Asset Liability Management in Banking Industry: A Comparative Study of Public and Private Sector Banks

ANOOP KUMAR PANDEY, Mr. GIRISH GARG (Guide)

School of Finance and commerce GALGOTIAS UNIVERSITY GREATER NOIDA, UTTAR PRADESH,

ABSTRACT

ALM is an acronym for Asset Liability Management. measurement methodology for monitor and manage a bank's market risk. Asset liability management is much more than just risk mitigation. It is the management of interest-bearing assets and liabilities can be maximised while dealing with all types of current and future hazards. Ratio Analysis was used to examine bank assets and liabilities and assess the impact of Asset Liability Management on bank profitability. This research examines the total impact of Asset and liability management in public and private banks. It is critical to determine the strengths and weaknesses of banks in today's world since a robust banking system offers a strong foundation for a healthy economy. It provides the foundation for defining, measuring, monitoring, changing, and managing these risks.

CHAPTER I

INTRODUCTION

BANK

A financial institution is a economic group certified to get hold of deposits and make loans. Banks may additionally offer financial services inclusive of wealth management, currency trading, and secure deposit boxes. There are several one-of-a-kind varieties of banks together with retail banks, business or company

banks, and investment banks. In most countries, banks are regulated by means of the national authorities or valuable bank.

BANKING

Banks are a completely vital a part of the economic system due to the fact they offer critical offerings for each customer and corporations. As financial services companies, they come up with a secure location to keep your cash. Through a ramification of account types which include checking and savings bills and certificates of deposit (CDs), you can conduct routine banking transactions like deposits, withdrawals, check writing, and invoice bills. You can additionally store your cash and earn interest in your investment. The money stored in maximum financial institution bills is federally insured by means of the Federal Deposit coverage agency (FDIC), as much as a limit of \$250,000 for character depositors and \$500,000 for collectively held deposits. 1 Banks additionally offer credit opportunities for human beings and businesses. The bank lends the cash you deposit at the bank—quick-time period coins—to others for long-term debt consisting of automobile loans, credit playing cards, mortgages, and other debt vehicles. This technique allows create liquidity in the marketplace—which creates cash and maintains the supply going. Much like every other business, the purpose of a financial institution is to earn a earnings for its owners. For most banks, the owners are their shareholders. Banks do that with the aid of charging greater hobby at the loans and other debt they problem to borrowers than what they pay to folks that use their savings motors. For a easy instance, a financial institution that can pay 1% hobby on financial savings money owed and prices 6% interest for loans earns a gross income of five% for its owners.

TYPES OF BANKS

Retail banks deal especially with retail purchasers, although some international monetary services agencies comprise each retail and industrial banking divisions. Those banks provide offerings to most people and also are known as personal or fashionable banking establishments. Retail banks provide services consisting of checking and savings debts, mortgage and mortgage services, financing for motors, and quick-term loans along with overdraft protection. Many larger retail banks may additionally provide their customers credit card and overseas currency exchange services. Larger retail banks additionally often cater to excessive-net-really worth individuals with distinctiveness offerings consisting of non-public banking and wealth control. Examples of retail banks include TD bank and Citibank.

Commercial or corporate banks provide area of expertise offerings to their commercial enterprise clients, from small enterprise owners to massive, company entities. Along side day-to-day commercial enterprise banking, those banks also offer their customers with credit score services, cash management, business actual estate offerings, agency services, and exchange finance, amongst other services. JPMorgan Chase and financial institution of america are popular examples of commercial banks, even though each have huge retail banking divisions as properly.

Investment banks awareness on presenting corporate customers with complicated offerings and monetary transactions such as underwriting and supporting with merger and acquisition (M&A) interest. As such, they may be recognized in general as financial intermediaries in maximum of these transactions. Customers

typically variety from massive groups, other monetary institutions, pension funds, governments, and hedge finances. Morgan Stanley and Goldman Sachs are examples of U.S. Investment banks.

