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PRODUCT EXPORTERS IN INDIA- AN EMPIRICAL STUDY**

Authored by:

**Dr.M. Akilanayaki, Assistant professor**

From

**NGM College, Pollachi-642001**

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**INFRASTRUCTURE AND INFRASTRUCTURAL FACILITIES STATUS OF INDIAN  
MULTI MODAL TRANSPORTATION SECTORS IN MARINE TRADE –AN  
ANALYTICAL STUDY**

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**ABSTRACT**

*Shipping industry is one of the most globalized industries that is far more liberalized than the other industry in this highly competitive market. This peculiar structure of the industry throws both Opportunity as well as challenges as it opens the global markets for Indian Shipping companies, while at the same time exposing them to global Competition even on their home based pasture. The main benefits of containerization can accrue with the setting up of Internal Container Depots (ICDs) and Container Freight Stations (CFSs) which will come into existence only if there is adequate freight being generated in the specific area. In this connection, it is desirable to establish a single authority for planning, development, implementation and enforcement of the policies will helpful to developing the infrastructure and infrastructural facilities of multimodal transport sector in marine trade in near future for compete the world shipping market by Indian global traders.*

**KEYWORDS: ICD, CFS, Containerization, infrastructure, infrastructural facilities and multi modal transport sector.**

**PREAMBLE OF THE STUDY**

In Indian shipping industry has lot of procedure in multimodal transport and containerization we will going to see about regarding that in very general terms combined or multimodal transport means two or more transport modes were linked under a contractual arrangement. There is always a possibility to focus on the law of individual mode and to treat with another mode as an incident and such a link is put forth as discussion. The required service for the an agent such as shipping or forwarding agent only, the linking of past modes is provided through the service for customers not for creating link for the wish of themselves. In order to prepare themselves on such role the alternative model carriers or their agents can be carried on. The induction of container technology and introduction of multimodal's have made the development of a network ICDs and CFSs at important hinterland centre's inevitable for



**ECONOMIC IMPACT AND ECOLOGICAL SUSTAINABILITY OF WOMEN STREET VENDORS –POST COVID-19-WITH SPECIAL REFERENCE TO COIMBATORE DISTRICT**

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**Abstract**

India - one of the countries worst-hit by the corona virus - has eased most lockdown restrictions and sought to reopen its battered economy, but some curbs on street trade remain and many customers are staying away. That is taking a heavy toll on the nation's ubiquitous Women street vendors, who sell everything from snacks and cups of tea to toys and shoes at traffic lights, on pavements or from carts. The pandemic has also pummeled the Indian economy, which shrank by nearly a quarter between April and June, when a strict lockdown brought businesses to a halt and left millions jobless. This study is an attempt to understand the present state of a self-employed section of the urban informal sector workers of Coimbatore, namely, the Women street vendors. The present study surveys 100 individual sample respondents using random sampling method. This study is exploratory in nature and focuses broadly on the present income and working conditions after covid-19, The number of Women street vendors is growing significantly owing to the fact that the trade requires a relatively low base of financial capital and offers easy entry-exit conditions. The major findings of the study converge in the last part of the article. It is found that COVID-19 pandemic has resulted to deteriorated working environment and acute deprivation of the Women street vendors. Thus, Women street vendors need to be supported in various aspects.

