THE EFFECT OF DEMOGRAPHICS ON INVESTMENT CHOICE AMONG INVESTORS

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ABSTRACT

The economic boom in India has boon to many in terms of increased job and business prospects. The past decade has witnessed changes in consumer lifestyle and has influenced many activities, including investment activity. People used to invest savings in various avenues. There are considerable variations in the availability of investment avenues in pre-liberalization and post-liberalization period. Even changes in demographic profile of India substantiate these changes in investment avenues, their growth and a spurt in the new avenues. This article tries to study the relationship between demographic profiles and investment choice of the investors.

I INTRODUCTION

Investment is not a game but a serious subject that can have a major impact on an investors' wealth. Virtually everyone makes investments. Even if the individual does not select specific assets, such as shares, bonds, mutual funds etc., investments are still made through participation in pension plans and employee savings programmes or through purchase of life insurance or a home or by some other mode of investment like investing in real estate, gold, or in banks or in savings schemes of post offices. Each of these investments has common characteristics such as potential returns and the risk which one must bear. Today, financial services more highly diversified than ever. This diversification means that individual investors' have a wider range of investment instrument and greater choice of how to invest their money. There are several key factors that influence investment

behaviour and the decision making process of individual investors'. With this back ground the present study explores the relationship between the investment preferences of respondents across the demographics, that is, age, gender income etc.,.

II. Need for the study

The investment preference about financial assets is influenced by many factors, such as family size, number of earning members in the family, nature of family, stage in life cycle, experience of investing, education level, family income, nature of occupation, lifestyles and personality characteristics. (Turan and Bodla, 2004). The study of various characteristics of household sector, which is the only surplus sector of the economy, has implications for the financial development of the economy, fund managers



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Professor and Head of PG Dept. of Studies in Commerce Justice Basheer Ahmed Sayeed College for Women, Chennai. issuing companies and the markets. This study will help not only the investors but also the different financial institutions, organizations and consultants in identifying and understanding the main demographic factors that induces the investors to invest in different avenues and their decision making process.

III. Literature Review

The researcher has incorporated the highlights of some well-known empirical studies relating to various influential factors and their impact on investors' behaviour. Chitrak and RamyaSreedevi (2011) have analyzed the influence of personality traits on the method of investment. Accordingly, the important trait that influences the investment is emotional stability. The study by Manish Mittal and Vyas (2011) provides some interesting insights into gender differences in investment behaviour and preference for risk. Bodla and sushant Nagpal (2011) is of the opinion that demographic factors need to be taken care of by marketers and designers of financial product. Filback, et.al (2008) study reveals that investors invest in different avenues for fulfilling financial, social and psychological need. Meenu Verma (2008) investigated the effect of demographics and personality type on investment choice. Diane and Debra (2003) in their research found that investors with education higher than secondary level hold more risky portfolios. Study by Drabu, Haseeb (2003) revealed that a person is more likely to invest in companies known to him and sky away from the unknown avenues. Powell and Ansic (2002) says that those financial products which are good in customer service, management, quality value of efficiency and prompt distribution alone can win. It was found that there is no relation between the demographic and personality variables when driving the effect on investment choice. The results also shows that differences in investment choice are significant for various combinations of independent Adarsh Journal of Management Research - Vol. : 7 Issue : 1 March 2014

variables like occupation, gender and education, age and education, education and occupation, education and personality. Shapira and Venezia (2001) in their study analyzed the investment behavior of the clients in a major brokerage firm. The results show that the disposition effect was higher for individual investors and the professionally managed accounts were more diversified in investment and had slightly higher returns compared to independent investors. It also indicates that male and female differ in their preferences for risk. They also found that the percentage of equity holdings in the portfolio increase with age until retirement and thereafter decrease with age. Barber and owen (2000) in their study, analyzed the common stock investment performance among the individual investors and concluded that trading is hazardous to investors' wealth. Byrnes and David (1999) studied and investigated the relationship between risk and gender and concluded that women tend to take less risk than men. EmbreyLori and Fox Jonathan (1997) found that age, sex, income and education affects investors' preferences. Grinbla et.al (1995), in their study, analyzed the extent to which the mutual funds investors purchase stocks based on their past return and the influence of herd behaviour.

