

INTERNET A BOOM OR A BANE USER PERCEPTION IN THOOTHUKUDI

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

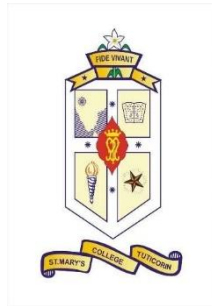
Submitted by

M.AISHWARYA

Register No:17APCO01

Under the Supervision and Guidance of

Ms. D. DAISY BAI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

Ms. D. DAISY BAI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled **“INTERNET A BOOM OR A BANE USER PERCEPTION IN THOOTHUKUDI”** submitted by the candidate **M.AISHWARYA**, in partial fulfilment of the requirements for the degree of **“Master of Commerce”** to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

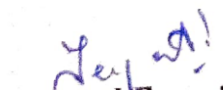
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

M.AISHWARYA

Reg. No:17APCO01

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“INTERNETA BOOM OR A BANE USER PERCEPTION IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **Ms. D. DAISY BAI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

M.AISHWARYA

**A STUDY ON CONSUMER SATISFACTION TOWARDS LEVER AYUSH
PRODUCTS**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements

for the award of the degree of

MASTER OF COMMERCE

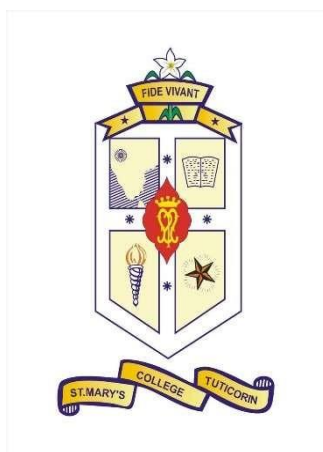
Submitted by

A.ALDIMA

Register No: 17APCO02

Under the Supervision and Guidance of

MRS. JEYASELVI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. JEYASELVI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CONSUMER SATISFACTION TOWARDS LEVER AYUSH PRODUCTS**" submitted by the candidate **A.ALDIMA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

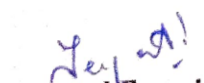
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

A.ALDIMA

Reg.No: **17APC002**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled "**A STUDY ON CONSUMER SATISFACTION TOWARDS LEVER AYUSH PRODUCTS**" submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. JEYASELVI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

A.ALDIMA

**A STUDY ON CONSUMERS AND SATISFACTION TOWARDS LG PRODUCTS IN
THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

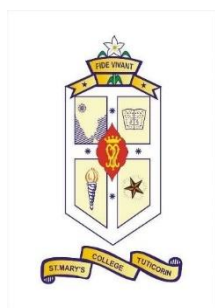
Submitted by

A.ALFY MACHADO

Register No:17APCO03

Under the Supervision and Guidance of

Mrs D.Daisy Bai



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

Mrs D.Daisy Bai

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CONSUMERS AND SATISFACTION TOEARDS LG PRODUCTS IN THOOTHUKUDI**" submitted by the candidate **A.ALFY MACHADO.**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

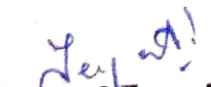
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

A.ALFY MACHADO.

Reg. No:17APCO03

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

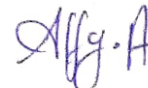
THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled "**A STUDY ON CONSUMERS AND SATISFACTION TOEARDS LG PRODUCTS IN THOOTHUKUDI**" submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

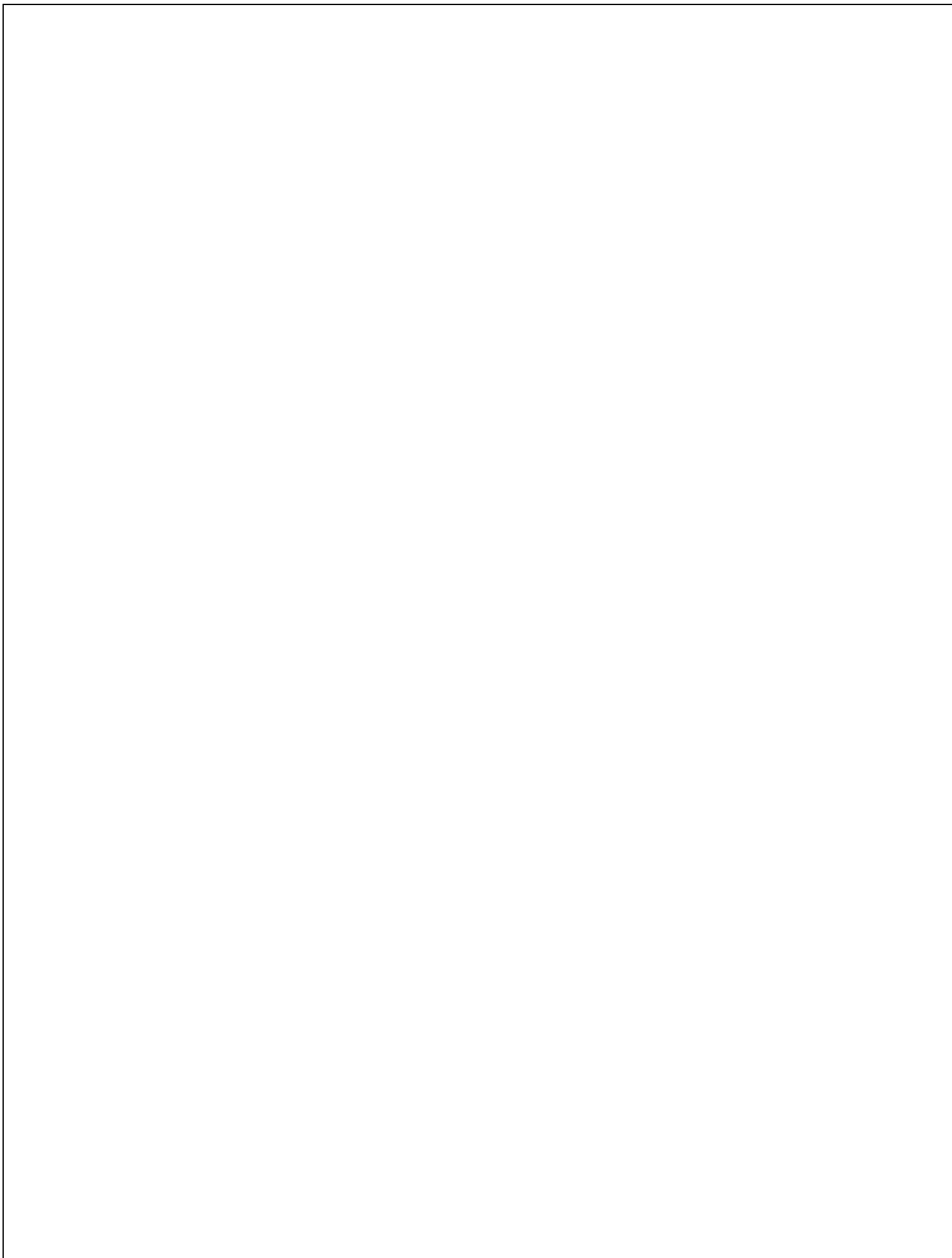
It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **Mrs D.Daisy Bai, AssociateProfessor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

