# **ST. JOSEPH'S COLLEGE**





P.B. No. 39, Kohima, Nagaland – 797 001 (Autonomous status granted by UGC notification No.F.22-1/2017 (AC) Dtd.11<sup>th</sup> Oct.2018) 0370-2231009 (O), 2233022 (Principal), 9436437544 (M) www.stjosephjakhama.ac.in Email: stjosephc@gmail.com NAAC Grade A (CGPA: 3.12)

3.4.1 List of Programmes offering Research Methodology Course

SI. No.	Programme	Semester	Name of Course
1.	<b>B.A Education</b>	v	Introduction to Educational Research (6) (EDC 5.2)
2.	B.A Sociology	v	Sociological Research Methods I (SOC 5.2)
		VI	Sociological Research Methods II (SOC 6.2)
3.	BBA	IV	Business Research (BAC 4.1)
5.	B. Com	VI	Business Research Methods and Project Work (COD 6.4)
6.	B. Sc	v	Research Methodology In Chemistry (CHD 5.4)
7.	M.A Economics	111	Research Methodology (MECC 3.3)
8.	M.A Sociology	I	Research Methodology-I (MSOC 1.3)
		II	Research Methodology-II (MSOC 2.3)
9.	M.A Political Science	111	Foundation of Social Science Research (MPSC 3.2)
10.	M.A History	I	Historiography and Research Methodology (MHSC 1.1)

Dr. Fr. George Keduolhou Angami Principal Principal St. Joseph's College (Autonomous) Jakhama Nagaland





# **ST. JOSEPH'S COLLEGE**

# JAKHAMA

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Copy of the syllabus of research methodology

# EDC 5.2: INTRODUCTION TO EDUCATIONAL RESEARCH (6)

- Unit 1 Introduction to Research
  - 1. Meaning and characteristics of research
  - 2. Basic, Applied and action research
  - 3. The nature of educational research
- Unit 2 Types of studies in Educational Research
  - 1. Descriptive Research
  - 2. Experimental Research
  - 3. Qualitative Research

# Unit – 3 Research Design

- 1. Identification of problem and formulation of Research question
- 2. Hypothesis : Meaning and types
- 3. Sampling : Concept and purpose
- 4. Tools of data collection : Questionnaire, Rating scale, Attitude
- 5. scale and checklist
- 6. Techniques of data collection : Interview and observation
- Unit 4 Data Analysis, Interpretation and Research report
  - 1. Analysis of Quantitative Data (Descriptive statistical Measure)
  - 2. Analysis of Qualitative Data
  - 3. Writing proposal / synopsis
  - 4. Method of literature survey / Review

# REFERENCES

- Ary, D., Jacobs, L. (2002). Introduction to Research in Education.
- Best J.W. (1986). Research in Education. New Delhi: Prentice Hall of India.
- Borg, W.R. & Gall, M.D.(1989). Educational Research: An Introduction. New York: Longman.
- Creswell, J.W. (2007). Qualitative Inquiry and Research Design
- Koul,L (1988)Methodology of Educational research,Vikash Publishing House NewDelhi

# 1. Conceptual Aspects

- a. Meaning and Scope
- b. Characteristics of Social Research
- 2. Nature and Process
  - **a.** Steps in Scientific Research
  - **b.** Ethical Issues in Social Research

# 3. Hypothesis

- a. Meaning and Types
- b. Formulation of Hypothesis
- 4. Research Design and Sampling
  - a. Formation of Research Design
  - b. Sampling Techniques
- 5. Techniques of Data Collection
  - a. Sources of Data: Primary and Secondary
  - b. Research Tools: Observation, Schedule, Questionnaire and Interview

