

## **A Preliminary Study On The Penetration Of Private Insurance Companies In Chennai City Towards Middle Income Group (With Special Reference To Strivers As Per Nacer's Nomenclature)**

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Introduction:

As per the latest statistics released by the Insurance Regulatory and Development Authority (IRDA), the life insurance industry collected total new business premium income of Rs 900 billion in the 11-month period April 2011 to February 2012 (1). Weighted premium collections (measured as 10% of single premiums plus 100% of regular premium) were Rs 549.6 billion for April 2011 to February 2012. LIC is the largest, with at least Rs.13 trillion in assets, which has at least 300 million policies in force and about 250 million people, are covered by LIC in a nation of 1.2 billion people. According to HDFC Life, quarter ended report, March2012, it had 13% increase in total premium to `102 bn (2).

Dr. Ganesh Dash and Tulika Sood (3) opines that the penetration rates of health and other non-life insurances in India is also well below the international level. These facts, on the positive note indicate growth potential of the insurance sector. With more and more private companies coming in to the market, it is expected that the situation may change. They predict that India is the fifth largest life insurance market in the emerging insurance economies globally and is growing at 32-34 per cent annually. They also state, that it is the perception of majority of people in India that life insurance products are meant for death; and they do not perceive insurance scheme as an investment and the same would lead to mitigate risk or these savings would result in positive investment in infrastructural creation in the economy. With this back ground the present study has been undertaken with the premise that customers are induced to take insurance policies when they approach the financial institutions for loan facility for their multi-various needs.

### **What constitute middle income group:**

Before we go in to the sum and substance of the research it is imperative to understand what constitute the income of the middle income group?

Technical Note prepared by Christian Meyer, Nancy Birdsall of Center for Global Development gives New Estimates of India's Middle Class states that "India's middle class has been the subject of much debate. With rapid economic growth over the last decade, the income of the average household in urban India has grown by about a third between 1993/1994 and 2009/2010 (4).

In this period, economic growth not only lifted millions of households out of poverty, but also gave rise to an emerging middle class – with new consumption patterns and, potentially, a strong interest in sound and stable political and economic institutions". They raise the following question:

Who constitutes this middle class in India?

India's National Council of Applied Economic Research (NCAER) has been at the forefront of shaping this debate. NCAER's current definition identifies the middle class as comprising of two sub-groups: "seekers" with annual household income between Rs.200,000 and Rs.500,000, and "strivers" with annual household income between Rs. 500,000 and Rs. 1 million at 2001/2002 prices. Assuming an average household size of five people and converting into constant 2005 purchasing power parity (PPP) dollar, these numbers would be about \$8 to \$20 per capita per day for seekers, and \$20 to \$40 per capita per day for strivers.

Keeping the above as the bench mark the researcher had taken the "seekers" who comes under the income band between Rs.2.00 lakhs and Rs.5.00 lakhs and the previous chapter was devoted to deal in detail about how these income group mitigate their risks in what is known as induced risk coverage. The present study relates to strivers whose annual income is more than Rs.5.00 lakhs.

We have conducted a survey to understand how professionals like doctors, engineers, lawyers and those who work in the corporate sector plan and mitigate their risks by taking different kinds of insurance schemes offered by the private insurance companies.

### **Objective of the Study:**

- The present empirical study has been conducted to understand how the middle income group (strivers) mitigate their risks by taking insurance policies from private sector insurance companies.
- What made them to choose private sector insurance companies? Whether the Private Sector insurance companies provide better service that made them to choose the private sector insurance companies.

### **Scope of the Research:**

The sole research question (to be answered) in this study is to understand the respondents plan in the insurance activities to mitigate risk by availing the services of the private insurance companies.

In the research world of literature, research is controlled through inquiries concerning certain events with the purpose of furthering or verifying knowledge that will help the researcher to achieve the objectives. The heart throb of any research activity is the research procedure adopted by the investigator. After selecting the problem, framing the objectives and reviewing the related literature, the next important step in research is to explain the details of the various steps followed to formulate the methodology

### **METHODOLOGY:**

The factors already discussed above were developed from the reviews of related literatures (wherever available) / were introduced by the researchers. These elements were put through the following statements (as the items in the questionnaire):

*I bought this life insurance product, because:*

A1: The scheme provided by the company was attractive and comes within my budgetary constraints

A2: By opting to the insurance scheme I mitigate risk entailing myself and my family

A3: By opting to the insurance scheme I also save tax

A4: I thereby lead a life of security

### Formulating Null Hypotheses

As per the objectives set above, the following hypotheses were formulated to be tested in this study:

**H01:** Marital status has no significant impact on the customer preferring particular insurance scheme

**H02:** Level of education has no significant effect on the customers' perceptions on the various insurance schemes offered by the insurance companies.

**H03:** Income level does play a significant role in determining the type of insurance schemes opted by the respondents.

**H04:** Type of occupation has no significant impact on the insurance schemes opted by the respondents.

Further, based on these set hypotheses, the respective sub-hypotheses were developed for each demographic variables and their specific relationship with the various aspects involved with a life insurance product from the customers' point of view during the period of survey to elicit appropriate information for clarity and assurdity of service.

