

EVALUATION OF TRAINING AND DEVELOPMENT PROGRAM AT SHOPPERS STOP, BANGALORE

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ABSTRACT

The associative unit is training and development. This means a reduction in haphazardness, and in organized structure, learning or social change occurs. Traditional Approach – Most companies used to have no faith in preparation in the past. They retained the traditional opinion that it was created and not made up by managers. Regardless of the industry in which a company is engaged, large or small, in manufacturing or service, new establishment of old training programs is very important for all the organization's personnel. Research is a scholarly movement and thus the word should be used from a professional perspective. The reason for inquiring about this is to find answers to questions using logical methods. Research's basic aim is to uncover truth that has been covered up and that has not been identified so far. This research has been a wonderful place for the researcher come to know the planning and advancement features for SHOPPER 'S STOP. Garuda Mall was therefore confident that in SHOPPER 'S STOP further training and growth is required with the goal of persuading members from time to time and understanding their effectiveness and shortcomings so that they can take a shot and improve it.

Keywords: Evaluation, training, development, learning, employee, productivity, etc.

INTRODUCTION

The associative unit is training and development. This means a reduction in haphazardness, and in organized structure, learning or social change occurs. Traditional Approach – Most companies used to have no faith in preparation in the past. They retained the traditional opinion that it was created and not made up by managers. There were also a few outlooks that preparation is an exorbitant issue and not worth it. In official squeezing societies used to allow more. The cutting-edge approach to preparation and development is that Indian companies have understood the value of organizational readiness. Generally speaking, planning is considered to be more of a

recovery method than a expense. The Indian Business Preparation Framework has been revamped to make workers wiser and produce the best results.

Main objectives of training and learning

The key purpose of the planning and development section is to insure that the company is open to a skilled and eager staff. There are, however, four different objectives: individual, functional, organizational and societal.

Individual objectives – To help leaders achieve their own objectives and thus improve their individual interactions with the organization.

Organizational Objectives – By offering unique suitability, helping the organization achieve its vitally important objective.

Functional Objectives –Keep the contribution of the Division to a degree appropriate for the needs of the Organization.

Societal Goals – Ensure that an organization is legally and socially capable of responding to the general public's needs and demands.

TYPES OF TRAINING

ON THE JOB TRAINING

Ensure an agency is legally and socially eligible to meet general public needs and Demands

- **COACHING:** Coaching is one of the methods of preparation and is regarded as a tool of reconstruction for deficient execution In such a case that we see on a passionate front, when a person arrives to the top, he gets forlorn and finding someone to speak to becomes difficult. That helps to reveal the official's unique formative needs. The requirements can be identified by 60 degree execution audits.
- **MENTORING:** Mentoring is a constantly established partnership between a senior and a junior employee. Mentoring offers encouragement and a clear perspective into how the company can satisfy the junior employee 's vision and intent.
- **JOB ROTATION:** It is perfect for university and college young beginners allowing them to learn by doing. This consists of systematic and organized attempts to move an employee from work to work and from one plant to another.

- **JOB INSTRUCTION TECHNIQUE (JIT):**Occupation Training Methodology (JIT) uses an information centre method (true and procedural), expertise and development of perspectives.

OFF THE JOB TRAINING

There are several strategies for handling growth that an employee may carry back from the work. The few common methods for this are:

- **SENSITIVITY TRAINING:** Preparing for affectability is linked to making people feel comfortable to themselves and others, which ends up improving social affectability and adaptability within them.
- **TRANSACTIONAL ANALYSIS:** Transactional Analysis provides trainees with a realistic and useful method to evaluate and interpret other people's actions. There is a motivation provided by one individual in every social activity, and a answer to that encouragement given by another individual. The interaction between incentive and response of two individuals is a transaction.
- **STRAIGHT LECTURES/ LECTURES:** Discussion utilizes this approach to convey a simple statement or to influence behavior, viewpoints. A talk may be in oral or written form. Speak, somebody tells you about it.
- **SIMULATION EXERCISES:** Games and games are arranged and, in some instances, unstructured, typically performed here for fun, often used for training purposes as instructive equipment. The planning of games and reproductions is not quite the same as research because it is intended to reproduce or recreate times, situations, ways that occur in the behaviour of learners.