# Essential Readings

- 1. Ahuja, Ram; 2009; Research Methods; Jaipur; Rawat Publications.
- 2. Beteille, A. and T. N. Madan; 1975; *Encounters and Experience: Personal Accounts of Fieldwork*; New Delhi; Vikas Publishing House.
- 3. Cauvery, R et.al; 2003; *Research Methodology*; New Delhi; S. Chand and Company Ltd.
- 4. Dooley, David; 2007; Social *Research Methods* (Fourth edition); New Delhi; Prentice Hall of India.
- 5. Ghosh, B. N; 1985; *Scientific Methods and Social Research*; New Delhi; Sterling Publishers Pvt. Ltd.
- 6. Goode, William J. and Paul K. Hatt; 1987; *Methods in Social Research*; London: Mc Graw Hill Books Company
- 7. Kothari, C.R; 2005; *Research Methodology. Methods and Techniques*; New Delhi; New Age International (P) Limited Publishers.
- 8. Kumar, Ranjit; 1999; *Research Methodology: A step by Step Guide for Beginners*; New Delhi; Sage Publications.
- 9. Misra, R.P; 2001; *Research Methodology: A Hand Book*; New Delhi; Concept Publishing Company.
- 10. Punch, Keith F; 2005; Introduction to Social Research: Quantitative and Qualitative Approaches (Second edition); New Delhi; Sage publications.
- 11. Young, P.V; 1988; Scientific Social Surveys and Research; New Delhi; Prentice Hall of India.

# SOC 6.2: SOCIOLOGICAL RESEARCH METHODS II

#### APPROACHES TO RESEARCH

- a. Quantitative
- b. Qualitative
- c. Ethnography

### 2: METHODS OF RESEARCH

- a. Social Survey
- b. Case Study
- 3: TYPES OF RESEARCH
  - a. Basic and Applied
  - b. Historical and Empirical

## 4: DATA PROCESSING AND ANALYSIS

- a. Methods of Data Processing
- b. Analysis of Data

## 5: REPORT WRITING

- a. Interpretation of Data
- b. Techniques of Report Writing

#### Essential Readings:

- 1. Ahuja, ram: 2009: Research Methods; Jaipur; Rawat Publication
- 2. Beteille, A. and T.N. Madan; 1975; *Encounters and Experience: Personal Accounts of Feildwork;* New Delhi; Vikas publishing House.
- 3. Cauvery, R et.al; 2003; Research Methodology; New Delhi; S. Chand and Company Ltd.
- 4. Dooley, David; 2007; Social Research Methods (Fourth edition); New Delhi; Prentice Hall of India
- 5. Ghosh, B. N; 1985; *Scientific Methods and Social Research;* New Delhi; Sterling Publishers Pvt. Ltd.
- 6. Goode, William J. and Paul K. Hatt; 1987; *Methods and Social Research*; London: MC Graw Hill Books Company.
- 7. Kothari, C.R; 2005; *Research Methodology. Methods and Techniques*; New Delhi; New Age International (P) Limited Publishers.
- 8. Kumar, Ranjit; 1999; *Research Methodology: A Step by Step Guide for Beginners;* New Delhi; Sage Publication.
- 9. Misra, R.P; 2001; *Research Methodology: A Hand Book;* New Delhi; Concept Publishing Company.
- 10. Punch, Keith F; 2005; Introduction to Social Research: Quantitative and Qualitative Approaches (Second Edition); New Delhi; Sage Publications.
- 11. Young, P.V; 1988; Scientific Social Surveys and Research; New Delhi; Prentice Hall of India.

# CHD 5.4: RESEARCH METHODOLOGY IN CHEMISTRY

#### Literature Survey: (20 Lectures)

**Print:** Sources of information: Primary, secondary, tertiary sources; Journals: Journal abbreviations, abstracts, current titles, reviews, monographs, dictionaries, text-books, current contents, Introduc-tion to Chemical Abstracts and Beilstein, Subject Index, Substance Index, Author Index, Formula Index, and other Indices with examples.

**Digital:** Web resources, E-journals, Journal access, TOC alerts, Hot articles, Citation index, Impact factor, Hindex, E-consortium, UGC infonet, E-books, Internet discussion groups and communi-ties, Blogs, Preprint servers, Search engines, Scirus, Google Scholar, ChemIndustry, Wiki- Data-bases, ChemSpider, Science Direct, SciFinder, Scopus.

**Information Technology and Library Resources:** The Internet and World Wide Web. Internet resources for chemistry. Finding and citing published information.

#### Methods of Scientific Research and Writing Scientific Papers: (20 Lectures)

Reporting practical and project work. Writing literature surveys and reviews. Organizing a poster display. Giving an oral presentation.

Writing scientific papers – justification for scientific contributions, bibliography, description of methods, conclusions, the need for illustration, style, publications of scientific work. Writing ethics. Avoiding plagiarism.