### RESEARCH DESIGN:

This study was focused more on descriptive type of research. Further, we have chosen survey strategy because it seeks the opinion of a set of population who prefer to join insurance schemes offered by private insurance companies like **Bajaj Alliance, Sri Ram, ICICI Prudential, HDFC, Sundaram Finance** etc.

In this type of method, in which the opinions of the sample or population is sought by the researcher, usually with a more objective research instrument, say a structured questionnaire. The Universe for this study includes the following professionals and those works in the corporate sector. Government sector has not been included as the Government servants are compulsorily

covered with one or the other kind of insurance schemes and are mostly covered with gratuity cum pension schemes and thereby assured to lead a secured life while on employment and after retirement:

Doctors; Engineers; Lawyers; Managers; Executives; Sr.Manager; Jr.Manager

A simple random sampling technique was used to select the respondents for the following reasons:

- First the respondents who are mostly professionals and are scattered all over Chennai city, which makes it very difficult to contact everyone.
- The number of sample size was restricted to 25 of each category which will adequately represent the group.
- Again, it is difficult to get the exact number of professionals based at Chennai.
- Third, the researchers are working within the demands of an academic schedule so very limited time and resources are there to conduct the study.

The study focuses on the above group of professionals and those who work in the private sector who maximizes their satisfaction and mitigates their risks by taking popular insurance schemes offered by the private insurance companies such as **Bajaj Alliance, Sri Ram, ICICI Prudential, HDFC and Sundaram Finance** operating in Chennai who attracts customers by providing flexible insurance schemes. As a result of limited data on the total population, cost and time constraints, a convenient sample size of atleast 25 from each group was planned. The data that was collected through primary sources, through a Structured Questionnaire and Interview method was adopted to collect primary data. The questions were modified to suit the context, and sought the respondents' opinions on the various aspects of insurance products sold by the private insurance companies.

### **Reliability and Validity:**

Churchill (1979) has recommended coefficient  $\alpha$  to check the internal consistency of items placed under a given factor with Heir et al (2006) suggesting the  $\alpha$  value to be 0.6. Again, all the items under the scale were found to be having a loading of more than 0.6. The details of the sample and demographic characteristics are explained in detail in the Table-1

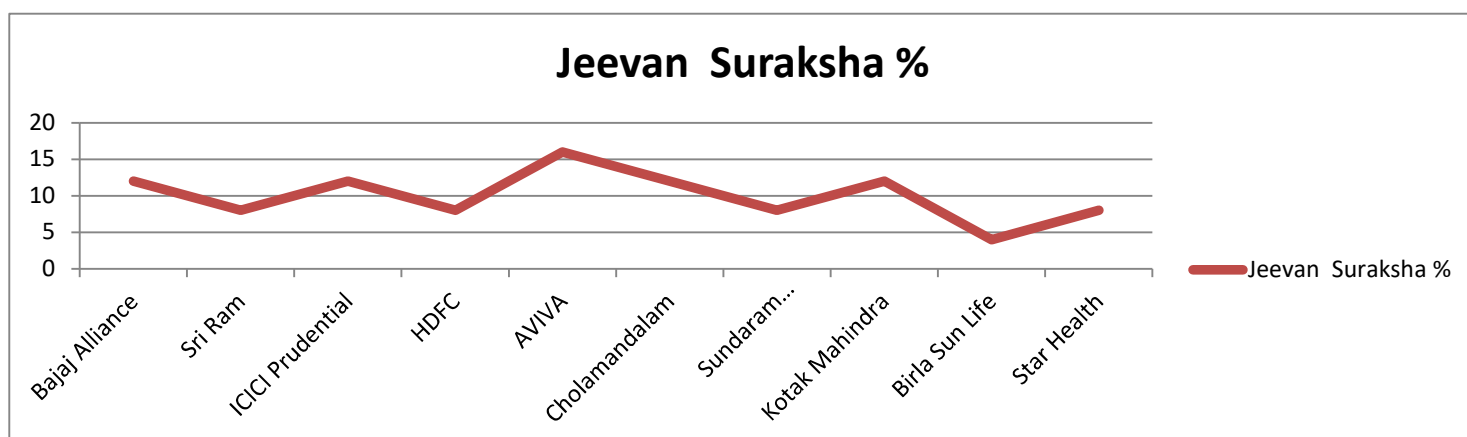
A questionnaire has been specially prepared for this purpose and about 15 questions were designed to elicit information from the target respondents. The respondents are Doctors, Engineers, Lawyers, Managers, Executives, Sr.Managers and Jr.Managers. It has been decided to meet atleast 25 respondents of each category that would make the population of the study 175 and it would be representative of the samples reflecting Chennai city of the targeted study group. Chennai city is the hub of industries and IT corridor and meeting the respondents will not be a problem. The data so collected are tabulated below:

