

Final Project Report

“BUYING BEHAVIOUR OF CUSTOMERS FOR REAL-ESTATE PROPERTIES AT GOEL GANGA, NAGPUR”

Submitted to:

DMSR

G.S. College of Commerce and Economics, Nagpur

(An Autonomous Institution)

Affiliated to:

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

In partial fulfilment for the award of the degree of

Master of Business Administration

Submitted by:

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Under the Guidance of:

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Academic Year 2022-23

**Department of Management Sciences and Research,
G.S. College of Commerce & Economics,
Nagpur NAAC Accredited "A" Grade Institution**



Academic Year 2022-23

CERTIFICATE

This is to certify that **Miss. Poornima Kumari** has submitted the project report titled, "**Buying behaviour of customer for real-estate properties at Goel ganga, Nagpur**", towards the partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course under gone by the candidate.

It is further certified that he has ingeniously completed his project as prescribed by **DMSR, G. S. College of Commerce and Economics, Nagpur, (NAAC Reaccredited "A" Grade Autonomous Institution)** affiliated to **Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.**

Dr. Archana Dadhe

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Place: Nagpur

Date:

**Department of Management Sciences and Research,
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Academic Year 2022-23

DECLARATION

I here-by declare that the project with title **“Buying behaviour of customer for real-estate properties at Goel Ganga, Nagpur”** has been completed by me in partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination as prescribed by **DMSR, G. S.College of Commerce and Economics, Nagpur, (NAAC Reaccredited "A" Grade Autonomous Institution)** affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur and this has not been submitted for any other examination and does not form the part of any other course under taken by me.

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Date:

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Academic Year 2022-23

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With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to **Dr Swati S Kathaley** Principal, G. S. College of Commerce & Economics, Nagpur.

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I will fail in my duty if I do not thank the Non-Teaching staff of the college for their Co-operation.

I would like to thank all those who helped me in making this project complete and successful.

Miss. Poornima Kumari

Place: Nagpur

Date:

INDEX

Chapter No.	Title	Page no
1	INTRODUCTION	1-4
2	COMPANY PROFILE	6-9
3	LITERATURE REVIEW	11-12
4	RESEARCH METHODOLOGY	14-16
	• OBJECTIVES OF THE STUDY	17
	• LIMITATIONS OF THE STUDY	18
	• SCOPE OF THE STUDY	19
	• HYPOTHESIS	20
5	DATA ANALYSIS AND INTERPRETATION	22-29
6	FINDINGS	31
7	SUGGESTIONS	33
8	CONCLUSION	35
9	BIBLIOGRAPHY	37
10	ANNEXURE	39-41

CHAPTER-1

INTRODUCTION

INTRODUCTION

1.1 Customer satisfaction:



Frequently used in marketing, is a measure of how products and services supplied by a company meet or surpass customer expectation. Customer satisfaction is defined as "the number of customers, or percentage of total customers, whose reported experience with a firm, its products, or its services (ratings) exceeds specified satisfaction goals.

It is seen as a key performance indicator within business and is part of the four of a Balanced Scorecard. In a competitive marketplace where businesses compete for customers, customer satisfaction is seen as a key

differentiator and increasingly has become a key element of business strategy.

Within organizations, customer satisfaction ratings can have powerful effects. They focus employees on the importance of fulfilling customers' expectations. Furthermore, when these ratings dip, they warn of problems that can affect sales and profitability. These metrics quantify an important dynamic. When a brand has loyal customers, it gains positive word-of-mouth marketing, which is both free and highly effective.

Therefore, it is essential for businesses to effectively manage customer satisfaction. To be able to do this, firms need reliable and comprehensive measures of satisfaction.

In researching satisfaction, firms generally ask customers whether their product or service has met or exceeded expectations. Thus, expectations are a key factor behind satisfaction. When customers have high expectations and the reality falls short, they will be disappointed and will likely rate their experience as less than satisfying. For this reason, a luxury resort, for example, might receive a lower satisfaction rating than a budget motel—even though its facilities and service would be deemed superior in “absolute” terms. The importance of customer satisfaction diminishes when a firm has increased bargaining power. For example, cell phone plan providers, such as AT&T and Verizon, participate in an industry that is an oligopoly, where only a few suppliers of a certain product or service exist. As such, many cell phone plan contracts have a lot of fine print with provisions that they would never get away if there were, say, a hundred cell phone plan providers, because customer satisfaction would be way too low, and customers would easily have the option of leaving for a better contract offer.

There is a substantial body of empirical literature that establishes the benefits of customer satisfaction for firms.

