6. SUMMARY

The study has been divided into seven parts, which includes first chapter of introduction and its sub parts are conceptual framework and rationale of the study, in conceptual framework, all definitions and introduction about the topic has been included and rationale shows the need of the study. Second chapter is review of literature and its sub parts are review, objectives and null hypothesis, in review all researches which has been done previously is included, objectives included all the objectives of the study and null hypothesis included all the null hypothesis of the study. Third chapter is research methodology and its sub parts are the study, sampling design tools used for data collection and tools used for data analysis like this one is a empirical in nature, population was all the SME’s of Gwalior Chambal region, sample size was 420 SME’s, individual SME’s respondents were the sampling element and purposive non random sampling technique was used data was collected through standardized questionnaire and reliability, validity, EFA, CFA, SEM and Kruskal-Wallis H test were used to analysis the data. Fourth chapter is data analysis and interpretation and it includes all the result of the research and their respective discussions major discussions are as follows.

This study was conducted on 420 small medium enterprises of the Gwalior Chambal region out of 420 enterprises 211 are the 0 to 5 years old, 95 are the 6 to 10 years old, 39 are the 11 to 15 years old, 30 are the 16 to 20 years old and 45 are the companies who are 20 years and above old. Reliability test which was computed by Croanbach’
Alpha test results indicated that reliability of reverse logistics capabilities (0.935), claiming back strategies (0.900) and value (0.855) all were highly reliable.

Exploratory Factor Analysis (EFA) test was applied to achieve the objective of the study i.e. to identify the factors underlying reverse logistics capabilities, values and claiming back strategies. Results of EFA indicated that reverse logistics capabilities resulted in 4 factors namely input factor (11 items), output factor (7 items), information support system (3 items) and human resource support (4 items) out of which input factor having highest loading (5.810); claiming back strategies resulted in 3 factors namely defective merchandise (6 items), repairs needed (4 items) and supply chain players return (2 items) out of which defective merchandise having highest loading (3.768) and value (cost savings) resulted in 1 factor.

Confirmatory Factor Analysis (CFA) test was applied to confirm the factors of each variable and to test whether the model was fit or not. The results of CFA of reverse logistics capabilities indicated that to improve goodness of fit some items were dropped from some factors and the final composition of factors were input factor (2 items), output factor (2 items), information support system (2 items) and human resource support (3 items), model was fit and reverse logistics capabilities variable possesses convergent validity and discriminant validity; the results of CFA of claiming back strategies indicated that to improve goodness of fit some items were dropped from some of the factors and the final composition of the factors were defective merchandise (2 items), repairs needed (3 items) and supply chain players return (2 items), model was fit and claiming back strategies possesses convergent validity and
discriminant validity; CFA was not applied on value because of their was only one factor emerged in the value.

Structural Equation Modeling (SEM) test was applied to achieve the objectives of the study they were to develop a model of reverse logistics capabilities, values and claiming back strategies and evaluate the relationship which shown in the model and to test the model as well as to check the null hypothesis no. 1, 2 and 3. Results of SEM indicated that model was fit and null hypothesis no 1 i.e. there is no significant cause and effect relationship between reverse logistics capabilities and value was supported, they are not related results indicated that the relationship was insignificant null hypothesis was not rejected in other words there is no significant cause and effect relationship between reverse logistics capabilities and value; null hypothesis no 2 i.e. there is no significant cause and effect relationship between reverse logistics capabilities and claiming back strategies was not supported, they are related results indicated that the relationship was significant and null hypothesis was rejected in other words there is significant positive cause and effect relationship between reverse logistics capabilities and claiming back strategies; null hypothesis no 3 i.e. there is no significant cause and effect relationship between claiming back strategies and value was not supported, they are related results indicated that the relationship was significant and null hypothesis was rejected in other words there is significant positive cause and effect relationship between claiming back strategies and value.

Kruskal-Wallis H test was applied to achieve the objective of the study i.e. to evaluate the mean difference of the firm running since from towards reverse logistics capabilities, value and claiming back strategies as well as to check the null hypothesis
Results of Kruskal-Wallis H test indicated that null hypothesis no 4 i.e. there is no significant mean difference of the firm running since from toward reverse logistics capabilities was not supported, their difference was significant and null hypothesis was rejected in other words there is significant mean difference of the firm running since from toward reverse logistics capabilities and firm reverse logistics capabilities were higher for those firms which are 6 to 10 years old and lowest for the firms those are 0 to 5 years old; null hypothesis no 5 i.e. there is no significant mean difference of the firm running since from toward value was not supported, their difference was significant and null hypothesis was rejected in other words there is significant mean difference of the firm running since from towards value firms value were higher for those firms which are 6 to 10 years old and lowest for the firms those are 20 years and above old; null hypothesis no 6 i.e. there is no significant mean difference of the firm running since from towards claiming back strategies was not supported, their difference was significant and null hypothesis was rejected in other words there is significant mean difference of the firm running since from towards claiming back strategies and claiming back strategies were higher for those firms which are 6 to 10 years old and lowest for firms those are 20 years and above old.

Fifth chapter is limitation, suggestion and implication of the study. Sixth chapter is summary and last conclusion that is the seventh chapter of the study. In the end, references and annexure and questionnaire were included.