

DECLARATION

Study on **Managing Customer Relationships through CRM- in QRG Hospital**

I declare

(a) That the work presented for assessment in this research project report is my own, that it has not previously been presented for another assessment and that my debts (for words, data, arguments and ideas) have been appropriately acknowledged.

(b) That the work conforms to the guidelines for presentation and style set out in the relevant documentation.

Date: 13th July 2022

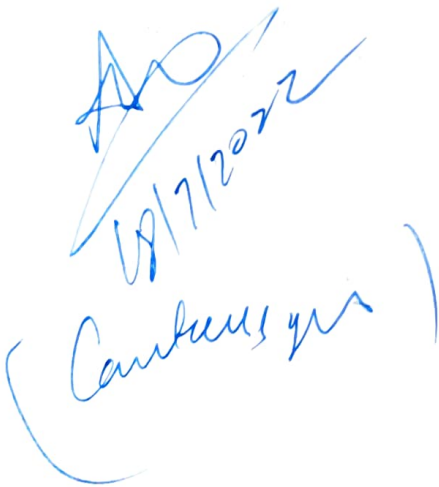


ABHISHEK CHAUHAN

20001701001

MBA

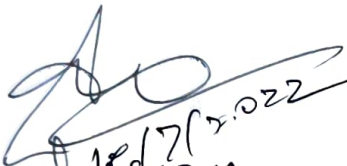
2020-22



AO
13/7/2022
(Carburetor)

DECLARATION

I declare that the Project on "To Study the Influence of Customer Satisfaction with respect to Food delivery apps" is a work done by me in accordance with the guidelines prescribed by the Dean's office and Mentor instructions for preparation of Final Year Project and the work has not been submitted anywhere else for review.


Amrit Aggarwal
20001701002
MBA Batch 20-22

Amrit Aggarwal
20001701002
MBA Batch 20-22



DECLARATION

I, Anjali Bhardwaj hereby declare that the work which is being presented in the project report entitled “**Talent Management – a study on attitudes among employees**” in partial fulfillment of the award of Master of Business Administration of “J.C Bose University Science and Technology Faridabad” is prepared under the guidance of my mentor Dr. Ashutosh Nigam and bonafied to the best of my knowledge.



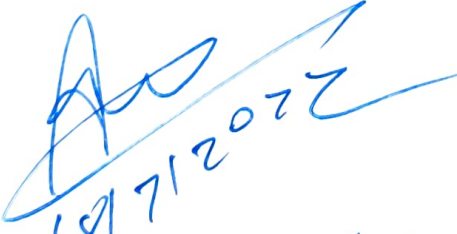
Dr. Ashutosh Nigam .


Anjali
Anjali Bhardwaj (20001701003).

DECLARATION

This is to declare that the project "**Adoption Of e banking among Gen Y**" is an authentic record of my original work which is carried under the guidance of **Dr. Ashutosh Nigam , Dean, Department of management studies , J.C Bose University Of Science And Technology , YMCA .**

This project is solely based on the findings which is carried out by my study and observations and has not been submitted earlier to any organization. This project is done for the partial fulfilment of Masters of business administration , J.C Bose university of science and technology ,YMCA .


18/7/2022
Anjali Saini

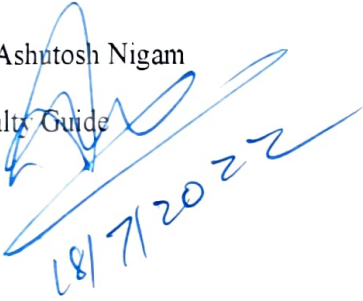

By: Anjali Saini
(20001701004)

CERTIFICATE FROM SUPERVISOR

This is to be certified that Ms. Ankita Kapil of MBA bearing enrollment number 20001701005 of batch 2020-2022 has made this project report titled "ADAPTABILITY OF OTT PLATFORMS AMONG GENERATION Z" under my guidance and supervision. The report is submitted in compliance with the university norms and has not been submitted for award of any degree/diploma in any university /institution. Her work is completely genuine and original.

Dr. Ashutosh Nigam

Faculty Guide


18/7/2022



DECLARATION


Study on **Influence of promotional offers on consumer buying behaviour in Indian retail sector with reference to FMCG.**

I declare

(a) That the work presented for assessment in this research project report is my own, that it has not previously been presented for another assessment and that my debts (for words, data, arguments and ideas) have been appropriately acknowledged.

