DIAS Technology Review The International Journal for Business & IT

Vol. 5 No. 2

#10

www.dias.ac.in



OCTOBER 2008- MARCH 2009

ARTICLES

08 Total Quality Management in Small and Medium Scale Manufacturers: Development of Measurement Instruments

Deepak Subedi, Uday Tate, Suneel Maheshwari

14 A Lucrative Export - Engineering Education: Down Under

D Ross, H Ku, P Penfold

24 The Technology Acceptance Model: The Effect of Agreeability

Emad Abu-Shanab, Michael Knight

34 Building 'Brand India' Culturally Through Cinema

Anagha Shukre

Ph.D ABSTRACT

40 Impact of Earning Announcement, Bonus Issue and Buy-Back on Equity Share Prices in India

Vibha Dua

BOOK REVIEW

45 Retailing Management

Ritu Bajaj



DELHI INSTITUTE OF ADVANCED STUDIES



Listed In

10th Edition of CABELL'S DIRECTORY, U.S.A.

STATEMENT ABOUT OWNERSHIP AND OTHER PARTICULARS OF THE JOURNAL

Printed by Shri Sanjay Sachdeva, Published by Shri Vineet Chaudhry on behalf of Delhi Institute of Advanced Studies, Plot No.-6, Sector-25, Rohini, Delhi-110085 and printed at Swan Press of Lahore, B-71, Naraina Industrial Area, Phase-II, New Delhi-110028.

Copyright 2004 © by Delhi Institute of Advanced Studies. All rights reserved.

Journal of "DIAS Technology Review - The International Journal for Business and IT", its editor, publisher, editorial board and Delhi Institute of Advanced Studies disclaim responsibility and liability for any statement of facts and opinion, originality of contents and of any copyright violations by the authors.

The Editorial Board invites original, unpublished contributions in the form of articles, case studies, research papers, book-reviews and Ph.D abstracts.

Deborah L. English, Edite

DIAS Technology Review

The International Journal for Business & IT

Editorial Board

PATRON

Shri S.K. Sachdeva Chairman, DIAS

CHIEF EDITOR

Dr. S.N. Maheshwari Director General, DIAS

ASSOCIATE EDITOR

Dr. Suneel K. Maheshwari Professor – Accounting, Marshall University, USA

MEMBERS

Prof. T.N. Kapoor Ex Vice-Chancellor, Punjab University, Chandigarh, India

Dr. Angappa "Guna" Gunasekaran Prof. of Operations Management, University of Massachusetts, USA

Dr. Chong W. Kim
Dean and Professor of Management,
Lewis College of Business,
Marshall University, USA

Dr. Gin Chong Associate Professor, Department of Accounting, Finance & MIS, College of Business, Prairie View A & M University, Prairie View, USA

Dr. Atul Gupta Associate Professor of Management, School of Business and Economics, Lynchburg College, USA Dr. Anand Krishnamoorthy Associate Professor of Business and Management Troy University, Atlantic, USA

Dr. Raj Devasagyam Professor of Marketing and Management, Siena College, USA

Dr. Rajendar K. GargProf. of Marketing, Eberly College of
Business and IT, Indiana University
of Pennsylvania, USA

Prof. David Ross Chair of Flexible Delivery, Management and Commercialization, Faculty of Engineering & Surveying, University of

Southern Queensland, Australia

Dr. Ibrahim J. Affaneh Chairman, Deptt. of Finance & Legal Studies, Indiana University of

Pennsylvania, USA

Dr. Jagdish Pathak Associate Professor of Accounting Systems, University of Windsor, Canada

Dr. Michael Newsome Associate Professor of Economics, Marshall University, USA

Dr. Rakesh K. Agrawal Executive Director, Sydney College of Business and Information Technology, Australia

Dr. Sandeep Patel
Professor, Information Science And
Systems, School of Business, Morgan
State University, Baltimore, Maryland,
USA

Dr. Purnendu Mandal Professor & Chair, Department of Information System & Analysis, Lamar University, Beaumont, Texas, USA