A.ALFY MACHADO



A STUDY ON CUSTOMER PREFERENCE AND OF APPLE I-PAD IN THOOTHUKUDI

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

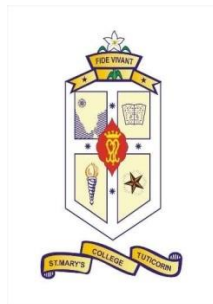
Submitted by

S. ALMA REBEKAH

Register No:17APCO04

Under the Supervision and Guidance of

DR.MARY JUDITH REENE FERNANDO



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April – 2019

DR.MARY JUDITH REENE FERNANDO

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMER PREFERENCE AND OF APPLE I-PAD IN THOOTHUKUDI**" submitted by the candidate **S. ALMA REBEKAH**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

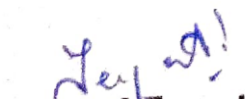
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

S. ALMA REBEKAH

Reg.No:17APCO04

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMER PREFERENCE AND OF APPLE I-PAD IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2029



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr.G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **DR.MARY JUDITH REENE FERNANDO, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

S. ALMA REBEKAH

**A STUDY ON CUSTOMER SATISFACTION TOWARDS DTH SERVICES IN
THOOTHUKUDI DISTRICT**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

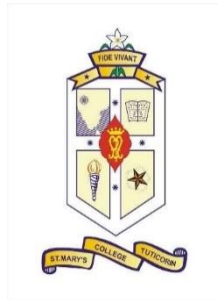
Submitted by

J.ANNAL ROSLY JEYASILI

Register No:17APCO05

Under the Supervision and Guidance of

MRS. A. INDRA REFLINE MISSIER



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. A. INDRA REFLINE MISSIER

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled “**A A STUDY ON CUSTOMER SAFICATION TOWARDS DTH SERVICES IN THOOTHKUDI DISTRICT**” submitted by the candidate **J.ANNAL ROSLY JEYASILI**, in partial fulfilment of the requirements for the degree of “**Master of Commerce**” to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

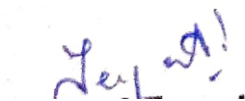
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

J.ANNAL ROSLY JEYASILI

Reg.No: **17APCO05**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMER SAFICATION TOWARDS DTH SERVICES IN THOOTHKUDI DISTRICT”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. INDRA REFLINE MISSIER, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

J.ANNAL ROSLY JEYASILI

A STUDY ON CUSTOMER LOYALTY IN INTERNET BANKING

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

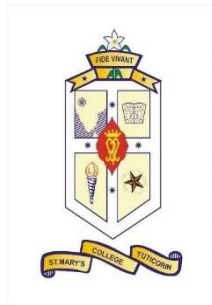
Submitted by

P.BISMI

Register No:17APCO07

Under the Supervision and Guidance of

MRS. A. AMORA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April – 2019

MRS. A. AMORA

Assistant Professor of Commerce,
St. Mary's College (Autonomous)
Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMER LOYALTY IN INTERNET BANKING**" submitted by the candidate **P.BISMI**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

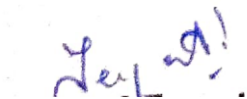
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

P.BISMI

Reg. No:17APCO07

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)


THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMER LOYALTY IN INTERNET BANKING”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my **MRS. A. AMORA, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

P.BISMI



STUDY ON THE LEVEL OF CUSTOMER SATISFACTION IN MECCEES LOGISTICS

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

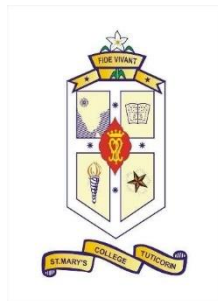
Submitted by

J.A.CATHRINA NANCY

Register No:17APCO08

Under the Supervision and Guidance of

MRS. A. AMORA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. A. AMORA

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**STUDY ON THE LEVEL OF CUSTOMER SATISFACTION IN MECCES LOGISTICS**" submitted by the candidate **J.A.CATHRINA NANCY**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

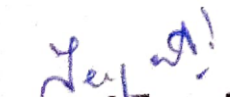
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

J.A.CATHRINA NANCY

Reg.No: **17APCO08**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“STUDY ON THE LEVEL OF CUSTOMER SATISFACTION IN MECCES LOGISTICS”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. AMORA, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

J.A.CATHRINA NANCY

CONSUMER PREFERENCE TOWARDS HERBAL PRODUCTS IN THOOTHUKUDI

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

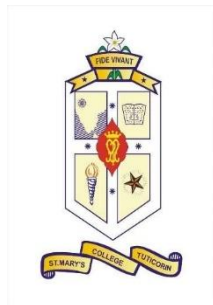
Submitted by

S.EBZHIBA

Register No:17APCO09

Under the Supervision and Guidance of

MRS. R. JENIFER TRINA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. R. JENIFER TRINA

