

## Editorial

---

Dear Readers,

Greetings!!

It gives me immense pleasure to bring XX issue of SAMVAD - A double blind peer reviewed bi-annual International Journal of Management with e-ISSN 2348-5329, published by SIBM Pune.

Like every issue of SAMVAD, this issue also comprises of articles on the important contemporary topics of business management.

In today's distressed world, Emotional Intelligence plays a major role in any organization. If you are interested to know how Trait Emotional Intelligence and Emotional Labor do influence Individual Work Performance in banking sectors, do read the article on this topic in this issue. Does number of years of experience have any impact on TEI?

A major tool that is used to measure the customer satisfaction and loyalty in organisation is "Net Promoter Score (NPS)". However, the data regarding the same is not publicly available for customers to make an informed decision. What score does a company have to achieve to be called as 'Excellent' service providers? Read an article on this to understand it better.

In this time of crises customers have only choice to purchase essential products from e-commerce portals. All e-commerce businesses were instructed by the Ministry of Consumer Affair to take proper precautions and hygiene in their entire supply chain process. A research paper on this important topic is a very good read which suggests a model to incorporate hygiene in reverse logistics for online retailers, post lockdown.

How currency plays a role in spread of contagious disease? An article on this topic is an attempt to look at the issue of spread of pathogens through the paper currency. Attempt has also been made to identify the sources and solutions to address the issue of pathogen transmission through currency notes.

Block chain Technology is a relatively new area. There are many challenges and limitations to implementing this technology due to the heavy investments involved in implementing and change management challenges. There is scope for strategic alliances between insurance sector and insure-tech entrepreneurs to derive the maximum value out of block chain technology. Successful implementation of block chain technologies in insurance will prove to be a game changer for the insurance industry. Read an article on this topic to know more on this.

Education is most important driver for success of any nation. Therefore, quality of education and its delivery can be a key predictor of success of any society. In spite of good infrastructure and excellent financial backing many schools do not find place in league of top schools. Present school system is radically different from the model followed in the past. This shift has brought lots of challenges to the Management, Principals, Teachers, Staff and other stakeholders. Do read the study aimed at understanding challenges faced by Indian Schools and identifying drivers for high performance in school education.

I am sure, readers will enjoy every contribution made by the authors for this issue of Samvad.

I take this opportunity to thank all the authors, reviewers, and editorial team members for their kind support and contribution. Even in such difficult times of COVID-19, all have taken immense efforts to contribute towards this issue.

I am confident that the issue will add value to the readers! I look forward to march ahead with you all in this never ending journey of research.

Editor,  
**Dr. Poornima Tapas**  
Professor, SIBM Pune