1.2 Purpose :-



"Customer satisfaction provides a leading indicator of consumer purchase intentions and loyalty." "customer satisfaction data are among the most frequently collected indicators of market perceptions. Their principal use is twofold:"

1. "within organizations, the collection, analysis and dissemination of these data send a message about the importance of tending to customers and ensuring that they have a positive experience with the company's goods and services."
2. "although sales or market share can indicate how well a firm is performing *currently*, satisfaction is perhaps the best indicator of how likely it is that the firm's customers will make further purchases *in the future*. Much research has focused on the relationship between customer satisfaction and retention. Studies indicate that the ramifications of satisfaction are most strongly realized at the extremes.
3. "On a five-point scale, "individuals who rate their satisfaction level as '5' are likely to become return customers and might even evangelize for the firm. (a second important metric related to satisfaction is willingness to recommend. This metric is defined as "the percentage of surveyed customers who indicate that they would recommend a brand to friends." when a customer is satisfied with a product, he or she might recommend it to friends, relatives and colleagues. This can be a powerful marketing advantage.) "individuals who rate their satisfaction level as '1,' by contrast, are unlikely to return. Further, they can hurt the firm by making negative comments about it to prospective customers. Willingness to recommend is a key metric relating to customer satisfaction."

1.3 Tools of Customer Satisfaction:

Since focus is on customer, a clear 'commitment to quality of product or service' and a 'considerate mechanism for dealing with customer complaints' should be there.

From the point of view of customer satisfaction, following elements are considered:

1. Specification i.e. expectation of the customer from product.
2. Conformance to the specification i.e. whether it meets the expectations from the product.
3. Reliability i.e. whether it continue to meet expectation.
4. Value (cost) i.e. whether customer is willing to pay the price of product or service.
5. Timely delivery i.e. delivery should be at the lime when it is desired by the customer.

Customers' requirements can be met by listening to him and responding to what he wants and to what is agreed.

From the above, it is clear that, whether the buyer is satisfied after purchase depends on the offer's performance in relation to the buyer's expectations. Customer satisfaction can be defined as, a person's

feeling of pleasure or disappointment resulting from comparing a product's perceived performance in relation to his or her expectations.

1.4 GOEL GANGA OF THE PROJECT :

1. To know the product and service quality of Goel Ganga limited.
2. To find out satisfaction of customer about Goel Ganga.
3. To find out brand royalty of the customer towards the Goel Ganga.
4. To knowledge of the customer regarding after sale service

1.5 SCOPE OF THE STUDY:

The study helps to understanding the policies used by Goel Ganga for Customer satisfaction. The study will help management of Goel Ganga in forming the future policies regarding Customer Satisfaction. The products of the Goel Ganga is used in World. The present study has been analyzed through simple statistical tools.

CHAPTER 2

COMPANY PROFILE

COMPANY PROFILE

- Name of the Company :-** Goel Ganga
- Corporate Office Address :-** WTC , Metro Interchange , Abhyankar Road, Sitabuldi, Nagpur 440012
- Founder and CMD :** Mr. Jaiprakashji Goel
- Director :** Mr. Tarush Goel

- Postal Code :-** 440012

- Mob. No :-** 0712 263 4591
- E-Mail :-** contact@goelganga.com
- Services:** Construction management, channel partner, real estate consultants, loan experts, finance.

Goel Ganga covers an extensive range of the most attractive real estate sectors where we provide strategic advice to our clients at all stages of the acquisition process from sourcing and identification, valuation through to negotiation, and due diligence. We've been developing a network of professionals that meet only the highest of standards. With their expertise and experience, you can depend on getting the best advice and support to feel completely confident that you are buying the best property at the best price under the best circumstances. Our goal is to help you find the property that perfectly suits your needs, goals and desires.

At Goel Ganga, you will be with a dedicated professional at each stage which will be your single source-of-contact for all your needs with whom you can get all information about the project & property, its neighbourhood and amenities



Goals :-

- Increase in sales.
- To sale continual improvement in product quality and product up gradation with effective research development.
- To meet the needs and expectations of customers consistently to resolve customers complaints within timeframe. To monitor and measure customer satisfaction.
 - Give the luxurious feel to the customer.

Vision:-

- To be the preferred real estate brand across the spectrum of projects
- To establish leadership in the premium projects market
- To extend presence in prime areas of Metros and Mini Metros in India
- To deliver such an extraordinary experience of Pure Delight that will set benchmarks in the industry

Mission:-

To move every day, in every way, through thought, word, intent and action to deliver to all our stakeholders – employees, prospective employees, partners / vendors / associates, customers – as well as general audiences an experience of Pure Delight, across all our businesses, across all verticals; so that we may achieve the heights that we have envisioned for ourselves..

Quality Objective: -

1. Demonstrate commitment and compliance to the Quality Management System.
2. Improve the competence of employees by continuous training in the areas in which they work.
3. To be a market leader by enhancing the customer satisfaction.
4. To create a customer focused organization.

