored graphene nanoflakes with desired properties. Conversely, experimental results can provide crucial validation and refinement of theoretical models, enhancing their predictive accuracy.

The investigation into the adsorption of gas molecules on graphene nanoflakes represents a dynamic and multidisciplinary field with far-reaching implications. From fundamental insights into gas-graphene interactions to the development of cutting-edge applications, this research transcends traditional boundaries and opens up new avenues for innovation. As technology continues to evolve, the synergistic integration of theoretical and experimental approaches will be pivotal in unlocking the full potential of graphene nanoflakes in gas sensing, storage, and separation. By harnessing the remarkable properties of graphene at the nanoscale, we can shape a more sustainable and efficient future across various sectors, addressing pressing challenges in energy, environment, and technology.

#### **Gas Adsorption on Graphene Nanoflakes: Significance and Context**

Gas adsorption on graphene nanoflakes holds profound significance in the realm of materials science and technology. The interactions between gas molecules and graphene-based materials have sparked intense interest due to their potential applications in diverse fields, including gas sensing, energy storage, and gas

separation. Graphene's exceptional properties, such as its high surface area, mechanical strength, and electrical conductivity, make it an ideal substrate for studying gas adsorption phenomena.

Graphene nanoflakes, which are smaller fragments of graphene, offer a unique platform to explore gas adsorption due to their distinctive characteristics. These nanoflakes possess a larger surface-to-volume ratio compared to bulk graphene, amplifying the potential interactions between gas molecules and the carbon framework. Additionally, the presence of edge sites and defects on nanoflakes can significantly alter their adsorption behavior, rendering them highly sensitive to specific gas species.

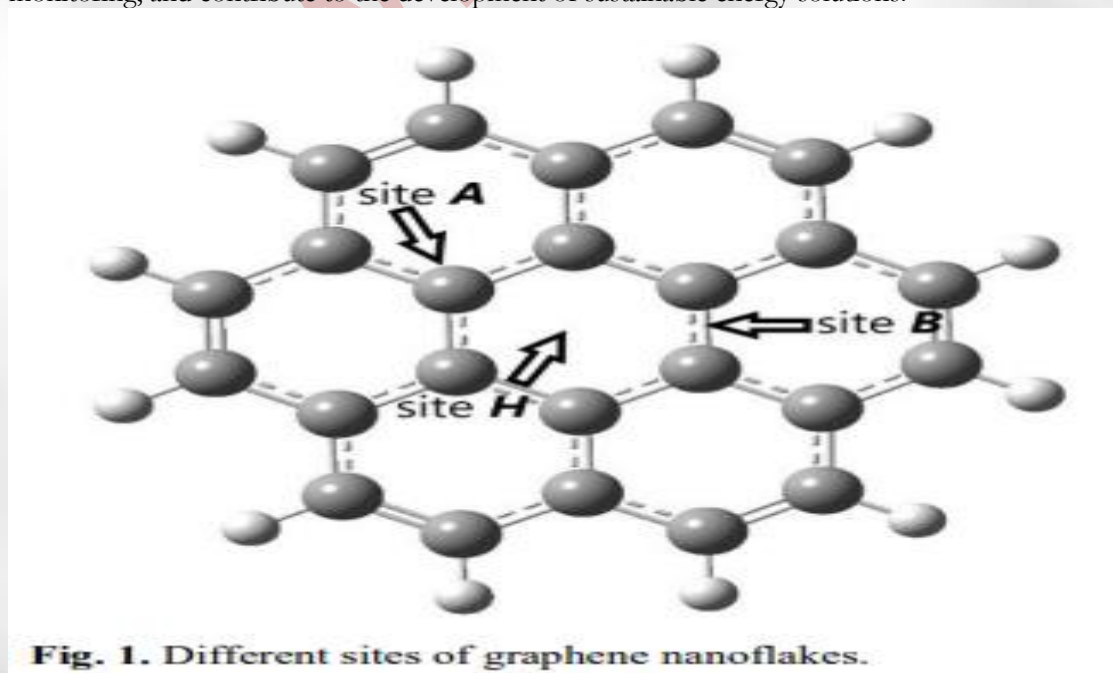
Understanding gas adsorption on graphene nanoflakes is crucial for several reasons. One major application lies in gas sensing, a technology pivotal for detecting harmful or pollutant gases in various environments. Nanoflakes' sensitivity to specific gas molecules, attributed to their intricate edge structures and electronic properties, can lead to highly selective and sensitive gas sensors. This has far-reaching implications in industrial safety, environmental monitoring, and healthcare.

Energy storage is another domain where the adsorption capabilities of graphene nanoflakes hold immense promise. Developing advanced gas storage materials is of paramount importance, particularly for gases that pose challenges in conventional storage methods. The interaction between gas molecules and the graphene surface could result in enhanced storage capacities and improved release mechanisms. This potential advancement could significantly impact renewable energy solutions, such as hydrogen storage for fuel cells, by addressing one of the critical obstacles in their widespread adoption.