REVIEW OF LITERATURE

Alan M Saks and Lisa Burke, "Connection between move of preparing and preparing assessment", the examination was carried on to research the connection between preparing assessment and move that goes through the association in the time of 2012. The investigation speculated the preparation assessment that would identify with the higher pace of information or preparing move the explanation which was to discover the shortcoming in the preparation results that would prompt the upgrades in the projects rendered. The examination was led acquiring 150 respondents who were a piece of T&D Association in Canada.

RajendranKarupppannan, "Worker disposition towards preparing" the examination led by RajendranKarupppannan in the year 2012, in Vellore, District Cooperative Bank

demonstrated that the preparation assists with improving the KSA's of the representatives and acquire the positive changes required and expected by the administration.

Dr. Kotreshwarasawam, "Disposition of Teachers towards preparing Programs, the target of the examination led in the year 2012, in Sarva Shikshan Abhiyan Trust on instructor's disposition towards preparing programs included 100 respondents chose on an arbitrary premise was to consider the grade teachers mentality towards the different components of the in administration preparing programs which was inferred that there was no featured contrast among provincial and urban; Male and female demeanor in SSA towards In – Service preparing programs.

Joseph Kennedy, Impact of preparing on work execution, the target of the exploration done in the year 2009, by Joseph Kennedy at legal help of Ghana, on the title Impact of preparing on work execution was to comprehend the program given by Ghana and the outcomes recommended that the degree of preparing gave must be improved to be certain that all the representatives have dynamic addition to the preparation. The away from of Mission and vision ought to be observed, with the goal that representatives connect their work to the authoritative qualities.

CagriBulut and Osman Culha, "Impacts of preparing on representative Commitment", the examination directed in the year 2010, on the title "effect of preparing on worker responsibility" which was centered on affectivity and commitment to the association. The investigation alludes preparing as an inspirational factor that keeps the representatives refreshed and certain about the work they do. The investigation took the reactions of around 300 members of inns extending from 4 -5 stars. The outcomes indicated that the preparation influenced the representative responsibility decidedly.

Cody B. Cox and Margaret, the examination directed by him on the normal out turn of the person's inconstancy's between drafting of preparing and Interest in preparing suggests as fundamental or propelled encircling and intrigue was inspected on specialized and non-specialized territories. The respondents numbered to 109 grown-ups of common laborers, where their mean age remained to 38.14 years with a Standard Deviation of 12.20 years. On the moderate premise, objective direction and self adequacy were dissected. The discoveries out of the examination indicated that the confining of the preparation programs is straightforwardly connected to the enthusiasm of the representatives.

Michel Armstrong, HR Management practice, Kogan, "Preparing and Development is an accurate conferment of the KSA's (information, skills and capacities) that a person or representative requires to perform ideally on a given errand, job or occupation."

Edwin B Flippo(1984), according to Edwin B Flippo 's examination, "Preparing is a lead in upgrading individual's information, skills and abilities to complete a specific assignment or occupation."

Harsh Sharma and Anu Singh, in the year 2008, an examination on the Influence of preparing work place attributes on adequacy of learning programs, shows that the learning and improvement hugeness has expanded in the top administration mind spaces. Be that as it may, to know its correct full position, it as to be shaped and let out with the limits of corporate, which would be connected to the association working and contribute effectively in accomplishing the organization's objectives and targets.

Aswathappa, HR and Personal Management, New Delhi. The term 'preparing' is the process associated with improving people's physical skills and ability to perform organized employment in the community. Preparing helps to develop outdated skills and to create new ones. 'Applicants on a particular profession need to train for the perfect benefit of carrying out their obligations.'

An Observation by **Ferika Ozer Sari** in the year 2009, indicated that the work power is the significant factor of any authoritative achievement. The business is fueled up from the physical and intellectual quality of their human work power.

