

# Reshaping Organizations

To Develop Responsible Global Leadership



**Editors** 

Prof. Dr. Dev Raj Adhikari Dr. Dhruba Kumar Gautam

### Reshaping Organizations

To Develop Responsible Global Leadership

#### EDITORS

#### Prof. Dr. Dev Raj Adhikari

Dean, Faculty of Management
Tribhuvan University
and
Founding President
Nepalese Academy of Management

#### Dr. Dhruba Kumar Gautam

Tribhuvan University
Faculty of Management
and
Founding Secretary
Nepalese Academy of Management



Napalese Academy Of Management

resnaping Organizations to Develop Responsible Global Leadership Year 3, Volume 1, Number 1, 2013 Kethmandu

ISBN: 978-9937-2-6081-7

## International Advisory Board of Nepalese Academy of Management

Prof. Dr. Chris Brewster, Henley Business School, University of Reading, UK.

Prof. Dr. Garry D. Bruton, Neeley School of Business, USA.

Prof. Dr. Farok J. Contractor, Rutgers Business School, USA

Prof. Dr. Rajneesh Narula, John H. Dunning Center for International Business, UK

Prof. Dr. Tony Fang, Stockholm University, School of Business, Sweden

Prof. Dr. Michael J. Morley, Kemmy Business School, Univ. of Limerick, Ireland

Prof. Dr. Katsuhiko Hirasawa, Nihon University, College of Commerce, Tokyo, Japan

Prof. Dr. Stephan Laske, Dept. of HRM, University of Innsbruck, Austria

Prof. Dr. R. SatyaRaju, Dept. Com. & Mgmt. Andhra University, India

Prof. Dr. Geoffrey Wood, University of Warwick, UK

Prof. Dr. Yutaka Takakubo, Nihon University, College of Commerce, Tokyo, Japan

Prof. Dr. G. D. Sardana, Birala Institute of Management and Technology, India

Prof. Dr. Roy J. Adams, Ariel F. Sallows, University of Sankatchewan, Canada

Prof. Dr. Marc Goergen, Cardiff Business School and ECGI, UK

Prof. Dr. Dr. Jyotsna Bhatnagar, Management Development Institute Gurgaon, India

Prof. Dr. Anne Cox, University of Wollongong, Australia

Prof. Dr. Wang Guo-An (Andrew Wang), Zhejiang Gongshang University in Hangshou, China

Prof. Dr. Subarna K. Samanta, School of Business, The College of New Jersey, USA Prof. Dr. Felicity Wood, University of Fort Hare, South Africa

### National Advisory Board of Nepalese Academy of Management

Prof. Dr. Prom Raj Pant

Prof. Dr. Puskar Bajracharya

Prof. Dr. Govinda Ram Agrawal

Prof. Dr. Kundan Datta Koirala

Prof. Dr. Bishwombhar Pyakurel

Prof. Dr. Madan Kumar Dahal

Prof. Dr. Sri Ram Paudel

Prof. Dr. Radheshyam Pradhan

Prof. Dr. Puspa Kandel

### Contents

1.	Patient Medical Unit Relations in Virtual Environment  ☐ Slawomir Smyczek  ☐ Justyna Matysiewicz	1
2.	Corporate Governance and Firm Performance in Nepal  Rameshwar Acharya	21
3.	Cognitive Approach and Its Application to the Strategic Modelling of Enterprises  Robert Karayev  Miragha Naghiyev	47
4.	Analysis of Efficient Pricing Mechanism: An Indian Perspective   Deepak Agrawal	57
5.	Trade Liberalization and Custom Revenue: An Assessment of the Impact on Nepalese Economy   Surendra Kumar Uprety	79
6.	Consumer Purchase Behavior for Green Products  U Vinod Sharma  I J. Sonwalkar  Maohar Kapse	95
7.	Important Factors for Successful Technology Entrepreneurship; Evidence from Iudian SMEs  Seyed Ali Omrani Harish Chaudhry Sudhir K. Jain	111
8.	Co-movements of Returns in Commodity Markets and Equity Markets  U Subarna K. Samanta	127
9.	Recovery from Turbulence by Innovative Model: A Study of Investigation Revolving Fund (IRF) for Supply Chain Management in a Hospital  Hem Chandra Garima Singh Vidha Chandra Shubhra Mishra L Masih AV Rinkoo KN Prasad	138
10.	Estimating Project Performance Using Speed, Safety, and Quality: A Study of Indian National Highways  I Zeinab Karimi D.K. Banwet S.P. Singh	153
11.	Consumer Protection Models on Financial Services Market as Tool for Creating Corporate Social Responsibility  ☐ Slawomir Smyczek ☐ Justyna Matysiewicz	169