## Engineers

Sl. No	Details	Insurance Schemes Enrolled by them					
		Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	Engineers	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult	18	72	0	0	0	0
2	Female Adult	7	28	0	0	0	0
3	Male Child	25	100	0	0	0	0
4	Female Child	12	48	0	0	0	0
	<i>Monthly income Engineers</i>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	20000 - 25000	12	48	0	0	0	0
	25001 - 30000	10	40	0	0	0	0
	30001- 35000	3	12	0	0	0	0
	35001 - 40000	0	0	0	0	0	0
	40001 - 45000	0	0	0	0	0	0
	45001 - 50000	0	0	0	0	0	0
	<b>Insurance Companies</b>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	Bajaj Alliance	3	12	0	0	0	0

	Sri Ram	2	8	0	0	0	0
	ICICI Prudential	3	12	0	0	0	0
	HDFC	2	8	0	0	0	0
	AVIVA	4	16	0	0	0	0
	Cholamandalam	3	12	0	0	0	0
	Sundaram Finance	2	8	0	0	0	0
	Kotak Mahindra	3	12	0	0	0	0
	Birla Sun Life	1	4	0	0	0	0
	Star Health	2	8	0	0	0	0
	Private insurance companies honors claims speedily	25	100	0	0	0	0
12	Private insurance companies are more reliable	25	100	0	0	0	0
13	Private insurance companies were aggressive in providing quality services such as the following and satisfy the customers	23	92	0	0	0	0
	(a) They provide installment schemes						
	(b) They provide easy loan facility						
	(c) They provide NEFT facility through Bank a/c						
	(d) They provide low rate of interest						
	(e) They offer:-						
	(i) Protection Plan; ii) Health Plan; (iii)						

	Children Plan; iv) Women Plan; v) Retirement Plan,						
	(vi) Rural and social plan vii) Group Plan						
14	Private insurance companies offers schemes in accordance with the needs of the customers	23	92	0	0	0	0
	<b>Total Number of Respondents</b>	<b>25</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



### Interpretation:

Engineers in the income group from Rs.25,000 to 35,000 have taken policy under Jeevan Suraksha money back and endowment scattering all insurance companies. If we compare the percentage share it is Aviva which is slightly edging over other four companies like Bajaji Alliance, ICICI, Kotak Mahendra and Cholamandalam.

Jeevan Suraksha is life cover and it is found in the study that the engineers are not mitigating their risks with health insurance, fire or burglary.

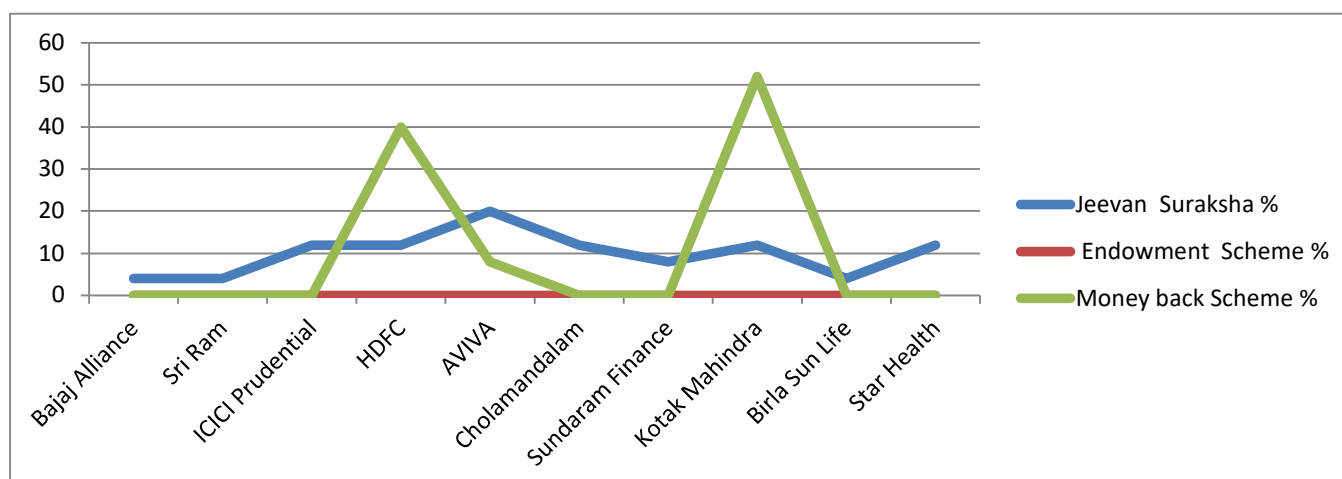
Higher percentage of respondents from this group opined positively about the services rendered by the Private insurance companies. Perhaps it is for this reason that made the respondents to go with private insurance companies.

