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# Review of Professional Management

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## From the Editors' Desk



New Year Greetings to all our readers and paper contributors!

Integration of Indian economy through GST, improvement of Ease of doing Business by 30 points and up gradation of Moody's rating for Indian economy have contributed to positive outlook of Indian Business environment. While the objectives of the policy should be creation of jobs along with growth to match aspirations of Indian Youth, measures to revamp banking sector through recapitalization is a positive step to improve business expectation that could boost investment in the private sector. Rising inflation is a concern, as this discourages interest rate adjustment as a tool of macroeconomic management.

This issue of our journal publishes two research papers on Global management concerns by foreign authors. The first one is an analysis on the limitations of "virtual communities of practice" that nowadays foster learning and participation in various discourses in the technology driven world transcending the boundary of territory, time, space and culture. Second paper explores why, after the 9/11 terrorist attacks in the United States, it has been imperative for leaders/teachers in higher education to facilitate culturally sensitive, intuitive and empathetic leadership behaviors for mitigating the negative effect on students and colleagues through conscious identification of cultural stereotypes that are likely to marginalization some in learning and work environment.

Three papers are on Indian Banking sector addressing issues such as (i) comparative study on efficiency of grievance redressal system of Public and private sector banks, (ii) reasons for NPAs among different ownership types of Indian Banks and (iii) banking services of Eastern Indian State, Meghalaya compared with all India scenario. The paper on Public health care system in the state of West Bengal has carried out SWAT analysis on Perceptions of health care employees.

Significance of developing Customer Lifetime Value (CLV) through CRM for customer retention and repeat performance has been analyzed on basis of analytical review of different writings. Another paper, through empirical study, explores relationships between Spiritual and Emotional Intelligence for commerce students of Punjab University. The review paper analyses various research papers on effective compensation Management of creating motivation of Salesmen.

The issue also contains two book reviews (i) one is an incisive analysis on the technology adoption such as method of evaluation of its effectiveness and subsequent changes required in business model (ii) other one is a collection of research papers on problems and challenges on health care for various sections of Indian population especially weaker ones.

Thanks and regard to all

**Prof.(Dr.) Arati Basu**  
**Editor**

**PS:** Research papers published in the Journal are available at the above website. Our readers are welcome to send feedback on the present issue.