IV. Research Question and objectives

Do demographic variables of investors affect their Investment choice? Based on this research Question the objectives of the study are

- To analyze the investment choice of individual investors' across their demographic characteristics.
- To explore the investment choice of investors.

V. Research Methodology

This study is descriptive in nature. In order to collect the information from individual March 2014 8

investors, a well structured and pretested questionnaire was used. In the present study, composition of investment means how the funds are committed by investors in different financial investment alternatives. The term financial investment used here includes those funds which are held in different securities such as equity shares, preference shares, debentures, fixed deposits, mutual funds, etc., with the expectation of earning future returns either in the form of regular income, capital appreciation or both. The sampling method used can best be described as a mix of Judgmental and convenient sampling. The structured questionnaire which was administered during the month of March 2013 on 300 respondents were randomly selected from Chennai city. Out of this 283 responses were finally considered for the study, hence the acceptance rate was 94 per cent. The primary data obtained from the questionnaire was analyzed by using the simple descriptive tool like average and percentage. In addition, Friedman's test and chisquare test was applied to study the preferences of investors in various financial investment. 't' test helps to study the relationship between the demographic factors on the choice of Investment. Further, the secondary data from various internet websites, journals, magazines and other published sources were obtained to gain a better understanding of the concerned subject.

VI. Hypothesis

The following hypotheses were formulated to study whether the choice of investment depends upon variables such as gender, age, income, education, and occupation.

- H1 : Investors' preferences for all the investment avenues are same.
- H2 : There is no significant difference among the investors' belonging to different age groups in their choice of investment alternatives.

- H3 : There is no significant influence of marital status of the investors.
- H4 : There is no significant difference between the males and females in their choice of investment avenues.
- H5 : There is no significant difference among the investors belonging to different income groups in their choice of investment.
- H6 : There is no significant difference between the investors of different occupations in their choice of investment alternatives.

The hypotheses were tested at 5% level of significance. The independent variable of the study included age, marital status, gender, income and occupation. The dependent variables were the various investment avenues.

VII. Limitation of the study

The scope of present study is limited to the individual investors dwelling in Chennai city of Tamilnadu. In addition the study has taken a few limited but representative financial investment alternatives.

VIII. The Sample Investors – A Profile

The investor profile is of interest as it provides an understanding of the attitudes and investment behaviour of the households. The demographic variables such as age, education, income, occupation etc., influence the attitude towards investment and hence investment decisions build this profile (SEBI- NCAER Survey, June 2000). Investment made by investor is the most significant decision they make about their wealth. The truth is that asset allocation impacts their wealth the most, at all times. Investors make investment decisions mostly by default, without thinking it as a strategy about to improve their wealth. Young investors buy property, goaded into believing that they are building an asset and that the EMI is a compulsory savings. Then there are retired investors, who refuse to look beyond fixed income products and deposits, to ensure safety and steady return. Several hold large amounts of cash in their accounts since they haven't made up their minds. All these are situations where the focus is on asset, not needs and future.

Among the demographic variables, age, income, marital status, occupation and employment status have been considered as the basis for influencing the investment preferences and behavior of the individual investors (Ronald et al., 1996; Furqan Qamar, 2003). Accordingly, a profile of sample investors is prepared (Table I).

Part	iculars	No. of Respondents	Percentage
A) Age	Upto 35 years	138	48.80
	36-50 years	82	29.00
	51-60 years	43	15.20
	Above 61 years	20	7.10
	Total	283	100.00
B) Martial Status	Single	71	25.10
	Married	212	74.90
	Total	283	100.00
C) Gender	Female	113	39.90
	Male	170	60.10
	Total	283	100.00
D) Income Per Month	Less than Rs.20,000	83	29.30
	N.20.01 - N.20.00	91	32.20
	Rs.30,001 - Rs.40,000	54	19.10
	Rs.40,001 – Rs.50,000	32	11.30
	Above Rs.50,001	23	8.10
	Total	283	100.00
E) Occupation	Business / Profession	54	19.10
	Private Companies Employee	142	50.20
	Government Employee	43	15.20
	Others	44	15.50
	Total	283	100.00

Table – IDemographic Profile of the respondents

Source : Primary data

The present study segments the respondents into four classes according to their age. These are (i) upto 35 years (ii) 36-50 years, (iii) 51 to 60 years and above 61 years. Table, 1(A) reveals that while the higher percentage (48.80) of the respondents belongs to below 35 years, 29 per cent fall in the category of middle age-group of 36-50 years. Those between 51 and 60 years of age constitute only 15.20 per cent of the total sample size. The representation of senior citizens (i.e above 61 years age) in the sample is respectable (7.10 per cent) and adequate. Thus, the sample is representative of the investors' population.