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**CONSUMER PREFERENCE TOWARDS HERBAL PRODUCTS IN THOOTHUKUDI**" submitted by the candidate **S.EBZHIBA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

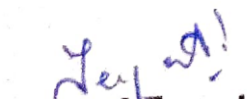
Place: Thoothukudi

Date:



Head of the Department

Faculty Guide



External Examiner



Principal

S.EBZHIBA

Reg. No:17APCO09

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“CONSUMER PREFERENCE TOWARDS HERBAL PRODUCTS IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. R. JENIFER TRINA, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

S.EBZHIBA

**A STUDY ON CUSTOMER SATISFICATION AMONG UNAIDED COLLEGE
TEACHERS TEACHER IN THOOTHUKUDI DISTRICT**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

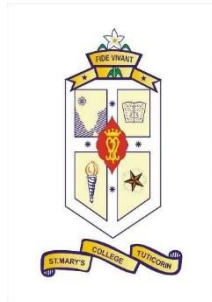
Submitted by

D.EBSHIBA

Register No:17APCO10

Under the Supervision and Guidance of

MRS. A. INDRA REFLINE MISSIER



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. A. INDRA REFLINE MISSIER

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMER SATISFCATION AMONG UNAIDED COLLEGE TEACHERS TEACHER IN THOOTHUKUDI DISTRICT**" submitted by the candidate **D.EBSHIBA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

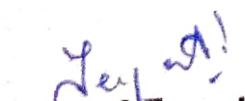
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

D.EBSHIBA

Reg. No:17APCO10

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMER SATISFCATION AMONG UNAIDED COLLEGE TEACHERS TEACHER IN THOOTHUKUDI DISTRICT”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

Ebshiba.D

Signature of the Candidate

Counter signed

(Faculty Guide)

A. Indira Refline Missier

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. INDRA REFLINE MISSIER, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

D.EBSHIBA



**SUSTAINABILITY OF WOMEN ENTREPRENEURS IN TAILORING BUSINESS IN
THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

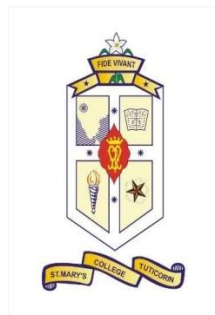
Submitted by

D.GRACE BENITA

Register No:17APCO11

Under the Supervision and Guidance of

MRS. JEYASELVI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. JEYASELVI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled **“SUSTAINABILITY OF WOMEN ENTREPRENEURS IN TAILORING BUSINESS IN THOOTHUKUDI”** submitted by the candidate **T. ANNIES JENITTAPOLIN**, in partial fulfilment of the requirements for the degree of **“Master of Commerce”** to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

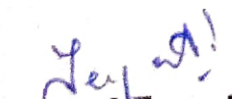
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

D.GRACE BENITA

Reg.No:17APCO11

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“SUSTAINABILITY OF WOMEN ENTREPRENEURS IN TAILORING BUSINESS IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr.G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. JEYASELVI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

D.GRACE BENITA

**A STUDY ON CUSTOMERS PERCEPTION AND SATISFACTION TOWARDS
RAYMONDS FASHION WEAR**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

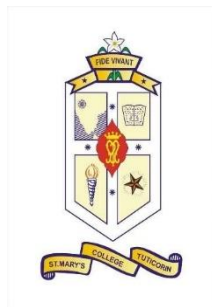
Submitted by

M.HEMA EZHIL ARASI

Register No: 17APCO12

Under the Supervision and Guidance of

MRS. D. DAISY BAI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. D. DAISY BAI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMERS PERCEPTION AND SATISFACTION TOWARDS RAYMONDS FASHION WEAR**" submitted by the candidate **M.HEMA EZHIL ARASI.**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

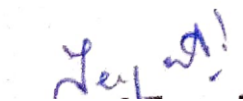
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

M.HEMA EZHIL ARASI

Reg. No:17APCO12

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

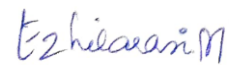
THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMERS PERCEPTION AND SATISFACTION TOWARDS RAYMONDS FASHION WEAR”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. D. DAISY BAI, AssociateProfessor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

M.HEMA EZHIL ARASI



A BEHAVIOURAL STUDY OF YOUNG WOMEN IN SOCIAL MEDIA

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

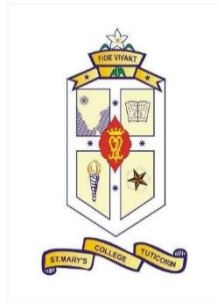
Submitted by

M.JANO EPCHIBA

Register No:17APCO13

Under the Supervision and Guidance of

MRS. A. AMORA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. A. AMORA

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A BEHAVIOURAL STUDY OF YOUNG WOMEN IN SOCIAL MEDIA**" submitted by the candidate **M.JANO EPCHIBA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

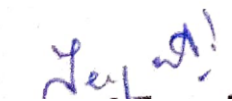
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

M.JANO EPCHIBA

Reg.No: **17APCO13**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A BEHAVIOURAL STUDY OF YOUNG WOMEN IN SOCIAL MEDIA”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. AMORA, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

M.JANO EPCHIBA

A STUDY ON CONSUMER BEHAVIOUR TOWARDS APPLE I-PHONE

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

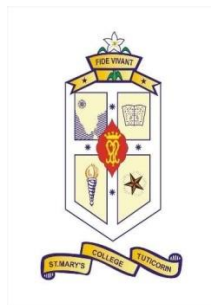
Submitted by

J.JASMILINE

Register No:17APCO14

Under the Supervision and Guidance of

MRS. D. DAISY BAI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE (Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. D. DAISY BAI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CONSUMER BEHAVIOUR TOWARDS APPLE I-PHONE**" submitted by the candidate **J.JASMILINE**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

