

# JOURNAL

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MANAGEMENT



## ADMINISTRATION

( A Biannual Publication )



**Kwame C Serbeh-Yiadom**

### *Papers / Articles*

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**Y. Pardhasaradhi**

Heralding a New Era in District Administration:  
A Case of DC\* Suite in Palakkad

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A Study of Essential Mentor Traits and Functions from the Mentees' Perspective in the Indian Business Organizations

**Jayesh Aagja  
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A Study of the Relation between Emotional Labour and Perceived Service Quality

**T. N. Desai  
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A Review and Comparison of Total Quality Management and Six Sigma

**Satish Patel**

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**Mini Mathur**

Rural Retail in India: A Peep In

**Shantanu Pandit**

### *Case Study*

Lessons in Group Decision-Making

**Kedar Vashi**

### *Perspective*

Competency Based Talent Management

### *Book Review*

*Majumdar, Ramanuj. Consumer Behaviour: Insights from Indian Market, New Delhi, PHI Learning Pvt. Ltd., 2010, pp. 350, reviewed by Renuka Garg*



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