1.1 INTRODUCTION

A public library has been regarded as an integral part of the social framework from the very beginning. It is considered as a social institution, charged with the responsibility of serving the information needs of the society without any discrimination. In a developing country like India, special emphasis is laid on literacy, adult education, formation and academic education. The public library should supplement the formal education in schools, colleges and Universities. It should provide books and other library material for self-education, recreation, information and knowledge. It should also provide audio visual materials for the neo-literates and even illiterates of functional literature, and reading circles so that they may make the best use of other life in the society, become good citizens and discharge their social responsibilities. Besides supplementing traditional knowledge, it muses also enable them to gain experience about their own vacation.

This is an age of ‘information explosion’. Information which is recorded for communication has been growing in ever increasing volume in every field of human activity, more so in the field of science and technology. Rapid scientific
inventions in the recent past have made considerable impact on the development of mind and means of communication. The volume of reported knowledge resulting from day today discoveries has been increasing enormously. Public libraries, which exist to provide comprehensive information to the readers, adopt the principle of economy. Instead of acquiring all information sources published in the world, libraries acquire the important and required information sources by adopting a judicial material selection policy like ‘the best reading materials for the large number at the least cost.

Public library not only raises the level of intelligence and status of the common man but also increases the quantum of the common sense of the average man in the community to a greater extent. The library tends to increase the reading habits and change the reading tastes of the people, in turn helping to raise the level of culture. The information and other services provided by the library help the progress of trade and industry. In their effort to cater all possible needs of the community, libraries aid individual students in their investigations, make research possible in every section of the population. A public library as a cultural and intellectual centre covers all stages from incipient curiosity of those whose intelligence has only began to awaken to the advanced research of the highly trained specialists.
1.2 LIBRARIES

Libraries are service organizations. While examining the library mission and goals, one finds a strong emphasis on service. Words such as ‘patron’, ‘client’, ‘user’ and ‘customer’ appear in these statements with great frequency. Traditionally, libraries are divided by their functional activities between two broad categories, technical and public functions. Technical functions are those that secure and prepare materials for use. Public service functions are those that involve direct daily contact with the customers.

A public library is a cultural centre and serves as a centre for self-education. UNESCO manifesto proclaims public library as a living for education, culture and informs as an essential agent for the fostering of peace and understanding between people and between nations.¹

Exbote and Gopalrao feel that a network of public library has proved to be a truly flexible institution, capable of tailoring its services according to the need of the community.²


Libraries are cooperatives in several ways. People require information for their daily work, learning, and recreation. While it is true that, for a majority of individuals, necessary daily information comes from personal sources and resources, there are always some materials that are too costly, too complex, or too awkward for an individual to purchase or maintain.

Libraries are in the midst of a period of radical change, precipitated by rapid and penetrating advance in electronics and automation. The libraries of today are moving beyond their traditional roles as custodians of printed materials and integrating new methods of information storage, retrieval and transmission into existing changes that new technologies bring to the organizational structure and staff responsibilities.

Libraries serve the public, parent institutions and society in four ways: Firstly, libraries meet society’s information needs by acquiring a wide variety of materials. Secondly, they provide a central location and proper environment for the storing and preserving of those items. Thirdly, libraries add value to the items acquired by organizing them for easy access. Fourthly, the library staff improve access by providing assistance to individuals in locating the needed information.

The Oxford English dictionary says that the term ‘library’ was employed in English to refer to a place where books were kept for “reading, study, or reference.” By the nineteenth century a library was also regarded as “a building,
room, or set of rooms containing a collection of books for the use of the public or some portion of it, or the members of society:……. a public institution or establishment charged with the care of a collection of books."

International Organization for Standardization (ISO) has defined a library as irrespective of the title, any organized collection of printed books and periodicals or of any other graphic or audio-visual materials, and the services of a staff to provide and facilitate the use of such materials as are required to meet the informational, research, educational or recreational needs of its users.¹⁴

American Library Association (ALA) Glossary of Library and Information Science has defined a library as a collection of materials organized to provide physical, bibliographic, and intellectual access to a target group, with a staff that is trained to provide services and programmes related to the information needs of the target groups.⁵