Unlike the banks indexed above, primary banks aren't marketplace-based totally and do not deal directly with most of the people. Alternatively, they are mainly chargeable for foreign money stability, controlling inflation and monetary policy, and overseeing a country's money deliver. Additional they adjust the capital and reserve necessities of member banks. A number of the arena's most important primary banks consist of the U.S. Federal Reserve financial institution, the ecu vital bank, the financial institution of britain, the bank of Japan, the Swiss countrywide bank, and the human beings's bank of China.

ASSET LIABILITY MANAGEMENT

Asset liability control is largely a hedging approach for financial intermediation risk. It tries to defend the group in opposition to intermediation hazard whilst additionally making such risk an acceptable type of coverage. It offers the muse for outlining, measuring, tracking, changing, and coping with these dangers. Moreover, asset liability management serves a motive apart from danger mitigation. Asset legal responsibility control provides safety while also offering opportunity to increase internet worth. Asset legal responsibility control lets in an institution to tackle positions that would had been appeared immoderate within the absence of asset legal responsibility control's protection, thereby maximising the danger-adjusted return to shareholders through the years. It's far the system thru which a economic group continues its balance sheet to accommodate diverse hobby price and liquidity situations. No matter their length, banks and different financial institutions provide offerings that expose them to numerous sorts of danger, together with credit score hazard, hobby hazard, and liquidity hazard. The economic institution's economic scenario can be jeopardised if the hazard isn't identified. Asset liability control is one of the risk management methodologies for assessing such risk. ALM is an try and check the distinction in maturities and hobby fees among belongings and liabilities banks must be sensitive with a purpose to minimise the hazard created with the aid of one of these gap, which is ordinarily attributable to interest fee and liquidity threat. The Reserve financial institution of India has applied the Basel II guidelines to regulate Indian banks, which offer a framework for banks to develop ALM policies. On the macro level, ALM results in the improvement of vital agency policies, effective capital allocation, and product design with suitable pricing techniques, however on the micro level, ALM has two targets: profitability through rate matching and liquidity through maturity matching. A great asset-legal responsibility management device seeks to hold quantity, blend, maturity, price sensitivity, and first-class beneath control and so that it will reach a predetermined chance/reward ratio, all property and liabilities need to be liquid. So that you can reach a predetermined threat/praise ratio, all assets and liabilities need to be liquid.

Definition of Asset and liability control

This is how the ALM is defined: "To restrict the poor effects of hobby rate swings, offer liquidity, and raise equity market value, managers manipulate each assets and liabilities on the same time. Another name for it's miles "making plans strategy for accounting for all of a bank's assets and obligations by using rate, quantity,



and length."" to manipulate liabilities and interest price danger, banks at the moment are focusing on a budget control approach. The subsequent are a number of the capabilities of this method:

A. It locations a greater emphasis on asset and liability amount, blend, and go back/cost.

B. Effective asset and liability coordination to widen the unfold; c. Revenues and charges have an effect on both sides of the stability sheet.

NEED OF THE STUDY

Banks require ALM. Due to the recent development of the Indian economic markets, the growing a mixture of nearby markets that The risks of worldwide markets concerned with bank operations, strategic control in coping with such complexities is turning into increasingly important. In a extraordinarily unregulated market, banks are now required to establish their own interest rates on deposits and advances in both neighborhood and foreign currencies on a dynamic basis. Bank control is underneath pressure to set up a appropriate balance between spreads, profitability, and long-time period survival because of excessive competition for belongings and liabilities, as well as growing interest fee fluctuations in domestic and foreign forex fees. Liquidity management long gone incorrect procedures can jeopardise a financial institution's profitability and recognition, necessitating the use of organised and complete measures instead of advert hoc solutions. It examines numerous types of hazards and dynamically modifies the asset-liability portfolio to mitigate dangers during the system. The first degree in dealing with Liquidity and interest charge chance are assessed the use of marketplace threat. Given future marketplace/hobby charge forecasts, ALM techniques are designed to hold such risks at a manageable degree. Despite their variations, liquidity and hobby rate rules are intertwined because any forecast liquidity imbalance will be protected at an unsure price until a hedge is furnished now.