ASSISTANT EDITOR Dr. Vibha Dua Faculty, DIAS

A BI-ANNUAL JOURNAL OF DELHI INSTITUTE OF ADVANCED STUDIES

Plot No.6, Sector 25, Rohini, Delhi 110 085, India, Website: http://www.dias.ac.in, Email: dias@dias.ac.in

DIAS Technology Review

The International Journal for Business & IT

INDEX

MARCH 2009

various steps in the journey of Indian Cinema and

its subsequent over-hauling at the international

ARTICLES

- 08 Total Quality Management in Small and Medium Scale Manufacturers: Development of Measurement Instruments
- □ Dr. Deepak Subedi, Dr. Uday Tate, Dr. Suneel Maheshwari

The objective of this paper is to identify factors and develop constructs that could be used to develop a conceptual Total Quality Management (TQM) model that is applicable to small and medium scale manufacturers in US. The data was collected from small and medium size manufacturing enterprises to conduct factor analysis. Eight constructs were found by using factor analysis which were mostly in agreement with expectations of the conceptual discussions.



☐ Dr. D Ross, Dr. H Ku, Dr. P Penfold

Education has become an Australian lucrative export. This paper evaluates and reviews engineering education in Australia as an export item. Programs available for year 10 school leavers to professional engineers holding master's degrees have been mentioned in this paper. It starts with Technical and Further Education (TAFE) colleges, followed by the newly formed Australian Technical Colleges. It appears that Australian Technical Colleges may be absorbed into the TAFE system by the actions taken by present government.

24 The Technology Acceptance Model: The Effect of Agreeability

Dr. Emad Abu-Shanab, Dr. Michael Knight

The technology acceptance model is one of the robust models that show high explanation of variance for the "intentions to use". This paper attempts to test moderating effect of personal agreeability on TAM relationships. The study resulted in support for the TAM. A significant effect of perceived usefulness and perceived ease of use on intentions to use was found.

34 Building 'Brand India' Culturally Through Cinema

☐ Ms. Anagha Shukre

This paper highlights the essentialities of managing the equity of 'Brand India' through Indian Cinema. The paper also focuses on the





40Impact of Earning Announcement, Bonus Issue and Buy-Back on Equity Share Prices in India

☐ Dr. Vibha Dua

stage.



BOOK REVIEW

45Retailing Management □*Ms. Ritu Bajaj*







From The Editor's Desk

feel proud in placing before you the 10th issue of our research journal DIAS Technology Review. This is the time for unearthing and focusing attention on some of the greatest upheavals like recession in the world market and non-adherence to corporate governance practices, which has resulted in financial collapses serving as an impetus for the most sweeping corporate governance regulations. These regulations aim at creating global consciousness to improve governance practices for bringing economic viability to the nations. Hence it becomes imperative to comprehend the need for better corporate governance practices.

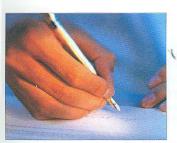
Corporate governance is the set of processes, customs, policies, laws and institutions affecting the way a corporation is directed, administered or controlled. The positive effect of corporate governance practices on different stakeholders ultimately, results in strengthening the economy, and hence good corporate governance is a tool for socio-economic development. However to have an unwavering economy is still a far dream for the nations in the current scenario. Continuous analysis of the key areas of growth becomes essential to sustain economic growth rate in this world of recession.

Articles in this issue are related to the key areas of growth dependent on both human and physical resources. The first article of this issue talks about the "Total Quality Management in Small and Medium Scale Manufacturers: Development of Measurement Instruments". A Total Quality Management model (TQM) has been proposed that is applicable to both small and medium scale manufacturers in the United States of America. The second article titled "A Lucrative Export-Engineering Education: Down Under" evaluates and reviews engineering education in Australia as an export item. These days technology has enriched every walk of our life still the acceptance of new technology is a major issue of concern. The next article "The technology Acceptance Model: The effect of Agreeability" is an attempt to test the moderating effect of personal agreeability on Technology Acceptance Model relationships. The Technology Acceptance Model has gained a reputation as a technique useful for organizations, because of its predictive power in addressing individual behavior and attitudes toward technology. The last article titled "Building 'Brand India' Culturally Through Cinema" discusses the popularity of Indian films abroad along with the Indian stars.