Furthermore, the insights gained from studying gas adsorption on graphene nanoflakes have implications for gas separation technologies. Selective adsorption mechanisms could be harnessed to design novel separation membranes with enhanced efficiency and selectivity. This could find applications in processes ranging from natural gas purification to carbon capture, playing a vital role in mitigating climate change and advancing sustainable industrial practices.

The combination of computational simulations and experimental studies plays a pivotal role in uncovering the intricate mechanisms of gas adsorption on graphene nanoflakes. Theoretical models, such as density functional theory (DFT) calculations and molecular dynamics simulations, provide insights into the underlying interactions and dynamics of gas molecules on nanoflake surfaces. These insights guide experimental efforts in designing tailored nanoflakes with desired properties, bridging the gap between theory and application.

In conclusion, the investigation of gas adsorption on graphene nanoflakes is a multifaceted endeavor with profound implications. From advancing fundamental understanding to pioneering transformative applications, this field merges theoretical insights with practical innovations. By harnessing the remarkable properties of graphene nanoflakes, we have the potential to reshape industries, enhance environmental monitoring, and contribute to the development of sustainable energy solutions.



Computational Insights: Probing Gas Adsorption

Computational methods have emerged as indispensable tools for unraveling the intricate dynamics of gas adsorption on graphene nanoflakes. Density Functional Theory (DFT) calculations provide a detailed understanding of adsorption energies, binding geometries, and charge transfer phenomena, shedding light on the underlying interactions. Molecular Dynamics (MD) simulations offer a dynamic perspective, enabling the observation of gas molecules' behavior over various time scales. Through these simulations, the influence of factors such as temperature and pressure on adsorption can be explored. The synergy between DFT and MD bridges the gap between theoretical predictions and experimental observations, aiding the design and optimization of graphene nanoflakes for specific gas adsorption applications. These computational insights not only enhance our fundamental understanding of gas-graphene interactions but also guide the development of advanced gas sensing, storage, and separation technologies.

#### **Gas-Specific Adsorption Behavior on Graphene Nanoflakes**

The adsorption behavior of distinct gas molecules on graphene nanoflakes showcases intriguing gas-specific trends. Hydrogen molecules exhibit strong van der Waals interactions with nanoflake surfaces due to their small size, leading to high adsorption affinities. In contrast, oxygen molecules engage in complex charge transfer interactions with the graphene framework, resulting in diverse adsorption mechanisms. Nitrogen, characterized by its inert nature, displays unique adsorption patterns compared to hydrogen and oxygen. These distinct behaviors arise from the interplay of molecular properties, electronic structures, and surface features. The understanding of these gas-specific interactions is pivotal for tailoring graphene nanoflakes for precise gas sensing, storage, and separation applications. This knowledge paves the way for designing advanced materials with enhanced capabilities to address critical

#### **Implications for Gas Sensing Applications**

The gas adsorption behavior of graphene nanoflakes carries significant implications for the realm of gas sensing. Their sensitivity to specific gas molecules due to edge effects and electronic properties enables the development of high-performance gas sensors. Nanoflakes' tailored structures and enhanced surface interactions offer the potential for unprecedented selectivity and sensitivity in detecting low-concentration gases, such as pollutants or toxic substances. This advancement in gas sensing accuracy and reliability holds promise for applications in environmental monitoring, industrial safety, and healthcare. By harnessing the gas-specific adsorption behavior of nanoflakes, innovative sensor designs can be realized, contributing to improved detection capabilities and ultimately fostering a safer and healthier environment.

#### **Energy Storage Potential: Gas Adsorption and Beyond**

Graphene nanoflakes' unique gas adsorption capabilities hold remarkable potential in the realm of energy storage. Particularly, their interaction with gases like hydrogen offers new avenues for advanced gas storage materials. These materials could address challenges in storing and releasing gases for alternative energy sources, such as fuel cells. The adsorption of gas molecules onto nanoflakes' surfaces enhances storage capacities and offers the potential for controlled release mechanisms. This innovation could significantly impact the efficiency and feasibility of energy storage technologies, contributing to the transition to more sustainable energy solutions. Beyond energy storage, the insights gained from gas adsorption studies on nanoflakes could extend to other materials and applications, spanning from catalysis to chemical processing. This research opens up a pathway for transforming the landscape of energy storage and utilization, guiding us towards a greener and more energy-efficient future.

#### **Innovative Gas Separation Technologies**

Gas separation processes are poised for innovation through the insights gained from studying gas adsorption on graphene nanoflakes. The unique interaction mechanisms between gas molecules and nanoflakes offer the potential for the development of revolutionary separation technologies. Selective adsorption, driven by the distinct gas-specific behavior on nanoflake surfaces, holds promise for enhancing separation efficiency. These advancements can find applications in various industrial processes, from natural gas purification to environmental protection through carbon capture. By harnessing nanoflakes' tailored adsorption properties, novel separation membranes with improved selectivity and performance can be engineered. This transformative approach not only addresses pressing challenges in resource extraction and environmental conservation but also contributes to the evolution of sustainable and energy-efficient industrial practices. The implications extend beyond separation technologies, influencing a wide range of sectors where efficient gas handling is paramount.