Marital status of investors is another important factor in investment decision. Hence, a profile of sample respondents is prepared according to their marital status. The Table 1(B) clearly indicates that study covers 25.10 per cent single and 74.90 per cent married investor. So, the study largely covers the married investors.

The distribution of sample according to sex as presented in Table I (C), indicates that 60.10 per cent of the respondents are males and the rest, 39.90 per cent are female investors. Thus, the sample is dominated by male respondents.

Family income is also an important variable in segmenting the investors' market. Accordingly, the profile of the sample investors are classified into five groups as follows (i) Low income group (monthly income below Rs.20,000); (ii) Lower Middle income group (between Rs.20,001 to Rs.30,000); (iii) Middle income group (Rs.30,001 to Rs.40,000); (iv) Upper Middle income group (Rs.40,001 to Rs.50,000); and (v) the high income group (above Rs.50,001). It is clear from Table 1(D) that very less number of respondents (8.10 per cent) have income above Rs.50,001. Around 11.30 per cent respondents are in the category of Rs.40,001 to Rs.50,000 and 19.10 per cent sample investors belong to the income class of Rs.30,001 to Rs.40,000. The majority (32.20 percent) sample investors fall in the low middle income

group. Thus the study is representative of Indian investors having scope for planning their portfolio.

Occupation influences the preferences of investment choice and risk bearing capacity of individual investors. Occupation for the purpose of present investigation has been classified into four categories - business / profession, private company employees, Government employees and others. Business / profession include doctors, lawyers, chartered accountants, engineers etc., and providing service to the society. Those who are employed in private and Government are classified status-wise. The retired persons are classified as 'others'. Table 1(E) which represents the distribution of the sample investors among different occupations shows that the highest proportion (50.20 percent) of the sample respondents is employed in private companies. Those who are in business constitute the second highest group (19.10 percent) of sample investors, followed, in a descending order by others and government employees. Hence, the sample is dominated by private company employees and professionals.

IX. Investment pattern of sample respondents at the over all Level

In analyzing the investment pattern of the sample respondents the investors were asked to reveal their choice amongst as many as nineteen separate investments. Broadly, these investments are divided into four categories –(i) Fixed income but taxable is made up of regular income schemes of mutual funds, preference shares, fixed deposits with government and non-government undertakings, fixed deposits with private finance companies, banks and post offices, taxable bonds of government, recurring deposits and chit funds (ii) tax free investments- includes investments such as NSC, NSS, PPF, EPF, life insurance policies, infrastructure bonds and equity linked savings schemes (ELSS). While the third group covers the most risky investment such as equity shares, debentures and growth schemes of mutual fund and group four represents the investments in physical assets like gold and real estate (Bodla, Sushant Nagpal (2010).)

SI. No.	Investment Alternatives		HP		Р	Ν		N NP NAP		NAP	
		N	%	N	%	Ν	%	N	%	N	%
A. 1.	Regular income Schemes of Mutual Funds	115	40.60	83	29.30	42	14.80	28	9.90	15	5.30
2.	Preference Shares	20	7.10	97	34.30	77	27.20	60	21.20	29	10.20
3.	Fixed Deposits with Government and Non - Government undertakings	85	30.00	87	30.70	78	27.60	17	6.00	16	5.70
4.	Deposit with Private Finance Companies	56	19.80	71	25.10	78	27.60	50	17.70	28	9.90
5.	Fixed Deposits with Bank / Post Office Schemes	139	49.10	68	24.00	42	14.80	25	8.80	9	3.20
6.	Taxable bonds of Government Undertakings	56	19.80	63	22.30	77	27.20	62	21.90	25	8.80
7	Recurring Deposits	114	40.30	70	24.70	53	18.70	34	12.00	12	4.20
8.	Indira Vikas Patra / Kisa n Vikas Patra	36	12.70	49	17.30	78	27.60	71	25.10	49	17.39
9.	Chit Funds	66	23.30	69	24.40	43	15.2	68	24.00	37	13.10
B 10.	NSC / NSS	57	20.10	72	25.40	70	24.70	56	19.80	28	9.90
11	EPF / PPF	83	29.30	78	27.60	55	19.40	47	16.60	20	7.10
12	Life Insurance Policies	104	36.70	96	33.90	39	13.80	33	11.70	11	3.90
12.	Tax Free Bonds of Government Undertakings	47	16.60	76	26.90	78	27.60	53	18.70	29	10.20
14.	Equity Linked Savings Schemes	33	11.70	78	27.60	86	30.40	58	20.50	28	9.90
C. 15.	Equity Shares	40	14.10	84	29.70	84	29.70	50	17.70	25	8.80
16.	Mutual Fund Growth Schemes	49	17.30	95	33.60	69	24.40	40	14.10	30	10.60
17.	Convertible Debentures	41	14.50	65	23.00	83	29.30	67	23.70	27	9.50
D.18.	Gold	152	53.70	82	29.00	27	9.50	12	4.20	10	3.50

