

Papers In-Absentia

4161 Choosing Building Blocks for Business Development

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Building blocks are now increasingly accepted as a way to build businesses. At the same time design thinking is finding increasing importance as a design approach that emphasizes innovation. This paper describes how to combine building blocks with design thinking to provide a method for business system design. The paper describes design thinking and building blocks and ways they can be combined to create business processes. It describes generally applicable building blocks used in practice and ways to organize them into a systematic design process.

4164 Service and Economics –A Fresh Perspective

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Service is important to practically all developed nations because it constitutes approximately 90% of its GNP. Most professional activities in areas such as medicine, law, and education represent service, and their core participants are actually service providers because service is core to their everyday activities. All business, governmental, and educational endeavors essentially provide service, as do most products and social activities. This paper takes the view that service is the main driving force behind modern society and builds on the groundbreaking work of Adams Mill, Jevons, and Fawcett and explores how the knowledge of service principles can serve.

4207 Use of SMAC Technologies in the Services Industry

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Technology Service businesses of India are looking towards new avenues of customer investments around the Social media, Mobile Analytics, and Cloud computing (SMAC) Technologies. As several industries including products and services look to provide a uniform experience across all communication channels, the need for SMAC technologies is likely to increase. This study is conducted through the interview method with 05 different firms within the service sector to understand their use of and intentions for investment in the SMAC technologies in 2014 for their respective businesses, considering that the intangibility attribute of services makes this association significant.

4232 Impact of Managerial Style on Organizational Climate

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Many articles in scholarly journals have highlighted the impact of managerial style on the climate of the organization. The managerial style adopted by the executives should fit in the organization. They should be adapted according to the demand of the situation, particular requirements of the subordinates involved, and the challenges faced by the organization. Managerial style is viewed as one of the most powerful determinants of the organizational climate. This paper mainly focuses on analyzing the effect of managerial style on the climate. The findings of this study that was conducted with the women executives in the corporate sector.

4250 Alternative Tourism Options in And Around Nagpur City—Challenges and Opportunities

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Even though it is said that Nagpur city has developmental scope, it is growing, it has tremendous potential for tourism, is something that needs to be given thought too. Exploring the tourism ideas and equating them with lack of infrastructural facility will expose the gap between the two. The tier II city of Vidarbha has long waited for it to be enlisted as one of the upcoming cities, but for a fast progress, only thing that will help is the aggressive approach of authorities and diligent planning for making most of the resources at hand like natural resources.

4301 Moving Information Technology to Cloud for Better Virtual Systems Management

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Moving information technology to the cloud, some of our key objectives were to reduce costs, increase uptime, and access speed and enable rapid recovery for business continuity. With deployment of company's information to Cloud, we've achieved all this and organization has efficient Storage environment that can be leveraged to meet and even anticipate future needs."Lay the foundation for a private cloud with virtualization to enable rapid cost-effective access to dramatically growing volumes of enterprise data. Cloud computing represents a different way to architect and remotely manage computing resources, design a virtual solution to reduce costs, increase access speed, facilitate business.

4303 Identifying and Ranking Critical Factors of Meritocracy Using AHP

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At the present time, human capital is a part of an organization's vital capitals. Having two important features of scarcity and inimitability, it can be a competitive advantage for an organization. This study is designed and conducted with the purpose of investigating the dimensions and factors of the managers and employees' meritocracy in the automotive industry in Iran. The methodology used in this study is descriptive-exploratory and desk-filed studies were used for the data collection. The factors and dimensions of meritocracy are ranked after extraction using the AHP methodology.

4304 A Survey Study of Critical Success Factors in E-banking: An Empirical Case

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This study intends to investigate key factors in the success of Mellat bank in Iran in presenting electronic services. The population of the study is all the 162 employees and managers of the branches of Mellat bank in the west of Tehran. Out of this number, 114 participants were selected with random cluster sampling using Cochran formula. For the purpose of data collection, a questionnaire with 45 items with a Likert scale on a 5 point continuum was devised using the researcher's experience and valid resources.

4305 Increase in Scientific Production about Electronic Waste

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The discarded electronic equipment due to obsolescence or breakage are considered junk e, e-waste, electronic waste, technological waste, and so on. The concern and the need to adopt procedures for the proper disposal of this equipment has made the production of scientific articles in recent years increased exponentially. In this work, a bibliometric research, or bibliometrics, about e-waste for a quantitative analysis of the written communication of journal articles was performed. Citations and cocitações were analyzed. The citation analysis is based on the premise that authors cite articles that are important in the development of their research.