#### **Collaborative Synergy: From Theory to Application**

The journey from theoretical insights to practical applications in gas adsorption on graphene nanoflakes relies on collaborative synergy between computational researchers, material scientists, and engineers.



Theoretical models like density functional theory (DFT) calculations and molecular dynamics simulations provide a deep understanding of gas-graphene interactions. These insights guide experimental efforts in synthesizing tailored nanoflakes with desired properties for specific applications. Conversely, experimental data validate and refine theoretical predictions, enhancing their predictive accuracy.

This multidisciplinary collaboration accelerates the development of advanced gas sensors, energy storage materials, and separation technologies. Through the interplay of theory and application, challenges at various stages are addressed more effectively, leading to transformative breakthroughs. As technology advances, this collaborative synergy remains vital in realizing the full potential of graphene nanoflakes in revolutionizing gas-related industries, fostering innovation, and creating sustainable solutions to real-world challenges.

### Conclusion

The exploration of gas adsorption on graphene nanoflakes unfolds a world of immense possibilities, bridging fundamental insights with transformative applications. The remarkable properties of graphene, combined with the unique attributes of nanoflakes, hold the key to revolutionizing industries and addressing pressing challenges.

Gas-specific adsorption behavior on nanoflakes unveils intricate interactions governed by molecular properties, electronic structures, and surface features. This understanding informs the design of tailored materials for gas sensing, energy storage, and separation. Gas sensing technologies benefit from nanoflakes' sensitivity to specific gas molecules, enabling accurate and reliable detection at low concentrations.

Energy storage takes a leap forward with nanoflakes' potential as advanced gas storage materials. Enhanced capacities and controlled release mechanisms promise more efficient storage solutions, particularly for alternative energy sources like hydrogen.

Innovative gas separation technologies emerge from nanoflakes' selective adsorption mechanisms, offering improved efficiency in processes ranging from natural gas purification to carbon capture.

Collaborative synergy between computational researchers, material scientists, and engineers propels the journey from theoretical insights to practical applications. This symbiotic relationship accelerates innovation, propelling graphene nanoflakes toward a future where they shape a more sustainable and efficient world.

The investigation of gas adsorption on graphene nanoflakes bridges theory and application, offering a roadmap to reshape industries, safeguard the environment, and propel technology forward.

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# International Journal of Professional Development

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IJPD



## Rabindranath Tagore, a World Poet, made Contributions to World Literature



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### Abstract

*Rabindranath Tagore, a luminary in the realm of literature, stands as a testament to the global impact of his creative prowess. Hailing from India, Tagore's contributions resonate across cultures and languages, making him a true world poet. His literary achievements span a myriad of genres, including poetry, novels, essays, and plays. Notably, his collection of poems in "Gitanjali" earned him the Nobel Prize in Literature in 1913, marking the first time an Asian won this prestigious accolade. Tagore's verses are imbued with universal themes of love, nature, spirituality, and the human experience, transcending geographical boundaries. His philosophies emphasized harmony, tolerance, and the interconnection of all beings. As a polymath, Tagore's impact extended beyond literature; he was a painter, musician, and educator who founded the renowned Vishva Bharati University. In essence, Rabindranath Tagore's oeuvre continues to inspire and enrich world literature with its profound insights into the essence of humanity.*

**Keywords:** Rabindranath Tagore, world poet, literature, Gitanjali, universal themes, Nobel Prize, interconnection, harmony, Vishva Bharati University.

### Introduction

In the vast tapestry of human history, few individuals have managed to transcend the confines of their era and geographical origins, leaving an indelible mark on the world. Rabindranath Tagore, the illustrious poet, philosopher, and polymath from India, stands as an embodiment of such transcendence. His contributions to world literature, driven by an innate understanding of the human spirit and a profound connection to nature, have solidified his legacy as a world poet of unparalleled significance.

Born on May 7, 1861, in Calcutta (now Kolkata), Tagore emerged at a time when India was grappling with the complexities of colonial rule and the quest for cultural identity. The landscape of literature was undergoing transformation, and Tagore's genius blossomed within this dynamic milieu. His early exposure to diverse cultural influences, thanks to his family's deep engagement with the arts, sowed the seeds of his literary brilliance. Tagore's upbringing in the lap of nature, amidst the serene environs of rural Bengal, also fostered a deep and abiding connection with the natural world, a theme that would weave its way into his literary works.

At the heart of Tagore's literary contributions lies his seminal work "Gitanjali," a collection of poems that embodies the universality of human emotions. In 1913, Tagore became the first non-European to be awarded the Nobel Prize in Literature for this remarkable creation. "Gitanjali," meaning "Song Offerings," encapsulates the essence of spiritual yearning, the human quest for meaning, and a deep reverence for the divine. Its verses traverse the realms of love, devotion, and the intricate interplay between the self and the cosmos. The profound simplicity and lyrical beauty of Tagore's poetry struck a chord with readers worldwide, resonating across cultures and languages.

Tagore's poetic compositions are not merely a literary expression; they are windows into his philosophical worldview. His belief in the interconnectedness of all beings and his emphasis on harmony between humanity and nature are recurrent motifs in his works. His poetry often draws inspiration from the natural world, using its elements as metaphors to explore complex human emotions and dilemmas. Through his words, Tagore invites readers to introspect, to seek solace in nature, and to forge a deeper understanding of the human experience.