(b) That the work conforms to the guidelines for presentation and style set out in the relevant documentation.

Date: 13th July, 2022


18/7/2022



Anuj Chahal

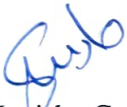
20001701006

MBA

2020-22

DECLARATION

I Ayushi hereby declare that the project entitled “Role of Emotional Intelligence in Employee Performance” is a record of an original work done by me. I further declare that the work reported in this project has not been submitted in any form as a part of any other project. The study was undertaken as a part of the course curriculum of MBA 4th Semester, J.C. Bose University of Science and Technology, YMCA.



Dr. Manisha Goel



Ayushi

(20001701008)



DECLARATION

I hereby declare that this Project Report entitled “STUDY OF CUSTOMER’S AWARENESS TOWARDS MUTUAL FUNDS” in the partial fulfillment of the requirement of Master of Business Administration (MBA) of J.C BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY FARIDABAD is based on primary & secondary data found by me in various departments, books, magazines and websites & collected by me in under guidance of Dr. Manisha Goel.

Deepak
Deepak

20001701011

Manisha Goel
(Mentor)

Declaration


I, Dhruv Kaushik, hereby declare that the project entitled "Consumer Behavior towards Hyundai Cars" is a record of an original work done by me. I further declare that the work reported in this project has not been submitted in any form as a part of any other project. The study was undertaken as a part of the course curriculum of MBA 4th Semester, J.C. Bose University of Science and Technology, YMCA.



Dhruv Kaushik

MBA A

20001701012



Dr. Manisha Goel

Assistant Professor

Department of Management studies

J.C. Bose University of Science and Technology

YMCA Faridabad

CERTIFICATE FROM SUPERVISOR

This is to be certified that Ms. Diksha Bansal of MBA bearing enrollment number 20001701013 of batch 2020-2022 has made this project report titled "A STUDY ON INVESTMENT PREFERENCES OF COLLEGE STUDENTS" under my guidance and supervision. The report is submitted in compliance with the university norms and has not been submitted for award of any degree/diploma in any university /institution. Her work is completely genuine and original.



Dr. Rachna Agrawal



CERTIFICATE

This is to certify the research Project titled "**Role of women's Executive in banks**" submitted by , Roll no. 20001701014, MBA -4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Finance) is carried out by her under my supervision. The above statement made by the candidate is correct to the best to my knowledge.

Diya



Dr. Rachna Agrawal

CERTIFICATE

This is to certify that Research Project-STUDY OF FINANCIAL PRODUCTS AND SERVICES IN BANKING SECTOR is submitted by MS. GEETANJALI TANWAR, Student of MBA(II)-4th Semester of J.C. BOSE UNIVERSITY OF SCIENCE & TECHNOLOGY. YMCA has completed her research in partial fulfilment for the award of the 2-year degree of Master in Business Administration, Batch 2020-2022.

Geetanjali Tanwar

Place:

Rachna Aggarwal
Dr. Rachna Aggarwal

Date:

Faculty Guide

CERTIFICATE FROM FACULTY GUIDE

This is to certify that the Project dissertation titled "**A STUDY OF CONSUMER'S ONLINE SHOPPING BEHAVIOR AMONG YOUNGSTERS**" is an academic work done by "**GIRIRAJ SINGH**" submitted in the partial fulfillment to the requirement for the award of the degree of Masters of Business Administration from JC Bose University of Science and Technology, YMCA, Faridabad, under my guidance & direction. To the best of my knowledge and belief, the data & information presented by him/her in the report has not been submitted earlier.



Dr. Rachna Agrawal

CERTIFICATE

This is to certify the research Project titled “**Impact on Electronic Banking on Customer Satisfaction during Covid-19 Pandemic**” submitted by Gunjan Sharma, Roll no. 20001701017, MBA -4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Finance) is carried out by her under my supervision. The above statement made by the candidate is correct to the best to my knowledge.



Dr. Rachna Agrawal

CERTIFICATE

This is to certify the Research Project titled “**Impact of Covid-19 Pandemic on Employee Performance**” submitted by Gunjan Verma, Roll no. 20001701018, MBA -4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Finance) is carried out by her under my supervision.