Ward, J writes, Winter park public library began chat live/ask a librarian, a live online reference service, on February 1, 2002. We first chose live assistance


as our library’s service provider but later switched to question points, sponsored by OCLC. The author outlines experiences with both chat services and includes the following: our reason behind initiating a chat reference service: the selection process: how we trained and implemented the service into our daily routine; marketing the service to patrons; our day to day experiences (including a chat session transcript); the importance of script writing; some brief statistics on usage; and our overall thought on the person.6

The principal factor in the modern attitude towards libraries and books has been what was known in England and America as “Public Libraries”. This term, today, has quite a different meaning from what it has before 1850. The modern public library is a municipal institution supported by towns for the free use of the citizen without discrimination.7

According to the Working Group on Development of India, set up by Government of India, in 1964, the term ‘Public Library’ means a library within the public library system of the state maintained from public funds, which permits


borrowing without charging any fee or making a deposit, subscriptions or asking for any other form of guarantee.  

J R Banister says the following about a public library. It is a place where each member of the community can enter and browse freely, making up his mind about the books and material, he borrows, whether it be for education, recreation or vocation improvement.  

According to Compbell and Metzner, public library is one of the few places remaining in an over structured society where one can search freely for whatever one wants from the vast resources. It is an agency for public assistance. It is unique, precious and wins the plaudits of every one.

Anderson defines, a public library as one which is open to any member of the public and is usually free of any charge paid as so much service. It is usually supported by a local rate and a grant from Government.

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According to Ranganathan, a library is a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and the task of converting every person in its neighbourhood into a habitual library goer and reader of books.\textsuperscript{12}

1.3 IMPORTANCE OF LIBRARIES

The story of human civilization indicates that libraries have been an essential part of civilized society. They came into being to serve the needs of the society. Their form, character, purpose, function and service have been determined by the needs of the society served by them.

Libraries have played an important role in the social, political, economic and cultural developments. In recent years, they have provided reading materials and other documents to handicapped readers to alleviate their miseries; assisted disadvantaged members of society to gain a rightful place in society; helped businessmen to improve their business; assisted decision makers, researchers, students and other members of society in achieving their goals.

1.4 TRENDS OF TRANSFORMATION

It is useful to examine some of the important developments which led to library movement. The year 1808 is considered to be an important one, when the then Government of Bombay, initiated a proposal to register libraries which were to be given copies of books published from “Fund for the Encouragement of Literature”.

The Calcutta Public Library was established in August, 1835. It was meant to serve the needs of “all ranks and classes without distinction”. The Imperial Library was established in 1891. Lord Curzon, the Viceroy of India, promulgated the Imperial Library. Soon after independence, the Government of India renamed the Imperial Library as the National Library. The National Library of Calcutta has not been able to provide national leadership in library matters.

By the middle of the 19th century, the towns of Bombay, Calcutta and Madras had subscription libraries, set up with the active support and initiative from the Europeans. They cannot be considered as free public libraries.

By the end of the nineteenth century, all the provincial capitals as well as many of the district towns especially in the three presidencies had the so-called public libraries. Even princely States such as Indore and Travancore-Cochin had public libraries in their capitals. The masses in general did not take full advantage of these institutions.
The contribution made by Maharaja Sayaji Rao III of Baroda to modern library movement in India had been really remarkable. He was an enlightened person. During the course of his visit to the United States of America, he felt greatly impressed by the role played by public libraries in the advancement of education. Therefore, he decided to establish public libraries throughout his State. In order to organize libraries along modern lines, he invited W.A.Borden, Librarian of Young Men’s Institute, New Haven, Connecticut. During his tenure of office, (1910-13), he established the Central Library and initiated a public library system. The modern library movement in India may be said to have begun in Baroda during the first decade of the century. He had arranged to conduct library training classes to train the staff in 1910.

S.R. Ranganathan’s “Five Laws of Library Science” was published in 1931. This is a classic work, which described in detail the five laws of library science and their implications. The essence of this work is that books are meant for use and the user is the prime factor and his time must be saved. These laws have provided a scientific approach to library science. The spirit of these laws prevadas in the writings of Ranganathan. These laws have been accepted as the basis of library science.\(^\text{13}\)

Pauline A. Atherton has critically examined the five laws of library science in her book entitled putting knowledge to work. According to her, the laws, “offer me (and my students) the guidance and the rationale we need when we critically review how we follow the cataloguing which prevail, how we evaluate the libraries we use, or work in, and how we work to improve the practice we follow and the library services we manage”. 14

Due to the efforts of S.R. Ranganathan, the Madras Public Libraries Act, 1948 was put on the statute book on 29th January, 1949. Madras was the first State to provide the public library system through library legislation. The Act has failed to raise enough funds to provide adequate services to the entire public. The library cess was dependent on property tax. Property tax is such that many of the zila parishads and municipalities do not follow a systematic approach to collect property tax, whereby they are not able to collect the full tax amount. Thus, the amount collected as library cess was not large enough to meet the goals.