In the year 2000 **Kuldeep Sing** selected 84 businesses. The association discussing all the big undertakings and polls developed by Huselid in 1993 are used to recognize planning. The objectives of the investigation is to explore the link between authoritative presentation and planning, which reveals that Indian market organizations are still not embracing the way in which projects like in human resources can deliver higher positive results.

According to the investigation by **Alphonsa V.K.** in the year 2000, on preparing atmosphere Research in a gigantic Pvt. Emergency clinic in Hyderabad, chose 50 chiefs of the medical clinics, arbitrarily from various divisions. The investigation utilized preparing – atmosphere overview survey (Rao-1989). "The Research of planning environment as known by the leaders" Included numerous topics, such as unrivaled strategies, organizational philosophy, respected implementation, subordinate relations, emotional and bunch relationship highlights, and activities. The investigation yield demonstrated that sensibly all-around manufactured preparing atmosphere is by and large extremely accommodating in this association however the administrators' observation about preparing differs to their areas of expertise.

In the year 2000, **Binna Kandola**, talked about not many of the issues worried about helpful assessment and exactness of preparing adequacy, significantly in the division of delicate aptitudes which adds abilities identifying with human administration. The creator draws out a model of assessing preparing which is by and by saw as the best assessing procedure in UK, features some current preparing assessment methods.

Another investigation by **Jennifer L. Knight, L. Holladay, Miguel An, and Danielle L. Paige.** (2002) researched In this investigation, the Effects of Training, Course Title, Training Content, Training Task and Gender impact the mentalities of Members. Out of the Research, it was noticed that the ladies were motivated by the topic of training and not necessarily by the existing relationship.

Natarajan and Deepasree in the year 2002, led an examination on "Preparing atmosphere at consume standard co. ltd, Salem", a Govt. area, poll was dispersed to around 145 representatives at arbitrary. The outcomes demonstrate that preparation in the business association is by all accounts at a normal degree of (half). There is an extension for development.

A examination by **Singh, S. K.** also, **Banerjee, S.** (2000), the second biggest financial analyst movement in India, and records for half of the country's venture or improvement. In this present examination's the creators boundlessly talk about the Human Resource Development systems at various levels in development of business and association. The development business are in urgent need of mechanical up degree for some divisions. A genuine attempt to create labor by the specialty unit shows an immediate outcome in the reality. As there are no much experts imbedding preparing in development - a few endeavors in conferring orderly and all around drafted specialized preparing is fundamental.

A investigation on theme - "Preparing, a viable device to make 'fulfilled clients' base' in car industry" by **Goel, O. P.** in the year 2007 uncovers that 'preparation and improvement' endeavors of business associations have positive outcomes on their exhibitions. Preparing which was helping the workers with being progressively respectful and co-usable with the client really helped the association to have a client steadfastness towards their association.

The effect of preparing development, singular disposition and work place Condition on move of preparing by, **john W Michel, Antonio Caetano, Brian D Lyons, Raquel Velada and Michael J. Kavanagh** in the year 2007, directed this investigation which intends to get data that impacts the exchange of preparing. The investigation broke down the connection between the indicators of the preparation move, including preparing outline, human qualities, and work place condition. The information was gathered on two interims of time, from 182 representatives of a tremendous basic food item association.

P. SubbaRoa, Essential of HR and IR, Phases OF T&D PROGRAMS: Training being the most significant part of any advancement in the association, ought to be led with efficient request in order to accomplish the normal advantages with the program.

RESEARCH FRAMEWORK

STATEMENT OF THE PROBLEM

The Research focuses purely on the level of effectiveness of the organization, or the usefulness of the training and development. Is it really helpful in achieving the learning objective in the work's best results?

NEED FOR THE RESEARCH

Regardless of the industry in which a company is engaged, large or small, in manufacturing or service, new establishment of old training programs is very important for all the organization's personnel. The need for training emerges to –

- Introduce guidelines and policies for the employee in the organizational procedures.
- Refer to job expectations and job requirements.
- Hold human relationships.
- Lead to workforce development.
- Raising uncertainty and promote a deeper understanding of the organization.
- It may also arise because of advances in technology.