4306 Teaching of Entrepreneurship and Innovation in Brazilian Universities

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Teaching of entrepreneurship and innovation in Brazilian universities has increased in recent years due to several factors such as the emergence of disciplines like biotechnology increased globalization reduced basic funding and new perspectives on the role of the university in the system of knowledge production Innovation is increasingly seen as an evolutionary process that involves different institutional spheres or sectors in society The objective of this exploratory research is to verify the degree of knowledge of the students of Fatecs.

4309 Linking Structural Layout and Flow with Customers' Shopping Behaviour

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A shopping centre with the appropriate layout of the shops is likely to have a flow of human traffic that will be more convenient to the operations management. In turn the shop owners will reap the benefits in terms of more customers visiting the centre. This current study was to ascertain the relationship between layout and flow and customer purchase behaviour. A survey questionnaire was developed and data were collected from 30 customers of the Trafford Centre, UK through a convenience sampling. The study found that the layout of stores impacts positively on a buyer's choice of shopping.

4311 Nano Manufacturing Technology – A Review of Research and Development

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Nano Manufacturing Technology - A Review of Research and Development by M.Nagaraju M.E(IISc), Formerly Senior Scientist at Central Manufacturing Technology Institute, GOI, Bangalore Presently Ph.D., Research scholar at Jain University. Nano manufacturing technology is fast developing state of art Technology. Considering the importance of Nano manufacturing technology Central Manufacturing Technology Institute (CMTI), has established Nano-manufacturing technology Center (NMTC) as a part of

Nano Technology initiative at Bangalore. NMTC has been setup with an objective of propagation of Nano manufacturing technology in industries. A review of R&D work done at the center and experience gained has been described.

4316 Leaders under Scanner – Concurrent Evaluation of Leaders

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Leaders are answerable to many stakeholders. Hence leaders are constantly under scanner and their decisions are being continuously watched and evaluated by stakeholders. There is a possibility that certain routine or even strategic decisions may not yield desired results or even back fire leading to drastic consequences. Sometimes as a fall out of disastrous decisions leaders are compelled to quit or step down. Overall assessment of Leaders performance should be based on significant parameters or benchmark, that is what was expected as major performance goal for the leader and what has been the result.

4317 How Managers Transform Control into Cooperation

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This paper evaluates a theory that describes how managers combine the efforts they make to apply controls and demonstrate their trustworthiness in three ways: applications of output controls with demonstrations of their reliability, applications of process controls with demonstrations of their competence, and applications of input controls with demonstrations of their benevolence. Findings from two survey studies and one experiment extend control and trust research by outlining how managers attempt to augment subordinate cooperation by combining their efforts to promote trustworthiness in ways that are directly aligned with the specific types of controls they apply.

4320 HR Interface with Technology

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The twin forces of globalisation and technology revolution have orchestrated a whole new wave of changes across economies, societies and have a very strong bearing on the way we lead our lives, organizations and behavior. The present workplace is driven by technology, industry is knowledge based and the entire globe is the workplace. We are entering a new exhilarating era, where math is going to pip science. It took us 100 years to get to a billion landlines; 10 years to get to a billion cell phones and only 1 year to get to a billion smart phones.

4321 Workplace Spirituality as an Attribute of Organizational Culture: A New Paradigm

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Workplace Spirituality is not about organized religious practices. Workplace spirituality recognizes that people have an inner life that nourishes and it is nourished by meaningful work in the context of community. Organizations that promote a spiritual culture recognize that people seek to find meaning and purpose in their work and desire to connect with other human beings as part of a community. Organizations whether they realize it or not, must evolve into balanced workplaces and therefore, this paper makes an attempt to understand the theoretical perspective of workplace spirituality and its impetus on a healthy organizational culture.

4323 Customer Service Recovery: A City Immersed In Power Crisis

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The case is about Data Base Network, an organization engaged in business transactions in a developing country where competition is rampant. The organization needs to survive and outwit its competitors. Since the products offered are the same amongst the different competitors, customer service becomes the vital differentiator. This case highlights the importance of customer service and will aid students in understanding this importance.