## Lawyers

Sl. No	Details	Insurance Schemes Enrolled by them					
		Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	Lawyers	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult	18	72	0	0	0	0
2	Female Adult	7	28	0	0	0	0
3	Male Child	25	100	0	0	0	0
4	Female Child	12	48	0	0	0	0
	<i>Monthly income Engineers</i>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	20000 - 25000	15	60	0	0	0	0
	25001 - 30000	10	40	0	0	0	0
	30001- 35000	0	0	0	0	0	0
	35001 - 40000	0	0	0	0	0	0
	40001 - 45000	0	0	0	0	0	0
	45001 - 50000	0	0	0	0	0	0
	<b>Insurance Companies</b>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back	Money back

						Scheme Resp.	Scheme %
	Bajaj Alliance	1	4	0	0	0	0
	Sri Ram	1	4	0	0	0	0
	ICICI Prudential	3	12	0	0	0	0
	HDFC	3	12	0	0	10	40
	AVIVA	5	20	0	0	2	8
	Cholamandalam	3	12	0	0	0	0
	Sundaram Finance	2	8	0	0	0	0
	Kotak Mahindra	3	12	0	0	13	52
	Birla Sun Life	1	4	0	0	0	0
	Star Health	3	12	0	0	0	0
	Private insurance companies honors claims speedily	25	100	0	0	0	0
12	Private insurance companies are more reliable	25	100	0	0	0	0
13	Private insurance companies were aggressive in providing quality services such as the following and satisfy the customers	25	100	0	0	18	72
	(a) They provide installment schemes						
	(b) They provide easy loan facility						
	(c) They provide NEFT facility through Bank a/c						
	(d) They provide low rate of interest						
	(e) They offer:-						
	(i) Protection Plan; ii) Health Plan; (iii) Children Plan; iv) Women Plan; v)						

	Retirement Plan,						
	(vi) Rural and social plan vii) Group Plan						
14	Private insurance companies offers schemes in accordance with the needs of the customers	25	100	0	0	18	72
	<b>Total Number of Respondents</b>	<b>25</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>100</b>



### Interpretation:

Lawyers in the income group from Rs.20,000 to 30,000 have taken policy under Jeevan Suraksha endowment and money back in almost all the companies and money back scheme scattering from HDFc, AVIVA and Kotak Mahendra. That means the respondents choose the insurance companies in accordance with particular need. Jeevan Suraksha is life cover and Aviva is slightly penetrated higher percentage when compared to other insurance companies such as Bajaji Alliance, ICICI, Kotak Mahendra and Chola mandalam and money back is a financial plan and these group belong to lawyers they are not mitigating their risks with health insurance, fire or burglary. However, all the respondents from this group opined positively about the services rendered by the Private insurance companies.

### MANAGERS

		Insurance Schemes Enrolled by them
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Sl. No	Details	Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	MANAGERS	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult	20	80	0	0	0	0
2	Female Adult	5	20	0	0	0	0
3	Male Child	20	80	0	0	0	0
4	Female Child	10	40	0	0	0	0
	<b>Monthly income Engineers</b>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	20000 - 25000	12	48	10	40	8	32
	25001 - 30000	13	52	15	60	17	68
	30001- 35000	0	0	0	0	0	0
	35001 - 40000	0	0	0	0	0	0
	40001 - 45000	0	0	0	0	0	0
	45001 - 50000	0	0	0	0	0	0
	<b>Insurance Companies</b>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	Bajaj Alliance	3	12	0	0	0	0
	Sri Ram	2	8	0	0	0	0
	ICICI Prudential	2	8	0	0	0	0
	HDFC	4	16	0	0	13	52
	AVIVA	2	8	0	0	0	0
	Cholamandalam	3	12	0	0	0	0
	Sundaram Finance	1	4	0	0	0	0
	Kotak Mahindra	2	8	0	0	12	48
	Birla Sun Life	2	8	0	0	0	0
	Star Health	4	16	25	100	0	0
	Private insurance companies honors claims speedily						
12	Private insurance companies are more reliable	25	100	0	0	0	0
13	Private insurance companies were						

	aggressive in providing quality services such as the following and satisfy the customers						
	(a) They provide installment schemes						
	(b) They provide easy loan facility						
	(c) They provide NEFT facility through Bank a/c						
	(d) They provide low rate of interest						
	(e) They offer:-						
	(i) Protection Plan; ii) Health Plan; (iii) Children Plan; iv) Women Plan; v) Retirement Plan,						
	(vi) Rural and social plan vii) Group Plan						
14	Private insurance companies offers schemes in accordance with the needs of the customers	25	100	0	0	0	0
	<b>Total Number of Respondents</b>						