OBJECTIVES OF THE RESEARCH

- To analyze on the planning processes utilized by Shoppers Stop Pvt Ltd.
- To evaluate the effectiveness of the training approaches used.
- To assess the perceptions of employees about the training given to them.

SCOPE OF THE RESEARCH

The training performance research is being performed at Shoppers Stop Pvt Ltd. MG Road is limited to the training programs administered and accepted by Shoppers Stop Pvt Ltd. for a period of 10 Weeks. The research is carried out on the basis of the responses provided by a single division and includes half of the organization's staff population.

RESEARCH METHODOLOGY

Research in speech like manner alludes to a quest for knowledge. Once examined, relevant data on a particular theme can also be characterized as a logical and precise quest. Exploring is an art of logical thought, to say the facts. Research is a scholarly movement and thus the word should be used from a professional perspective. The reason for inquiring about this is to find answers to questions using logical methods. Research's basic aim is to uncover truth that has been covered up and that has not been identified so far.

RESEARCH STEPS:

1. Organization analysis
2. Objective setting
3. Questionnaire
4. Core analysis
5. Tabulation
6. Analysis
7. Findings
8. Conclusion
9. Suggestion and recommendations

DATA COLLECTION: The necessary information for the task has gathered from essential information. Crisp information gathered from representatives and having conversation and association with workers is essential information.

SAMPLING PROCESS:

Sampling unit- Employees of the organization.

Duration- 45 Days (2020)

Sampling type types used in this survey were simple sampling at random. In this method, sampling unit randomly selected from the total employee in the organization at all levels.

RESEARCH INSTRUMENT: Questionnaire- refers to a tool for obtaining answers to a formally structured list of questions using a term filled in by the respondent.

ANALYSIS AND FINDINGS

Data collected through various manual and information obtained through questionnaire reveals the following major analysis and findings regarding the training effectiveness.

Level 1 (Reaction)

- ✓ Completion of questionnaire with input from participants
- ✓ Casual Participant Statements
- ✓ Community concentration meetings with the Participant(s)

Level 2 (Learning)

- ✓ Pre-and post-test ratings
- ✓ On-the-job assessment
- ✓ Monitoring by managers

Level 3 (Behavior)

- ✓ Questionnaire completed on self-assessment
- ✓ On-the-job evaluation
- ✓ Leaks from employers , colleagues and participants' administrators

Level 4 (Results)

- ✓ Financial Statements
- ✓ Quality checks
- ✓ Business executive interview

DATA ANALYSIS AND DISCUSSION

COMPANY DEVISED A PLAN FOR TRAINING AND DEVELOPMENT		SA	A	SWA	DA	NAOD
	FREQ	14	16	15	5	0
	%	28%	32%	30%	10%	0%
T&D CLASSES DO YOU ATTEND OVER THE COURSE OF A YEAR		LESS THAN 10	MORE THAN 10	20 - 40	MORE THAN 40	
	FREQ	30	8	12	0	
	%	60%	16%	24%	0%	
COMPANY IS GIVEN MORE T&D TO		Senior Staff	Junior Staff	New Staff	Based on requirement	
	FREQ	10	24	10	6	
	%	20%	48%	20	12%	
T&D OBSTACLES IN YOUR ORGANIZATION		Time	Money	Lack of interest by staff	Non availability of skilled trainers	
	FREQ	10	12	8	20	
	%	20%	24%	16%	40%	
DURING TRAINING SESSION, IS THIS PRACTICE PROVIDED FOR US		Job rotation	External rating	Conference/Discussion	Programmed instruction	
	FREQ	22	8	15	5	
	%	44%	16%	30%	10%	
THE TRAINING SESSION IS USEFUL FOR YOUR COMPANY		SA	A	SWA	DA	NAOD
	FREQ	20	12	10	4	4
	%	40%	24%	20%	8%	8%
EMPLOYEES ARE GIVEN APPRAISAL TO ENABLE THEM TO TAKE PART IN THE TRAINING	FREQ	30	10	6	2	2
	%	60%	20%	12%	4%	4%
HOW WELL IS THE PLACE OF WORK ORGANIZED FOR THE TRAINING		Excellence		Good	Average	Bad
	FREQ	10		22	12	6
	%	20		44	24	12
GENERAL RUNDOWN OF THE WORKOUT SESSION		Take away precious time of employees		Too many gaps between the sessions	Training sessions are unplanned	Boring not useful
	FREQ	12		4	26	8
	%	24%		8%	52%	16%