 Table – II

 Investment preferences of sample respondents at the Overall Level

Source : Primary data

Table II explores the Investment preferences of sample respondents at overall level. Table (II) reveals the following results

- The highest percentage of investors (49.10 percent) prefers to put their savings in Banks and post office scheme, which is followed by regular income scheme of mutual funds, (40.60 percent) recurring deposits (40.30 percent) and life insurance policies (36.70 percent)
- 30 and 29.30 per cent of the respondents are interested in fixed deposits with Government and Non-government undertaking and EPF / PPF respectively.
- As regards the stock market instrument, investment in equity shares, equity linked savings schemes, growth schemes of mutual fund and convertible debentures of companies are at the lowest ebb.
- The taste of the sample investors for physical assets like real estate and gold is found much alive as around two-fifth of the sample respondents have shown their interest in these assets as investment.

The above mentioned results are quite revealing and find support from the latest data published by the RBI, which states that the government faces the challenges of holding investment rate from slipping further, as small savings continued to erode amid lower rates and persistent high inflation, which promoted households to invest in gold. Household inflation expectation remain high and rising with double digit ratio of price increase still being predicted in the RBI expectations survey over the next 3 months and one year, will diverts funds away from more productive investments to physical assets which covers investment in real estates and gold. It is well known that people always look for alternate avenues of investment that offers high rate of return.

X. Investors preference in various Investment Avenues

To explore the investors' preference in various investments avenues, Friedman's test for k- related samples was applied. The analysis of null hypothesis: Investors preference for all the investment alternatives are same is presented below.

5	S.No.	Investment Alternatives	Mean Rank	Chi Square Value
Α		Fixed Income but Taxable		
	1	Regular income schemes of Mutual funds	6.08	
	2	Preference Shares	4.18	
	3	Fixed deposits with Government and Non- Government	5.54	
	4	Deposits Undertakings with private Finance Companies	4.57	

Table III

Investors' preference in various investment alternatives

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S.No.		Investment Alternatives	Mean Rank	Chi Square Value
	5	Fixed deposits with Bank/ Post office Schemes	6.22	289.337
	6	Taxable bonds of government undertakings	4.47	(p = 001)
	7	Recurring deposits	5.79	
	8	Indira Vikas Patra / Kisan Vikas Patra	3.68	
	9	Chit funds	4.48	
В		Tax Free Investment		
	10	NSC / NSS	2.83	
	11	EPF / PPF	3.16	66.496
	12	Life Insurance Policies	3.52	(p = 001)
	13	Tax free bonds of Government undertakings	2.82	
	14	Equity linked saving schemes	2.66	
С		Risky Investments		
	15	Equity Shares	1.98	9.894
	16	Mutual Fund growth schemes	2.12	(p = 007)
	17	Convertible debentures of companies	1.90	
D		Physical Assets		
	18	Gold	1.47	2.240* (n=134)
	19	Real Estate	1.53	(P •134)