The present civilization is an epitome of knowledge and memories accumulated by generations of both the past and present. Especially, in the last decade, man’s knowledge has been revolutionised to a great extent. The information needs of the users are becoming more and more diverse and complex

day by day requiring an access to the widest possible range of literature on multifarious subject fields. Under these circumstances, the public libraries in particular of which the District Central Libraries form an integral part, play the role of an acquirer, processor, preserver and disseminator of knowledge.

There is hardly any escape for mankind from the rapidly changing trends and increasing impact of these public libraries on their social, cultural, intellectual, recreational, scientific and technological advancements. Most of the public libraries hardly fulfill even the basic aspirations and requisites of their users owing to spiraling cost of publication coupled with severe curtailments of library grants by the State Government.

Indian public libraries are generally grouped under the following two broad categories: (a) Government Libraries; and (b) Non-government libraries. The Government libraries, though may not be essentially established under the ‘mandate of law’, are mostly free libraries. Non-government libraries, on the other hand, are run by various local bodies, voluntary organizations, trusts, and charitable institutions. Among them, a few are aided and some are unaided. These libraries normally charge a marginal fee from their members.

1.5 FIVE LAWS OF LIBRARY

S.R.Ranganathan, the doyen of Library Science has given his famous five laws of library. They are the following:
FIRST LAW – BOOKS ARE FOR USE

The aim of the library should be to maximize the use of books. A librarian should feel satisfied that the users keep the shelves constantly empty.

SECOND LAW – EVERY READER HIS/HER BOOK

A user of library is the prime factor and his requirement must be satisfied.

THIRD LAW – EVERY BOOK ITS READER

A librarian should know about the world of books and try to find out a reader for every one of these. He should act as a canvassing agent for each book.

FOURTH LAW – SAVE THE TIME OF THE READER

A reader must be assumed to be a busy person and his time is precious. Therefore, his time must be saved. The collection must be processed and well organized. It must be made freely accessible without any barriers.

FIFTH LAW – A LIBRARY IS A GROWING ORGANISM

The library will grow in terms of documents, readers and staff.

1.6 ROLE OF PUBLIC LIBRARIES

The public libraries as the apex libraries of the districts, can play a crucial role in several library and non-library activities such as the promotion of literacy,
developing the reading habits among the people and in preserving the district’s tradition and cultural heritage which may ultimately lead to the increased use of public libraries in district.

The following are the main functions of public libraries:

(a) **Promoting Literacy**

Illiteracy is a major barrier for the effective use of library by all the people. The Central and State Governments are giving considerable priority for the removal of illiteracy which stands at 34.62 per cent. The usage of public libraries shall definitely increase manifold if the literacy level increases.

(b) **Developing the Reading Habit**

Even among the literate population, the reading habit is dwindling. The inability of the individuals to allocate sufficient time for reading and the absence of motivation for reading are there. Thus, the District Central Library can play a positive role inculcating the reading habits among the literate population of the district by adopting several methods.
(c) **Preserving the Cultural Heritage of the State**

Every district is unique in some way. The general public living in a district shall normally feel proud in preserving their customs, traditions, and cultural heritage. The district central library can develop a special collection of books. It may also conduct exhibitions and competitions on the myriad cultural aspects of the State.

1.7 **MODERNIZATION**

The term modernization was first introduced by D.S. Harder in 1936. He defined it as the automatic handling of parts between progressive production process in relation to engineering industries. Since then the term ‘modernization’ was used in a variety of fields including the field of library and information science.

Modernization is a course that a library constantly applies to new technology by taking the computer as the core to replace manual operations and to extend its functions so that it can meet the needs of society and do better to serve the society.  

