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## From the Editors' Desk



Marching ahead with our resolve to integrate Research with our teaching methodologies, we are extremely happy to publish the tenth issue (Vol. 5, Issue 2) of our Journal "Review of Professional Management" covering the period July – December, 2007. The Journal presents an academically proficient amalgamation of research papers, articles, case studies and book reviews which are deemed to incorporate an intellectually logical coherence into the thought process,

The Journal reflects a keen interest and sustained efforts of academicians and professionals who have covered diverse themes of contemporary and future relevance. We appreciate the efforts and the commitment put in by the authors in terms of the relevance of the topics of contemporary interest, quality of contents and the versatility of their research methodology. The current issue covers a wide range of subjects in Management dealing with Organization Structure and Service Quality, Human Resources, BPO Industry, Managerial Effectiveness, Insurance, and Electronic Governance.

We also take this opportunity to express our deepest gratitude to all our contributors and critics whose continual observations and suggestions have helped us to improve our offerings for the larger cause of creating an actionable knowledge pool. We also wish all our readers a very happy and prosperous New Year – 2008.

Our efforts and commitment to the cause of promoting research in the diverse areas of management would continue to enlighten our readers in days to come. The journey continues...

A handwritten signature in black ink, appearing to read "J.R. Arora", with a horizontal line underneath.

**Prof. (Dr.) J.R. Arora**

Editor

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