**Significant at 1% level *Significant at 5% level

The results in Table III shows that the null hypothesis (H0) is not accepted (1% level) as the investors' preferences for all investments under fixed income but taxable instrument, tax free investment and most risky investment are not the same. Further, the mean ranks in the Table III(A) shows that fixed deposits with banks/post office schemes, regular income schemes of mutual funds and recurring deposits are the top preferences of the investors' under fixed income but taxable investment. While preference shares and Indira Vikas Patra /Kisan Vikas Patra are the least preferred investment in this category. In the tax free investment category Table III (B) life insurance policies is the most preferred, followed by EPF/PPF. It was also observed that, Table III(c) investors give least preference to risky investment though the investor's preferences are not the same. The results in the Table III(D) shows that the null hypothesis (H0) is accepted (5% level). Hence, it can be inferred that the investors' preferences for investments under physical assets are the same. This reflects the way in which India's high rate of inflation exudes incentives for households to put funds into financial savings as well as the recent high degree of household interest in allocating funds towards physical savings such as real estate and gold.

XI Investment Preferences and Demographics

The objective of studying investment preferences of individual investors across their demographics are analyzed across a number of dimensions such as age, marital status, gender, income, occupation and employment. To examine in depth whether these demographic variables exert significant impact on the choice of various investment avenues, 'F' test and 't' test are applied. The relationship between age and investment behaviour has attracted much attention. Numerous studies have shown influence of age on the preference of investors about financial instrument.

		Age	Ν	Mean	S D	F-Value
A	Fixed Income but	Upto 35 years	138	3.47	.551	.320 (p=.811)
		35-50 years	82	3.48	.444	
	Taxable Instrument	50-60 years	43	3.41	.511	
		Above 60 years	20	3.38	.644	
	Upto 35 years	138	3.41	.677		
п	B Tax Free Instruments	35-50 years	82	3.41	.745	.009 (p=.961)
В		50-60 years	43	3.34	.621	
		Above 60 years	20	3.41	.803	
		Upto 35 years	138	3.24	.845	
С	Most Risky	35-50 years	82	3.22	.828	.276
	Instruments	50-60 years	43	3.16	.820	(p=.843)
		Above 60 years	20	3.08	1.080	
		Upto 35 years	138	4326	.837	
	Dhusical Assots	35-50 years	82	4.31	.717	.066
ע	r nysical Assets	50-60 years	43	4.29	.839	(p=.978)
		Above 60 years	20	4.27	.802	

Table IVInfluence of Age on Investments

The portfolio choice across various age groups in Table IV, reveals some very interesting point. Since all the p-values are greater than .05, the null hypothesis is accepted at 5% level of significance and it shows that age does not influence the investment.

	Investment Alternatives	Marital Status	Ν	Mean	S D	F-Value
Α	Fixed Income but Taxable Instrument	Single	71	3.41	.562	.964 (p=.336)
		Married	212	3.47	.508	
В	Tax Free Opportunities	Single	71	3.34	.698	.817 (p=.414)
		Married	212	3.42	.695	
С	Most Risky Instruments	Single	71	3.19	.88	.263 (p=.793)
		Married	212	3.22	.84	
D	Physical Assets	Single	71	4.04	.91	2.927** (p=.004)
		Married	212	4.36	.739	

Table VInfluence of Marital Status on Investments

Source : Primary data **Significant at 1% level

The details regarding preferences for various investment alternatives according to marital status of the respondents are presented in Table V. It shows that the null hypothesis is accepted at 5% level of significance for fixed income but taxable instrument, Tax free instruments, and most risky instruments. This indicates that there is no significant influence of marital status on the above

mentioned groups of investments. Contrary to this, the pattern of preferences attached with physical assets states that there is significant influence of marital status on physical assets. Further, it also indicates that preference for physical assets is more among married investors than the investors living as single.

	Investment Alternatives	Gender	Ν	Mean	S D	t-Value
Α	Fixed Income but Taxable Instrument	Female	113	3.50	.505	1.226
		Male	170	3.43	.532	(p=.221)
р	Tax Free Opportunities	Female	113	3.42	.647	.481
B O		Male	170	3.38	.727	(p=.831)
С	Most Risky Instruments	Female	113	3.24	.800	.063
		Male	170	3.19	.885	(p=.683)
D Pł	Physical Assets	Female	113	4.26	.787	.280
	r nysicai Assets	Male	170	4.29	.807	(p=.780)

Table VIInfluence of Gender on Investments

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The study also makes an attempt to examine whether the preferences for various investment avenues differ between male and female investors. A glance through Table VI clearly indicates that, t-values are greatest than .05 for all investment choice. Hence the null hypothesis is accepted at 5% level of significance, which means gender does not influence the investment choice.