Dr. Rupali Madan

CERTIFICATE FROM THE SUPERVISOR

This is to certify the research Project titled "JOB SATISFACTION OF TEACHERS IN PRIVATE SCHOOLS "submitted by Harshita, Roll no. 20001701019, MBA -4A , student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by her under my supervision. ~~The above statement made by the candidate is correct to the best of my knowledge.~~



Dr. Rupali Madan

CERTIFICATE

This is to certify that research project -CUSTOMER SATISFACTION TOWARDS AMUL FLAVORED MILK is submitted by Ms. HIMANI KHATRI, student of MBA (II) – 4th Semester of J.C. BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA has completed her research report in partial fulfillment for the award of the 2-year degree of Masters of Business Administration, Batch 2020-2022.

Place

Faundabadi

Date

20/02/2022



Dr. Rupali Madan

Faculty Guide

CERTIFICATE

This is to certify that Himanshi Grover, have completed the project titled “A Study on **Effect of Branding on Consumer purchase Decision in FMCG and Durable Goods**” under my guidance and supervision in partial fulfillment of Master of Business Administration.



Dr. Rupali Madan
(Assistant Supervisor)

Department of Management Studies
J.C. Bose University of Science & Technology, YMCA

CERTIFICATE BY INTERNAL GUIDE

This is to certify that the contents of this report entitled “**A Comparison of Shopping Portals**” by **Ishika Aggarwal, Roll No. 20001701022** submitted to **Dr. Rupali Madan** for the award of Master of Business Administration (4th Semester) is ~~original training report work carried out by her under my supervision.~~

This report has not been submitted either partly or fully to any other university or institute for award of any degree or diploma.

She has worked under my supervision



Dr. Rupali Madan

Asst. Professor

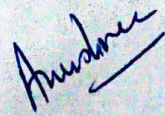
Dept. of Management Studies

JC Bose University Of Science and

Technology, YMCA

CERTIFICATE

This is to certify the Research Project titled "**A STUDY ON DIGITAL MARKETING IN HEALTHCARE SECTOR**" submitted by Jyoti Yadav, Roll no. 20001701023, MBA - 4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by her under my supervision.



Dr. Anushree Chauhan

**J.C. Bose University of Science & Technology, YMCA,
Faridabad- 121006 (Haryana)**

CERTIFICATE

This is to certify that the work entitled, “**DIGITAL MARKETING – AN OPPORTUNITIES & CHALLENGES**” has been carried out by “**Jyoti Singh**”, Roll no. 2000170124, MBA -4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in Finance & Marketing) is carried out by her under my supervision. The above statement made by the candidate is correct to the best to my knowledge.

Date: 15-07-2022
Place: Faridabad



Dr. Anushree Chauhan
Assistant Professor
Department of Management Studies,
J C Bose University of Science and
Technology

CERTIFICATE

This is to certify that Kapil, Roll No -20001701025 has completed the project titled "**E-COMMERCE AND ITS IMPACT ON RETAIL MARKET IN INDIA**" under my guidance



(Signature)

Dr. Anushree Chauhan

CERTIFICATE

This is to certify the research project "A COMPARATIVE STUDY ON CONSUMER ABOUT COLGATE AND PEPSODENT TOOTHPASTE" is submitted by KIRTI KANERIYA, student of MBA(II)-4TH Semester of JC BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY YMCA, FARIDABAD has completed her research report in partial fulfilment for the award of the 2 year degree of Masters of business administration, batch 2020-2022.

Date



(Faculty Guide)

Assistant Professor

(Department of management studies J.C Bose University of
Science and Technology, YMCA, Faridabad)

CERTIFICATE

This is to certify that research project "Study of CHALLENGES FACED BY TEACHERS IN ONLINE TEACHING DURING COVID- 19 PANDEMIC" is submitted by KIRTI UPADHYAY, student of MBA (II) - 4TH Semester of JC BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA, FARIDABAD has completed her research report in partial fulfillment for the award of the 2 year degree of Masters of business administration, batch 2020 -2022.



Dr. Anushree Chauhan

Faculty Guide

Place:

Date:

CERTIFICATE

This is to certify the research Project titled "**Customer Preference and Satisfaction towards E-Tourism in India**" submitted by Kuldeep Swarup, Roll no. 20001701028, MBA -4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by him under my supervision. The above statement made by the candidate is correct to the best to my knowledge.



Dr. Neha Goel

Certificate from Supervisor

This is to certify that Love, Roll number- 20001701029, has completed the project title "Comparative analysis of Amul India and Mother dairy" under my guidance for the academic year 2020-22.