Aims:

- To take the complete responsibility of selling realty projects. The selling services are designed but not limited to a pre-agreed duration, for which these channel partners receive a set fees or commission for the services rendered.
- Guarantee the sale of properties within a stipulated time period through their own marketing and sales strategies

2.3 SWOT Analysis of The GOEL GANGA:

1) Strength:

- There is huge demand for its location and its products in the market. Goel Ganga are well Branded in the market because of their quality.
- It is declared as Maha Brand
- It having attractive projects concept

2) Weaknesses:

- Projects are not completed on time
- Possession are late

3) Opportunities:

-New product innovation Consumers needs are not constant they are changes. Therefore, it is one type of opportunities to new product innovation. Opportunity to develop faze one and attract more customers for faze second. Imported construction design. Attractive home loans.

4) Threats:

-Market uncertainty -: There is a price increase in the market, it may lead to the demand and there by reduction in profit.

Competition -:

There are many channel partners in Pune city. It is hard to convincing to the client. Competitors are coming up with similar product, this is the main threat posed by the external environment. Many private firms have entered into Real Estate consultants. There Is a tough competition for Goel Ganga.

CHAPTER-3

LITERATURE REVIEW

Literature Review

Nils H. Hakansson (1999) postulates a balanced mix of Banking system and Corporate Bond market for making a well developed Corporate Bond Market. They opine that a well-developed corporate bond market is associated with greater accounting transparency, a wide range of corporate debt securities demanding sophisticated analysis and a large number of financial analysts and credit rating agencies.

Warren Buffet (2002), however, argues that those who trade on Derivatives stand to earn on the basis of Mark-To-Market, which is not real. He calls the Derivatives as time-bombs both for the parties who deal with these as well as for the economy.

R H Patil (2004) in his literature on corporate debt market has discussed the background of Banks providing long term loans. The author discusses in the literature the rationale behind the first set of initiatives taken by the Government and the regulators. The author believes that an average investor is more comfortable to invest in Bonds which his bank sells over the counter. He suggests that the banks should change its role to become market makers by providing two way price quotes at their designated branches. However, in the present context when the existing banks are saddled with NPA-s and faced with the challenges of BASEL-III norms, implementation of the suggestion is doubtful and therefore requires further study.

Dr. Ravindra Tripathy et al (2004) appreciate the initiatives of RBI and Sebi in developing the debt market in India and emphasize the need for more such regulatory reforms. The authors identify a number of weaknesses in the Indian debt market that is responsible for illiquidity in the market. Although they suggest development of infrastructure for increasing retail investment in the debt market in India, yet there is lack of completeness on the way forward.

M.T.Raju et al (2004) identifies three factors for development of the corporate bond market viz. Development of Bond Manager, Diversity of investors and good quality of papers. The authors view that out of the above three factors, the second factor is exogenous and the third factor can be achieved in the long run. However, the development of bond manager can be achieved in the short run. There is a gap in the study in absence of any link established among the issuer, payment bank and investor.

Frank Hagenstein et al. (2004) emphasizes the requirement for a permanent overlay of risk management tools to ensure a risk-adjusted attractive performance of credit portfolios. The concept is relevant to the construction of innovative instruments, market infrastructure and emergence of new class of portfolio managers that will fulfill the expectations of the retail investors in terms of both safety and return.

Eichengreen (2004) shows how Asia's structural characteristics, macroeconomic and financial policies make development of their corporate bond market different from the rest of the world. He finds that stronger institutions, less volatility in the exchange rates, large country size and competitive banking sector are positively associated with bond market capitalization.

Pipat Luengnaruemitchai and Li Lian Ong (2005) suggest that in developed and mature markets the actively traded Derivatives and its hybrid offer a wide range of choices to the investors for risk management and also they enhance liquidity and price discovery of the underlying securities. They view that investors' confidence cannot be instilled by regulations, rather it is market infrastructure, market integrity, transparency and investor protection which gradually generate investors' confidence in the market.

Marvin Goodfriend (2006) emphasized the necessity of a 'spare tyre' provided by the functioning corporate Bond market as resilience due to any major financial shock. He urges the Government to stabilize the purchasing power of local currency to enable retail investment in bonds. The author ignores the possible alternatives in the event the Government fails to hold the currency purchasing power.

Muhammad bin ibrahim (2006) states that Malaysia has a very large spare tyre called 'private Debt securities (PDS) market' which is larger than the local Government bond market.

Chandan Sinha of RBI (2006), India emphasized the need for transparency for development of the retail bond market in India. The other obstacles for growth of the market as pointed out by him are bias of household financial savings towards bank deposits and Government paper. But in the current scenario of low interest rate and reduced fiscal deficit, the retail participation in the corporate Bond market is almost absent. Amy Edwards of the US Securities and Exchange Commission (2006), observes that after launching of Transaction Price Reporting through TRACE, liquidity improved in the corporate bond market resulting in lowering of the transaction cost benefitting both the investors and the regulators.