SCOPE OF THE STUDY

ALM standards and practises also are being used by corporations apart from monetary institutions, consisting of as insurance. Its mission is to form the bank's stability sheet by organising techniques, directing sports, and comparing their execution to be able to reap the bank's objectives. An asset-liability evaluation is a whole toolset for determining the asset allocation and funding risk of a fund when it comes to the liabilities it supports. In the confines of compliance, the scope of the ALM characteristic includes each a prudential issue and an optimization role. Inner rules and ALM isn't always simply concerned in gift company operations, but also affords recommendation on organic increase and outside acquisitions, analysing and validating investment preparations, venture situations, and risks.

OBJECTIVES OF THE STUDY

The following targets guided the advent of this record: I desired to evaluate India's public sector industrial banks' touchy property and liabilities.

- Ii) To examine India's personal zone business banks' touchy assets and liabilities.
- Iii) To examine India's overseas-owned business banks' touchy belongings and liabilities.
- Iv) based at the look at, make appropriate suggestions
- V) gaining knowledge of financial institution belongings and Liabilities.
- Vi) check the impact of Asset liability control on financial institution profitability.
- Vii) the usage of Ratio evaluation, examine the sports of Asset legal responsibility management at an Indian financial institution.

CHAPTER II

LITERATURE REVIEW

A huge wide variety of research were published, and there's a wealth of literature on bank asset-liability control The Basel Committee on Banking Supervision is an global body that regulates the banking enterprise. Developed and evolved a extensive supervisory structure in addition to wished necessities for enforcing best practises within the banking gadget's supervision mechanism.

The aim become purported to promote convergence within the global similar techniques in addition to norms within the economic system as an entire. This group also recommended organising stringent chance and capital planning policies to hold enough capital reserves for various risks that may get up for the duration of the lending and borrowing manner. It implies that banks need to preserve greater capital to catch up on increased chance exposure. This will shield the organisation's liquidity and long-term stability.

The Basel II policies set up an worldwide guiding principle for financial institution capital necessities have to maintain to guard themselves against the numerous dangers that they face inside the banking enterprise. Basel II endorsed establishing stringent threat and capital control hints are in location to make sure that a bank's capital reserves are good enough. Are proportional to the risk it faces as a result of its commercial enterprise and investing operations. It means that the larger the bank's publicity to chance, the more capital the financial institution will require to hold solvency and balance.

Anamul Haque and Md. Salim Uddin (2016) there may be no manner to deny the relevance of asset-legal responsibility management rules in ensuring monetary group profitability and lengthy-term viability in any financial system. The cause of the observe changed into to look at the results of the ALM policy at the

profitability of a sample of Bangladeshi banks. The reason of this studies is to determine the diploma of hyperlink between diverse asset and liability factors and profitability using a Statistical fee Accounting (SCA) version the use of time collection data from 2003 to 2014. Determine the connection among the variables. Loans & Advances are determined to have a vast nice hyperlink with bank profitability after investigation.

Mr. Chetan Shetty1 is an Indian businessman. Ms. Pooja Patel, Ms. Nandini, Ms. Pooja Patel, Ms. Pooja Patel,

Dr. S. Mathivannan 1, Prabhakar 2, J. Ashok Kumar 3(2017) Asset liability of commercial banks' balance sheets faced severe problems in India, as the banks compete with assets which have a right away impact on their operations, profitability, and performance. The us of a's crucial financial institution centered on and advocated banks to take specific efforts to lessen asset-legal responsibility mismatches. Numerous financial institution projects implemented during the last decade have had numerous precise outcomes.

CHAPTER III

DATA AND METHODOLOGY

Secondary data became used on this research. The data got here from a report by the Reserve financial institution of India on the fashion and progress of banking in India. The Asset legal responsibility control analysis can be conducted for the sample duration of 2015 to 2019. This take a look at is totally primarily based on secondary information, which turned into collected from many journals, books, and other assets.