	Investment Alternatives	Income	Ν	Mean	S D	F-Value
А		Less than Rs.20,000	83	3.40	.532	3.49 (p=.018)
		Бадиі - Бадия	91	3.37	.560	
	Fixed Income but	Rs.30,001 - Rs.40,000	54	3.48	.400	
	Taxable Instrument	Rs.40,001 – Rs.50,000	32	3.71	.467	
		Above Rs.50,001	23	3.57	.560	
		Less than Rs.20,000	83	3.36	.645	
	B Tax Free Opportunities	Rs.20,001 – Rs.30,000	91	3.31	.713	2.497 (p=.043)
В		Rs.30,001 – Rs.40,000	54	3.34	.653	
		Rs.40,001 – Rs.50,000	32	3.67	.560	
		Above Rs.50,001	23	3.64	.939	
		Less than Rs.20,000	83	3.05	.855	3.672*
C		Rs.20,001 – Rs.30,000	91	3.18	.824	
C	Most Risky Instruments	Rs.30,001 - Rs.40,000	54	3.14	.812	
	instruments	Rs.40,001 - Rs.50,000	32	3.51	.846	(p=.000)
		Above Rs.50,001	23	3.68	.849	
		Less than Rs.20,000	83	4.22	.812	
D		Rs.20,001 – Rs.30,000	91	4.15	.791	1.05044
D	Physical Assets	Rs.30,001 - Rs.40,000	54	4.41	.856	1.979^{**}
		Rs.40,001 - Rs.50,000	32	4.54	.639	(p=.098)
		Above Rs.50,001	23	4.34	.760	

 Table VII

 Influence of Income on Investments

**Significant at 5% level *Significant at 1% level

Table VII which represents the investment pattern according to different income groups, indicates that the income plays a significant role while investing in fixed income but taxable instruments and Tax free investments. The null hypothesis is accepted at 5% level of significance since p-value is greatest than .05 for physical asset. This shows that there is no significant influence of income on physical assets. Since the P-value for most risky instruments is less than. 0.1 The null hypothesis is rejected. Hence, it may be inferred that there is significant influence of income while investing in most risky instruments.

Table VIII

	Occupation	Ν	Mean	S D	F-Value
	Business	54	3.40	.548	
Fixed Income but Taxable Instrument	Private Companies	142	3.40	.532	2.518
	Government Employee	43	3.56	.420	(p=.058)
	Others	44	3.60	.516	
	Business	54	3.28	.736	
Tax Free Opportunities	Private Companies	142	3.36	.668	2.832*
	Government Employee	43	3.66	.623	(p=.039)
	Others	44	3.40	.754	
Most Risky	Business	54	3.30	.864	
Instruments	Private Companies	142	3.11	.834	2.485
	Government Employee	43	<u>3 3.49 .864 (p</u>		(p=.061)
	Others	44	3.14	.836	
Physical Assets	Business	54	4.19	.881	
	Private Companies	142	4.27	.826	.543
	Government Employee	43	4.31	.698	(p=.653)
	Others	44	4.39	.695	

Influence of Occupation on Investments

*Significant at 5% level

The pattern of investment preferences obtained across different occupational groups of investors reveals that the null hypothesis-investment avenues and occupation are independent of each other is accepted in the first and last two groups. Further it is seen that occupation has a significant influence on tax free investments, since the p. value is lesser than 0.05 for that category. The P-Value for tax free opportunities is less than.0.5, indicates that there is significant influence of occupation on tax free investment is high among investors working in Government sector than in business.

Conclusion

In nutshell, the study brings out that, inspite of phenomenal growth in security market, the individual investors' prefer regular income investments and physical assets. Among the financial assets fixed deposits with government and non-government undertaking, fixed deposits with Banks/post office, recurring deposits and life insurance policies are more preferred by the Mutual funds growth schemes investors. attracted substantial percentage of investors. The level of household income being allocate to physical assets has remain high. As regards demographics - age, income, occupation, employment status, gender and marital status are independent of the investor's choices over alternative investment avenues. Physical assets are found to be very attractive. Income and marital status has high influence over this investment decision of investors. Hence, it can be concluded be that the demographic variables of the investors need to be taken care of by marketers and designers of financial products, as investors or customers are the key of success for any business.

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