Chapter-4

RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

Meaning or research methodology:

Research methodology means the method adopted in studying the problem. It helps in explaining the tools and techniques used in studying the problems under study. It is necessary that the researcher should know which tool is used and for what purpose. Research methodology is a way to systematically show the research problem. The research methodology not only talk about the research methods but also consider the logic behind the method we sure in the context of our research study and explain why we are using other so that the research result are capable of being evaluated either by the researcher himself or by others.

Aim Of The Study:

The aim of survey was undertaken with the sole aim of determining the consumer satisfaction towards Goel Ganga.

Research Design:

The research design adopted for this project is descriptive research studies are those which describing the characteristics of a particular individual or a group.

Sampling:

A sample has the name implies is a smaller representation of large or whole. In other words a section of the population selected from the later in such a way that they are representation of the universe is all sample.

Sample Design:

The same design adopted for the project is non probabilistic sampling when population elements are selected for inclusion in the sampling base on the care of access it can be called convenience sampling.

Area Of Study:

The survey has been conducted intensively by Goel Ganga.

Data Collection Method:

The primary data has been collected with the help of questionnaire. The questionnaire consists of a set of structured closed ended and opened ended question relating to the topic structured undisguised is exactly the same to all respondents. The close ended questions were used to extract those kinds of answers from respondents which would be easier to interpret and tabulate.

Analysis Of Data:

After the data has been collected the researcher turns to the task of analyzing the data required a number of closely related operations such as establishing of categories the application of these categories to row data through coding.

Sources Of Data:

Primary Data

Survey Method-

Primary data uses some survey methods. there are including some classification of survey method-:

- Personal interview.
- Personal observation.
- Personal Experience.

In this study the personal interview method adopted for the survey. A structured questionnaire has prepared & it expected as survey to collect primary data related to the objective of the study. Primary data is collected with the help of interview techniques.

Secondary Data

The secondary data is data, which is collected and compiled from different sources and are used in research for this study. The secondary data includes material collected from.

- ☐ Internet.
- ☐ Reference Book.
- ☐ Previous research based on similar study.

Research Goel Ganga:

- To know the fulfillment of the construction.
- To find out satisfaction of the customer towards the Goel Ganga.
- To find out brand loyalty of the customer towards Goel Ganga.
- To find out the total time taken for construction against predicted timeline.
- To find out the Unique selling point of the Goel Ganga.

Marketing Strategies -:

Marketing by using different strategies should be consider to stay in the market. advertising, market survey, promotion on television, social media is growing now a days in construction industries.

OBJECTIVES OF THE STUDY

1. To study the quality of residential and commercial properties offered by Goel Ganga in Nagpur.
2. To understand the creation of sustainable and eco-friendly properties of Goel Ganga that meet the needs of their customers.
3. To study the customer service provided by Goel Ganga and ensure customer satisfaction by delivering projects on time and within budget.

LIMITATIONS OF THE STUDY

1. Limited availability of land for development.
2. Changes in local or national regulations that affect the real estate industry.
3. Fluctuations in the real estate market that can impact demand for properties.
4. Competition from other real estate developers in the same market.
5. Challenges in obtaining financing for new projects.
6. Dependence on external factors such as infrastructure development and economic growth.
7. The impact of environmental factors such as natural disasters and climate change.
8. The impact of political instability and social unrest on the real estate market.

SCOPE OF THE STUDY

1. The company's history, mission, and values.
2. The range of properties offered by Goel Ganga and their features and amenities.
3. The sustainability and eco-friendliness practices used by Goel Ganga in their properties.
4. The customer service and after-sales support provided by Goel Ganga.
5. The local and national regulations and safety standards that Goel Ganga complies with.
6. The economic impact of Goel Ganga on the regions where they operate.
7. The customer satisfaction and loyalty of Goel Ganga's customers.
8. The competitive landscape of the real estate industry and Goel Ganga's positioning within it.
9. The challenges and opportunities faced by Goel Ganga in the real estate market.
10. The future prospects and growth potential of Goel Ganga in the real estate industry.

