

What Matters Most in Promoting Ethics: Manager's? Altruism, Ethical Preferences, or Transformational Leadership?

This empirical study explores the effects of supervisor's altruism, ethical preferences, and transformational leadership on subordinate's ethical preferences. Data were collected from 70 pairs of supervisors and subordinates working in several organizations in India. Preference for unethical behavior was captured from both supervisors and subordinates by asking them to respond to five scenarios -- bribery; endangering the physical environment; lying; personal gain; and favoritism. Results show that supervisor's ethical preference is the strongest predictor of subordinate's ethical preference in the case of bribery, lying, personal gain, and favoritism. Supervisor's altruism is the strongest predictor of subordinate's ethical preference in the case of endangering the physical environment. Supervisor's preference for bribery and subordinate's preference for bribery are significantly positively correlated to each other when transformational leadership is high but not when it is low. In addition, supervisor's preference for bribery fully mediates the relationship between supervisor's altruism and subordinate's preference for bribery.

Key words: Altruism, ethics, ethical preference, role modeling, transformational leadership.

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A Study into the Efficiency of Indian Banking Sector and Its Determinants

In the backdrop of the recent sub-prime mortgage crisis that emerged in the US, affected all the countries across the globe. Specifically about our country, it is needless to mention that the impact on the banking industry was much less compared to the effect on other countries especially in real estate, tourism, information technology etc. Hence, the present study deserves to assess the efficiency of the banking industry by considering the large-sized public and private sector banks operating in India. For the purpose of our analysis, DEA is run over the period 2004-05 to 2011-12 for the top sixteen banks from the private and public sectors. The different aspects of bank efficiency such as Technical Efficiency, Pure Technical Efficiency and Scale Efficiency have been measured applying DEA. In the next part of the study, the Tobit regression is run in order to identify the exogenous factors contributing towards the efficiency of the banking sector, private as well as public sector.

Key words: Indian banking, Efficiency, Two-stage data envelopment analysis, Multivariate regression analysis, Tobit regression.

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Intellectual Capital In Indian Service Sector: A Descriptive Analysis

In today's scenario, there has been greater focus on Intellectual Capital in the realm of service sector than ever before and it, therefore, requires much more sophisticated management of the same. But for effective management, its measurement is required and which further needs the identification of its typology. In present study, an attempt has been made by the author to accentuate the status intellectual capital in Indian with special reference to service sector. Exploratory cum descriptive research design have been used. Data have been collected by using structured questionnaire comprising 33 statements concomitant to the constituents of intellectual capital by putting them on five point likert scale and the same have been analysed using Percentage and Cumulative Frequency. Results show that out of 33 constituents extracted from literature review, Only 26 has been found momentous constituents of Intellectual Capital as per Indian service sector.

Key words: Intellectual capital, Human capital, Structural capital, Service sector, descriptive statistics.

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The Impact of Merchandise, Customer Service, Security and Logistics Issues on Intention to Shop Online In Hyderabad

The main purpose of this study is to examine the effect of Security, Logistics, Customer Service and Merchandise factors influencing consumer Intention to Shop Online of online shopping in Hyderabad. The population of this research consists of online shoppers from Hyderabad. The sample for the study comprised of 250 online shoppers. Respondents were selected from different genders, age groups and occupations having internet shopping experience. A pre-structured questionnaire was used with five point Likert rating scale to measure factors influencing Intention to Shop Online towards online shopping. Snowball sampling was

used to collect data from sampled respondents. Statistical techniques such as Mean, Standard Deviation, Correlation and Multiple Regression were used for data analysis. The empirical results reveal that Security, Logistics, Customer service and Merchandise have strong and positive influence to consumer Intention to Shop Online in online shopping. The study suggests that companies must focus on improving Security, Logistics, Customer service and Merchandise of website.

Key words: Customer Service, Logistics, Merchandise, Security and Intention to Shop Online.

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Financial Analysis of Co-operative Marketing Federations - A Comparative Study of MARKFED and HAFED

The co-operative marketing societies occupy a pivotal place in the agricultural marketing system of India. In the states of Punjab and Haryana, The Punjab State Cooperative Supply and Marketing Federation (MARKFED) and The Haryana State Cooperative Supply and Marketing Federation (HAFED) are playing an important role in building a unified structure for remunerative agricultural marketing. The present paper attempts to undertake a comparative financial analysis of the MARKFED and the HAFED and examines their financial health. The study is based on secondary data covering period from 2000-01 to 2010-11. The analysis has been done on the basis of various indicators using tools like averages, standard deviation, coefficient of variation, T test and Z-score analysis. The study found significant differences in the financial position of MARKFED and HAFED. The MARKFED is more concerned towards day to day working of the federation whereas the HAFED concentrates more on maintaining

assets for the future. The study concluded that the financial condition of MARKFED is better than that of HAFED. But both the federations need to pay attention towards their financial condition and take effective measures.

Key words: Financial, Analysis, MARKFED, HAFED, Z-score Analysis.

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Antecedents of Patient Satisfaction at Tertiary care Hospitals in India

Patients have unambiguous desires or requests for services when they visit hospitals for medical care. However, inadequate discovery of their needs may result in patient dissatisfaction. The main aim of this paper is to identify the patient satisfaction indicators and to found the important determinants of patient's satisfaction at tertiary care hospitals in India. The data of this study was collected during December 2012 to March 2013, through a randomly-distributed questionnaire. The questionnaires were distributed in selected tertiary care hospitals located in Hyderabad. A total of 436 completed questionnaires, out of 500, were returned resulting in a response rate of 87.2 percent. Respondents will be chosen through simple random sampling. Descriptive statistics (like frequency distribution, mean, and standard deviation) will be used to analyze the data. Exploratory factor analysis will used to identify the underlying factors and Cronbach's alpha used to measure the internal consistency of the scale. Findings of this study shows that 94 percent (387) of patients at the tertiary care hospitals were very satisfied with services and found that effect of determinants positive influence on patient

satisfaction. This study may contribute to the differences in patient satisfaction levels and their determinants in tertiary care hospitals.

Key words: Determinants, Patient satisfaction, Tertiary care, Health care, Service quality.

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