SOUTH ASIAN JOURNAL OF MANAGEMENT

Vilasini Jadhav and Monica Khanna
A Demographic Study of Online Buying Behavior among College Students in Mumbai, India

Pradeep Kumar, Sasadhar Bera and Shibashish Chakraborty
An Examination of the Association between Service Convenience Flexibility in Healthcare Delivery Systems and Patient Satisfaction

Rahul Mulay and Vandana Tandon Khanna
A Study on the Relationship between the Voice of Customer with the Cost of Quality in Processes of Professional Higher Education Institutions

Bula Hannah Orwa, Edward Tiagha and Muruku Waiguchu
An Assessment of the Influence of Technology and Innovation on Performance of Women Small Scale Entrepreneurs (SSEs) in Nairobi, Kenya

Hemangi Bhalerao and Kiran Sharma
The Impact of Emotional Intelligence on Customer Satisfaction and Repeat Buying Behavior among Young Consumers: An Assessment of the Moderating Role of Dental Health Consciousness

Hardeep Singh and Sanjog Singh Ahuja
Improving FMCG Distribution in Peripheral Areas of Emerging Smart Cities: The Case of Gurgaon (Gurugram), India

Mohan B Rao and S N V Sivakumar
Value Marketing Strategy for After Sales Service of Select White Goods Using the Value Gap Model: An Assessment of Consumers in Delhi and Mumbai, India

Research Note
Hory Sankar Mukerjee and U Devi Prasad
Definitions of Project Success in Implementation of Customer Relationship Management (CRM) Information Technology (IT) Solutions: Perspectives of Consultants from India

Book Reviews

ISSN: 0971-5428
Volume 24, Issue No. 4, October-December 2017