HYPOTHESIS

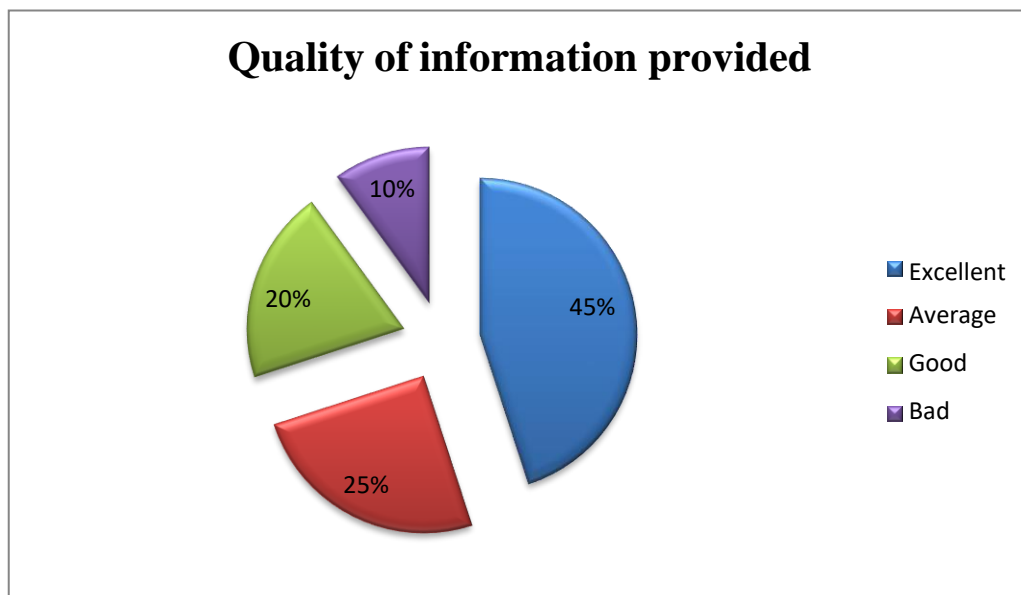
H0-Goel Ganga does not offer a range of residential and commercial properties that cater to different budgets and needs.

H1 : H0-Goel Ganga does offer a range of residential and commercial properties that cater to different budgets and needs.

CHAPTER 5
DATA ANALYSIS AND
INTERPRETATION

Which type of quality of information provided?

Sr. no.	Particulars	No. of Respondents	% of Respondent
a)	Excellent	9	45%
b)	Average	5	25%
c)	Good	4	20%
d)	Bad	2	10%
	Total	20	100%

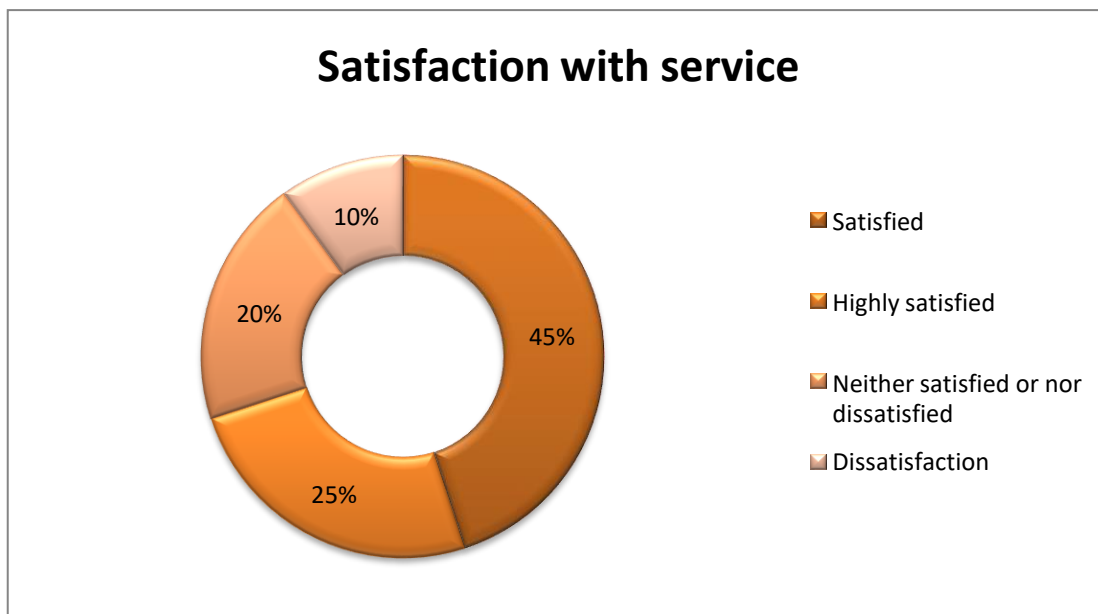


Interpretation:

From the above graph it is clear that quality of information provided by Goel Ganga is 45% Excellent, 25% Average, 20% Good and remaining 10% is bad.

Do you satisfied with service provided by Goel Ganga ?