#### **Chemical Safety and Ethical Handling of Chemicals: (12 Lectures)**

Safe working procedure and protective environment, protective apparel, emergency procedure and first aid, laboratory ventilation. Safe storage and use of hazardous chemicals, procedure for working with substances that pose hazards, flammable or explosive hazards, procedures for working with gases at pressures above or below atmospheric – safe storage and disposal of waste chemicals, recovery, recycling and reuse of laboratory chemicals, procedure for laboratory disposal of explosives, identification, verification and segregation of laboratory waste, disposal of chemicals in the sanitary sewer system, incineration and transportation of hazardous chemicals.

#### Data Analysis: (13 Lectures)

*The Investigative Approach:* Making and Recording Measurements. SI Units and their use. Scientific method and design of experiments.

Analysis and Presentation of Data: Descriptive statistics. Choosing and using statistical tests. Chemom-etrics. Analysis of variance (ANOVA), Correlation and regression, Curve fitting, fitting of linear equations, simple

linear cases, weighted linear case, analysis of residuals, General polynomial fitting, linearizing transformations, exponential function fit, *r* and its abuse. Basic aspects of multiple linear regression analysis.

#### **Electronics: (10 Lectures)**

Basic fundamentals of electronic circuits and their components used in circuits of common instru-ments like spectrophotometers, typical circuits involving operational amplifiers for electrochemical instruments. Elementary aspects of digital electronics.

#### **Reference Books:**

- 1. Dean, J. R., Jones, A. M., Holmes, D., Reed, R., Weyers, J. & Jones, A. (2011) *Practical skills in chemistry*. 2nd Ed. Prentice-Hall, Harlow.
- 2. Hibbert, D. B. & Gooding, J. J. (2006) Data analysis for chemistry. Oxford University Press.
- 3. Topping, J. (1984) Errors of observation and their treatment. Fourth Ed., Chapman Hall, London.
- 4. Harris, D. C. Quantitative chemical analysis. 6th Ed., Freeman (2007) Chapters 3-5.
- 5. Levie, R. de, *How to use Excel in analytical chemistry and in general scientific data analysis.* Cambridge Univ. Press (2001) 487 pages.
- 6. Chemical safety matters IUPAC IPCS, Cambridge University Press, 1992.
- 7. OSU safety manual 1.01.

#### **MECC 3.3: RESEARCH METHODOLOGY**

#### **Unit I: Research in Economics**

Meaning, Objectives, need and scope of social science research; Research methods versus Methodology; Basic elements of scientific method, fact, conceptual and operational dentitions, assumptions, hypotheses; Literature review; Dangers to be avoided.

#### **Unit II: Data Collection**

Sources of primary and secondary data; Collection of Primary data: Observation method – participant and non-participant observation; Questionnaires; Schedules; Deference between Questionnaires and Schedules; Interview Method; Other methods of primary data collection, Collection of Secondary data–Pilot study and pre-testing

#### **Unit III: Research Design**

Meaning and Significance, Features of a good research design; Different research designs; Sampling Design -Surveys and sampling – Different types of Sample Designs, Steps in Sampling Design, Criteria of Selecting a Sampling Procedure, Sample size, Characteristics of a Good Sample Design. Logical–Mathematical and Statistical methods–Case study methods.

#### **Unit IV: Report Writing**

Types of reports, Steps in Writing Report; Methods of Data Analysis and Interpretation of Results; Citation Styles; Bibliography; Appendix.

## BOOKS

- 1. Kothari, C. R. (2004). Research Methodology, New International Publishers, New Delhi
- 2. Bhattarya S.K., (1990). Methodology in Research, Das Gupta, 1995.
- 3. Kurien C.T (Ed), (1992). A Guide to Research in Economics, Sangam Publishers, Chennai.
- 4. Ajai S. Gaur, and Sanjaya S. Gaur, (2006). *Statistical Methods or Practice and Research*-A Guide to Data Analysis with SPSS, Response Books, New Delhi.
- 5. Ahuja, Ram (2009), Research Methods, Rawat Publications, Jaipur.
- 6. Bailey, Kenneth D (1978), Methods of Social Research, the Free Press, New York.
- 7. Bateile, A & T. N. Madan (1975), Encounter and Experience; Personal Accounts of Fieldwork; Vikas Publishing House, New Delhi.
- 8. Huang D.S, Regression and Econometrics Method.