Name of the banks.

Public Sector Bank	Private Sector Bank
SBI	AXIS BANK

Information become accrued over four years, i.E. Various economic parameters had been used to examine the economic overall performance of public and private area banks. Those financial ratios are warning signs of the financial achievement of both public and business establishments. For analysing financial institution economic overall performance, the subsequent financial ratios are calculated.

- 1. The capital adequacy ratio is a degree of how well a employer's
- 3. NPA to internet develop Ratio 2. Return on fairness



Four. The ratio of total expenditure to total earnings

Five. The ratio of total advances to total deposits

- 6. Margin of net interest
- 7. Average Asset return

STATE BANK OF INDIA

HISTORY

State financial institution of India (SBI) is an Indian Multinational, Public sector Banking, and financial offerings. It's far statutory and is founded in Mumbai. The rich SBI history and legacy of over 2 hundred years, empowers SBI because the most depended on bank with the aid of Indians through generations. SBI is the most important financial institution in India which serves over 44 crore customers of our state.

The starting place of the state bank of India goes back to the established order of the bank of Calcutta in Calcutta on 2 June 1806. 3 years later the bank received its constitution and was re-designed because the bank of Bengal (2 January 1809). It turned into the first joint-stock financial institution of British India sponsored by using the government of Bengal. The financial institution of Bombay (15 April 1840) and the bank of Madras (1 July 1843) accompanied the bank of Bengal. These three banks remained on the apex of current banking in India until their amalgamation because the Imperial financial institution of India on 27 January 1921. When India attained freedom, the Imperial financial institution had a capital base (which includes reserves) of INR 11.85 crores, deposits and advances of INR 275.14 crores and INR 72.94 crores respectively, and a community of 172 branches and more than 200 sub-workplaces extending all over the us of a. The All India Rural credit Survey Committee advocated the introduction of a country-partnered and state-sponsored financial institution through taking up the Imperial bank of India. Accordingly, an act become surpassed in Parliament in might also 1955 and the country bank of India become constituted on 1 July 1955. Later, the nation bank of India (Subsidiary Banks) Act became exceeded in 1959, permitting the country financial institution of India to take over eight former kingdom-associated banks as its subsidiaries.

BOARD OF DIRECTORS

Chairman- Dinesh Kumar Khara

Managing Directors- C.S. Setty, Ashwani Bhatia, Swaminathan, Ashwani Kumar Tewari.

HEADQUARTER- Mumbai



AXIS BANK

HISTORY

Axis financial institution established in 1993 was the primary of the new personal banks to have all started operations in 1994 after the authorities of India allowed new non-public banks to be mounted. Axis financial institution Ltd. Has been promoted through the largest and the exceptional economic group of the usa, UTI. The financial institution turned into set up with a capital of Rs. A hundred and fifteen crore, with UTI contributing Rs. One hundred crore, and its four subsidiaries contributing Rs. 1. Five crore every. Axis financial institution is one of the first new technology personal region banks to have begun operations in 1994. The bank became promoted in 1993, jointly by using distinctive task of Unit accept as true with of India (SUUTI) (then known as Unit agree with of India), existence coverage agency of India (LIC), wellknown coverage company of India (GIC), countrywide insurance agency Ltd., the new India assurance employer Ltd., The Oriental coverage business enterprise Ltd. And United India coverage company Ltd. The shareholding of Unit trust of India turned into ultimately transferred to SUUTI, an entity established in 2003.