Sr. no.	Particulars	No. of Respondents	% of Respondent
a)	Satisfied	9	45%
b)	Highly satisfied	5	25%
c)	Neither satisfied or nor dissatisfied	4	20%
d)	Dissatisfaction	2	10%
	Total	20	100%

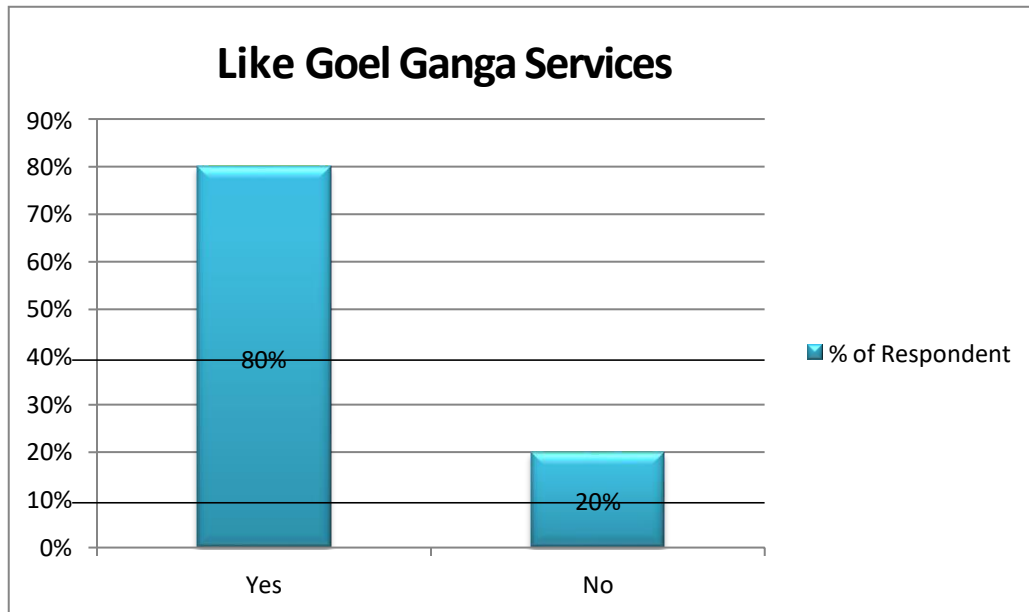


Interpretation:

From that survey it was observed that 45% of clients satisfied with the service. 25 % of clients highly satisfied with the service and 20% of clients can neither satisfied or nor dissatisfied. remaining 10% of clients are dissatisfaction.

Would you like to suggest or recommend provided services information to others?

Sr. no.	Particulars	No. of Respondents	% of Respondent
a)	Yes	16	80%
b)	No	4	20%
	Total	20	100%



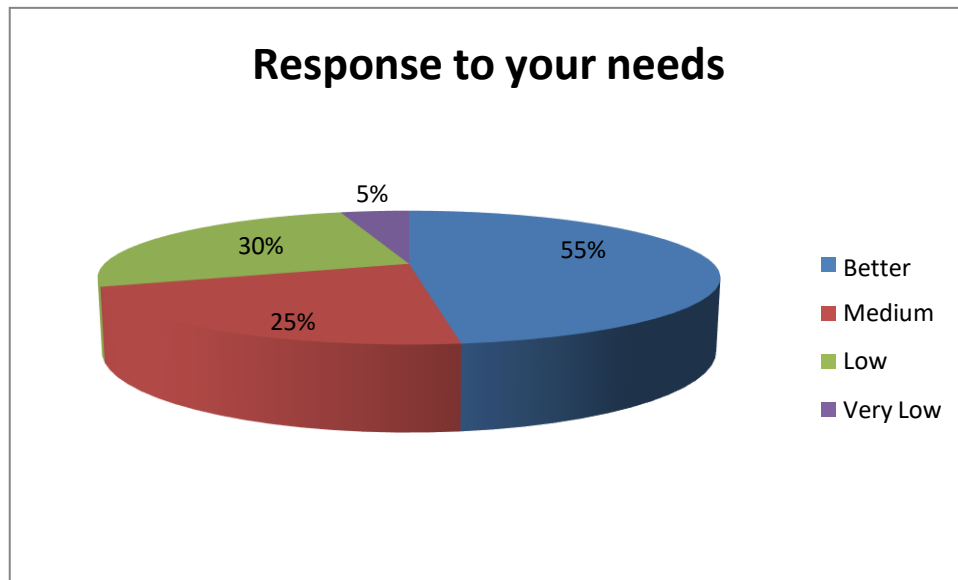
Interpretation:

From that survey it was observed that 80% of client would like recommend to others. remaining 20% client cannot like to recommend.

Are you satisfied with response by Goel Ganga to your need?