**Keywords:** Economic impact , Women Street Vendors, Post Covid-19, Sustainability.

**Introduction**

Street vendors constitute an integral and legitimate part of the urban retail trade and distribution system for daily necessities of the general public. They represent 4% of the urban workforce across India and play a variety of roles in city life. The street vending economy approximately has a parallel turnover of Rs 80 crore a day and every street entrepreneur or trader supports an average of three others as employees or partners or workers on commission. Street vending which is otherwise known as flea market, is an inseparable constituent of the urban informal economy. When it comes to street vending, the amount of investment and skills required is low, which makes it a relatively accessible opportunity for everyone to earn their livelihood. Due to the national lockdown enforced by the government because of COVID-19, the street vending sector has been severely impacted and the Women street vendors bore the brunt of it. There are approximately 4 Crore street hawkers in India – of which 1/3rd consists of women, who support their families to provide an extra cushion of income. About 82 per cent of the workforce of India is working in the unorganized sector according to the National Sample Survey Office (NSSO). Coronavirus crisis had exposed a widespread lack of awareness about the importance of street vendors to the nation's overall economy. In India, the informal sector contributes to 7% of the country's GDP. According to the International Labor Organization, COVID-19's impact on the informal sector is equivalent to 195 million jobs lost, Women street vendors are not an exception.

**Women in Urban Informal Labour Market**

In the present scenario when the whole world has to stay at home, these vendors on road are among the groups that are worst affected, without the luxury of work-from-home, the livelihood of the majority is critically hit, a handful of these Women street vendors are still playing their part as the



## A STUDY ON SERVICE QUALITY PERCEPTION OF CUSTOMERS TOWARDS FOOD DELIVERY APP IN COIMBATORE CITY

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### ABSTRACT

In a decade of advanced technological era, a greater number of people have used food delivery applications which have broken into the conventional practices and have offered a convenient solution to a problem of busy work schedule not letting people go out for getting a delicious food. The requirement of these apps increases day-by-day and largely driven by millennials. So, the research is necessary to examine the customers perception towards the services offered by the food delivery apps particularly in Coimbatore city. For this, the researchers have selected 140 customers who have used various food delivery apps at least minimum of 6 months. A structured questionnaire has been framed and collected the opinion of the customers through direct and through online by using google forms. The population is unknown and so the respondents could identify through food delivery people. The collected details were subdued into tables and graphs by using SPSS 22.0 and MS-Excel. For examining the relationship of the selected variables, a hypothesis has been framed and tested by using Anova analysis and correlation analysis. Also, percentage analysis and mean score analysis have been used. The research found that most of the respondents have experienced the better perception towards food delivery apps who belong to above 50 years age category, female customers, businessmen, using Swiggy App, using app for 1-3 times in a week and expensing Rs.3001-5000 monthly through food delivery app.

**Keywords:** Service Quality Perception, Food Delivery App, Online Food Ordering, Online Ordering System.

### INTRODUCTION

The recent development of the internet in India, it has augmented the e-commerce industries. E-commerce development has made online food ordering services seamless for people who want to get food delivered at their doorstep. Although consumers continue to go out for the meals, consumers feel very convenient to order food online since it frees the customer from personally visiting the restaurants. In today's world service sector contributes 64.80% in GDP. Zomato, Swiggy, Ubar Eats, etc., are the most popular applications that provide services to the user to discover restaurants. The rise of digital technology is reshaping the industries. With the increased use of technology, the number of people engaging into the digital sector are rapidly increasing. Even Consumers are accustomed to shopping or even ordering online through apps or websites, with maximum convenience and transparency, expecting the same experience that they would get from the outlet itself. To match up with the consumer's expectations apps are providing increased facilities and services to

the customers. This scenario doesn't exist only in one country but all across the globe. Being up to date with the customers' expectations helps firm retain customers to a greater extent.

### REVIEW OF LITERATURE

In this research, the researchers are coated solely some relevant studies for reviewing the past literature.

According to Aditya Tribhuvan (2020) showed that a most of people use food apps as it's the best way to save time and convenient. Also, the most of participants preferred food app was Swiggy and cash on delivery was the safest and most secure form of payment. Moreover, the results obtained that all age and income groups used food apps and they were happy with the service quality, hygiene and packaging system, which made people order from food apps. The author Merry Borgohain (2019) indicated that the main influencing factors of highest respondent were found to be ease and convenience of using the food applications and ordering food sitting at home followed by the influencing factor to be time saving. In