DURATION SPECIFIED FOR THE TRAINING PERIOD SHALL BE		Sufficient	To be extended	To be shortened	Manageable	
	FREQ	12	28	6	4	
	%	24%	56%	12%	8%	
DO YOU FEEL SATISFIED WITH THE TRAINING AND DEVELOPMENT PROGRAM IN ORGANIZATION?		SA	A	SWA	DA	NAOD
	FREQ	5	10	30	4	1
	%	10%	20%	60%	8%	2%
THE DURATION OF TRAINING PROGRAM IS SUFFICIENT FOR YOUR LEARNING	FREQ	24	12	4	8	2
	%	48%	24%	8%	16%	4%
WILL YOUR ORGANIZATION'S TRAINING NEEDS BE IDENTIFIED BY STAFF	FREQ	20	12	8	6	4
	%	40%	24%	16%	12%	8%
DOES YOUR TOP MANAGEMENT TAKE FEEDBACK	FREQ	26	14	8	2	0
	%	52%	28%	16%	4%	0%
DOES A SPECIFIC TRAINING PROCESS APPLY TO YOUR COMPANY	FREQ	18	20	10	2	0
	%	36%	40%	20%	4%	0%
TRAINING PROGRAMS YOU THINK WILL BE RUNNING IN THE FUTURE	FREQ	24	12	4	6	4
	%	48%	24%	8%	12%	8%
PROPER INFRASTRUCTURE USED IN YOUR TRAINING PROGRAMS	FREQ	12	16	8	4	10
	%	24%	32%	16%	8%	20%
THE PRACTICE HAVE A CONSISTENT, TIMELY, AND FAIR METHOD OF ASSESSING PERFORMANCE INDIVIDUALLY	FREQ	24	12	4	10	0
	%	48%	24%	8%	20%	0%
YOU ARE BEING PAID FAIRLY	FREQ	22	16	8	2	2

	%	44	32	16	4	4
TIME DID IT TAKE FOR THE PREPARATION AND GROWTH PROGRAMME, ON AVERAGE		One month	More than one	Less than one		Never
	FREQ	30	10	6		4
	%	60%	20%	12%		8%

As seen in the table 28 percent of the employees are firmly in agreement and 32 percent of the employees are in agreement and 30 percent are in agreement with the assertion and 10 percent disagree. As shown in the table 60% tells less than 10 and 16% tells more than 10 and 24% tells 20-40 classes. As shown in the table 20% agree for senior staff and 48% agree for junior staff and 20% agree for new staff and 12% for based on requirement. As shown in the table, 20 percent agree for the time and 24 percent agree for money and 16 percent agree for lack of interest on the part of staff and 40 percent agree that skilled trainers are not available. As shown in the table 44% agree for job rotation and 16% agree for external rating and 30% agree for conference and 10% for programmed instruction. As shown in the table, 40 percent are strongly in agreement and 24 percent are in agreement and 20 percent are somewhat in agreement and 8 percent disagree with the statement. As shown in the table 60% strongly agree and 20% agree and 12% somewhat agree and 4% disagree and 4% neither agree or disagree for the statement. As shown in the table 20% tells excellence and 44% tells good and 24% tells average and 12% tells bad. As shown in the table 24% tells they take away precious time and 8% tells the gaps between the sessions and 52% tells the session are unplanned and 16% tells its boring not useful. As shown in the table 24% tells it is sufficient and 56% tells to be extended and 12% tells to be shortened and 8% tells should be manageable. When seen in Table 10 per cent strongly agrees and 20 per cent agrees and 60 per cent agrees and 8 per cent disagrees and 2 per cent disagrees or disagrees with the assertion. As shown in the table 48% strongly agree and 24% agree and 8% somewhat agree and 20% disagree with the statement. As shown in the table 40% strongly agree and 24% agree and 16% somewhat agree and 12% disagree and 8% neither agree or disagree with the statement. As shown in the table 52% strongly agree and 28% agree and 16% somewhat agree and 4% disagree with the statement. As shown in the table 36 percent are strongly in agreement and 40 percent are in agreement and 20 percent are somewhat in agreement and 4 percent disagree. As seen in the table, 48% are strongly in agreement and 24% are in agreement and 8% are somewhat in agreement and 12% disagree and 8% disagree with the assertion. As shown in the table 60% agree for one month and 20% agree more than one and 12% agree less than one and 8% agree never with the statement. As seen in the table, 24% strongly agree and 32% agree and 16% somewhat agree and 8% disagree and 20% disagree with the argument. As shown