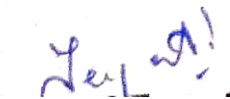
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

J.JASMILINE

Reg.No:17APCO14

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

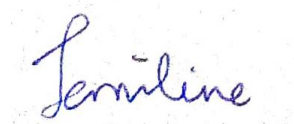
THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CONSUMER BEHAVIOUR TOWARDS APPLE I-PHONE”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. D. DAISY BAI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

J.JASMILINE

JOB SATISFACTION OF EMPLOYEES IN DIAMOND SEA FOODS THOOTHUKUDI

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

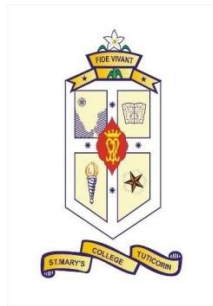
Submitted by

R.JENILA

Register No:18APCO05

Under the Supervision and Guidance of

MRS.ELIZABETH JAMES



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS.ELIZABETH JAMES

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled “ **JOB SATISFACTION OF EMPLOYEES IN DIAMOND SEA FOODS THOOTHUKUDI**” submitted by the candidate **R.JENILA**, in partial fulfilment of the requirements for the degree of “**Master of Commerce**” to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

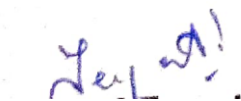
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

R.JENILA

Reg.No:17APCO15

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“JOB SATISFACTION OF EMPLOYEES IN DIAMOND SEA FOODS THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr.G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS.ELIZABETH JAMES, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

R.JENILA

**SPECIAL HABITS OF THE VISITORS OF OUR LADY OF SNOW CHURCH FEAST
THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

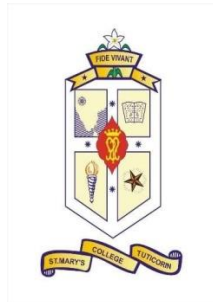
Submitted by

M.R.JERISHA

Register No:17APCO16

Under the Supervision and Guidance of

MRS.ELIZABETH JAMES



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS.ELIZABETH JAMES

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**SPECIAL HABITS OF THE VISITORS OF OUR LADY OF SNOW CHURCH FEAST THOOTHUKUDI**" submitted by the candidate **M.R.JERISHA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

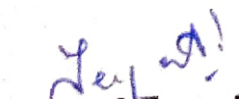
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

M.R.JERISHA

Reg.No:17APCO16

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled "**SPECIAL HABITS OF THE VISITORS OF OUR LADY OF SNOW CHURCH FEAST THOOTHUKUDI**" submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr.G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS.ELIZABETH JAMES, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

M.R.JERISHA

**A STUDY ON CUSTOMER SATISFACTION TOWARDS OVENS IN THOOTHUKUDI
DISTRICT**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

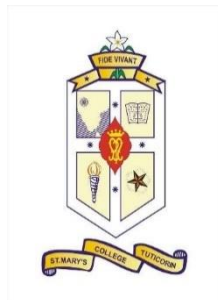
Submitted by

R.MAHESWARI

Register No:17APCO17

Under the Supervision and Guidance of

MRS. R. JENIFER TRINA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. R. JENIFER TRINA

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled “**A STUDY ON CUSTOMER SATISFACTION TOWARDS OVENS IN THOOTHUKUDI DISTRICT**” submitted by the candidate **R.MAHESWARI**, in partial fulfilment of the requirements for the degree of “**Master of Commerce**” to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

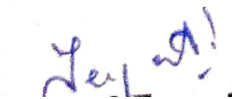
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

R.MAHESWARI

Reg.No: **17APCO17**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled "**A STUDY ON CUSTOMER SATISFACTION TOWARDS OVENS IN THOOTHUKUDI DISTRICT**" submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

A handwritten signature in blue ink, appearing to read 'Maheswari R.', is positioned above the printed text 'Signature of the Candidate'.

Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. R. JENIFER TRINA, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

R.MAHESWARI

**A COMPARATIVE STUDY ON THE DIGITAL PAYMENT SERVICE PHONE PE, PAY
TM, MPAY**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

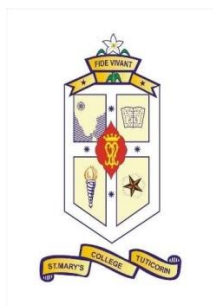
Submitted by

S.MARIA BERTINA

Register No:17APCO20

Under the Supervision and Guidance of

MRS. JEYASELVI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. JEYASELVI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled “**A COMPARATIVE STUDY ON THE DIGITAL PAYMENT SERVICE PHONE PE, PAY TM, MPAY**” submitted by the candidate **S.MARIA BERTINA**, in partial fulfilment of the requirements for the degree of “**Master of Commerce**” to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

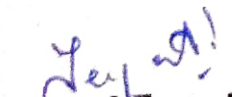
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

S.MARIA BERTINA

Reg.No:17APCO20

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled “**A COMPARATIVE STUDY ON THE DIGITAL PAYMENT SERVICE PHONE PE, PAY TM, MPAY**” submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

A handwritten signature in blue ink, appearing to read 'Bertina S.', is positioned above the printed text 'Signature of the Candidate'.

Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr.G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. JEYASELVI , Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

S.MARIA BERTINA

**A STUDY ON INCOME EXPENDITURE AND STANDARDS OF LIVING OF FISHER
FOLK IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

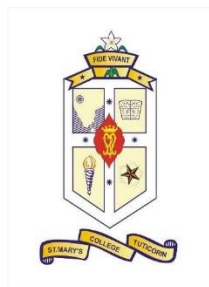
Submitted by

M.MARIA JASRINA

Register No:17APCO21

Under the Supervision and Guidance of

MRS. R. JENIFER TRINA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. R. JENIFER TRINA

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON INCOME EXPENDITURE AND STANDARDS OF LIVING OF FISHER FOLK IN THOOTHUKUDI**" submitted by the candidate **M.MARIA JASRINA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

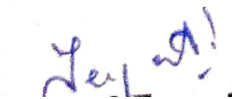
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

M.MARIA JASRINA

Reg.No: **17APCO21**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON INCOME EXPENDITURE AND STANDARDS OF LIVING OF FISHER FOLK IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

A handwritten signature in blue ink, appearing to read 'Jasrini.', is positioned above the printed text 'Signature of the Candidate'.

Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. R. JENIFER TRINA, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

M.MARIA JASRINA

**A STUDY ON CUSTOMER SATISFACTION AND ATTITUDE TOWARDS ST
COURIER SERVICE IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

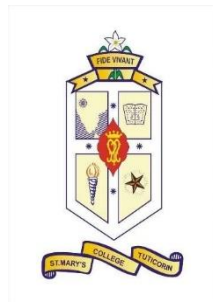
Submitted by

R.MARIA MANJU

Register No:17APCO22

Under the Supervision and Guidance of

MRS. P. BANUMATHI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. P. BANUMATHI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMER SATISFACTION AND ATTITUDE TOWARDS ST COURIER SERVICE IN THOOTHUKUDI**" submitted by the candidate **R.MARIA MANJU**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

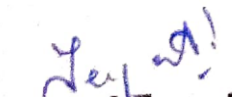
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

R.MARIA MANJU

Reg. No:17APCO22

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMER SATISFACTION AND ATTITUDE TOWARDS ST COURIER SERVICE IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. P. BANUMATHI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

R.MARIA MANJU



**JOB SATISFACTION AMONG SCHOOL TEACHERS WITH SPECIAL REFERENCE
TO TUTICORIN**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

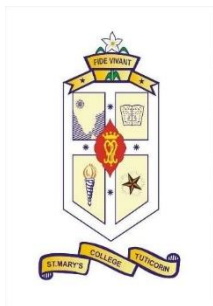
Submitted by

S.MARIA RUFINA VAIZ

Register No:17APCO23

Under the Supervision and Guidance of

MRS. P. BANUMATHI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. P. BANUMATHI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**JOB SATISFACTION AMONG SCHOOL TEACHERS WITH SPECIAL REFERENCE TO TUTICORIN**" submitted by the candidate **S.MARIA RUFINA VAIZ**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

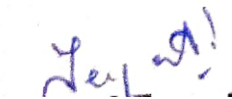
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

S.MARIA RUFINA VAIZ

Reg. No:17APCO23

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“JOB SATISFACTION AMONG SCHOOL TEACHERS WITH SPECIAL REFERENCE TO TUTICORIN”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

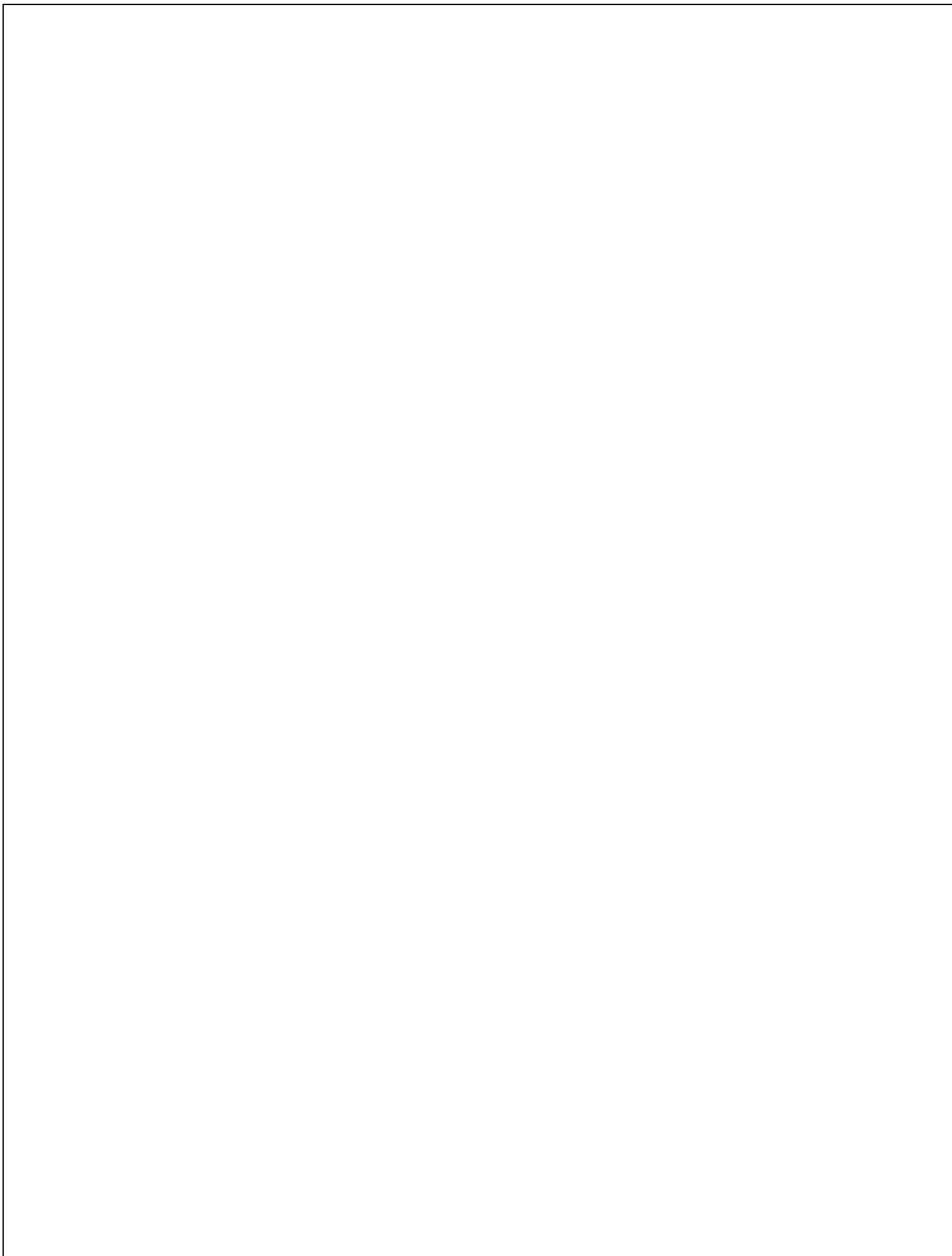
It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. P. BANUMATHI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