BOARD OF DIRECTORS

Chairman- Dr. Sanjiv Mishra

Managing Director- Amitabh Chaudhary

HEADQUARTER- Mumbai





CHAPTER IV

ANALYSIS AND INTERPRETATION

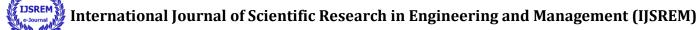
SBI - Average of Ratios of F.Y. 2015-16 to F.Y. 2018-19 (%)

AVG. of	CAR	ROE	Ratio of	Ratio of	Ratio of	Net	Return
Ratios F.Y.			NPAs to	total	total	Interest	on
2016 to			Net	expenses	advances	Margin	Average
F.Y. 2019			Advances	to total	to total		Assets
(%)				income	deposits		
	12.89	2.92	4.07	98.00	77.00	2.59	0.18

AXIS BANK- Average of Ratios of F.Y. 2015-16 to F.Y. 2018-19 (%)

AVG. of	CAR	ROE	Ratio of	Ratio of	Ratio of	Net	Return on Average
Ratios			NPAs to	total	total	Interest	Assets
F.Y. 2016			Net	expenses	advances	Margin	
to F.Y.			Advances	to total	to total		
2019				income	deposits		
	15.66	8.33	2.07	92.44	92.95	3.61	0.76

- 1. The capital adequacy ratio is a degree of how nicely a organization's (automobile) The capital adequacy ratio compares a bank's capital to its property to decide its capacity to pay its responsibilities. Tier 1 and tier 2 capital are split by using danger weighted property to arrive at this parent. A financial institution with a high capital adequacy ratio is idea to be safer than one with a low capital adequacy ratio. The auto ratio of a personal area financial institution (Axis bank) is extra than that of a public region bank (SBI) inside the desk above, at 15.66 and 12.89, respectively. It suggests that non-public sector banks are better capable of satisfy their responsibilities.
- 2. Return on investment (ROE) go back on equity is a metric used to assess a financial institution's profitability. It's decided by way of dividing after-tax net income by means of overall shareholder equity or net value. This is used to decide a shareholder's fund's incomes capability. In line with the table above, the average return on fairness of public area banks from 2015-16 to 2018-19 was negative, i.E. Eight.33. Axis financial institution has a extra common return on equity than SBI, that is 2.Ninety two. It demonstrates that the earning potential of shareholders finances in personal area banks is extra than in public zone banks.
- 3. The ratio of net NPA to advances is known as the NPA to net increase ratio. It displays the general high-quality of the bank's loan portfolio. It is right to have a lower ratio. The NPA to enhance ratio of Axis bank is lower than that of SBI, at 2.07 and 4.07, respectively. Axis financial institution, a personal sector financial institution, has a enormous variety of non-acting belongings. Their financial overall performance has suffered as a result.



4. The ratio of overall expenditure to general earnings The degree to which general expenditure exceeds total income is shown by means of this ratio. The lower the ratio, the higher the bank's profitability, and vice versa. The table reveals that the public region financial institution's general expenditure to general profits ratio is more than the non-public region bank's, at ninety eight.00 and 92.44, respectively. It has led to economic issues for state banks, however personal banks' bad performance.

- 5. The ratio of overall advances to general deposits This ratio well-knownshows how nicely management uses total deposits to offer advances if you want to maximise earnings. A greater ratio shows extra efficient control, and vice versa. The table reveals that private quarter banks have a more total enhance to general Deposit ratio of ninety two. Ninety five than public zone banks, which has a ratio of 77.00. It said that private area banks are exploiting their deposits to offer most advances on the way to maximise income. It has shown that personal sector banks' management efficiency has stepped forward, as has their ability in turning deposits into high-incomes advances, albeit the distinction is not vast. Banks inside the public zone try to improve their financial scenario.
- 6. Margin of net hobby internet hobby earnings expressed as a proportion of overall belongings. When compared to overall property, a better ratio suggests efficient earning exceptional. The desk well-knownshows that non-public region banks have a more internet hobby Margin of three. Sixty one than public quarter banks, which has a internet hobby Margin of two. Fifty nine. Despite the fact that non-public quarter banks are greater efficient in phrases of incomes quality while in comparison to total assets, the space in common internet hobby Margin over the preceding 4 years isn't as huge.
- 7. Common Asset return This ratio assesses a bank's profitability in terms of the property it manages. Divide internet income after taxes via total assets to get this ratio. The higher the ratio, the greater the bank's ability to profit. In keeping with desk, the common return on belongings for public quarter banks is 0.18. In comparison to public zone banks, private zone banks had a 0.Seventy six extra go back on common assets. It demonstrates that private quarter banks are capable of making effective use of their property.