### Interpretation:

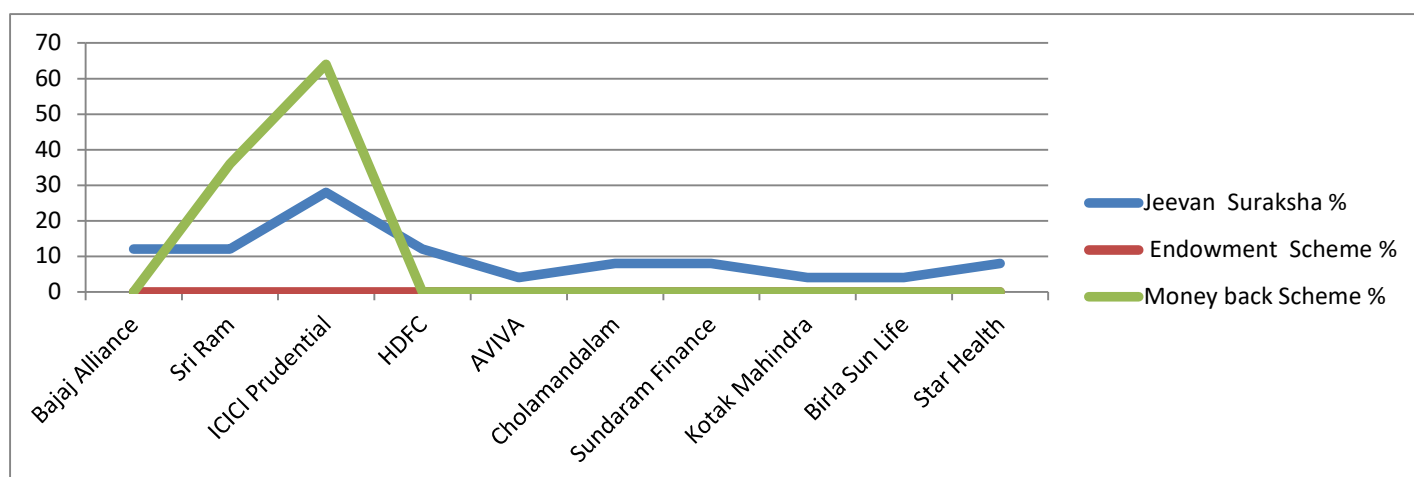
Managers in the income group from Rs.20,000 to 30,000 have taken policy under Jeevan Suraksha, in almost all the companies listed above and they had taken Money back scheme and Health insurance only with Star Health, HDFC and Kotek Mahendra. This shows the tendency of the respondents in selecting the insurance products as they are well informed about the product they want to buy. Jeevan Suraksha is life cover and money back is a financial plan and Health Insurance implies for treatment of ailment this group belong to Managers plan well and mitigating their risks with health insurance but they have left fire and burglary insurance and thereby are not mitigating their risks in this regard. However, all the respondents from this group opined positively about the services rendered by the Private insurance companies.

### Executives

Sl. No	Details	Insurance Schemes Enrolled by them					
		Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	Executives	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult						
2	Female Adult						
3	Male Child						
4	Female Child						
	<i>Monthly income Engineers</i>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	20000 - 25000	25	100	0	0	0	0
	25001 - 30000	0	0	0	0	0	0
	30001- 35000	0	0	0	0	0	0
	35001 - 40000	0	0	0	0	0	0
	40001 - 45000	0	0	0	0	0	0
	45001 - 50000	0	0	0	0	0	0
	<b>Insurance Companies</b>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	Bajaj Alliance	3	12	0	0	0	0

	Sri Ram	3	12	0	0	9	36
	ICICI Prudential	7	28	0	0	16	64
	HDFC	3	12	0	0	0	0
	AVIVA	1	4	0	0	0	0
	Cholamandalam	2	8	0	0	0	0
	Sundaram Finance	2	8	0	0	0	0
	Kotak Mahindra	1	4	0	0	0	0
	Birla Sun Life	1	4	0	0	0	0
	Star Health	2	8	0	0	0	0
	Private insurance companies honors claims speedily	25	100				
12	Private insurance companies are more reliable	25	100				
13	Private insurance companies were aggressive in providing quality services such as the following and satisfy the customers	25	100				
	(a) They provide installment schemes						
	(b) They provide easy loan facility						
	(c) They provide NEFT facility through Bank a/c						
	(d) They provide low rate of interest						
	(e) They offer:-						
	(i) Protection Plan; ii) Health Plan; (iii) Children Plan; iv) Women Plan; v) Retirement Plan,						

	(vi) Rural and social plan vii) Group Plan						
14	Private insurance companies offers schemes in accordance with the needs of the customers	25	100				
	<b>Total Number of Respondents</b>	<b>25</b>	<b>100</b>			<b>25</b>	<b>100</b>



### Interpretation

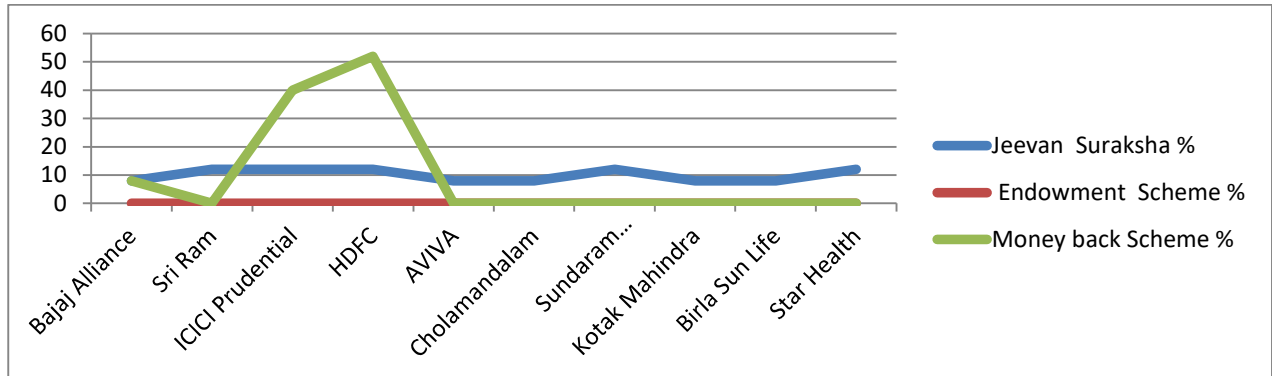
Executives in the income group from Rs.20,000 to 25,000 have taken policy under Jeevan Suraksha, Endowment schemes and money back from all the above insurance companies and money back scheme scattering from Sri Ram and ICICI. Jeevan Suraksha is life cover and money back is a financial plan and Health Insurance implies for treatment of ailment these group belong to Executives plan well and not mitigating their risks with health insurance including fire and burglary insurance and thereby are not mitigating their risks in this regard as well. But they have taken money back policy from two insurance companies Sri Ram, IC&ICI Prudential. However, all the respondents from this group opined positively about the services rendered by the Private insurance companies.

