

I N D E X

Research Papers:

Effect of Psychological Climate and Organizational Justice on Employee Engagement Dr. Monika Jain, Dr. Uday Sing Rajput	7
Analysis of Impact of Country of Origin (COO) on Consumers' Perception – With Context of Electronics Goods Dr Pritpal Singh Bhullar, Dr Amrinder Singh	14
Relationship Between Emotional Intelligence and Organisational Citizenship Behaviour Among Bank Employees Prof. Keshav Sharma, Parul Mahajan	20
SRI Investment & Screening Performance: An Empirical Study Dr. Subrata Roy	30
Cost Efficiency of Top 10 Firms in India: A DEA Approach D. Silambarasan, Dr. R. Azhagaiah	42
Motives and Drives of Export Entrepreneurship: Evidence from the Seafood Export Firms in Tamil Nadu Dr. S. Rajamohan, Dr. Joel Jebadurai	49
Service Quality and Customers' Satisfaction in HDFC Bank Dr. E. Hari Prasad, Prof. G. V. Bhavani Prasad	55
E - Governance Portals of City Municipal Corporations: A Comparative Study of Two cities of Madhya Pradesh Jalaj Katare, Snigdha Banerjee	67
Study of the Role of Total Quality Management in Productivity Enhancement in Indian Insurance Sector Gauri Chauhan, Dr. Geeta Nema	75
Behavioral Finance and Market Efficiency: Theory and Practical Application on Indian Investors Chandavadan Goritiyal, Dr Rajesh Devasia	86
Measuring Factors Affecting Adoption of HR Valuation: Manager's Perception Nader Naghshbandi, Dr. Vineet Chouhan, Dr. Hamid Saremi	91
Customers' Attitude towards Non-deceptive Counterfeit Mobile Phone in Bangladesh: A Study on Dhaka City Md.Hafez	102
Impact of Human Resource System on Competitive Advantage Status: A Case Study Dr. Saloni Pahuja	112
Study of Organisational Culture, Employee Turnover and Employees' Retention in hospitality sector. Dr. H. S. Chahal, Poonam	119

I N D E X

Articles:

Managing Human Resources for Enhancing Productivity	126
Dr Somesh Dhamija, Dr Aruna Dhamija, Mr. Krishanveer Singh	
Corporate Social Responsibility: The Force to Reckon Corporate Progression	131
Dr Aruna Dhamija, Dr Somesh Dhamija, Mr Amit Kumar	
Economic Update	
Global & India	135
Stats Window	139
Corporate Snapshot:	152
Global & India	