



# RESEARCHER

*A PEER REVIEWED JOURNAL*

**Vol. XXIX No. 3**  
**Jul-Sep 2023**

**Customer Satisfaction on Mutual Funds Services by Commercial Banks: A Research Model**

Dr. Adarsh

**Socio - Economic Reflection of Western Ghat Watershed Project in The State of Kerala in India**

Dr. Shijumon K J

**Influence of E-Governance on Reducing Employee's Workload in Public Service Delivery**

Thushara U S,  
Dr. Rajesh T

**Transforming Financial Management in Education: A Case Study of PFMS Implementation in Kerala**

Dr. Vinod A S,  
Ajumol S S

**Agri-Tourism: A Best Option to Accelerate Growth of Tourism in the Post-Pandemic Era**

Sreereshma S R,  
Dr. A S Dileep,  
Dr. V S Santhosh

**Pension Fund Management Practices: Public Sector Fund Managers Dominating Pension Fund Market in India**

Reenakumari D,  
Dr. Indurajani R,  
Dr. Vijayan K,  
Dr. Sunil S

**Employee Engagement in the Information Technology Sector: Leveraging Culture, Leadership, and Technology**

Dr. Vinod A S,  
Sarath S

**Ethical and Servant Leadership: A Comparative Analysis**

Greeshma Govind,  
Dr. Reshmi R Prasad

**Sustainable Development Goals: A Developmental Agenda for the Sustainable Development of Scheduled Tribes in India**

Subha K,  
Dr. Vijayan K,  
Dr. Shanimon S

**A Study on the Socio-Economic Impact of Kottarakkara Ganapathy Temple**

Ratheesh R J,  
Dr. Balu B

**Post Office as a Tool of Financial Inclusion - in Indian Scenario**

Anisha U,  
Dr. Vishnu S

Published by

**Institute of Management Development and Research**  
Mylam, CheriyaKonni PO, Thiruvananthapuram, Pin: 695013  
Mobile: 8281107488  
email : imdr.research@gmail.com, imdrtvm@yahoo.com

## ABOUT MANAGEMENT RESEARCHER

Management Researcher is a quarterly publication of IMDR. The journal was launched in 1994 with the objective of communicating the results of research, consultancy and educational activities. Management Researcher is approved by the Board of Studies of several Universities in India and therefore continues to be a research publication widely in demand among researchers and academicians.

### Chief Editor

#### Dr.C.V.Jayamani

Former Professor, School of Management Studies, CUSAT, Kochi: Former Governing Board Member, IIM Kozhikode: Independent Director HIL (India) Limited, New Delhi  
Mob 9447059320, E-mail cvjayamani@gmail.com

### Managing Editor

#### Dr.K.Sasikumar

Chairman, IMDR; Former Professor & Director, School of Management and Legal Studies, University of Kerala

### Executive Editor

#### Dr.V.Harikumar

Secretary, IMDR: Former Professor of Commerce, Mahatma Gandhi College, Trivandrum

### Chief Associate Editor

#### Dr.B.Chandrachoodan Nair

Former Chief, State Planning Board

### Associate Editors

#### Dr.V.S.Santhosh

Former Associate Professor & Head  
Dept. of Commerce, M G College, Trivandrum

#### Dr. G.S.Sumesh

Assistant Professor,  
VTM NSS College, Dhanuvachapuram

### Advisory cum Reviewer's Board

#### Dr.T.G.Arun

Professor & Dean, Lancashire Business School, United Kingdom

#### Dr.K.P.Muraleedharan

Academic Dean, University of West London, RAKE2, Academic Zon UAE

#### Dr.Suresh Paul Antony

Professor, Indian Institute of Management (IIM) Trichi

#### Dr.I.M.Pandey

Former Professor, Indian Institute of Management (IIM) Lucknow

#### Dr. S.Vijayadurai

Director, Directorate of Distance Education, Madurai Kamaraj University, Madurai (TN)

#### Dr.K.S.Chandrasekar

Professor & Dean, School of Management and Legal Studies, University of Kerala

#### Dr. C.Ganesh

Professor & Director, School of Management and Legal Studies, University of Kerala

#### Dr.K.G.Chandrasekharan Nair

Former Professor, Mar Ivanios college, Trivandrum

#### Dr.S.Jayadev

Associate Professor,  
Mahatma Gandhi College,  
Thiruvananthapuram

#### Eme Suzila Kassim

Faculty of Business and Management,  
University of Technology,  
MARA, Malaysia

#### Dr. Fasila Jameel Ashan

Professor, University of Colombo Srilanka

#### Dr. Rina Fitriana ST, MM, IPM, AER

Head of Industrial Engineering Department,  
Trisakti University, Jakarta, Indonesia

#### Prof (Dr)J.L.Gupta

Former Professor of Accounting  
University of Delhi, CP-18, Maurya Enclave,  
Pitampura

#### Dr. T.N.Mathur

Former Professor & Dean Dept. of Economic  
Administration and Fin. Management,  
Rajasthan University, Jaipur

#### Dr. B Vijayachandran Pillai

Professor, Department of Commerce and  
Management Studies, Calicut University

#### Dr.G.Gopakumar

Former Vice Chancellor, Central University  
of Kerala, Kasargod

#### Dr.M.Sivaraman

Distinguished Professor, Centre for  
Management Development (CMD),  
Trivandrum

#### Dr.Jayashankar Prasad

Director,  
International Centre for Free and Open Source  
Software (ICFOSS), Technopark

#### Dr.Jaya S.Matadeen

Professor & Dean, Faculty of Law and  
Management, University of Mauritius

#### Dr. Kavil Ramachandran

Professor, Indian School of Business,  
Hyderabad

#### Dr. M.B Shukla

Former Dean and Director, School of  
Management Studies, Kasi Vidyapeeth,  
Varanasi, U.P

#### Dr.V.Shekhar

Professor of Management Usmania University,  
Hyderabad

#### Dr.Mavooth.D

Professor & Director,  
School of Management Studies,CUSAT, Kochi

#### Dr.Gabriel Simon Thattil

Professor, School of Management and Legal  
Studies, University of Kerala

#### Dr. Baiju Ramachandran

Company Secretary & Director, Indian Chamber  
of commerce & Industry

#### Dr.B.Rajendran

Principal, KITTS, Thiruvananthapuram.



## INSTITUTE OF MANAGEMENT DEVELOPMENT AND RESEARCH

Mylam, Cheriyaikonni P O, Thiruvananthapuram, Pin: 695013

Mobile: 8281107488 E-mail: imdr.research@gmail.com, imdrtvm@yahoo.com