Sr. no.	Particulars	No. of Respondents	% of Respondent
a)	Better	11	55%
b)	Medium	5	25%
c)	Low	3	30%
d)	Very Low	1	5%
	Total	20	100%

(Source: Primary Data)

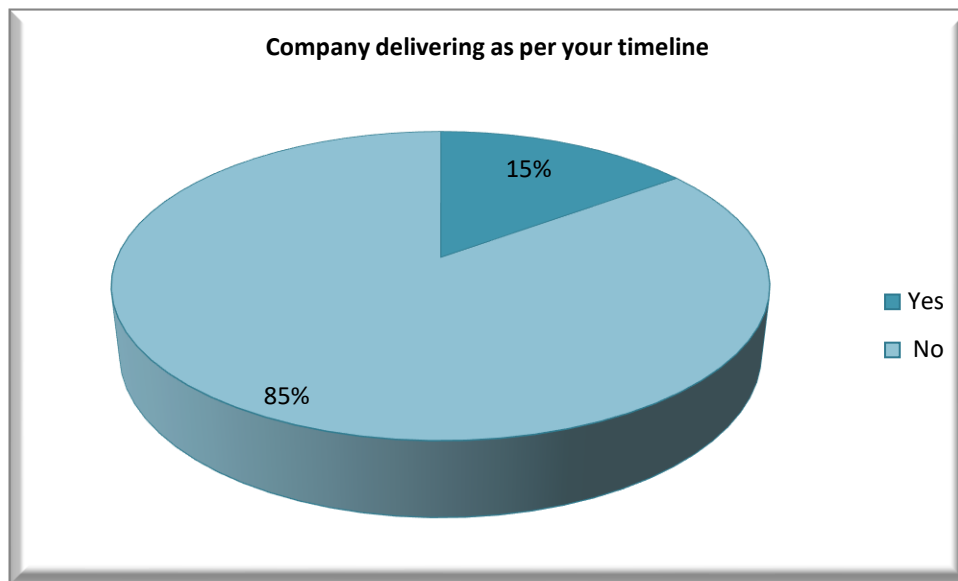


Interpretation:

The above table depicts that there are Goel Ganga responses better to 55% of clients' needs. At the same time, it has been also observed that Goel Ganga has a low response to 30% of clients' needs. It gives a medium response to 25% of clients' needs and 5% response is very low.

Does company delivering services as per your timeline?

Sr. no.	Particulars	No. of Respondents	% of Respondent
a)	Yes	3	15%
b)	No	17	85%
	Total	20	100%



Interpretation:

From the above graph it is clear that the Goel Ganga any delay to client innovation.i.e.85% replied to no and 15% replied yes.

Table Showing Factors taken into consideration while purchasing RealEstate properties

FACTORS	NUMBER OF RESPONDENTS	% OF RESPONDENTS
LOCATION	28	28%
PRICE	39	39%
TRANSPORTATION FACILITY	16	16%
ACCESSIBILITY TO MARKET	07	07%
OTHERSTAL	10	10%
TOTAL	100	100%

FACTORS WHILE PURCHASING REAL-ESTATE PROPERTIES

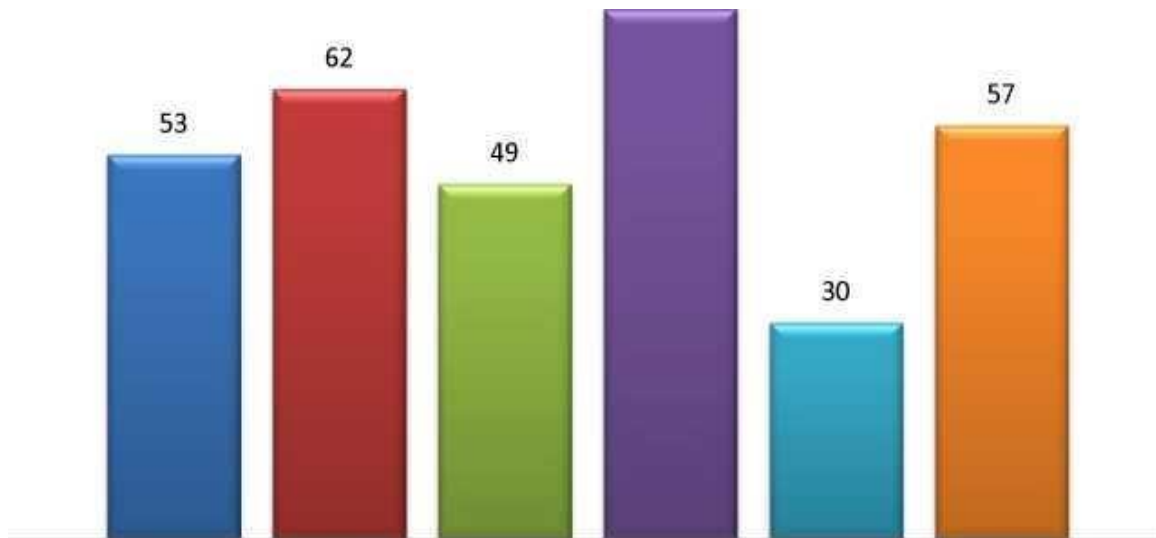


Interpretation:

The above table shows that maximum no. of respondents i.e. 39% consider Price, whereas 28% consider location while 16% consider transportation facility whereas 10% consider other factors like Vastushastra, Water availability etc. and 07% of respondents consider accessibility to the market as important factors for purchasing the residential properties.