<ul> <li>Organisation Structure, Education Profile of Human Capital, C Productivity of Electrical Manufacturing Industry of India: A S Selected Enterprises</li> <li>□ Shri Prakash</li> <li>□ Niharika Joshi Bhatt</li> <li>□ Amit Sharma</li> </ul>	Output and Study of
<ul> <li>13. Impact of Marketing Communication and Price Promotion on B</li> <li>Equity: Evidence from Durable Goods</li> <li>□ Sajeeb Kumar Shrestha</li> </ul>	205
<ul> <li>14. Corporate Performance (CP) and Satisfaction in Public Health S         Organizations (PHSO) in Eastern Province of Sri Lanka: A Use o         Balanced Score Card (BSC)         ☐ Mohideen Bawa Mohamed Ismail         ☐ Thirunavukkarasu Velnampy</li> </ul>	ervice f 219
<ul> <li>Sharing HRM Responsibility to Line Management for Organization</li> <li>Performance: Nepalese Practices</li> <li>□ Dhruba Kumar Gautam</li> </ul>	235
16. Low Carbon Innovation and the Competitive Advantage of Japane Companies Based on a Strategy of Building Relationships □ Nobuyuki Tokoro	<b>ese</b> 253
17. Trade Unionism in Global Economy and Industrial Relations of Unorganized Migrant Workers in India □ W.N. SALVE	270
18. Banking merger in Nepal: Principles, Policies and Practices ☐ Jas Bahadur Gurung	285
<ul> <li>Microfinance and Social Capital in Nepal: The Case for an Integra Approach</li> <li>□ Ratna Paudyal</li> <li>□ Anne Abraham</li> <li>□ Wayne Fallon</li> </ul>	ted 305
20. Capital Market Development in Nepal ☐ Nabaraj Adhikari	321
21. Private Returns to Education in India By Gender and Location: A Pseudo-panel Approach ☐ Priti Mendiratta ☐ Yamini Gupt	335
22. Organizational Competiveness: Mastering the Art of Global Operation Management ☐ Kelechikwu Emmanue, Oguejiofor	on 351
23. An Infinite Vision of Social Entrepreneurs of India  □ Punyaprava Pradhan □ Suresh Kumar Sahoo	373
24. What Engenders Retail Shoppers' Satisfaction in Bangladesh?  ☐ Mohammad Muzahid Akbar ☐ Abu Bakar Emran Salahuddin ☐ Saqulb Shahriar	387

#### **Editorial Note**

In the last two and half decades, we have passed through a number of changes in management theories and practices. Traditional nation specific management practices, leadership styles and communication methods and labor - management practices have been challenged by the increasing flow of foreign investment, innovation in information technology, changes in national political systems, changing government rules and regulations, changing ownership patterns and research and publication of innovative and creative research works. There are direct and indirect impacts of these developments on our knowledge and education systems as well.

Knowledge became the prime source for change in our society and society is became increasingly knowledge based. The corporate world is now focusing on innovation and change to cope with increasing challenges from inside and outside the country. We have great examples from the emerging nations such as China, Brazil, India, and Vietnam where management practices have undergone drastic changes to cope with their economic development goals. In the case of Europe, after the fall of the Berlin wall and political changes in many Eastern European countries, economic priorities have changed and been followed by supportive institutional developments and different management practices. However, there are countries, including Nepal, that have not been able to cope so well with the changes in the management perspective even after changing their political and economic goals and priorities more than two decades ago.

Globalization and liberalization were taken for granted as the best panacea to grow and develop a nation. In the current business environment, the challenge is no more business as usual. Increasing pressures of globalization, demanding and diverse stakeholders, the war for talent, scarce resources, and increased risks and opportunities, are causing leaders to ask if there is a better way to cope with complexity. Leaders all over the world are embedding Global Responsibility in the fabric of their business to deal with these challenges. We all, therefore, embarked in this movement. Therefore, as concern to all of us, the theme of this conference is 'Reshaping Organizations to Develop Responsible Global Leadership' is designed to explore the most emerging areas of Management and Economics like: human resource behavior, entrepreneurship, organizational management, management, organizational change and development, accounting and finance, marketing and supply chain management, tourism and hospitality, micro and macroeconomic perspectives, business education, corporate social

responsibility and ethics, statistics and quality control, technology management, emerging markets, and methodological issues to address a range of themes related to policy issues and corporate practices.

The main objective of this conference is to provide a global platform for our academicians, professional, practitioners, managers, graduate students and many others who are interested to develop competencies, organizational efficiency and effectiveness, reengineering, global leadership, responsible management, entrepreneurship and research. Following the tradition of NAM (1st International conference of NAM that was organized in Hotel Yak and Yeti in March 10-12, 2011), in this conference altogether 237 papers have been received from which 105 papers from distinguished professors and professional of 25 countries are to be presented in two key note speech sessions, three plenary sessions and sixteen technical sessions in different areas of management including leadership development, labor management issues, and the global financial crisis and its aftermath. Even though all papers submitted for conference are outstanding and going to be presented, NAM scientific committee selected only 24 papers for conference proceedings based on the different parameters developed, that are in your hands.

Parties and the second to the state of th 

And the Market of Earlies of the Annual Control of the Annual Cont

The state of the s Anthony's religion of the control of

theration by the state was a

The state of the s

The Market Market and the Committee of t

The field of the second of the

The Control of the

Prof. Dr. Dev Raj Adhikari Dr. Dhruba Kumar Gautam 

and the second second

Rs.750



Buddha Academic Enterprises Pvt. Ltd

(Educational Publishers & Distributors)
Anamnagar-32 (Buddha Academic Building)
GPO Box: 20195, Kathmandu, Nepal

**Tel**: 977 -1- 4269165, 4241247, 4259210

Fax: 977 -1- 4218077

Email: buddha@wlink.com.np