S.MARIA RUFINA VAIZ



**A STUDY ON CUSTOMER SATISFACTION TOWARDS FASTRACK WATCHES IN
THOOTHUKUDI DISTRICT**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

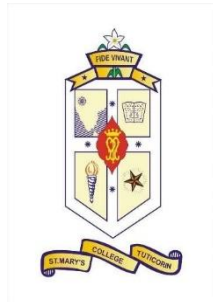
Submitted by

P.MARIYA PRABHA SHAMINI

Register No: 17APC024

Under the Supervision and Guidance of

MRS. A. INDRA REFLINE MISSIER



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. A. INDRA REFLINE MISSIER

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMER SATISFACTION TOWARDS FASTRACK WATCHES IN THOOTHUKUDI DISTRICT**" submitted by the candidate **P.MARIYA PRABHA SHAMINI.**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

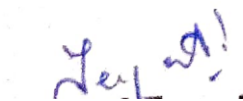
Date:



Head of the Department



Faculty Guide



External Examiner



Principal

P.MARIYA PRABHA SHAMINI

Reg. No:17APCO24

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled “**A STUDY ON CUSTOMER SATISFACTION TOWARDS FASTRACK WATCHES IN THOOTHUKUDI DISTRICT**” submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. INDRA REFLINE MISSIER, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

P.MARIYA PRABHA SHAMINI

A STUDY ON DETERMINANTS OF CUSTOMER LOYALTY TOWARDS E TAILERS

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

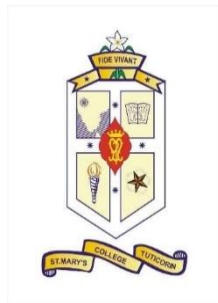
Submitted by

A.MARY ANUGRAGA

Register No:17APCO25

Under the Supervision and Guidance of

MRS. A. AMORA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. A. AMORA

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON DETERMINANTS OF CUSTOMER LOYALTY TOWARDS E TAILERS**" submitted by the candidate **A.MARY ANUGRAGA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

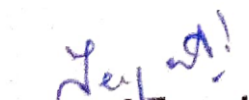
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

A.MARY ANUGRAGA

Reg.No: **17APCO25**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON DETERMINANTS OF CUSTOMER LOYALTY TOWRDS E TAILERS”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. AMORA, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

A.MARY ANUGRAGA

**A STUDY ON WELFARE MEASURE OF WOMEN EMPLOYEES WITH SPECIAL
REFERENCE TO AVM HOSPITAL IN THOOTHUKUDI DISTRICT**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

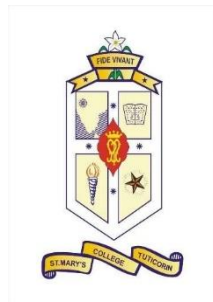
Submitted by

P.NATTAR

Register No:17APC026

Under the Supervision and Guidance of

MRS. A. INDRA REFLINE MISSIER



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

October - 2019



MRS. A. INDRA REFLINE MISSIER

Assistant Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON WELFARE MEASURE OF WOMEN EMPLOYEES WITH SPECIAL REFERENCE TO AVM HOSPITAL IN THOOTHUKUDI DISTRICT**" submitted by the candidate **P.NATTAR.**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

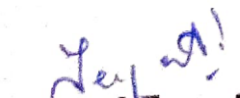
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

P.NATTAR

Reg. No:17APCO26

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled "**A STUDY ON WELFARE MEASURE OF WOMEN EMPLOYEES WITH SPECIAL REFERNCE TO AVM HOSPITAL IN THOOTHUKUI DISTRICT**" submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

P. Nattar

Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. A. INDRA REFLINE MISSIER, Assistant Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

P.NATTAR

**A STUDY ON CUSTOMER SATISFACTION TOWARDS AUTO RICKSHAW
TRANSPORTATION SERVICES IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

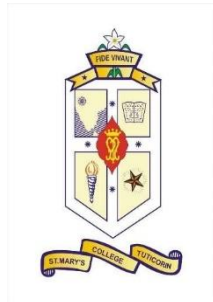
Submitted by

A.PRINCY DEVAKIRUBAI

Register No:17APCO27

Under the Supervision and Guidance of

DR.FERNANDO ALEXNADRIA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

DR.FERNANDO ALEXNADRIA

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON SUSTOMER SATIFACTION TOWARDS AUTO RICKSHAW TRANSPORTATION SERVICES IN THOOTHUKUDI**" submitted by the candidate **A.PRINCY DEVAKIRUBAI**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

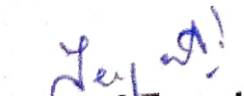
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

A.PRINCY DEVAKIRUBAI

Reg. No:17APCO27

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON SUSTOMER SATIFACTION TOWARDS AUTO RICKSHAW TRANSPORTATION SERVICES IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **DR.FERNANDO ALEXNADRIA, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

A.PRINCY DEVAKIRUBAI

A STUDY ON USERS PREFERNCE TOWARDS LED BULBS IN THOOTHUKUDI

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

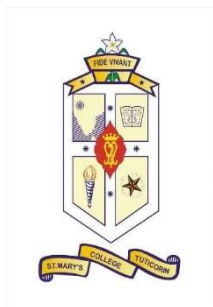
Submitted by

D.RAKSHANA

Register No:17APCO29

Under the Supervision and Guidance of

MRS. P. BANUMATHI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. P. BANUMATHI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON USERS PREFERENCE TOWARDS LED BULBS IN THOOTHUKUDI**" submitted by the candidate **D.RAKSHANA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

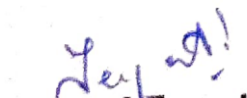
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

D.RAKSHANA

Reg. No:17APCO29

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON USERS PREFERNCE TOWARDS LED BULBS IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **ManonmaniamSundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

Rakshana.