# MSOC1.3: RESEARCH METHODOLOGY-I

## **Objective:**

The course provides an exposure to the fundamentals of social science research methodology. It begins with a discussion on some important philosophical ideas underlying the emergence of different methodologies in social sciences and continues with the essential aspects of social science research. Besides sensitizing the students to the relationship between theory and research, this course aims to familiarize the students to the different approaches in understanding and explaining social phenomena and the predicaments the atentails social science research.

#### I. Philosophical Foundation of Social Research

- a) Enlightenment.
- b) Cartesian Philosophy.
- c) Ontology and Epistemology in social science.
- d) ClassicalDebates:PositivismvsHermeneutics(DurkheimvsWeber),VerificationvsFalsification( KuhnvsPopper)

#### II. Fundamental Aspects of Research

- a) Types and stages of Research
- b) The Role of social science research and the researcher in society: problems of social science research in India
- c) Assumptions of quantification: Measurement and Scaling
- d) Social Survey and its limitations

#### III. Scientific Study of Social Phenomena

- a) Problems of Subjectivity and Objectivity.
- b) Ethical Issues in Social Research, Reliability and validity in social research
- c) Logic of inquiry
- Methodological Debates in India: Sociology vs Indology (Dumont vs Bailey), Structural Functional vs Historical (M.N Srinivas vs A. R Desai).

#### IV. Some Approaches to Social Reality

- a) Comte's Notion of Positivism, Vienna's Circle Positivism
- b) Existential Phenomenology and Ethno methodology
- c) Hermeneutics and Critical theory: Gadamer, Apel, Habermas
- d) Post-StructuralismandPostModernism:LevisStraussandDerrida/Focault

#### **Suggested Readings**

- 1. Babbie, E. R.2010.*The Practice of Social Research* (12<sup>th</sup>edition) .USA: Wadsworth: Cengage Learning.
- Beteille, A. and T. N. Madan. 1974. Encounter and Experience: Personal Accounts of Fieldwork. New Delhi: Vikas Publishing House Pvt. Ltd.
- 3. Bryman, A.1988. *Quality and Quantity in Social Research*. London: Unwin Hyman.
- 4. Durkheim, E.1958. *The Rules of Sociological Method*. New York: The Free Press.
- 5. Geertz, C.1973. Interpretation of Cultures. New York: Basic Books.
- 6. Gouldner, A.1970. *The Coming Crisis of Western Sociology*. New York: Basic Books.
- 7. Guthire, G. 2010. Basic Research Methods: An Entry to Social Science research. New Delhi: Sage.
- 8. Hughes, J. 1987. *The Philosophy of Social Research*. London: Orient Longman.
- 9. Kuhn, T.S.1970. The Structure of Scientific Revolutions. London: The University of Chicago Press.

# MSOC2.3: RESEARCH METHODOLOGY-II

#### **Objectives:**

The aim is to enable students to frame a Research Design, formulate research problem, fashionappropriatemethodstoaddressit,andderiverelevantconclusions.Thecourseisdesignedtofam iliarisethestudentswithmethodologicaltoolsandstatisticaltechniques,explainingquantitativeandqu alitativemethods,whichwillhelpthemtoundertakeempiricalresearchindependently.

#### I. Research Design

- a) Types of Research Design: Quantitative and Qualitative
- b) Formulation of Research Design in quantitative study: Experimental, cohort, crosssection, longitudinal and case control studies
- c) Designing Qualitative Research Proposal
- d) Recent debates: Combining Quantitative and Qualitative methodology, Triangulation.

#### II. Quantitative Research Methods and Analysis

- a) Data Collection and issues of Validity and reliability
- b) Sampling
- c) Tabulation and Cross Tabulation
- d) MeasuresofLocation,MeasuresofDispersionandVariability:Correlation,StatisticalInfe rences,TestofHypothesis

#### III. Qualitative Research Methods and Analysis

- a) Ethnography
- b) Oral History
- c) Interviews
- d) Case Studies
- e) PRA(Participatory Rural Appraisal)
- f) Historical and feminist method
- g) Analysing Qualitative Data: aspect of representation and credibility

#### IV. Applied social research and research writing

- a) Applications of computers in social research
- b) Action(Applied)research,Participatoryresearch:ParticipatoryRuralAppraisal