### **Sr. Managers**

		Insurance Schemes Enrolled by them
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Sl. No	Details	Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	Sr. Managers	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult						
2	Female Adult						
3	Male Child						
4	Female Child						
	<b>Monthly income Engineers</b>	<b>Jeevan Suraksha Resp.</b>	<b>Jeevan Suraksha %</b>	<b>Endowment Scheme Resp.</b>	<b>Endowment Scheme %</b>	<b>Money back Scheme Resp.</b>	<b>Money back Scheme %</b>
	20000 - 25000	0	0	0	0	0	0
	25001 - 30000	10	40	0	0	0	0
	30001- 35000	15	60	0	0	0	0
	35001 - 40000	0	0	0	0	0	0
	40001 - 45000	0	0	0	0	0	0
	45001 - 50000	0	0	0	0	0	0
	<b>Insurance Companies</b>	<b>Jeevan Suraksha Resp.</b>	<b>Jeevan Suraksha %</b>	<b>Endowment Scheme Resp.</b>	<b>Endowment Scheme %</b>	<b>Money back Scheme Resp.</b>	<b>Money back Scheme %</b>
	Bajaj Alliance	2	8			2	8
	Sri Ram						
	ICICI Prudential	3	12	0	0	0	0
	HDFC	3	12	0	0	10	40
	AVIVA	3	12	0	0	13	52
	Cholamandalam	2	8	0	0	0	0
	Sundaram Finance	2	8	0	0	0	0
	Kotak Mahindra	3	12	0	0	0	0
	Birla Sun Life	2	8	0	0	0	0
	Star Health	2	8	0	0	0	0
	Private insurance companies honors claims speedily	3	12	0	0	0	0
12	Private insurance companies are more reliable	25	100	0	0	0	0
13	Private insurance companies were	25	100				

	aggressive in providing quality services such as the following and satisfy the customers						
	(a) They provide installment schemes						
	(b) They provide easy loan facility						
	(c) They provide NEFT facility through Bank a/c						
	(d) They provide low rate of interest						
	(e) They offer:-						
	(i) Protection Plan; ii) Health Plan; (iii) Children Plan; iv) Women Plan; v) Retirement Plan,						
	(vi) Rural and social plan vii) Group Plan						
14	Private insurance companies offers schemes in accordance with the needs of the customers	25	100	0	0	0	0
	<b>Total Number of Respondents</b>	<b>25</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>100</b>



### Interpretation

Sr. Managers in the income group from Rs.25,000 to 35,000 have taken policy under Jeevan Suraksha from almost all the insurance companies indicated above and Endowment and money back scheme scattering from Bajaji Alliance, Sri Ram and HDFC.

Jeevan Suraksha, endowment and money back is life cover and endowment and money back are financial plans and these group of respondents are not going for health insurance and not mitigating their risks with health insurance including fire and burglary insurance and thereby are not mitigating their risks in this regard also.

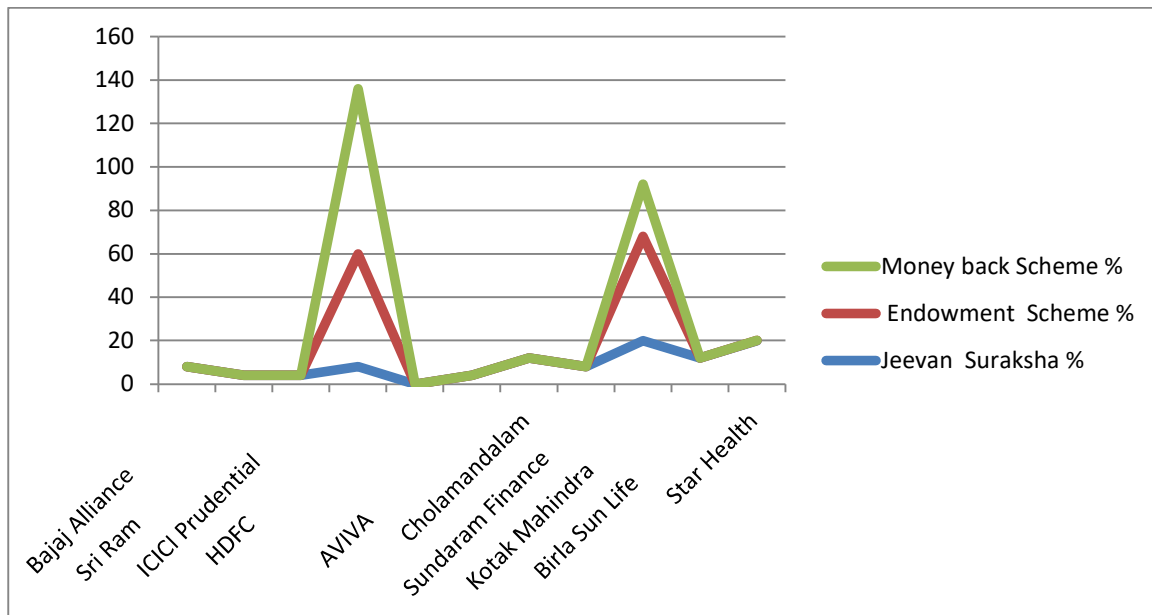
However, all the respondents from this group opined positively about the services rendered by the Private insurance companies.