Beyond his role as a poet, Tagore's contributions extended to multiple disciplines. He was a visionary educator who founded the Vishva Bharati University in Santiniketan, West Bengal. This institution aimed to cultivate a holistic approach to education, fostering an environment where students could learn from

nature and embrace a global perspective. Tagore's legacy as an educator underscores his belief in nurturing well-rounded individuals who are not confined by the limits of conventional education but are capable of contributing meaningfully to society.

Furthermore, Tagore's creative genius was not confined to the realm of words. He was an accomplished painter and musician, further demonstrating the expansiveness of his talents. His artworks, like his poetry, mirror his deep connection to nature and his exploration of the human psyche. His music, known as Rabindra Sangeet, continues to resonate with audiences, capturing the essence of his poetry through melodious compositions.

In conclusion, Rabindranath Tagore's contributions to world literature transcend mere authorship; they represent an enriching and enduring dialogue between the human soul, nature, and the universe. His poetry, with its universal themes and lyrical grace, speaks to the core of human existence, inviting readers from every corner of the world to contemplate the mysteries of life. Tagore's profound impact extends beyond the literary realm; it touches the realms of philosophy, education, and artistic expression. He remains a beacon of enlightenment, a guiding star that reminds us of the profound beauty that can emerge when the human spirit engages with the mysteries of existence. As we delve into the tapestry of Tagore's literary legacy, we find ourselves not only exploring his world but also discovering the universal threads that bind all of humanity together.

His impact, however, was not confined to his lifetime. Tagore's words and ideas have continued to reverberate through the annals of time, inspiring generations of poets, writers, philosophers, and thinkers across the globe. His vision of a harmonious coexistence between humans and nature, a theme that holds even greater relevance in our modern era of environmental challenges, serves as a poignant reminder of our interconnectedness with the world around us.

Tagore's legacy has also transcended linguistic barriers through translation. His works have been translated into numerous languages, allowing people from diverse backgrounds to access the beauty and wisdom of his creations. These translations have further contributed to his stature as a world poet, as his thoughts and sentiments have found resonance among readers who may not be fluent in the language in which his works were originally penned.

Moreover, Tagore's ability to capture the essence of the human experience makes his writings timeless. The emotions, struggles, and aspirations he eloquently expressed in his poems are universally relatable, transcending cultural differences. His poems have a way of touching the core of human emotions, whether it's the pangs of unrequited love, the yearning for spiritual connection, or the contemplation of life's mysteries.

Tagore's ideas have also left a profound impact on the realms of philosophy and spirituality. His emphasis on the individual's relationship with the divine, his exploration of the boundaries between self and others, and his insights into the nature of existence continue to stimulate intellectual discussions and contemplations about the fundamental nature of reality.

In the world of education, Tagore's innovative approach to learning remains influential. The Vishva Bharati University, which he founded in 1921, continues to adhere to his educational philosophy that integrates the wisdom of the past with the needs of the present. The university's emphasis on a holistic education that nurtures creativity, critical thinking, and a deep respect for nature aligns with contemporary educational paradigms focused on well-rounded development.

Rabindranath Tagore's journey as a world poet and visionary underscores the power of literature to transcend boundaries, touch souls, and shape the trajectory of thought. His works have served as bridges connecting cultures, languages, and generations. His exploration of the human experience, his celebration of the natural world, and his commitment to the betterment of society have endowed him with a legacy that continues to evolve and inspire.

As we navigate the complexities of the modern world, Tagore's writings offer a refuge—a place where we can pause, reflect, and rediscover the timeless truths that bind us together as human beings. His poetry, like a gentle breeze, carries with it the echoes of distant landscapes, the fragrance of blooming flowers, and the whispered secrets of the universe. In each stanza, in every line, there is an invitation to delve deeper into our own existence, to embrace the interconnectedness of life, and to strive for a harmonious coexistence with both nature and our fellow travelers on this journey.

Rabindranath Tagore's legacy as a world poet is not confined to history books; it lives on in the verses he penned, the ideas he shared, and the hearts he touched. He remains an ever-present guide, encouraging us to look within, to ponder the mysteries of life, and to celebrate the beauty that surrounds us. Through his

words, he continues to bridge the gap between cultures, bringing people together under the universal umbrella of human experience. And as long as there are those who seek solace, inspiration, and understanding through the written word, Rabindranath Tagore's legacy will continue to shine brightly, illuminating hearts and minds across continents.

**In a world often characterized by** division and discord, Tagore's legacy serves as a reminder of the unifying power of art and literature. His poetry invites us to step outside the confines of our own perspectives and embrace the shared humanity that binds us all. It urges us to embrace diversity while recognizing the common threads that connect us to one another. Through his verses, Tagore gently encourages empathy, compassion, and a deeper understanding of the human condition.

As we journey through the complexities of the 21st century, facing challenges that transcend borders and cultures, Tagore's insights offer a source of wisdom and guidance. His musings on the interconnectedness of all life forms, his call for environmental stewardship, and his exploration of the relationship between the individual and the collective resonate with contemporary debates on sustainability, global cooperation, and social responsibility.