Library's modern information service system can be divided into automated libraries, network libraries and digital libraries. The modernization of the library,

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is generally defined as the practice of library work, in accordance with objective
laws and characteristics, conditions for the use of modern technology, science and
rational organization and management of library work to maximize the efficiency
and quality, the most effective way to complete library tasks. Essence of a modern
library is to realize the modernization of technology, library management and
library modernization. A new library built in an hospital, is now the need for the
modernization of the library information service system.\textsuperscript{16}

Socially, modernization refers to a model of evolutionary transition from a
'pre-modern' or 'traditional' to a 'modern' society. The teleology of modernization
is described in social evolutionism theories, existing as a template that has been
generally followed by societies that have achieved modernity. While it may
theoretically be possible for some societies to make the transition in entirely
different ways, there have been no counter examples provided by reliable
sources.\textsuperscript{17}

Modernization is a concept in the sphere of social sciences that refers to the
process in which the society goes through industrialization, urbanization and
other social changes that completely transform the lives of individuals.

\textsuperscript{16}Ghosh, M., (2005), “The Public Library System in India: Challenges and

\textsuperscript{17}Rajesh Bharadwaj and Shukla, A. (2006), “A Practical Approach to Library
Today, the term library modernization is used extensively to refer primarily to the use of computers for their better performance. The term library modernization until recently referred to the mechanization of the traditional library operations like acquisition, serial control, cataloguing and circulation control. Today, it is used to refer to computerization of not only traditional library activities but also the related activities of information storage and retrieval, semi-auto/auto indexing and network of automatic systems and delivery of repositories.

International Encyclopaedia of Library and Information Science defines “modernization as the technology concerned with the design and development of process and system that minimizes the necessity of human intervention in their operation. The Library and Information centre is the backbone and heart of any institution. Now a days, all libraries are trying to switch over the traditional practice to computerization of its resources and services. The newly established modern library means, the computerization and networking of libraries and that are quite easy jobs. and computerization means, total operation and management of library in electronic and digital environment, including Online Public Access Catalogue (OPAC), and acquisition, circulation and cataloguing and serial management system.

1.7.1. Stages of Modernization

One can think of the following stages in setting up a computer system for library operations:

(a) Identifying the need and uses for the computer
(b) Choosing the right computer and vendor
(c) Buying/installation of software
(d) Putting computer to use by carrying out various functional areas of library activity one by one and
(e) Appointing talented manpower to maintain and update.

1.7.2. Advantages of Modernization

Modernization saves the effort, time and resources involved in the manual operation of libraries. In an automated system the information can be altered and updated without the repetition involved in the manual system. Other reasons for library modernization are as follows:

(a) To increase the retrievability of the resources
(b) To achieve a new level of library management
(c) To improve the existing services and to introduce new services
(d) To avoid duplication of the work
(e) To use the services of the existing staff effectively
(f) To facilitate the sharing of the resources and
(g) To improve the image of the library
1.7.3. **Key Components of Modernization**

There are many components of modernization. A few are the following:

a) Public access catalogues and circulation systems

b) Internet access for the users

c) Access to commercial databases

d) Net access to the libraries, online catalogues and other resources

e) Broadcast of television channels for the benefit of users

f) Desktop video conferencing

g) Video satellite downlink

h) Video relay to multiple sites

i) Video programming production that can be broadcast through satellite, cable, or the internet

j) Access to information on library file servers

k) Internet gateway service to connect users to resources at remote locations

l) Host site for community based information system such as free-net, and

m) Access to open and institutional repositories.

1.7.4. **Modernization and Mechanization**

Automation is an important input in modernized library. It has become a megatrend throughout the world to realize these contents; the routine vocational work in the library is operated and administrated with computers; users search and
utilize documents and information which they need by terminals or workstations. The resource-sharing is realized through computer networks between libraries.

Mechanization of library activities like acquisition, classification, cataloguing, circulation, maintenance and information retrieval known as housekeeping operations which are labour intensive and could be operated using computers

1.7.5. Necessity to Modernize Libraries

Mankind is now in the 21st century and undergoing the third Industrial Revolution (IR). In this context the American Sociologist, Peter Druker has envisaged thus:

Today the real controlling resource and the absolute decisive factor of production is neither capital, nor land, or labour but it is knowledge.

A library possesses almost all the factors of an industry or a service institution. The primary purpose of a library is to provide its clients with increased access to knowledge base that is growing at an accelerated pace.

