## Contents

Arafat Rahman and Parisa Islam Khan  
Effect of Service Convenience on Service Loyalty: Moderating Role of Consumer Characteristics  
Mir Mohammed Nurul Absar  
Voluntary Reporting of Human Capital in the Corporate Annual Reports: A Comparative Study of Bangladesh, India, and Malaysia  
Abhoy K Ojha and Suresh Gairola  
Job Performance of Forest Guards in India: Understanding the Personal and Behavioral Antecedents  
Apoorva Ghosh  
Culturally Competent Behaviors at Workplace: An Intergroup Perspective for Workplace Diversity  
Reena Garg  
Shoppers’ Typologies and Diversities in Their Store Choice Behavior  
Shubhabrata Basu  
Explicating the Mechanism of BOP Ventures: An Architectural Innovation Perspective  
Smita Kashiramka and N V Muralidhar Rao  
Shareholders’ Wealth Effects of Mergers and Acquisitions on Acquiring Firms in the Indian IT & ITeS Sector  
G Ramesh  
Escalating Crisis and Lagged Response: Perspectives from the Mumbai Terrorist Attack  
Book Reviews