Dr. Neha Goyal

Assistant Professor

CERTIFICATE FROM SUPERVISOR

This is to certify that Mansi Rana, roll number-20001701030, has completed her project titled "Effectiveness of Training programs" under my guidance for the academic year 2020-22.



Dr. Neha Goyal

Assistant Professor

CERTIFICATE

This is to certify that Mehak Vohra, Roll number (20001701031) has completed the project titled "A study on the **Effectiveness of Performance Appraisal System and its Effect on Employee Motivation.**" under my guidance and supervision in partial fulfillment of Master of Business Administration.



Dr. Neha Goyal

(Assistant Professor)

Department of Management Studies

J.C. Bose University of Science & Technology, YMCA

CERTIFICATE

This is to certify that research project "CUSTOMER PERCEPTION TOWARDS DIFFERENT BRANDS OF SMARTPHONES" is submitted by Mohit yadav, student of MBA (I) – 4th Sem of J.C. BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, has completed his research report in partial fulfillment for the award of the 2 year degree of Masters of Business Administration, Batch 2K20-2K22.



Dr. Neha Goyal

Place:

Date:

Faculty Guide

Certificate

This is to certify that Mukul Hooda, roll number (20001701033) has completed the project titled "Comparative Study of HDFC Life Insurance & LIC" under my guidance.


Dr. Rajiv Sindwani
Assistant Professor
Department of Management Studies
J. C. BOSE University of Science & Technology, YMCA

CERTIFICATE

This is to certify that Muskan, Roll number (20001701034) has completed the project titled "A STUDY ON HRM PRACTICES AND SATISFACTION LEVEL OF EMPLOYEES IN SERVICE INDUSTRY" under my guidance.


Dr. Rajiv Sindwani

STUDENT'S CERTIFICATE

This is to certify that Muskan , Roll number (20001701035) has completed the titled project "CUSTOMER SATISFICATION TOWARDS PANTALOON FASHION AND RETAIL LTD." Under the guidance



Dr. RAJIV SINDWANI

ASSISTANT PROFESSOR

DEPARTMENT OF MANAGEMENT STUDIES

JC BOSE UNIVERSITY OF SCIENCE & TECHNOLOGY , YMCA

Certificate

This is to certify that Navneet Yadav, Roll number (20001701036) has completed the project titled "Importance of Social Media Marketing in an Organization" under my guidance.


Dr. Rajiv Sindwani

Assistant Professor

Department of Management Studies

JC BOSE University of Science & Technology, YMCA

Certificate

This is to certify that Neha Nihalia, Roll number (20001701037) has completed the project titled "Customer Perception about Internet Banking Services of HDFC Bank" under my guidance.



Dr. Rajiv Sindwani

Assistant Professor

Department of Management Studies

J. C. BOSE University of Science & Technology, YMCA

CERTIFICATE

This is to certify that Nikita Varshney, Roll no. (20001701038) has completed the project titled “AN ANALYSIS OF THE IMPACT OF SOCIAL MEDIA MARKETING ON INDIVIDUALS’ ATTITUDES AND PERCEPTIONS” under my guidance.



DR. JYOTSANA CHAWLA

PROFESSOR

DEPARTMENT OF MANAGEMENT STUDIES

JC BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA

Certificate

This is to certify that Payal Sharma MBA(A) has completed the project titled "Is Covid-19 Pandemic Adding unequal burden to Women's Workload " under my guidance.



Dr. Jyotsana Chawla

Assistant Professor

Department of Management Studies

J.C. Bose University of Science & Technology, YMCA

CERTIFICATE

This is to certify that research project "**CONSUMER BEHAVIOR TOWARDS ONLINE SHOPPING IN FARIDABAD**" is submitted by pooja student of MBA (II)- 4TH sem of JC BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, has completed her research report in partial fulfillment for the award of the 2 year degree of Masters of business administration, batch 2K20-2K22



Dr. Jyotsana Chawla

Faculty Guide

Place: Fbd

Date:

5

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CERTIFICATE

This is to certify that **POOJA AGGARWAL**, student of **J.C. BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA** has completed her project work during her academic year 2020-2022, under my guidance and supervision in partial fulfillment of Master of Business Administration.