Furthermore, Tagore's profound belief in the transformative power of education continues to be a beacon of hope. In an era marked by rapid technological advancement and information overload, his emphasis on nurturing the holistic development of individuals is more relevant than ever. His vision of education goes beyond the mere acquisition of knowledge; it seeks to cultivate a sense of wonder, a spirit of inquiry, and a commitment to lifelong learning.

Tagore's impact extends beyond the written word and academia. His artistic pursuits in painting and music reflect his holistic approach to creativity, emphasizing the interconnectedness of various forms of artistic expression. His music, Rabindra Sangeet, continues to captivate hearts with its melodies that carry the essence of his poetry. The synthesis of literature, music, and visual art in his body of work serves as a reminder of the boundless possibilities that emerge when creativity knows no bounds.

In conclusion, Rabindranath Tagore's status as a world poet is not confined to a specific time or place; it is an ongoing dialogue between cultures, generations, and souls. His contributions have woven a rich tapestry of inspiration, urging us to explore the depths of our own existence and to appreciate the intricate beauty of the world around us. His words echo across time, inviting us to delve into the reservoir of human emotions, question the nature of reality, and aspire to a higher level of consciousness.

Tagore's poetry is a testament to the human capacity for introspection and connection, and his legacy continues to flourish as a source of enlightenment. As we navigate the challenges and opportunities of an ever-evolving world, let us heed the call of Tagore's words—to find unity in diversity, to seek wisdom in nature, and to aspire for a harmonious coexistence that transcends the boundaries of nations and ideologies. In this way, the legacy of Rabindranath Tagore remains a guiding light, guiding us towards a more compassionate, interconnected, and harmonious world.

**In the digital age,** Tagore's influence extends even further. The power of technology has allowed his works to reach new audiences and platforms, facilitating global discussions on his themes of love, spirituality, and human connection. Social media, online communities, and digital publications have become avenues for sharing and interpreting his poetry in contemporary contexts. Tagore's timeless wisdom finds resonance in viral quotes, virtual book clubs, and online discussions, fostering a virtual space where people from different corners of the world can come together to engage with his ideas.

As we honor Tagore's legacy, it's important to acknowledge the complexities of his impact. While his works are celebrated for their universal themes, they also carry the historical and cultural contexts of his time. His perspective, shaped by his experiences in colonial India, offers insights into the struggles and aspirations of his era. Acknowledging this context allows us to appreciate the evolution of his ideas and their relevance to modern times, while also inspiring critical reflection on the contemporary challenges we face.

Rabindranath Tagore's journey as a world poet is a testament to the enduring power of human expression. His words continue to transcend boundaries and resonate with a diverse array of individuals, inviting them to ponder the mysteries of existence, connect with the rhythms of nature, and empathize with the experiences of others. His legacy is a testament to the profound impact that a single individual can have on the collective consciousness of humanity.

As we navigate the complexities of a rapidly changing world, Tagore's legacy serves as a guiding star—a reminder that amidst the cacophony of voices, there are those whose words endure, carrying with them

the essence of what it means to be human. His poetry invites us to explore the depths of our emotions, to seek meaning in our connections with others, and to find solace in the embrace of nature.

In every stanza, every brushstroke, every note of his music, Tagore beckons us to embark on a journey—a journey of self-discovery, of cultural appreciation, and of global unity. His legacy challenges us to transcend our limitations, to embrace diversity, and to cultivate a profound sense of interconnectedness that spans continents and generations.

In this age of rapid communication and boundless connectivity, Tagore's message resonates with a newfound vigor. Through the digital medium, his words ripple across screens, cultures, and languages, inspiring a global dialogue that transcends physical boundaries. His legacy continues to evolve, inviting us to reinterpret his ideas in light of contemporary challenges and opportunities.

In the end, Rabindranath Tagore's legacy as a world poet is a timeless gift—an invitation to explore the beauty of language, the depths of human emotion, and the interconnectedness of all life. As we navigate the currents of an ever-changing world, may we carry his wisdom in our hearts, drawing inspiration from his verses, and continuing the eternal conversation that spans across continents and ages. In this way, Tagore's light will forever illuminate the path to greater understanding, compassion, and unity in our shared human journey.

### Conclusion

In the realm of literature, there are voices that transcend their time, echoing across generations and cultures. Rabindranath Tagore, the world poet, is undeniably one of those voices. His legacy is not confined to ink and paper; it lives in the hearts and minds of people who have been touched by his words. From the tranquil landscapes of rural Bengal to the farthest corners of the globe, his poetry has kindled a flame of connection—a connection between individuals, between cultures, and between humanity and the natural world.

Tagore's verses are more than just an artistic expression; they are a testament to the human capacity for introspection, empathy, and imagination. His themes of love, spirituality, nature, and the human experience resonate universally, creating a bridge that traverses linguistic, geographical, and temporal boundaries. His life's work embodies a profound belief in the power of literature to unite humanity, to remind us of our shared emotions, and to inspire us to be better stewards of the planet we inhabit.