Sl. No	Details	Insurance Schemes Enrolled by them					
		Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	JR. MANAGERS	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult	13	52	0	0	0	0
2	Female Adult	12	48	0	0	0	0
3	Male Child	23	92	0	0	0	0
4	Female Child	17	68	0	0	0	0
	<i>Monthly income Engineers</i>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	20000 - 25000	18	72	0	0	0	0
	25001 - 30000	7	28	0	0	0	0

	30001- 35000						
	35001 - 40000						
	40001 - 45000						
	45001 - 50000						
	<b>Insurance Companies</b>	<b>Jeevan Suraksha Resp.</b>	<b>Jeevan Suraksha %</b>	<b>Endowment Scheme Resp.</b>	<b>Endowment Scheme %</b>	<b>Money back Scheme Resp.</b>	<b>Money back Scheme %</b>
	Bajaj Alliance	2	8	0	0	0	0
	Sri Ram	1	4	0	0	0	0
	ICICI Prudential	1	4	0	0	0	0
	HDFC	2	8	13	52	19	76
	AVIVA						
	Cholamandalam	1	4	0	0	0	0
	Sundaram Finance	3	12	0	0	0	0
	Kotak Mahindra	2	8	0	0	0	0
	Birla Sun Life	5	20	12	48	6	24
	Star Health	3	12	0	0	0	0
	Private insurance companies honors claims speedily	5	20	0	0	0	0
12	Private insurance companies are more reliable			0	0	0	0
13	Private insurance companies were aggressive in providing quality services such as the following and satisfy the customers	25	100				
	(a) They provide installment schemes						
	(b) They provide easy loan facility						
	(c) They provide NEFT facility through Bank a/c						

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	(d) They provide low rate of interest						
	(e) They offer:-						
	(i) Protection Plan; ii) Health Plan; (iii) Children Plan; iv) Women Plan; v) Retirement Plan,						
	(vi) Rural and social plan vii) Group Plan						
14	Private insurance companies offers schemes in accordance with the needs of the customers	25	100	0	0	0	0
	<b>Total Number of Respondents</b>	<b>25</b>	<b>100</b>	<b>25</b>	<b>100</b>	<b>25</b>	<b>100</b>



### Interpretation

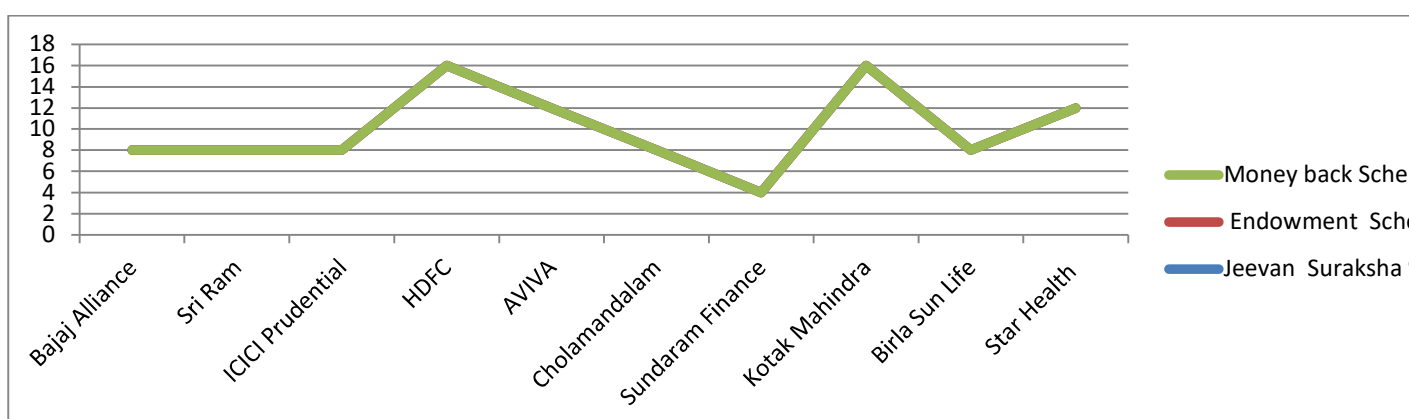
Jr. Managers in the income group from Rs.20,000 to 30,000 have taken policy under Jeevan Suraksha Endowment and Money back schemes from almost all the companies interestingly they have taken medical insurance as well as endowment plan from HDFC and Kotak Mahendra. Jeevan Suraksha is life cover and endowment and money back are financial plans and these group of respondents are not going for health insurance and not mitigating their risks with health insurance including fire and burglary insurance and thereby are not mitigating their risks in this regard also. However, all the respondents from this group opined positively about the services rendered by the Private insurance companies.