Signature of the Candidate

Counter signed

(Faculty Guide)

Bareema

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

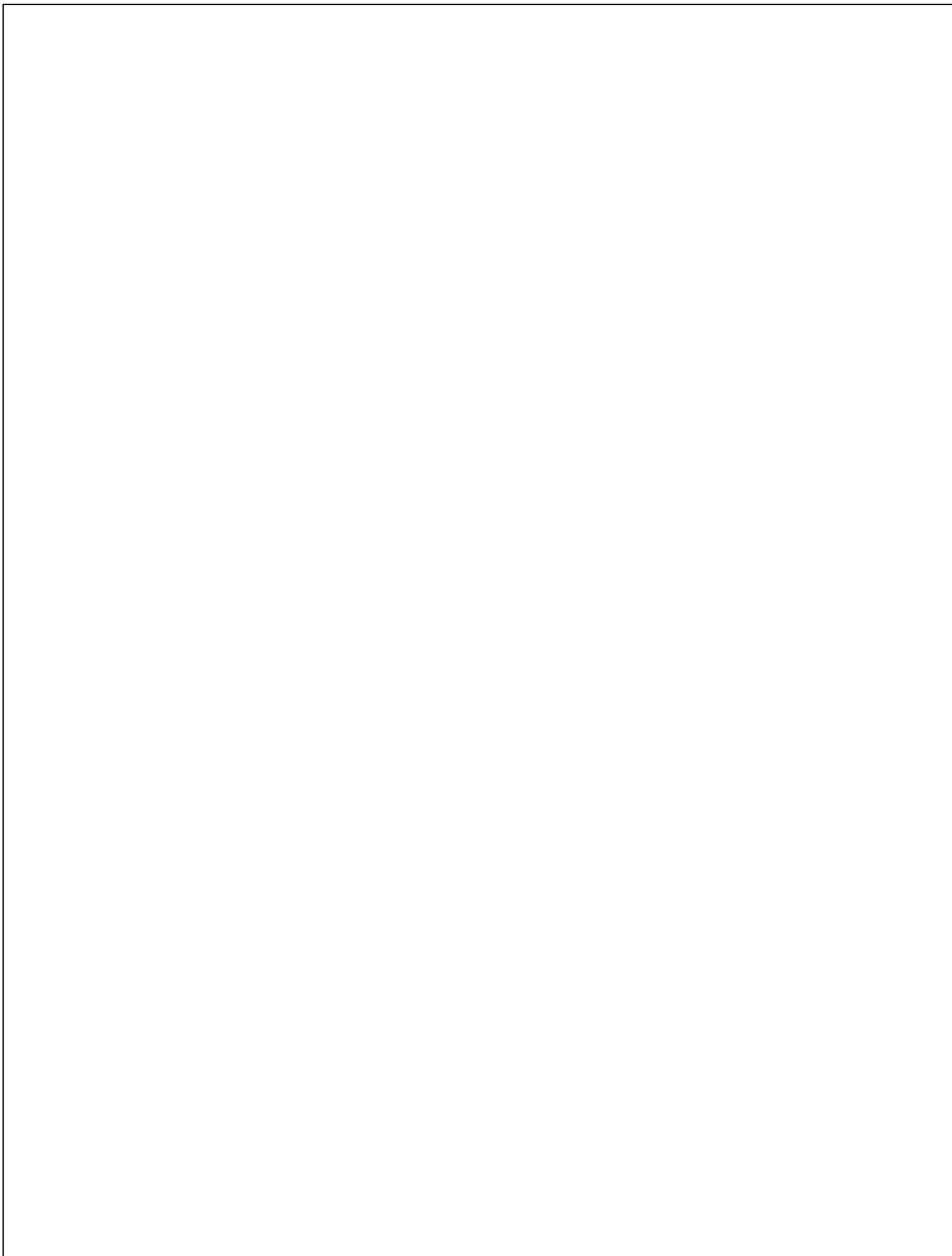
It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. P. BANUMATHI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

D.RAKSHANA



**A STUDY ON JOB SATISFACTION OF EMPLOYEES IN SATHYA AGENCIES PVT
LMD IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

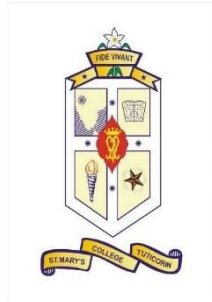
Submitted by

R.ROBINA BEGAM

Register No:17APCO30

Under the Supervision and Guidance of

MRS. P. BANUMATHI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS. P. BANUMATHI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON JOB SATISFACTION OF EMPLOYEES IN SATHYA AGENCIES PVT LMD IN THOOTHUKUDI**" submitted by the candidate **R.ROBINA BEGAM.**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

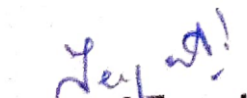
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

R.ROBINA BEGAM

Reg. No:17APCO30

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON JOB SATISFACTION OF EMPLOYEES IN SATHYA AGENCIES PVT LMD IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. P. BANUMATHI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

R.ROBINA BEGAM



BANANA CULTIVATION IN KULAYANKARISAL THOOTHUKUDI DISTRICT

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

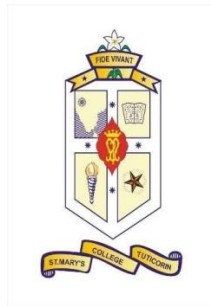
Submitted by

P.SARAVANA DEVI

Register No:17APCO31

Under the Supervision and Guidance of

MRS.ELIZABETH JAMES



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

MRS.ELIZABETH JAMES

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled“ **BANANA CULTIVATION IN KULAYANKARISAL THOOTHUKUDI DISTRICT**” submitted by the candidate **P.SARAVANA DEVI**, in partial fulfilment of the requirements for the degree of “**Master of Commerce**” to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to**Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