In the developing world, it is most important on the part of library also, to modernize its activities by computerization of the library.
1.7.6. Methods of Modernization

Modernization requires planning, designing, and implementing.

Planning involves identification of the activities to be automated, assessment of the volume of information to be handled, selection of software, selection of hardware systems, training and retraining of the library staff and educating the users in modern techniques.

Systems designing requires a careful discussion among librarian, programmers/system experts with regard to the purchase of computer(s) with suitable configuration including peripherals, software packages put up by Vendors/Agencies and developing suitable packages.

System implementing means the process of making the newly designed system fully operational. This can be done in any of the three methods, namely direct, parallel and pilot conversion methods.

1.7.7. Additional Benefits of Modernization

Automation improves library services and increases productivity, efficiency and accuracy in performing a variety of library operations. Additional benefits of library automations are:

(a) It allows patrons to use search strategies that exceed those that can be used with card catalogue,
(b) The windows-based Online Public Access Catalogue (OPAC) allow for hyperlink searching,

(c) It allows patrons to search the library collection from location outside the library’s walls,

(d) It provides users with timely access to library materials,

(e) It supports new means of information retrieval by introducing patrons to global information,

(f) It eliminates routine tasks or performs them more efficiently,

(g) It expedites and simplifies the inventory of library materials. The automated inventory is performed by scanning each items by barcode,

(h) It encourages co-operative development and resource sharing,

(i) It enables media centers and libraries to import and export Machine Readable Cataloguing (MARC) and

(j) It reduces the quantum of time spent on material acquisition, management of book administration and record keeping.

1.7.8. Objectives of Modernization

(a) To get and give the information,

(b) To bring about a change in the library environment,
(c) To draw the attention of the users to the specific point.

(d) To create the students future in consonance with the modern requirements and

(e) To gather all information under one roof.

1.7.9. Barriers to Modernization

Use of computers in any library depends on the personnel who plan and implement the programme.

Interest and conviction on the part of the librarian and the staff, the support from the authorities, choice of compatible hardware and software systems, and appropriate manpower are the important factors of successful accomplishment.

The major barriers to modernization of libraries are scatter of literature, obsolescence, time, nature/type of documents, technology, language, library practices, perceptions of the users, migration of researchers, pollution, library information centre rules and regulations, redundancy and lack of infrastructure facilities.
1.8 SOFTWARE PACKAGES FOR LIBRARIES

The peculiarity of any library modernization package is that, it has to handle the bibliographic databases skillfully along with all library operations. A bibliographic database has its own peculiarities, such as

(a) large number of fields, but only a few fields would be filled in,

(b) there may be more empty fields (fields without data) than fields with data,

(c) the length of each field varies greatly from record to record,

(d) data elements which are treated as single field while keying-in of data (for example; author statement and imprint statement.) may have to be treated at the time of indexing as a set of sub fields (for example, last name, first name, place and year), and

(e) each of the bibliographic elements are to be represented by tags based on certain standards, like Universal Machine Readable cataloguing (UNIMARC).
PART II

RESEARCH DESIGN

1.9 PROBLEM FOCUS

A library, as a metaphase of the documentary heritage has both a social and historical role to play. It is well said that a library preserves the past, serves the present and builds up the future. This is a unique function of linking the major phases of time and it ensures a congenial continuity. One can say that the writer or author is mortal but his work or works will become immortal. This magnificently magic marvel is facilitated by books and libraries, their safe shelters.

Libraries are service organizations. While examining the library mission and goal statements, one finds a strong emphasis on service. Words such as ‘patron’, ‘client’, ‘user’ and ‘customer’ appear in these statements with great frequency. Traditionally, libraries are divided by their functional activities between two broad categories, technical and public functions. Technical functions are those that secure and prepare materials for use. Public service functions are those that involve direct daily contact with the customers.

Modern society is considered to be a learning society. Information has changed the quality of life. Information cautiousness is widespread now and is reflected in the modern society. A public library is considered as an essential part
of the society as it plays a vital role in the diffusion of ideas, creative use of leisure time, preservation of national heritage, social, cultural and educational development of the society.

A public library can be defined as a library which is financed for most part out of public funds. It is intended as an auxiliary educational institution providing a means of self-education which is endless, which is giving reliable information freely and without partially on a wide variety of subjects. It inculcates the interest among as it possesses large number of books, journals, magazines, periodicals, reports and newspapers.