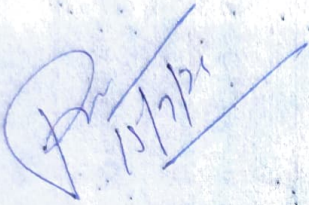
Date : _____
Place : Faridabad



Guide : Dr. JYOTSANA CHAWLA
Designation : Assistant Professor
(Department of Management Studies)

CERTIFICATE

This is to certify that Pradeep, Roll no. - 20001701044 has completed the project titled "Consumer Preference For Tractor and satisfaction For Sonlika Tractor" under my guidance.



Dr. Renu Aggarwal

(Professor)

Department of Management Studies

J. C. BOSE University of Science & Technology, YMCA Faridabad

CERTIFICATE FROM THE SUPERVISOR

This is to certify the research Project titled "Study on Exploring the relationship of Mindfulness, Resilience and Subjective Well-being of individuals in Retail" submitted by Puneet Yadav, Roll no. 20001701046, MBA -4A , student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by him under my supervision.

Dr. Renu Aggarwal

A handwritten signature in blue ink, followed by the date '18/7/22' written inside a rectangular box.

Dr. Renu Aggarwal

DECLARATION

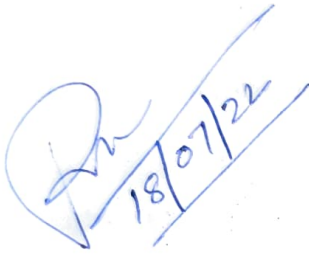
I hereby declare that this Project Report entitled “**CRYPTOCURRENCY AND ITS ASSOCIATED RISKS**” in the partial fulfilment of the requirement of Master of Business Administration (MBA) of **J.C BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY FARIDABAD**, submitted by Radhika Nigam, Roll no. 20001701047 is carried out under guidance of Dr. Renu Aggarwal.

Renu
15/7/22

Radhika Nigam
20001701047
MBA 4A

Certificate

This is to certify that Rishab Yadav, Roll number (20001701048) has completed the project titled "CONSUMER PREFERENCE ON CADBURY & NESTLE" under my guidance.

A handwritten signature in blue ink, followed by the date "18/07/22" written in blue ink and underlined.

Dr. Renu Aggarwal

Assistant Professor

Department of Management Studies

J. C. BOSE University of Science & Technology, YMCA

CERTIFICATE

This is to certify that POOJA RANI, student of J.C BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA has completed her project work during her academic year 2020-2022, under my guidance and supervision in partial fulfilment of Master of Business Administration.



Signature

Dr. Jyotsana Chawla

Place : Faridabad

Assistant Professor

Department of management studies

CERTIFICATE

This is to certify that Prateek Gaur, Roll no.- 20001701045 has completed the project titled "Consumer buying behaviour Towards EV (Electric Vehicle) in India" under my guidance.



Dr. Renu Aggarwal

(Professor)

Department of Management Studies

J. C. BOSE University of Science & Technology, YMCA Faridabad

CERTIFICATE FROM THE SUPERVISOR

This is to certify the research Project titled “A study on Job Satisfaction of Employees” submitted by Riya Bansal, Roll no. 20001701049, MBA-4A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Finance) is carried out by her under my supervision.



Dr. Sapna Taneja

STUDENT DECLARATION

I, **Rohit Rohilla**, student of MBA (4th Semester) hereby declare that the work incorporated in this report entitled “**A Comparative Study On Consumer Buying Behavior In Indian Retail Coffee Chain Market**” in partial fulfillment of the requirements for the award of Master of Business Administration (4th Semester) is the outcome of original study undertaken by me and it has not been submitted earlier to any other university or Institution for the award of any degree or diploma.



Rohit Rohilla

Roll No.: 20001701050

MBA 4th Semester

CERTIFICATE

This is to certify the research Project titled “**Impact of Influencer marketing on customer purchase decision**” submitted by Sanjna Bhardwaj, roll no. 20001701051, MBA -4 A, student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by her under my supervision. The above statement made by the candidate is correct to the best to my knowledge.



Dr. Sapna Taneja

CERTIFICATE

This is to certify the research Project titled "**CONSUMER PERCEPTION ABOUT LUXURY BRAND IN INDIA**" submitted by Shalini, roll no. 20001701052, MBA-4A, student of J.C. Bose University of Science & Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by her under my supervision. The above statement made by the candidate is correct to the best to my knowledge.



Dr. Sapna Taneja

DECLARATION

I am SHASHI, Roll no. 20001701053 of J.C. BOSE University of Science and Technology, YMCA Faridabad, hereby declare that the presented report for entitled **“Safety and Welfare Measures of corporate Employees at ABB Faridabad”** is a result of my own work and my indebtedness to other work publications, references, if any have been duly acknowledged.