Table showing Parameters considers while selecting residential properties ?

PARAMETERS	NO OF RESPONDENTS
BRAND NAME	53
QUALITY	62
SPACE (Sq.ft.)	49
FACILITIES	73
INTERIOR	30
SCHEMES	57



PARAMETERS CONSIDERS WHILE SELECTING RESIDENTIAL PROPERTIES

Interpretation:

The above table shows that maximum no. of respondents i.e. 73 consider Facilities as the parameter while 62 respondents consider Quality, whereas 57 of respondents consider Schemes whereas 53 respondents consider Brand name while 49 respondents consider Space (Sq. ft.) and 30 respondents consider Interiors as the parameters while selecting residential properties.

CHAPTER 6
FINDINGS

Findings

- 1) During the time of survey, was found that 49 respondents are having the resident and rental, 36% respondents are having own property & 15% respondents are having other sources such as lease, relatives & friends etc.
- 2) It was found that the price & location is major factor which consider by the customer Here 19% respondents are considering the price, 28 respondents are consider location & 16" & respondents are consider transportation & market facility
- 3) It was found that the quality & facilities are most considerable parameters at the time of selecting residential property
- 4) It was found that the source of information of consumers the real estate consultant play very vital role.
- 8) In the mode payments 57% respondents go through home loans of various banks & private financial institutes, 33% respondents go through installments.6% respondents through lum sum amount & 4%respondents choose other mode of payments
- 9) It was found that most of the respondent prefer ready-possession type of property and under-construction property

CHAPTER 7
SUGGESTIONS

Suggestions:

1. **Define the research problem:** Clearly define the research problem, which in this case is understanding the marketing strategies used by Goel Ganga and the buying behavior of their customers.
2. **Conduct a literature review:** Conduct a thorough literature review on the marketing and buying behavior of customers for real estate properties. This will help you understand the existing research in the area, identify research gaps and determine the scope of your research.
3. **Identify the research questions:** Based on the research problem and literature review, formulate research questions that will guide your study. For instance, you may want to ask questions such as: What factors influence the buying behavior of customers for real estate properties at Goel Ganga? What marketing strategies are most effective in attracting and retaining customers?
4. **Choose the research design:** Determine the research design that is most appropriate for your study. You may choose to use quantitative or qualitative research methods, or a combination of both.
5. **Collect data:** Collect data from various sources such as primary data from customers and secondary data from various sources. Use appropriate data collection methods such as surveys, interviews, observation, and secondary data analysis.
6. **Analyze data:** Analyze the data collected using appropriate statistical and qualitative data analysis techniques. This will help you identify patterns, relationships and trends in the data.
7. **Draw conclusions and make recommendations:** Based on the data analysis, draw conclusions and make recommendations for improving marketing strategies and attracting and retaining customers at Goel Ganga.

CHAPTER 8

CONCLUSIONS

Conclusions:

1. In conclusion, Goel Ganga Nagpur is a reputable real estate developer that is committed to providing high quality residential and commercial properties in Nagpur.
2. They prioritize sustainability and eco-friendliness in their projects and strive to deliver exceptional customer service to ensure customer satisfaction.
3. With their focus on quality and customer-centric approach, Goel Ganga Nagpur is a great choice for anyone looking to buy or invest in real estate in Nagpur.

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- www.makaan.com

ANNEXUTRE

Questionnaire

**"A STUDY OF CUSTOMER SATISFACTION OF REAL-ESTATE PROPERTIES WITH
REFERENCE TO GOEL GANGA, NAGPUR"**

Personal Details-

NAME :-

CONTACT NO :-

E-MAIL:-

**LOCATION :- B/H HANUMAN MANDIR NEW MANKAPUR ROAD
AWASTHI CHOWK, NAGPUR**

OCCUPATION :- BUSINESS SERVICE FAMILY SIZE :-

BUDGET :- 30LAC/50LAC/80LAC/1CR

PURPOSE OF PURCHASE :- SELF USE

INVESTMENT NO OF EARNING MEMBERS :-

1.Do you have any plan to purchase real-estate property in Nagpur?

YES

NO

2.Which type of quality of information provided?

Excellent

Average

Good

Bad

3.Do you satisfied with service provided by Goel Ganga ?

Satisfied

Highly satisfied

Neither satisfied or nor dissatisfied

Dissatisfaction

4.Would you like to suggest or recommend provided services information to others?

Yes

No

5.Are you satisfied with response by Goel Ganga to your need?

Better

Medium

Low

Very Low

6.Does company delivering services as per your timeline?

Yes

No