In order to familiarize readers with innovative research work, in this issue we have for the first time incorporated a summary of a doctoral dissertation titled, "Impact of Earning Announcement, Bonus Issue and Buy-back on Equity Share Prices in India". We propose to incorporate such doctoral summaries in future issues of our journal. We shall appreciate and welcome your valuable contribution in this regard.

Hopefully this issue of Journal like its previous ones will be of immense use to students, academicians and professionals interested in updating their knowledge through well researched papers published in this issue.

The Editorial team of "DIAS Technology Review-The International Journal of Business and IT" is gratified to all the authors and prospective subscribers who have shown their interest in the journal. We tremendously value your suggestions for continuous enhancement of the quality and contents of the journal.



Dr. Vibha Dua Asst. Editor

ABOUT THE CONTRIBUTORS

Dr. Deepak Subedi

Dr. Subedi is an Assistant Professor in the field of Marketing and Management Information System. He holds doctorate in Manufacturing Management and B.Tech degree from University of Toledo, OH, USA. He has 6 articles published in peer reviewed journals and about 20 presentations in conferences. His current research interests include Supply Chain Management, Quality, Business Strategy, and uses of spread sheet in education.

E-mail: subedi@marshall.edu

Dr. Uday Tate

Dr. Tate received his doctorate in Business Administration from the University of Tennessee-Knoxville in 1983. He also holds an MBA degree from Western Illinois University, USA. Currently Dr. Tate is Professor of Marketing at Marshall University, West Virginia, USA. He has published over 23 articles in refereed business journals and presented over 50 papers at international, national, and regional conference. Dr. Tate's research interests include Sales Management, Global Marketing, Leadership Behaviors, Marketing Education, Causal Modeling, and Simulation Games.

E-mail: tateu@marshall.edu

Dr. Suneel K. Maheshwari

Dr. Suneel K. Maheshwari completed his Ph.D. in Business Administration from Florida Atlantic University in 1998. In 1991, he received a Masters degree in Accountancy with double major in Taxation from Miami University, Ohio, USA. Dr. Maheshwari got his first Masters degree from University of Bombay in 1987.

Dr. Maheshwari is currently working as a Professor in the Division of Accountancy & Legal Environment at Marshall University USA. He joined Marshall University in 1998 as an Assistant Professor and was promoted to the rank of Associate Professor in 2002. He has also taught at Miami University, Ohio and Florida Atlantic University, Boca Raton, Fl. He was a visiting instructor at Palm Beach Atlantic College and Palm Beach Community College. Dr. Maheshwari is a co-author of 12 text-books and two reference books. In the last four years Dr. Maheshwari has published over 20 articles in several refereed journals. Dr. Maheshwari's research interests include Executive Compensation, Activity Based Costing, and Interdisciplinary Applications.

Dr. Maheshwari has also worked as a Management Consultant for about two years, as a Cost Accountant for a Manufacturing Company, and then as the Financial Controller for Holiday Inn, Crowne Plaza.

E-mail: maheshwari@marshall.edu

Dr. David Ross

Dr. David Ross holds Ph.D degree in Vocational Education, Administration and Curriculum, Trades and Industry from University of Cincinnati, Ohio. Currently, he is a Professor and Head of Mechanical, Manufacturing and Mechatronics department in the faculty of Engineering as well as Co-ordinator for Management and Commercialization at the University of Southern Queensland (USQ) in Australia. He is also handing projects in India, Japan, Malaysia, Saudi Arabia, US, and the United Arab Emirates. He has presented papers at numerous conferences. Dr. Ross has planned and led the activities of INDELTA and set up collaborative networks in the provision of educational and training programs. Prior to taking up his current position, Dr. Ross was Director, Distance Education Centre at the University of Southern Queensland. Dr. Ross has had four careers over 33 years in the fields of University Administration, Industry Consultancy, University Teaching and Corporate Training.

