

From the Editor

Dear Reader,

Warm Greetings!

I am happy to place before you Volume 7, Issue 2 of our Bi-Annual Journal PESBR. This issue is enriched with five best research papers, which were selected through a Research paper contest, 'ANVESHANA -2012' and a case study from case writing contest, 'VISHLESHANA - 2012' along with two book reviews.

The First Paper by Dr. AH Chachadi et al. analyses Career Anchor Congruence of various professionals of North Karnataka. This is followed by a research paper on Customer Expectations in Logistics and Communication Industry by Prof. M V Rama Prasad and Upendar Yennam. The next research paper deals with Measurement of Service Quality in Healthcare Organization by Dr. Sunil Cyprian D'Souza and Dr. AH Sequeria.

Dr. Bhavana Adhikari et al. have made an attempt to find the Impact of Emotional Intelligence on Academic Performance of students in Punjab region. The last paper by Dr. E Manohar focuses on Work place stress and Employee performance. Glowtronics- A strategic turnaround by Prof. Malathi Sriram and Prof. Ullas Rao is a must read case study. This is followed by two interesting Book Reviews MBA at 16 and E-Myth Revisited by Prof. Divya Rai and Prof. Vijaya Lakshmi respectively.

We thank all the researchers who have contributed to this issue and all those who made this issue possible. With welcoming Prof. M.M. Shankar to PES faculty fraternity, we would place on record his contribution and support in Statistical validation.

We look forward for continued support from researchers in making ANVESHANA- 2013 and VISLESHANA - 2013 successful and in turn facilitate us to enrich PESBR.

Dr. M S Ranga Raju
Professor and Head-MBA