I also confirm that, this report is only prepared for academic requirement not for any other purpose.

A handwritten signature in blue ink that reads "Shashi" with a stylized underline.

SHASHI

20001701053

CERTIFICATE

This is to certify that research project “**STUDY ON BUSINESS PROCESS AUTOMATION IN RETAIL SECTOR**” is submitted by Mr. Siddharth Khaterpal, student of MBA (I) – 4th Sem of J.C.BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, has completed his research report in partial fulfilment for the award of the 2 year degree of Masters of Business Administration, Batch 2020-2022.

15-07-2022

PLACE

DATE



Dr. Gunjan Gamber
FACULTY GUIDE

CERTIFICATE

This is to certify that research project "APPLICATION OF BIG DATA ANALYTICS FOR PERFORMANCE APPRAISAL" is submitted by Ms. SNEH TRIPATHI, student of MBA-A-4th sem of J.C. BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, has completed her research report in partial fulfillment for the award of the 2 year degree of Masters of Business Administration, Batch 2020-2022.

Place *Faizidabad*
Dr. Gunjan Gumber *Gunjan*
Date *15/7/22*
Faculty Guide

CERTIFICATE

This is to certify that research project titled "**RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND TRANSFORMATIONAL LEADERSHIP OF SUPERVISORS IN BANKING SECTOR**" is submitted by Ms Srijna Verma, student of MBA-4th Sem of J.C BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY. She has submitted her research report in partial fulfilment for the award of 2 year degree of Masters of Business Administration, Batch 2020-2022.

Date: 14-07-2022



Dr Gunjan Gumber

Faculty Guide

CERTIFICATE

This is to certify that the project entitled "A STUDY ON INVESTOR'S PERCEPTION OVER MUTUAL FUNDS IN FARIDABAD" submitted in partial fulfillment for the award of the MBA programme of department of management studies J.C Bose University of science and Technology, YMCA, FARIDABAD has been carried out by SUDHA under my guidance.




Dr.Gunjan Gumber

Faculty Guide

Certificate

This is to certify that research project “Employee Relation and its effect on the employee’s Productivity & Satisfaction” is submitted by Ms. SUHASINI RATHORE, student of MBA (A) – 4th Sem of J.C. BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, has completed her research report in partial fulfillment for the award of the 2-year degree of Masters of Business Administration, Batch 2020-2022.

Place *Faizabad*
Date *15 July 2022*


Dr. Gunjan Gumber
Faculty Guide

DECLARATION

I suman, student of MBA (A) – 4thSemester, Batch 2020– 2022 hereby declare that my work entitled “INVESTMENT DECISION IN REAL ESTATE” is the outcome of genuine efforts done by me under the able guidance of Dr.Gunjan Gumber and being submitted to “Department of Business Management”, J.C. BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA, FARIDABAD as research project in partial fulfillment for the award of the degree of MASTERS OF BUSINESS ADMINISTRATION (MBA).

Suman

SUMAN

20001701059

**J.C. Bose University of Science & Technology, YMCA,
Faridabad- 121006 (Haryana)**

CERTIFICATE

This is to certify that the work entitled, "**Challenges for Current Sales & Distribution System**" has been carried out by "**Sumit Kundu**", Roll no. 2000170106, MBA -4A , student of J.C. Bose University of Science and Technology, YMCA Faridabad for the award of degree of MBA (Specialization in HR & Marketing) is carried out by him under my supervision. The above statement made by the candidate is correct to the best to my knowledge.

Date: 15/07/2022
Place: Faridabad



Mr. Vikas Kumar
Assistant Professor
Department of Management Studies,
J C Bose University of Science and Technology

CERTIFICATE

This is to certify that the dissertation report titled “ **Comparative Analysis on Satisfaction Level Customer Towards E-Commerce Company Flipkart and Amazon** ” submitted by “**Swati**” student of MBA for the partial fulfillment of the Masters in Business Administration, embodies the bonafied work done by her under my supervision. I also declare that this dissertation report is a result of her effort and no part of this report work has been published earlier for any degree or diploma for any institute or university.

