



Editorial

P. G. Vijairaghavan

The latter part of the 20th century has seen a universal realization of the benefits of a world free of constraining controls on individual economies. Almost all controls have been aimed at keeping foreign goods and services at a safe distance, ostensibly to encourage domestic business in these products. However, have these controls really delivered results for the constraining economy? This is a question that is being attempted to be answered by the lead article in this issue, by Prof. Kishore Kulkarni and Geoff Tennent by taking up the case of Kuwait and examining the results of decontrols on trade in the fading years of the earlier millennium.

A mélange of articles on varied topics - from the advent of Robotics in Industry to the use and assessment of satisfaction levels of eHRM portals makes it an interesting issue to read. But the variety does not end here. We have an interesting, if brief, biosketch of Mark Zuckerberg - the Facebook Icon who has made the younger generation to consider dreams as not just wishful thinking but as the setting up of tangible milestones over a period and working towards

achieving them. Plus a book review. Well, another book on Leadership? However, the reviewer makes a case for the author's specific and tried suggestions to ensure leadership is not just a case study of leaders who made good - but about how they could have done it!

We round off this issue of IMR with a couple of gripping case studies, one of them a follow up to what appeared in an earlier issue on appraisal systems, while the other takes a close look at what can go wrong in a corporate's attempts to satiate a customer's need for redressal. Perhaps, we could expect some responses from our readers giving us their perceptions of how things could have been handled by August Bank of Commerce.