- c) Data Processing and Analysis
- d) Interpretation and report writing

## Suggested Readings:

- Agresti, A. and B. Finley. 1997. *Statistical Methods for the Social Sciences*. United States: Prentice Halland Pearson Publishing.
- 2. Barrier, N. G. Barrier (Ed.).1981. *The Census in British* India Delhi: Manohar Publishers.
- Bernard,
  H.(Ed.).1998.*HandbookofMethodsinCulturalAnthropology*.NewYork:SagePublications.
- 4. Carr, E.H. 1961. What is History? London: Penguin Books
- 5. Ehrenberg, A.S.C.1975. *Data Reduction*. USA: Wiley Inter-science
- 6. Epstein, A. Land M. N. Srinivas. 1978. *The Craft of Social Anthropology*. New York: Transaction Publishers.
- Morphy, Howard and Morgan Perkins (Eds.). 2006. *The Anthropology of Art. A Reader*. Oxford: Blackwell.
- Perks, Robert and Alistair Thomson (Eds.). 1998. *The Oral History Reader*. United States: Routledge
- 9. Sayer, Andrew.1992.*Method in Social Science (revised2<sup>medition</sup>)*.United States: Routledge.
- Srinivas, M.N.andM.N.Panini.2002.Collected, *Essays*. United Kingdom: Oxford University Press.

# MPSC 3.2: FOUNDATION OF SOCIAL SCIENCE RESEARCH

#### Unit I:

a) Introduction to Research b) Scope, Limitations & Relevance of Social Sc. Research c) Objectivity in Social Science Research

#### Unit II:

a) Approaches to Social Science Research b) Review of Literature c) Ethical Issues in Research **Unit III:** 

a) Hypothesis b) Sampling Techniques c) Research Design **Unit IV**: Techniques of Data Collection:

a) Observation b) Interview c) Questionnaire d. Schedule.

## Unit V:

a) Quantitative and Qualitative Data Analysis; b) Report Writing

Suggested Readings:

1. Alan Thomas, Joanna Chattaway and Marc Wuyts (eds.) 1998. Finding Out fast Investigative Skills for policy and development, Vistaar Publications

2. Gerring J. 2001. Social Science Methodology: A Critical Framework. Cambridge, UK: Cambridge Univ. Press.

3. Goertz G. 2006. Social Science Concepts: A User's Guide. Princeton, NJ: Princeton Univ. Press.

4. Alexander L. George and Andrew Bennett. 2005. Case Studies and Theory Development in the Social Sciences. Cambridge, MA: MIT Press.

5. Young P.V, "Scientific Social Survey and Research", Prentice Hall, New Delhi, 1975.

06. Gopal M.H 1970. An Introduction to Research Procedure in Social Sciences. Asia Publishing House, Bombay.

7. Goode & Hatt 1996, *Methods in Social Research*, MacGraw Hills, New York.

# MHSC 1.1: HISTORIOGRAPHY AND RESEARCH METHODOLOGY

Unit I: Meaning, nature and scope of history; kinds of history and its allied subjects -sociology, political science, economics

Unit II: Sources of history (role of archives in historical research; criticisms of sources), Philosophy of history; Objectivity and subjectivity in history, role of individuals and institutions

Unit III: Ancient historiography (developments in the West and in Asia); Medieval historiography (Christian, Persian and Arabic); Modern historiography (colonial, nationalist, communalist and Marxist) and Subaltern historiography and Gender history; theories and concepts of feminism

Unit IV: Historical research (pre-requisites of a researcher, choice of topic); data collection; synthesis; chapterization; footnotes; endnotes and bibliography.

Unit V: Case studies-K.A. Nilakanta Sastri, Herodotus, Arnold Toynbee, book reviews Essential Readings:

- 1. E.H.Carr What is History, London, 1963
- 2. Bhattacharya, An Introduction to Historiography, 2016
- 3. R.G. Collingwood The idea of history, Madras, 1989
- 4. Marc Bloch, A Historian's craft, Knopf, 1953
- 5. Dray W.H Philosophy Analysis and History, Harper and Row, 1966
- 6. E.Sreedharan, A Textbook on Historiography, 500 BC to AD 2000, Orient Blackswan, Delhi, 2004
- 7. Hock H. Homer The critical method in historical writing
- 8. Hobsbaum E.J. Karl Marx pre-capitalist economic formations
- 9. Joan W Scott (ed) Feminism and history, gender and the politics of history
- 10. Gerda Lerner The creation of Patriarchy
- 11. V. Geetha Theorizing feminism; gender

# COD 6.4: BUSINESS RESEARCH METHODS AND PROJECT WORK

# Duration: 3 hrs. Marks: 100 Lectures: 65

**Objective:** This course aims at providing the general understanding of business research and the methods of business research. The course will impart learning about how to collect, analyze, present and interpret data.