In the ever-changing landscape of literature, Tagore's legacy endures, a timeless symphony that continues to harmonize with the hearts of those who encounter it. As we look to the future, his words continue to guide us—a compass that points to the values of interconnectedness, understanding, and compassion. His legacy challenges us to rise above divisions and embrace our common humanity, just as his words have done for generations before us.

Rabindranath Tagore's contributions to world literature remind us that the written word possesses a unique magic—the ability to transcend time and space, to stir souls, and to inspire change. His legacy invites us to join a conversation that has been ongoing for decades, to add our own voices to the symphony of human expression, and to uphold the values he held dear. In the end, Tagore's legacy is an invitation—an invitation to explore, to reflect, to connect, and to be part of a global narrative that celebrates the beauty and complexity of life.

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# International Journal of Professional Development

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IJP



## An Analysis of Alice Walker's Writings: An Overview



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### Abstract

*Alice Walker is a prominent African American author and activist known for her compelling works that explore themes of race, gender, identity, and social justice. This analysis provides an overview of her influential writings, highlighting key aspects of her literary career.*

*Walker's most famous work, "The Color Purple" (1982), is a Pulitzer Prize-winning novel that delves into the lives of African American women in the early 20th century South. It vividly portrays the struggles and resilience of its characters, addressing issues of racism, sexism, and domestic abuse.*

*In addition to her novels, Walker has written essays, poetry, and short stories, often advocating for women's rights and the rights of people of color. Her writing reflects her commitment to intersectional feminism and her belief in the power of storytelling to effect social change.*

*Furthermore, Walker's contributions extend beyond literature, as she has been a vocal civil rights activist, fighting for racial and gender equality. Her writings and activism have left an indelible mark on American literature and social justice movements, making her a significant figure in both realms. This analysis offers a glimpse into the rich and impactful body of work created by Alice Walker, inspiring readers and activists alike.*

**Keywords:** *Alice Walker's writings, "The Color Purple" and Significance of the writings*

### Introduction

Alice Walker, a prominent African American author, activist, and feminist, has left an enduring legacy through her impactful writings that transcend the boundaries of literature. Her works explore profound themes of race, gender, identity, and social justice, resonating with readers across generations. In this analysis, we embark on a comprehensive journey through the remarkable tapestry of Walker's literary career, shedding light on key aspects of her celebrated works.

At the heart of Walker's bibliography lies "The Color Purple" (1982), a literary masterpiece that not only earned her the Pulitzer Prize but also etched her name in the annals of American literature. This novel offers an unflinching portrayal of the lives of African American women in the early 20th century South, addressing the complex and interwoven issues of racism, sexism, and domestic abuse.

However, Walker's literary contributions extend far beyond this iconic work. Her diverse body of work encompasses essays, poetry, and short stories, all of which reflect her unwavering commitment to intersectional feminism and her belief in the transformative power of storytelling as a catalyst for social change.

Beyond the written word, Alice Walker's activism has been equally impactful. Her tireless advocacy for civil rights, racial equality, and gender justice has solidified her status as a revered figure in both literary and social justice circles. This analysis will delve deep into the profound impact of Alice Walker's writings, unveiling the profound connections between her literary prowess and her unwavering commitment to a more just and equitable world.

Throughout her prolific career, Alice Walker has wielded the written word as a potent instrument for change, crafting narratives that not only entertain but also challenge societal norms and inspire introspection. Her works serve as a mirror reflecting the struggles and triumphs of marginalized individuals, particularly African American women, offering readers a glimpse into their experiences.

In "The Color Purple," Walker skillfully weaves a narrative that centers on the lives of Black women who endure hardship, discrimination, and abuse, yet find the strength to reclaim their identities and voices. Through the character of Celie, Walker explores the resilience and empowerment that can arise from bonds of sisterhood and self-discovery. This novel's enduring relevance and its exploration of the intersections of oppression continue to captivate readers and scholars alike.

Walker's writings extend to the realm of nonfiction, where her essays and speeches champion the causes she holds dear. Her advocacy for women's rights, racial equality, and environmental justice reverberates through her words, calling upon readers to confront the pressing issues of our time. Her perspective on the interconnectedness of social justice movements underscores the importance of addressing multiple forms of discrimination simultaneously.

Moreover, Alice Walker's activism underscores the symbiotic relationship between her literary creations and her real-world efforts to effect change. Her courageous stances on issues such as apartheid and the Palestinian-Israeli conflict demonstrate the power of art to ignite discussions and provoke action on global injustices.

In this analysis, we will delve into the thematic richness of Walker's works, exploring her narrative techniques, her commitment to representation, and her unwavering dedication to dismantling systems of oppression. We will also examine the enduring impact of her writings on literature, feminism, and social justice, highlighting the indelible mark she has left on both the literary world and the ongoing struggle for a more equitable society.

Furthermore, a crucial aspect of Alice Walker's literary contributions is her ability to engage with complex and nuanced identities. Her exploration of intersecting identities, such as being a Black woman in America, delves into the multifaceted nature of human experiences. This deep understanding of intersectionality has resonated with readers from diverse backgrounds, forging connections and fostering empathy.