Signature



Mr. Vikas Kumar

Place : Faridabad

Assistant Professor

Department of Management Studies

CERTIFICATE

This is to certify that the dissertation report titled "**Employee's Satisfaction toward Training and Development Practices Undertaken by IT Sectors**" submitted by **Twinkle Raghav** student of MBA for the partial fulfilment of the Master in Business Administration, embodies the bonafied work done by her under my supervision. I also declare that this dissertation report is a result of her effort and no part of this report work has been published earlier for any degree or diploma for any institute or university.



Mr. Vikas Kumar

(Assistant Professor)

J.C. Bose University of Science and Technology, YMCA

Certificate

This is certified that **Urvashi Chawria**, student in Department of management, J.C. Bose university of Science & Technology, ymca, faridabad has carried out the Research titled, **“Employee Performance and Managerial Effectiveness in Hari Bhoomi, press”** This is an original research work carried. This work has not been submitted anywhere else for degree / diploma. I wish her bright and prosperous future.

I approve the research project for submission.


Mr. Vikas Kumar 15/07/2022

(Assistant Professor)

CERTIFICATE

This is to certify that the dissertation report titled “**Analyzing E- Recruitment process of NIIT**” submitted by **Vaishno** student of MBA for the partial fulfilment of the Master in Business Administration, embodies the bonafied work done by her under my supervision. I also declare that this dissertation report is a result of her effort and no part of this report work has been published earlier for any degree or diploma for any institute or university.


Mr. Vikas Kumar

(Assistant Professor)

J.C. Bose University of Science and Technology, YMCA

CERTIFICATE

This is to certify that the dissertation report titled “**Competency mapping and its impact on organizational effectiveness**” submitted by **Vani Sethi** student of MBA for the partial fulfilment of the Master in Business Administration, embodies the bonafied work done by her under my supervision. I also declare that this dissertation report is a result of her effort and no part of this report work has been published earlier for any degree or diploma for any institute or university.



Mr. Vikas Kumar

(Assistant Professor)

J.C. Bose University of Science and Technology, YMCA

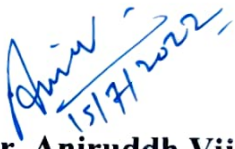
CERTIFICATE

This is to certify that Vanshika, have completed the project titled " A Study of Work Life Balance of Employees in Corporate Sectors" under my supervision and guidance in partial fulfillment of Masters of Business Administrations.


Dr. Aniruddh Vijay

Certificate

This is to certify that the project work entitled “**A Consumer’s Perception On FinTech**” has been carried out and submitted by **Ved Prakash Bhatia** under the guidance in partial fulfillment of Masters of business administration at **J.C Bose University of Science and Technology YMCA, Faridabad**


15/7/2022
Dr. Aniruddh Vijay

STUDENT DECLARATION

This is to declare that this Summer Training Project report on “**Customer satisfaction towards Reliance Jio**” is a record of genuine work done by me under the guidance of **Dr. Aniruddh Vijay, Faculty of management in JC Bose University of Science and Technology, YMCA, Faridabad** in the partial fulfilment of the requirement for Master of Business Administration.

I declare that this Summer Training project report is original and not submitted to any other university before.

Signature of the Student:



Student's Name Yogita Sharma
Roll No. 20001701068

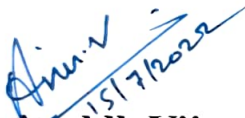
CERTIFICATE (ISSUED BY THE COLLEGE)

DATE 15/7/2022

CERTIFICATE

This is to certify that the Project entitled **“Impact of Social Media Marketing over e-Learning Industry”** submitted by **Ms. Aryan Vasistha** Roll No. 20001701069 has been done under my guidance and supervision in partial fulfillment of the requirement for the award of Master of Business Administration.

To the best of my knowledge the work and analysis mentioned in this Project Dissertation have been undertaken by the candidate herself and necessary references have been recognized and acknowledged in the text of the report.


15/7/2022

Dr. Aniruddh Vijay

J.C Bose University of Science and Technology

CERTIFICATE (ISSUED BY THE COLLEGE)

DATE

15/7/2022

CERTIFICATE

This is to certify that the Project Report entitled as **Online Shopping Towards Behavior and Satisfaction of Consumer** Submitted by Mr. Puneet Nagar Roll No. 20001701070 has been done under my guidance and supervision in partial fulfillment of the requirement for the award of Master of Business Administration. To the best of my knowledge the work and analysis mentioned in this Project Report have been undertaken by the candidate herself and necessary references have been recognized and acknowledged in the text of the report.


Dr. Aniruddh Vijay