

Tolani Institute of Management Studies

Name	Prof. Bhavesh O. Vanparia		
Qualification	MBA, PGDRM, PhD (Peruse)		
Area of Interest	Marketing Research		
Industry Experience	1 year		
Teaching Experience	4 years		
Subjects Teaching	Research Methods, Marketing Management and Marketing Research		
Mobile No.	09825356030		
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Articles/ Research Papers			
Presented	9-International , 8-National		
Published	3-Article, 9-Research Paper		
Seminar/ Workshop/ Training attended			
Title	Organization	Place	Date
Workshop on Applied Research & Stock Market Analysis	SRIMCA	Surat	30 th September, 2006
2 Days workshop on Business Scenario & Emerging Trends	SRIMCA	Surat	12 th -13 th October, 2007
5 days Workshop on Applied Econometrics & Time Series Analysis	SRIMCA & Department of Research and Social Science	V.N.S.G.U., Surat.	14 th -18 th December, 2007
Training Program on Research Methodology	Department of Research and Social Science,	V.N.S.G.U., Surat.	December 2006 to March 2007
QIP on Innovative Teaching Methods	SRM School of Management	Chennai	26 th to 30 th March, 2009
FDP on Marketing Research	Nirma University	Ahmadabad	23 rd to 25 th , September, 2009
FDP on "How to Write a Research Paper?"	TIMS	Adipur-Kachchh	19 th -20 th Dec. 2009
FDP on Use of statistical Packages (SPSS and Gretl) in research.	TIMS	Adipur, Kachchh	January 19-21,2011
Workshop on Publication	FMS, Ganapat University, Victoria University, Australia.	Mehsana	24 th February, 2011
Paper Presented			
Date	Title	Reference	
Jan. 30, 2008	Total Quality Management in Global Education System: Concept, Application & Implementation	2 nd International Conference on Navigating Glocalisation Through Quality Initiatives, PIMR,Indore.	

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Feb.23, 2008	An Evaluation of the SERVPERF-M Scale in a Retail Setting	2 nd National Conference on “Innovative Dimensions for Business and IT”, SRIMCA, Surat.
March 9, 2008	An Evaluation of The Retail Service Quality Scale (RSQS) in Retail Setting	National Conference on “Globalize World & Emerging Business Issues” , Nootan Sarva Vidyayalala Klavani Mandal, Visnagar.
March 9, 2008	Factors Affecting Investor’s Buying Behavior	National Conference on “Globalize World & Emerging Business Issues”, Nootan Sarva Vidyayalala Kelavani Mandal, Visnagar.
May 28, 2008	Measurement of Service Quality of General Insurance Service Provider	5 th International Conference on “Business Challenges & Strategies in Emerging Global Scenario”, Ludhiana, Punjab.
May 28, 2008	Study of Social Factors Affecting Investor’s Buying Behavior	5 th International Conference on “Business Challenges & Strategies in Emerging Global Scenario”, Ludhiana, Punjab.
February 07-08, 2009	Examining Applicability of RSQ Scale in Indian Retail Store	3 rd International Conference on Transcending Horizons through Innovative Global Practices at PIMR, Indore.
February 07-08, 2009	Identification of SQ Dimension Affecting Performance of Retail Banking	3 rd International Conference on Transcending Horizons through Innovative Global Practices at PIMR, Indore.
Sept. 11-12, 2009	Retail Service Quality Management	National Conference on Emerging Vistas of Technology in 21 st Century organized by Parul Institute of Engineering & Technology, Vadodara.
December 5, 2009	Measurement of Electronic Service Quality	State level Conference on The Role of Indian Industries in Worldwide Recession” at Shri. H.D. Gardi MBA College, Rajkot.
January 30-31, 2010	“A typology Analysis of Service Quality in Cellular Telecommunication: An Indian Experience”	Forth-International Conference on Managing in the New World Order: Strategies for Sustainable Business Development at Prestige Institute of Management and Research, Indore.
January 30-31, 2010	Assessing Electronic Service Quality through E-S-QUAL Scale	Forth International Conference on Managing in the New World Order: Strategies for Sustainable Business Development at Prestige Institute of Management and Research, Indore.
February 6-7, 2010	“Role of Emotional Satisfaction in Retail”	An International Conference on New Dimensions in Management Striving for Business Excellence at M.H. Gardi School of Management, Rajkot.
February	Emotional Satisfaction,	National Conference on Emerging