E-mail: rossd@usq.edu.au

Dr. H Ku

Dr. Ku is a Senior Lecturer in Manufacturing Engineering at the University of Southern Queensland, Australia. He obtained his PhD, M.Sc. (English) and AP (HK) from Swinburne University of Technology (Australia), University of Hong Kong (China), Hong Kong Polytechnic (China) in 2001, 1984 and 1979 respectively. He has more than 20 years of teaching and research experience in technical and higher education in Australia and Hong Kong. His research interests are in Engineering Education and Engineering Materials. Dr. Ku has more than seventy papers published in refereed international journals in the last 15 years.

E-mail: ku@usq.edu.au.

Dr. P Penfold

Dr. Peter Penfold is a Lecturer of Mechanical Engineering in the Faculty of Engineering and Surveying at the University of Southern Queensland. His research interests include Parametric CAD Modeling and Engineering Education. He received his Engineering Trade qualification in 1971 from Toowoomba TAFE and his BETC in 1994 form the University of Southern Queensland, Australia.

E-mail: ku@usq.edu.au

Dr. Michael B. Knight

Dr. Michael B Knight is an Assistant Professor in the Department of Management at UWGB. His current research interests include Group Dynamics and Strategic IT Adoption, End-User Education & Training, the use of IT for Organizational/Group Communication, and Qualitative Managerial Consulting. He has presented his work at various conferences such as IRMA, AOM, AMCIS, and DSI; and has published in the Journal of Organizational and End User Computing, and the Journal of Organizational Behavior. He has also received awards for teacher of the year 2004-2005, 2005-2006. Dr. Michael is currently serving as a reviewer for the Journal of Organizational and End User Computing, Journal of Computer Information Systems, and for the IRMA, AMCIS, DSI and HICSS conferences as well as Co-chair of social issues in Information Technology for HICSS.

E-mail: michaelknigh@gruevine.net

Dr. Emad Abu-Shanab

Dr. Emad A. Abu-Shanab holds his Ph.D in Business Administration with specialization in MIS from Southern Illinois University - Carbondale, USA. He is an Instructor at the MIS department in Yarmouk University, where he teaches courses like Operations Research, E-Commerce, E-Government, Introductory Courses in MIS, Production Information Systems and Legal Issues of computing (for both bachelor and master degrees). His research interests are in the area of Technology Acceptance, E-government, E-learning, GDSS, and Strategic Issues of Information Systems.

E-mail: abushanab@yu.edu.jo

Ms. Anagha Shukre

Ms. Shukre is Currently employed as an Assistant Professor (Marketing) at Institute of Management Studies, Ghaziabad, India. She has a wide experience in industry and academics. She holds PGDBM (Marketing), MBA (Marketing) degree, and also Diploma in Merchant Banking and Financial Services from IMT. She also holds the degree of MA (Economics), MCA, M.Phil (Computer Science). She has presented numerous research papers at national and international conferences held at institutes of high repute. With a decent array of publications, some of her papers have also been taken up as a part of the reference study.

E-mail: eos anu@yahoo.com,eosanu@gmail.com

Dr. Vibha Dua

Dr. Vibha Dua is currently working as a Faculty at Delhi Institute of Advanced Studies, New Delhi. She has completed her Ph.D in Finance from Kurukshetra University, Kurukshetra in 2008. She has presented 5 research papers in conferences held at prestigious institutes. She has also published a research paper in Southern Journal of Economist.

E-mail: dua vibha@rediffmail.com

Ms. Ritu Bajaj

Ms. Ritu Bajaj is Masters in Computers and Business Administration. She is currently associated with Jagan Institute of Management Studies, New Delhi. She has over 8 years of experience in academics and industry. She has reviewed 5 books and presented 9 research papers in national and international conferences. She is pursuing her Ph.D in Marketing from Kurukshetra University, Kurukshetra.

E-mail: ritup123@rediffmail.com