Private zone banks' capital adequacy ratio, return on fairness, NPA to internet strengthen, and go back on common property ratios are all better than public zone banks', indicating a huge disparity among the two. Private zone banks have greater total spending to total earnings, general advances to total deposits, and net interest margin ratios than public area banks, although the difference isn't always sizable.



SBI – AXIS Bank Asset Comparison

SBI

ASSETS	MARCH	MARCH	MARCH	MARCH	MARCH
	2021	2020	2019	2018	2017
	040 004 54	400 705 70	470 000 40	450 007 40	407.007.00
Cash and	213,201.54	166,735.78	176,932.42	150,397.18	127,997.62
Balance					
with RBI					
Balances	129,837.17	84,361.23	45,557.69	41,501.46	43,974.03
with banks					
at call and					
short Notice					
Investments	1,351,705.21	1,046,954.52	967,021.95	1,060,986.72	765,989.63
Advances	2,449,497.79	2,325,289.56	2,185,876.92	1,934,880.19	1,571,078.38
Fixed Assets	38,419.24	38,439.28	39,197.57	39,992.25	42,918.92
Other	351,768.68	289,613.55	266,327.70	226,994.20	154,007.72
Assets					
Total Assets	4,534,429.63	3,951,393.92	3,680,914.25	3,454,752.00	2,705,966.30

Axis Bank

ASSETS	MARCH	MARCH	MARCH	MARCH	MARCH
	2021	2020	2019	2018	2017
Cash and	94,034.51	51,808.56	84,959.24	35,099.03	35,481.06
Balance					
with RBI					
Balances	16,952.62	9,921.26	12,309.04	32,105.60	7,973.83
with banks					
at call and					
short Notice					
Investments	275,597.20	226,119.62	156,734.32	174,969.28	153,876.08
Advances	707,695.95	623,720.19	571,424.16	494,797.97	439,650.30
Fixed Assets	4,572.35	4,245.03	4,312.90	4,036.64	3,971.68
Other	76,325.48	80,303.76	85,425.16	59,988.01	50,376.62
Assets					
Total Assets	1,175,178.11	996,118.42	915,164.82	800,996.53	691,329.58



SBI – AXIS Bank Liability Comparison

SBI

Deposits	3,681,277.08	3,241,620.73	2,911,386.01	2,706,343.29	2,044,751.39
Borrowings	417,297.70	314,655.65	403,017.12	362,142.07	317,693.66
Other	181,979.66	163,110.10	145,597.30	167,138.08	155,235.19
Liabilities					
Total	4,534,429.63	3,951,393.92	3,680,914.25	3,454,752.00	2,705,966.30
Liabilities					

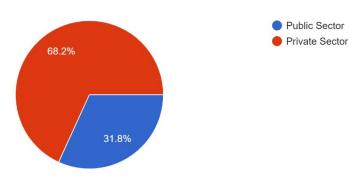
Axis Bank

Borrowings	185,133.86	142,873.16	147,954.13	152,775.78	148,016.14
Other Liabilities	53,297.88	44,336.17	42,157.90	33,073.12	26,245.45
Total Liabilities	1,175,178.11	996,118.42	915,164.82	800,996.53	691,329.58



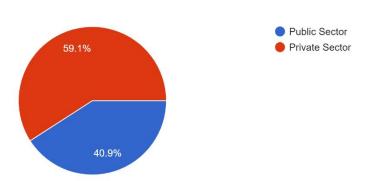
International Journal of Scientific Research in Engineering and Management (IJSREM)



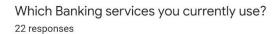


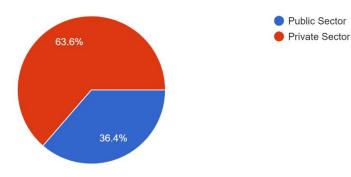
More than 68% People Prefer Private Sector because Services.