#### Section A: Business Research Methods 50 Marks

#### **Unit 1: Introduction 10 Lectures**

Meaning of research; Scope of Business Research; Purpose of Research – Exploration, Description, Explanation; Unit of Analysis – Individual, Organization, Groups, and Data Series; Conception, Construct, Attributes, Variables, and Hypotheses

#### **Unit 2: Research Process 10 Lectures**

An Overview; Problem Identification and Definition; Selection of Basic Research Methods- Field Study, Laboratory Study, Survey Method, Observational Method, Existing Data Based Research, Longitudinal Studies, Panel Studies

#### Unit 3: Measurement and Hypothesis Testing 19 Lectures

**Measurement**: Definition; Designing and writing items; Uni-dimensional and Multi-dimensional scales; Measurement Scales- Nominal, Ordinal, Interval, Ratio; Ratings and Ranking Scale, Thurst one, Likert and Semantic Differential scaling, Paired Comparison; Sampling –Steps, Types, Sample Size Decision; Secondary data sources

**Hypothesis Testing:** Tests concerning means and proportions; ANOVA, Chi-square test and other Non parametric tests testing the assumptions of Classical Normal Linear Regression

#### Section B: Project Report Marks 50

#### **Unit 4: Report Preparation 26 Lectures**

Meaning, types and layout of research report; Steps in report writing; Citations, Bibliography and Annexure in report; JEL Classification

#### Note:

1. There shall be a written examination of 50% Marks on the basis of Unit 1: to III.

2. The student will write a project report under the supervision of a faculty member assigned by the College / institution based on field work. The Project Report carries 50% Marks and will be evaluated by University appointed examiners.

# **Core Discipline Paper: BUSINESS RESEARCH**

Paper Code: BAC 4.1 Credit Points: 6

**Objective:** To provide an exposure to the students pertaining to the nature and extent of research orientation, which they are expected to possess when they enter the industry as practitioners. To give them an understanding of the basic techniques and tools of business marketing research.

#### **Course Content:**

**Unit I:** Nature and Scope of Marketing Research – Role of Marketing Research in Decision making. Applications of Marketing Research – marketing research; The Research process – Steps in the research process; the research proposal; Problem Formulation: Management decision problem Vs. Marketing Research problem.

**Unit II:** Research Design: Exploratory, Descriptive, Causal. Secondary Data Research: Advantages & Disadvantages of Secondary Data, Criteria for evaluating secondary sources, secondary sources of data in Indian Context, Syndicated Research (in India)

**Unit III:** Primary Data Collection: Survey Vs. Observations. Comparison of self administered, telephone, mail, emails techniques. Qualitative Research Tools: Depth Interviews focus groups and projective techniques; Measurement & Scaling: Primary scales of Measurement-Nominal, Ordinal, Interval & Ratio. Scaling techniques paired comparison, rank order, constant sum, semantic differential, itemized ratings, Likert Scale; Questionnaire-form & design.

**Unit IV:** Sampling: Sampling techniques, determination of sample size; Data Analysis: Z test (mean, diff. of mean, diff. of proportion) t test (mean), paired t test, Chi square test, Introduction to theoretical concept of ANOVA, Factor Analysis and Discriminant Analysis.

**Unit V:** Types of research reports – Brief reports and Detailed reports; Report writing: Structure of the research report- Preliminary section, Main report, Interpretations of Results and Suggested Recommendations; Report writing: Formulation rules for writing the report: Guidelines for presenting tabular data, Guidelines for visual Representations.

#### Suggested Readings:

1. Zikmund, Babin & Carr: Business Research Methods, South-Western.

2. Cooper & Schindler: Business Research Methods McGraw-Hill Education,

3. Churchill: Marketing Research: Methodological Foundations, Cengage Learning.

4. Aaker, Kumar, Day - Marketing Research. Wiley.

5. Naresh Malhotra – Marketing Research, Pearson.

Dr. Fr. George Keduolhou Angami Principal St. Joseph's College (Autonomous) Jakhama Nagaland