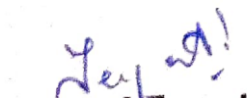
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

P.SARAVANA DEVI

Reg.No:17APCO31

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled “**BANANA CULTIVATION IN KULAYANKARISAL THOOTHUKUDI DISTRICT**” submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS.ELIZABETH JAMES, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

P.SARAVANA DEVI

**A STUDY ON CONSUMERSBUYING BEHAVIOUR AND PREFERENCES TOWARDS
ONLINE CONSUMERS IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

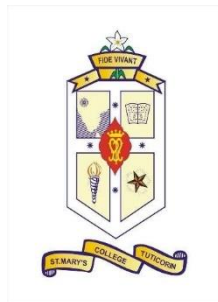
Submitted by

G.SINDHUJA

Register No:17APCO32

Under the Supervision and Guidance of

DR.FERNANDO ALEXNADRIA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

DR.FERNANDO ALEXNADRIA

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CONSUMERSBUYING BEHAVIOUR AND PREFERENCES TOWARDS ONLINE CONSUMERS IN THOOTHUKUDI**" submitted by the candidate **G.SINDHUJA**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

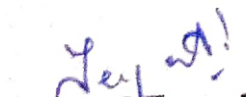
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

G.SINDHUJA

Reg.No: **17APCO32**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CONSUMERSBUYING BEHAVIOUR AND PREFERENCES TOWARDS ONLINE CONSUMERS IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **ManonmaniamSundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **DR.FERNANDO ALEXNADRIA, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

G.SINDHUJA

**A STUDY ON CUSTOMER PREFERENCE AND PERCEPTION TOWARDS XIAOMI
SMART PHONE IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

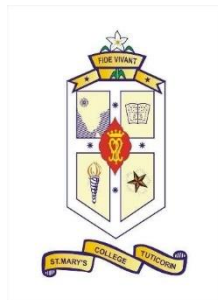
Submitted by

R.SULOCHANA

Register No:17APCO34

Under the Supervision and Guidance of

DR.FERNANDO ALEXNADRIA



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April - 2019

DR.FERNANDO ALEXNADRIA

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON CUSTOMER PREFERENCE AND PERCEPTION TOWARDS XIAOMI SMART PHONE IN THOOTHUKUDI**" submitted by the candidate **JOTHI. T**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St. Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

Place: Thoothukudi

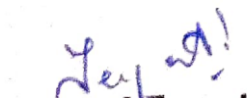
Date: April 2019



Head of the Department



Faculty Guide



External Examiner



Principal

R.SULOCHANA

Reg.No: **17APCO34**

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)


THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON CUSTOMER PREFERENCE AND PERCEPTION TOWARDS XIAOMI SMART PHONE IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019



Signature of the Candidate

Counter signed

(Faculty Guide)



ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr. G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **DR.FERNANDO ALEXNADRIA, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

R.SULOCHANA

**A STUDY ON PASSENGERS PREFERENCE TOWARDS GOVERNMENT BUS
SERVICES IN THOOTHUKUDI**

A Project Report Submitted to

ST. MARY'S COLLEGE (Autonomous), THOOTHUKUDI

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

In partial fulfilment of the requirements for

the award of the degree of

MASTER OF COMMERCE

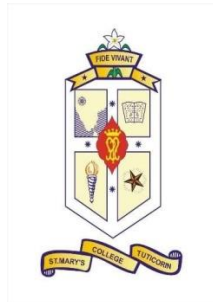
Submitted by

J.VINNARASI STEPHY

Register No:17APCO35

Under the Supervision and Guidance of

MRS. JEYASELVI



PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE(Autonomous),

Reaccredited with "A+" Grade by NAAC

Thoothukudi-628001

April 2019

MRS. JEYASELVI

Associate Professor of Commerce,

St. Mary's College (Autonomous)

Thoothukudi-628001.

CERTIFICATE

This is to certify that the project entitled "**A STUDY ON PASSENGERS PREFERENCE TOWARDS GOVERNMENT BUS SERVICES IN THOOTHUKUDI**" submitted by the candidate **J.VINNARASI STEPHY**, in partial fulfilment of the requirements for the degree of "**Master of Commerce**" to **St.Mary's College (Autonomous)**, Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, is the original work done by her during the period of her study under my guidance and supervision.

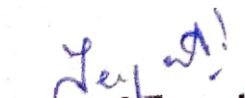
Place: Thoothukudi

Date: April 2019



Head of the Department

Faculty Guide



External Examiner



Principal

J.VINNARASI STEPHY

Reg.No:17APCO35

II M. Com

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001.

DECLARATION

I hereby state that the project entitled **“A STUDY ON PASSENGERS PREFERENCE TOWARDS GOVERNMENT BUS SERVICES IN THOOTHUKUDI”** submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to **Manonmaniam Sundaranar University, Tirunelveli**, for the award of the degree of Master of Commerce is my original work and that no part of this project has been submitted for the award of any other Degree, Diploma, Fellowship, or other similar titles.

Place: Thoothukudi

Date: April 2019

A handwritten signature in blue ink, appearing to read 'Stephy J.', is positioned above the printed text 'Signature of the Candidate'.

Signature of the Candidate

ACKNOWLEDGEMENT

Thanks is a small word filled with heartfelt gratitude. I acknowledge the abundant blessing and grace of God Almighty who has been my source of energy and knowledge.

I extend my special thanks and gratitude to our Principal **Dr. A.S.J. Lucia Rose** for the constant encouragement and blessing for doing this work successfully.

It is my pleasure to extend my thanks to the Head of the Department of Commerce **Dr.G. Stella Beatrice Nirmala**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my Guide **MRS. JEYASELVI, Associate Professor, Department of Commerce**, for her excellent guidance and continuous effort taken to complete my project work successfully.

Finally, I extend my sincere thanks my Parents for their constant love and support and friends for their encouragement and support during the work.

I also thank my respondents whole heartedly for helping me to complete my project.

J.VINNARASI STEPHY