Which is better private or public sector Bank? 22 responses



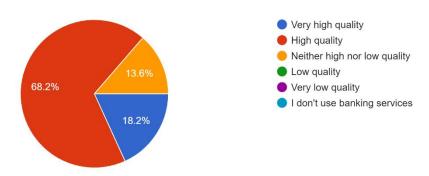
Around 60% accept that Private sector Bank is better.





More than 63% People Currently Using Private sector Bank.

How would you rate the quality of banking services you currently use? ^{22 responses}



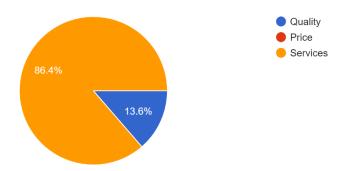
More than 68% people rated high quality Services which they currently using.



International Journal of Scientific Research in Engineering and Management (IJSREM)

Impact Factor: 7.185 ISSN: 2582-3930

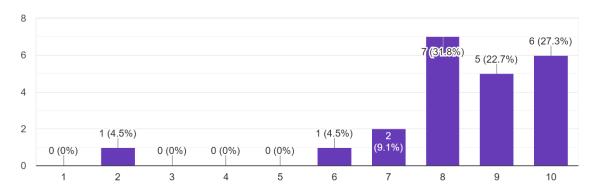
When considering a new bank, what would be the top two things you would generally consider? ^{22 responses}



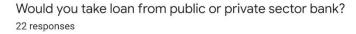
People look for quality services while choosing banks.

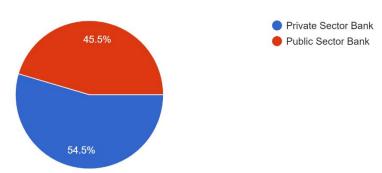
Volume: 06 Issue: 05 | May - 2022

How likely is it that you would recommend banking services to a friend or colleague? 22 responses









More than 54% people prefer private sector for taking Loan because of less time taking. And 45% people prefer public sector bank because of interest rates and less processing fee.

CHAPTER V

Conclusion

It has grow to be a main emphasis within the banking enterprise, with every financial institution attempting to maximise profit whilst minimising danger. Asset legal responsibility management is an essential hazard management approach for banks. To improve their performance, banks should work successfully in the area of Asset liability control. Asset and liability control is important for each bank.

CHAPTER VI

Bibliography

Reaserch Paper-

- 1- AN ANALYSIS OF ASSET-LIABILITY MANAGEMENT IN INDIAN BANKS- Dr. R Umarani, M Jayanthi ,24 October 2017.
- 2- Asset-Liability-Management— A Comparative Study of a Public and Private Sector Bank P.Sheela, Tejaswini Bastray, January 2015.
- 3- ASSET AND LIABILITY MANAGEMENT IN BANKS –A COMPARATIVE STUDY ON GAP ANALYSIS OF SCBs IN INDIA S. Prabhakar 1, Dr. S. Mathivannan 2, J. Ashok kumar 3



Impact Factor: 7.185

Website-

- 1- https://www.moneycontrol.com/financials/statebankindia/balance-sheetVI/SBI
- 2- https://www.moneycontrol.com/promo/mc_wap_interstitial_dfp.php?classic=true
- 3- https://www.investopedia.com/terms/b/bank.asp
- 4- https://byjusexamprep.com/state-bank-of-india-history-headquarters-logo-taglines-i
- 5- https://www.ndtv.com/business/stock/axis-bank-ltd_axisbank/reports

© 2022, IJSREM DOI: 10.55041/IJSREM13304 Page 17 www.ijsrem.com