### DOCTORS

Sl. No	Details	Insurance Schemes Enrolled by them					
		Jeevan Suraksha		Endowment Scheme		Money back Scheme	
	DOCTORS	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
1	Male Adult	0	0	0	0	0	0
2	Female Adult	0	0	0	0	0	0
3	Male Child	0	0	0	0	0	0
4	Female Child	0	0	0	0	0	0

	<i>Monthly income Engineers</i>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	20000 - 25000	5	20	0	0	0	0
	25001 - 30000	0	0	0	0	0	0
	30001- 35000	8	32	0	0	0	0
	35001 - 40000	7	28	0	0	0	0
	40001 - 45000	5	20	0	0	0	0
	45001 - 50000						
	<b>Insurance Companies</b>	Jeevan Suraksha Resp.	Jeevan Suraksha %	Endowment Scheme Resp.	Endowment Scheme %	Money back Scheme Resp.	Money back Scheme %
	Bajaj Alliance	2	8	0	0	0	0
	Sri Ram	2	8	0	0	0	0
	ICICI Prudential	2	8	0	0	0	0
	HDFC	4	16	0	0	0	0
	AVIVA	3	12	0	0	0	0
	Cholamandalam	2	8	0	0	0	0
	Sundaram Finance	1	4	0	0	0	0
	Kotak Mahindra	4	16	0	0	0	0
	Birla Sun Life	2	8	0	0	0	0
	Star Health	3	12	0	0	0	0
	Private insurance companies honors claims speedily	25	100	0	0	0	0
12	Private insurance companies are more reliable	25	100	0	0	0	0
13	Private insurance companies were aggressive in providing quality services such as the following and satisfy the customers	25	100	0	0	0	0

(a) They provide installment schemes						
(b) They provide easy loan facility						
(c) They provide NEFT facility through Bank a/c						
(d) They provide low rate of interest						
(e) They offer:-						
(i) Protection Plan; ii) Health Plan; (iii) Children Plan; iv) Women Plan; v) Retirement Plan,						
(vi) Rural and social plan vii) Group Plan						
<b>Total Number of Respondents</b>	<b>25</b>	<b>100</b>				



### Interpretation

The study of doctors among the strivers group are interesting these group are earning income from the range of 20,000 to 45,000 per month. The percentage of income group from 25,000 to 40,000 are on the higher side. But majority of the Doctors have taken policy under jeevan suraksha, money back and endowment life cover only scattering from all the above insurance companies.

Jeevan Suraksha is life cover. Interestingly these group belong to doctors are not taking up health insurance policy and thereby surprisingly did not mitigate risks towards this end. Being Doctors perhaps they plan well to take care of their health. They are also not mitigating towards fire and burglary insurance and thereby are not mitigating their risks in this regard also.

However, all the respondents from this group opined positively about the services rendered by the Private insurance companies.

### **Results and Discussions**

The above study indicates that the strivers group consisting of doctors, engineers, lawyers, managers, executives are mitigating their risk towards life cover and some extent health coverage. They are not mitigating risks towards fire or burglary.

It is the conclusion of the study that the private insurance companies are inducing the respondents to take policy in their companies by providing the following user-friendly services:

Private insurance companies honors claims speedily

Private insurance companies are more reliable

Private insurance companies were aggressive in providing quality services such as the following and satisfy the customers

- They provide installment scheme; easy loan facility; NEFT facility through Bank a/c; low rate of interest

They offer:-

- Protection Plan; Health Plan; Children Plan; Women Plan; Retirement Plan, Rural and social plan Group Plan

The above facilities provided by the Private insurance companies makes the researcher come to a considered conclusion that Private Insurance Companies offers schemes in accordance with the needs of the customers and that induces the customers to take policies in their companies and thus results in mutual understanding.

### Testing of Hypothesis:

#### Hypotheses for the Middle Income Group (Strivers):

- **Pvt. Insurance Companies created enough competition resulting in quality and affordability of the products.**

The study proves that Private Sector Insurance Companies provides quality of services that makes the respondents to go with them for their insurance needs and thus this hypothesis should be treated as accepted.

- **Introduction of Pvt. Insurance companies reduced the lead-time of claim settlement.**

The study proves that Private Sector Insurance Companies reduced the lead time of claim settlement of the respondents thus this hypothesis should be treated as accepted.

- **Introduction of Pvt. Insurance companies created awareness among the general public to join the schemes and thus increased the saving attitude of the masses.**

This study establishes the fact that private sector insurance companies created adequate awareness among the masses and attracted them to join their schemes and thus indirectly increased the tendency of savings and thus this hypothesis should be treated as accepted in this study.

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