Walker's writing style is marked by its lyrical prose and poetic sensibilities, imbuing her narratives with a profound emotional resonance. Her use of vernacular and dialects captures the authenticity of her characters' voices and the cultural landscapes they inhabit, adding depth and authenticity to her storytelling. In addition to "The Color Purple," Walker's other works, such as "Meridian," "The Third Life of Grange Copeland," and "Possessing the Secret of Joy," continue to be celebrated for their exploration of similar themes and their unique narrative perspectives. These works offer a comprehensive view of her evolving literary prowess and her unwavering commitment to social justice.

As we dissect Alice Walker's writings in this analysis, we will also explore the critical reception of her work and the controversies that have occasionally surrounded her, such as debates over her stance on Israel. By examining the broader cultural and historical contexts in which her works emerged, we can gain a deeper appreciation of the impact she has had on literature and activism.

In summary, Alice Walker's writings transcend the realm of literature; they serve as a testament to the power of storytelling as a tool for social change and a medium for amplifying the voices of the marginalized. Through her novels, essays, and activism, she continues to inspire generations of readers and activists to confront injustice, celebrate resilience, and work towards a more equitable world.

## Review of Literature

A review of the literature related to Alice Walker's works and their impact reveals a rich and multifaceted landscape, reflecting the profound influence she has had on various aspects of literature, feminism, and social justice.

1. **The Color Purple and Its Legacy:** A significant portion of the literature focuses on "The Color Purple" as a pivotal work in American literature. Scholars analyze its narrative structure, character development, and themes of race, gender, and abuse. The novel's adaptation into a successful film and a Broadway musical has also sparked discussions about its enduring appeal and impact on popular culture.
2. **Intersectional Feminism:** Alice Walker's writings have been instrumental in shaping contemporary discussions around intersectional feminism. Academics have explored how she skillfully navigates the intersections of race, gender, and class in her works, providing a nuanced understanding of the experiences of Black women. Her concept of "womanism" has spurred discussions on alternative feminist perspectives that are inclusive of women of color.
3. **Activism and Literature:** Many scholars have examined the interplay between Alice Walker's literary works and her activism. Her involvement in civil rights movements, her advocacy for Palestinian rights, and her outspoken stance on social justice issues have all been explored in relation to her writings. This intersection of literature and activism highlights the potential for authors to use their platform for political and social change.
4. **Controversies and Criticisms:** While Walker is celebrated for her contributions, her stance on certain issues, such as her criticism of Israel, has generated debates and controversies. Scholars

and commentators have engaged in critical discussions regarding the complexities of her political views and how they intersect with her literary legacy.

5. **Comparative Studies:** Comparative studies often place Alice Walker's works within the broader context of African American literature and feminist literature. These analyses explore how her writings relate to those of other prominent authors, such as Toni Morrison, Zora Neale Hurston, and bell hooks, contributing to a broader understanding of African American women's literary traditions.
6. **Influence on Contemporary Authors:** Walker's impact on contemporary authors and their works is a recurring theme in the literature. Many writers have acknowledged her as an inspiration and have incorporated elements of her storytelling, themes, and activism into their own creations. These studies shed light on the enduring relevance of Walker's ideas and narratives.

The literature surrounding Alice Walker's writings underscores her significance in American literature and the broader realms of feminism and social justice. Her ability to intertwine powerful storytelling with activism has left an indelible mark, inspiring scholars, writers, and activists to engage with her work, critically analyze her contributions, and continue the important conversations she initiated.

### Significance of the writings

The significance of Alice Walker's writings lies in their profound impact on literature, feminism, and social justice. Her body of work has left an enduring legacy that continues to shape thought and inspire change. Here are key aspects of the significance of Alice Walker's writings:

- Alice Walker's writings are celebrated for their nuanced exploration of intersectionality, addressing the complex interplay of race, gender, and class. Her characters are often Black women navigating a world marked by multiple forms of discrimination. This exploration has been instrumental in broadening the feminist discourse, emphasizing the importance of inclusivity and acknowledging the experiences of women of color.
- Walker's works serve as a platform for amplifying the voices and experiences of marginalized individuals, particularly Black women. By portraying the struggles, triumphs, and resilience of her characters, she brings attention to issues that have long been overlooked and silenced in mainstream literature.
- Walker's writings fearlessly challenge societal stereotypes and taboos. "The Color Purple," for example, addresses domestic abuse, lesbian relationships, and the complexities of family dynamics. Her willingness to confront difficult subjects has sparked crucial conversations about the hidden aspects of oppression and discrimination.
- Walker's introduction of the term "womanist" has expanded feminist thought, providing a more inclusive framework for feminism that acknowledges the unique struggles faced by women of color. Her feminist ideology encourages solidarity among women from diverse backgrounds and emphasizes the importance of activism and social justice.
- "The Color Purple" and her other works have had a profound impact on American literature. They are frequently studied in academic settings, contributing to discussions about narrative structure, character development, and thematic depth. Her evocative writing style and exploration of vernacular language have also influenced subsequent generations of writers.
- Walker's fusion of activism and literature demonstrates the potential of authors to effect social change. Her activism on issues such as civil rights, anti-apartheid efforts, and environmental justice aligns with the themes in her writings. This synergy between her creative work and her advocacy has inspired others to use their platforms for activism.
- Walker's writings have transcended national borders and resonate with readers worldwide. Her commitment to justice extends to global issues, making her a figure who has influenced international discussions on human rights, racial equality, and gender justice.