in the table 48% strongly agree and 24% agree and 8% somewhat agree and 20% disagree with the statement. As shown in the table 44% strongly agree and 32% agree and 16% somewhat agree and 4% disagree and 4% neither agree or disagree with the statement.

HYPOTHESIS TESTING

H0: No. of training program attended by employee has an influence on employee satisfaction.

H1: No. training program attended by employee has an influence on employee satisfaction.

HYPOTHESIS TESTING

		Do you satisfy with organizational training and development Programme?	How many training programs Will you attend in a year?
Do you satisfy with organizational training and Development programme?	Pearson Correlation	1	.224
	Sig. (2-tailed)	----	.118
	N	50	50
How many training programs Will you attend in a year?	Pearson Correlation	.224	1
	Sig. (2-tailed)	.118	----
	N	50	50

From the analysis the obtained value (0.118) may be interpreted as greater than 0.05. Thus null hypothesis accepts.

FINDINGS OF THE RESEARCH

SHOPPER'S STOP considers the Training and Program Development as a part of strategy of the organization. Curriculum and growth services are less involved in the enterprise. Education is given on the employee's specifications. Non-skilled teachers are the challenges addressed by the educational organization and growth programmes. Employees are given awards and rewards to attend the training programs. Training is

not frequent in the organization. Senior staff is not supporting for the training programs of the subordinates. The SHOPPER'S STOP is a developing organization and it is leading to the success. The working environment is not up to the mark n it is average. The organizations deal in many categories in the home decors. The training has to be according to the recent trends as per the requirement of the employees. The company is associated with many foreign brands and actively involved in the export business. The organizations have opportunity to excel as it is in the forever developing field. The more trendy and SHOPPER'S STOP practices will be followed the more demand will increase for the products. Textile industry is experiencing more and more turnover that is increasing in nature so ultimately the SHOPPER'S STOP is beneficial.

CONCLUSION

This research has been a wonderful place for the researcher come to knew the planning and advancement features for SHOPPER 'S STOP. Garuda Mall was therefore confident that in SHOPPER 'S STOP further training and growth is required with the goal of persuading members from time to time and understanding their effectiveness and shortcomings so that they can take a shot and improve it.

The experience and expertise to promote the partnership. A skillful workforce supports the achievement of any association. It is significant that staff have the information, abilities and skills required for ideal execution. It is therefore essential to perceive the preparation, advancement and adaptation needs that are important in order to provide employees with the capacities necessary to add to business achievement and to advance their vocations. Most associations recognize the importance of building their staff, but many will acknowledge that they could improve their arrangement for staff advancement through preparation and learning.

Representatives must take a shot at sure as acts to build the creation just as self inspiration like IDEAL use of assets, advancement of HR, improvement of abilities of representatives, efficiency cooperation, sound workplace, spirit picture benefit and so on.

Throughout the last but not least, the researcher consider all of the organization's strategy and growth activities to be highly successful and helpful to the workers throughout ensuring a maximum commitment to a self-improvement and progression, thus attaining the authoritative target.

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