

Editorial Board

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From the editor

Warm Greetings! PES Business Review, now in the fifth year of its existence, has been consistently bringing out a thought provoking array of conceptual and empirical papers; case studies of topical interest, research tools, besides book reviews on some of the latest books in the management firmament.

This issue has three book reviews, apart from a mix of conceptual and empirical papers.

Rupak Kumar Jha and Surajit Bhattacharya have come out with an international comparative analysis of the social security system in India. They highlight the important issue of provision for the poor, with strict academic rigour and conclude that the bottom place of India in the pension asset as a percentage of the GDP pyramid shows that India has a long way to go in the professionalization of pension schemes. Sunil D' Souza and Sequeria A.H present a comprehensive performance measurement system, taking stock of both hard and soft issues. Dearth in services management research with an integrated perspective on service quality and performance is highlighted.

Swathi Agarwal explores the outcome of recession in terms of changes in employment relationship, requiring changes in HR perspective and strategies.

Paul Kochher deals with the important issue of growing inequality with growing economy, resulting in the great Indian divide. Srinidhi sets out the extent of dependency of the Indian stock market on the US market through a multiple regression analysis of the two stock market indices.

Shankari L attempts to identify various factors influencing service quality in banks and the impact of perception of customers on various service quality dimensions.

We do look forward to contributions for future issues of PES Business Review from the readers, especially empirical work and case studies.

For PESBR Team

Kalyani Ranagarajan