The significance of Alice Walker's writings lies in their transformative power. They challenge stereotypes, elevate marginalized voices, and provide a blueprint for inclusive feminism and activism. Through her storytelling, Walker has not only enriched the world of literature but has also made a lasting impact on the ongoing struggle for a more just and equitable society. Her works continue to inspire readers, writers, and activists to confront societal injustices and work towards positive change.

### Impact of Alice Walker's Writings on Society



Alice Walker's writings have had a profound and enduring impact on society, spanning several areas that encompass literature, feminism, civil rights, and social justice. Here are some key ways in which her writings have left a mark on society:

**Expanding Feminist Discourse:** Walker's introduction of the term "womanist" in her writings expanded feminist discourse to include the experiences and perspectives of women of color. This concept has been instrumental in fostering greater inclusivity within the feminist movement, acknowledging the unique struggles faced by women from diverse backgrounds.

**Raising Awareness of Intersectionality:** Through her novels and essays, Walker shed light on the concept of intersectionality, highlighting the ways in which race, gender, and class intersect to shape individuals' experiences. This framework has become central to discussions of social justice and inequality in contemporary society.

**Amplifying Marginalized Voices:** Walker's writings, particularly "The Color Purple," gave voice to the experiences of marginalized individuals, particularly African American women. By portraying their struggles and resilience, she brought attention to issues that were often sidelined in mainstream literature and culture.

**Challenging Social Norms:** Walker's fearless exploration of taboo subjects, such as domestic abuse, lesbian relationships, and unconventional family structures, challenged societal norms and contributed to broader conversations about the hidden aspects of oppression and discrimination.

**Inspiring Activism:** Walker's fusion of literature and activism inspired countless individuals to use their creative talents as a means of advocating for social change. Her example of linking storytelling to activism has encouraged writers and artists to engage with pressing social and political issues.

**Influence on Literature:** Her works, particularly "The Color Purple," have become staples in literature courses and discussions, influencing subsequent generations of writers and academics. Her evocative writing style and storytelling techniques continue to be studied and admired.

**Global Perspective:** Walker's writings, as well as her activism on issues like apartheid and Palestinian rights, demonstrate a global perspective on social justice. Her advocacy has had an impact beyond the borders of the United States, contributing to international conversations on human rights and equality.

**Personal Empowerment:** Many readers have found personal empowerment and strength in Walker's writings. Her characters' journeys of self-discovery and empowerment have resonated with individuals facing their own challenges, inspiring them to overcome adversity and find their voices.

**Legacy of Social Change:** Through her activism and literary works, Walker has contributed to the ongoing struggle for civil rights, racial equality, and gender justice. Her legacy serves as a reminder of the power of storytelling and activism to effect positive social change.

### Conclusion

In conclusion, the writings of Alice Walker stand as a testament to the profound influence of literature on society, particularly in the realms of feminism, social justice, and civil rights. Her work has left an indelible mark on these areas, and her impact can be summarized in several key points:

- Walker's introduction of the concept of "womanism" has expanded the scope of feminism, making it more inclusive and acknowledging the diverse experiences of women of color. This shift has had a lasting impact on feminist thought and activism.
- Through her writings, Walker brought attention to the complexities of intersectionality, emphasizing how race, gender, and class intersect to shape individuals' lives. This concept has become central to discussions of social justice and inequality.
- Walker's writings have given voice to marginalized individuals, particularly African American women, shedding light on their struggles, resilience, and experiences. This amplification of voices has contributed to a more inclusive and diverse literary canon.
- Her fearless exploration of taboo subjects has challenged societal norms and sparked important conversations about hidden aspects of oppression and discrimination.
- Walker's fusion of literature and activism has inspired countless individuals to use their creative talents as a means of advocating for social change. Her example underscores the power of storytelling as a tool for activism.
- Her works continue to be celebrated and studied in academic settings, influencing subsequent generations of writers and scholars. Her writing style and narrative techniques have left an enduring mark on American literature.

- Walker's advocacy on global issues has contributed to international conversations on human rights and equality, showcasing the global relevance of her work.
- Many readers have found personal empowerment and strength in Walker's writings, identifying with her characters' journeys of self-discovery and empowerment.
- Walker's legacy serves as a reminder of the power of literature and activism to effect positive social change, making her a revered figure in the ongoing struggle for civil rights, racial equality, and gender justice.

In sum, Alice Walker's writings have transcended the boundaries of literature, becoming a force for positive change in society. Her fearless exploration of complex issues, her commitment to amplifying marginalized voices, and her dedication to social justice continue to inspire and shape the way we think about these crucial topics. Alice Walker's work remains an enduring beacon of hope, encouraging us all to challenge injustice and work towards a more equitable and inclusive world.

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