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26-27, 2010	Relationship Quality and Customer Loyalty: A study in Retail Industry	Management Perspective at FM, Ganapat University, Mehsana.	
December 4-5, 2010	Effects of Organization Culture in the Dynamic Context of the Indian Banking Industry	National Conference 2010-Emeging Trends in Management Practices at TIMS, Adipur. Best Paper awarded in Human Resource Management category.	
December 4-5, 2010	Measuring Service Quality in Indian Retail Banking: A Gap Analysis and Segmentation Approach	National Conference 2010-Emeging Trends in Management Practices at TIMS, Adipur Best Paper awarded in Marketing Management category.	
February 24-26, 2011	Customized Measure of Employee Satisfaction in Indian Manufacturing Organization	International Conference on Emerging Management Perspectives at FMS, Ganapat University, Mehsana, India and Victoria University, Australia.	
Publications			
Date	Title	Reference	Publication Type
2006	Service Sector: Engine for Economic Growth of India	“SRIJAN” : e-magazine http://www.srimca.edu.in/Srijan/SrijanJune2006/ContentPage.htm	Article
2007	Application of Balance Scorecards	“SRIJAN” : e-magazine http://www.srimca.edu.in/Srijan/SrijanOct2007/index.htm	Article
2007	Red-Hot Race for Hutchison Essar	“SRIJAN” : e-magazine http://www.srimca.edu.in/Srijan/SrijanFeb2007/ManagementArticles/Red-Hot%20Race%20for%20Hutchison%20Essar.htm	Article
2008	Total Quality Management in Global Education System: Concept, Application & Implementation	Book in titled “Navigating Glocalisation Through Quality Initiatives”.	Research Paper
2008	An Evaluation of the SERVPERF-M Scale in a Retail Setting	Book in titled “Innovative Dimensions for Business and IT”. ISBN: 978-81-7446-	Research Paper
2009	Examining Applicability of RSQ Scale in Indian Retail Store	Book in titled “Transcending Horizons through Innovative Global Practices”. ISBN: 978-81-7446-708-9	Research Paper
2009	Identification of SQ Dimension Affecting	Book in titled “Transcending Horizons	Research Paper

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	Performance of Retail Banking	through Innovative Global". ISBN: 978-81-7446-708-9	
2009	Retail Service Quality Management	Conference Proceeding in titled "Emerging Vistas of Technology in 21 st Century organized".	Research Paper
2010	Assessing Electronic Service Quality through E-S-QUAL Scale	Book in titled "Managing in the New World Order ISBN: 978-817446-815-4	Research Paper
June, 2010	SERVQUAL versus SERVPERF: An assessment from Indian banking sector	Quest-Journal of Management & Research, Volume-1(1),3-13. ISSN-0976-3317	Research Paper
July,2010	Emotional Satisfaction, Service Quality & Loyalty Model in Retail Sector: An Examination	GFJMR-bi-annual refereed journal for management and research,Volume-1(1),50-69. ISSN-2229-4651	Research Paper
January, 2011	SERVQUAL Analysis in Retail	Value Creation for Competitive Differentiation: Emerging Business Models in Global Economy, Excel Books,(ISBN: 978-81-7446-929-8)	Research Paper

Honors and Awards

Date	Title	Awarding Body
May, 2001	Certificate of Skill in Language and Communication	Government of Gujarat
Dec.2004 and May,2005	Certificate of Excellence	SRIMCA

Other Achievements

- University Top in MBA (Marketing).

Extension Activities

- Served as a resource person in workshops on "Introduction to SPSS".
- Managing Editor of Quest –Journal of Management and Research.
- Serve as Web-Administrator of www.tolani.org/tims.
- Conducted one workshop on Research Methodology at JM Institute of MSW, Bhuj.
- Conducted one guest lecture on Research Methodology in Kachchh University, Bhuj.
- Organized FDP on How to write research paper? December 19-20,2009
- Organized FDP on Use of Statistical Software (SPSS and Gretl) in Research, Feb.19-21,2011