CUSTOMER SATISFACTION INDEX AND IMPACT OF SERVICE QUALITY ON CUSTOMER SATISFACTION LOYALTY IN THE INDIAN BANKING SECTOR IN VELLORE DISTRICT
D. Sasikala

DEMOGRAPHIC PROFILE AND SOCIO ECONOMIC BENEFITS OF SHGS : A STATE LEVEL STUDY
Gautam Patikar

CONVERGENCE IN BANK CREDIT: A STUDY OF THE MAJOR INDIAN STATES OVER THE PERIOD 1972-2010
Ramesh Chandra Das and Soumyananda Dinda

VOLATILITY IN COMMODITY MARKET
Narender Kumar and Sunita Arora

ECONOMIC VALUE ADDED VIS-À-VIS OTHER PERFORMANCE MEASURES – APPLICATION TO BANKS
Meenu Gupta, A.K. Vashisht and Meena Sharma

IMPACT OF LEVERAGE ON PROFITABILITY OF AUTOMOBILE INDUSTRY : A COMPARATIVE STUDY OF HERO MOTORMCORP LTD & BAJAJ AUTO LTD
S.K. Khatik and Titto Varghese

TESTING THE VALIDITY OF CAPM IN EMERGING MARKETS
Shweta and N.S. Malik

THE DYNAMICS OF GOLD PRICES, CRUDE OIL PRICES AND STOCK INDEX COMOVEMENTS: COINTEGRATION EVIDENCE OF INDIA
Dharmendra Singh

INFORMATION CONTENT OF EVA IN INDIAN MARKET: A PANEL DATA ANALYSIS
Mandeep Kaur and Sweety Narang

OPTIMUM CAPITAL STRUCTURE AND FIRM’S CHARACTERISTICS: AN INDEPTH ANALYSIS IN INDIAN CONTEXT
Tarika Singh, Seema Mehta and Pawan Kushwaha

IMPACT OF INDIAN COMMODITY FUTURES ON PRICE DISCOVERY, VOLATILITY SPILL-OVER, SYSTEMATIC RISK AND WHOLESALE PRICE INDEX
Rinalini P. Kakati

ORGANIZATIONAL ROLE STRESS AND COPING STRATEGIES OF EMPLOYEES IN SERVICE SECTOR
Parvez Abdulla

ACTIVITY BASED COSTING : A CASE STUDY OF SELECTED INDUSTRIAL ENTERPRISES
Vineet Chouhan

IMPLICATIONS OF GENERAL AGREEMENT OF TRADE IN SERVICES (GATS) ON INDIAN BANKING SECTOR
Monika Aggarwal

A STUDY OF FINANCIAL PERFORMANCE VIS A VIS MANAGERIAL EFFECTIVENESS OF INSURANCE SECTOR OF INDIA
Mamta Ratti

INDUSTRIAL RELATIONS IN THE PUBLIC AND PRIVATE ENTERPRISES IN KERALA
Venugopalan K.V.

HUMAN RESOURCE DEVELOPMENT PRACTICES IN INDIAN BANKING SECTOR : A COMPARATIVE STUDY BETWEEN HDFC BANK AND STATE BANK OF INDIA
Garima Sachdeva

ABSTRACTS OF DOCTORAL DISSERTATIONS

BIBLIOGRAPHY: INFORMAL FINANCE AND DEVELOPMENT
© Indian Institute of Finance
BOOK REVIEWS

DANIELL, MARK HAYNES AND TOM MCCULLOUGH; FAMILY WEALTH MANAGEMENT
Manju Agarwal 1417

LOWE, JANET; WARREN BUFFETT SPEAKS – WIT AND WISDOM FROM THE WORLD’S GREATEST INVESTOR
Saurabh Agarwal 1420

WOOD, PHILIP R.; SET-OFF AND NETTING, DERIVATIVES, CLEARING SYSTEMS
Pushpender Singh Raghav 1423

TRIPATHI, P.C.; A TEXT BOOK OF RESEARCH METHODOLOGY IN MANAGEMENT AND SOCIAL SCIENCES
Deepak Bansal 1425

HORNGREN, CHARLES T., GARKY L. SUNDEM, JEFF O. SCHATZBERG AND DAVE BURGSTAHLER, INTRODUCTION TO MANAGEMENT ACCOUNTING
IIF Research Division 1426

ANNOTATED LISTING

LABUDA, GRARD & WALDEMAR MICHOWICZ, THE HISTORY OF POLISH DIPLOMACY X-XX C
1429

VARSHNEY., R. L., AND B. BHATTACHARYA, INTERNATIONAL MARKETING MANAGEMENT
1431

KRISHNAMURTHY, NAGARAJAN AND N. RAVICHANDRAN (ED); PROCEEDINGS OF THE ADVANCED WORKSHOP AND TUTORIAL ON OPERATIONS RESEARCH (AWTOR-2012)
1432

SIMON, CARL P. AND LAWRENCE BLUME; MATHEMATICS FOR ECONOMISTS
1434

AGARWAL, J.D. & AMAN AGARWAL; LITERATURE OF FINANCE: ECONOMICS (VOLUME VI)
1435

CONTENTS OF CURRENT PERIODICALS 1437
INDEX OF CURRENT PERIODICALS 1489
STATISTICS 1491
SEMINARS & CONFERENCES 1555
PLACEMENTS 1557
CONTENTS OF FINANCE INDIA VOL. XXVIII NO. 1-4 1561

© Indian Institute of Finance