Hence, this research work is concerned with the users of public libraries in Tamil Nadu and to analyse their socio-economic conditions.

1.10 OBJECTIVES OF THE STUDY

1. To highlight the features of public libraries in Tamil Nadu.

2. To investigate the social and economic conditions of the public library users in Tamil Nadu.

3. To find out the level of satisfaction of the public library users towards the services of public libraries.

4. To identify the factors influencing the level of satisfaction of the public library users towards the services of public libraries and
5. To offer suggestions for better performance of public libraries in Tamil Nadu.

1.11 HYPOTHESES OF THE STUDY

The following hypotheses are:

1. There is no significant relationship between gender and their level of attitude on services of public libraries in Tamil Nadu.

2. Age is independent from the level of attitude on services of public libraries.

3. The level of attitude on the services of public libraries is independent of the marital status.

4. The level of attitude on the services of public libraries is independent of the religion.

5. There exists no relationship between the community and the level of attitude on the services of public libraries.

6. Family type is independent from the level of attitude on the services of public libraries.

7. There exists no relationship between educational qualification and the level of attitude on the services of public libraries.
8. There exists no relationship between the family size and their level of on
the services of public libraries.

9. The level of attitude on the services of public libraries is independent from
the income of the respondents.

1.12 METHODOLOGY

Research methodology is a way to systematically solve the research
problems. Both primary and secondary data was used for the present study.

1.12.1 Primary Data

The questionnaire method has been used to collect for primary data. The
primary data were collected from respondents by using questionnaire designed for
the purpose, following the random sampling procedure.

1.12.2 Secondary Data

The secondary data were collected from the annual reports, periodicals,
websites and other related materials.

1.12.3 Sampling Technique

There are nearly 3400 public libraries in Tamil Nadu. Among these
libraries, 360 sample respondents were taken by using the convenient random
sampling method for the present study. As a researcher makes the pilot survey, marginal changes were made, if needed.

1.12.4 Study Period

The tentative study period was 2010-2011.

1.12.5 Tools of Analysis

To analyse and interpret the variables under study, relevant and popular mathematical and statistical tools like descriptive statistics, the trend and compound growth rates, percentages and diagrams were employed.

In order to find out the relationship between socio-economic factors and level of satisfaction of the users towards public library, Chi-square test was employed.

To identify the factors influencing the satisfaction the public library users towards the services of public libraries in Tamil Nadu, the Factor Analysis was applied.

1.13 SIGNIFICANCE AND JUSTIFICATION OF THE STUDY

This study is concerned with a significant dimension of public libraries in Tamil Nadu. An attempt is made to throw light on the socio-economic aspects as depicted by the public libraries. An objective assessment of the potentials to cater
to the needs of the society shall be provided in the process. Certain discussions pertaining to the social and economic aspects and impacts promote the user value also.

Since the area of research covers many local segments, this study carries realistic features of a high order. The present study shall add to the creative or original types of knowledge and does not confine to the usual reproductive or imitative types. The significance of the study lies in the fact that it can lead to optimization of uses and values of the public libraries from the social and economic points of view.

1.14 CHAPTER SCHEME

The completed thesis would contain the following five chapters:

Chapter I – Introduction and Research Design

The first chapter carries an introduction of the public libraries in Tamil Nadu. The methodological aspects like the problem focus, objectives, hypotheses, scope of the study, data base, sample size of users, tools of analysis, significance and justification of the study and the chapter scheme.
Chapter II – Review of Literature

The second chapter is devoted to the presentation of the review of literature relating to the study. The research gap is shown aptly.

Chapter III – Profile of the Study Area and Libraries

This chapter carries the profiles of the study area and libraries of Tamil Nadu under study.

Chapter IV – Analysis and Interpretation

It consists of the analysis, interpretations and inferences of the relevant key variables. Suitable mathematical and statistical tools and techniques are employed. Necessary tables and diagrams are provided for easy and quick understanding. The hypotheses are tested. The views and opinions of the users are ranked. The problems faced by the libraries and users are stated.

Chapter V – Summary of Findings and Suggestions

The final chapter has been used to sum up the major findings. A few suggestions are advanced. A short conclusion and a note on the scope for further research are also added in this chapter.