



Papers / Articles

Policy Failures and Declining Agriculture in Africa: A Historical Perspective of the Differential Impact of Rational and Irrational Policy on Agriculture and the Improving Signs for the Future	Kwame C Serbeh-Yiadom	1-12
Heralding a New Era in District Administration: A Case of DC* Suite in Palakkad	Y. Pardhasaradhi	13-21
A Study of Essential Mentor Traits and Functions from the Mentees' Perspective in the Indian Business Organizations	Gowri Joshi	22-36
A Study of the Relation between Emotional Labour and Perceived Service Quality	Jayesh Aagja Bhavin Shah Prakash Solanki	37-51
A Review and Comparison of Total Quality Management and Six Sigma	T. N. Desai R. L. Shrivastava	52-69
Police- Public Relations: An Analysis	Satish Patel	70-75
Rural Retail in India: A Peep In	Mini Mathur	76-78

Case Study

Lessons in Group Decision-Making	Shantanu Pandit	79-86
----------------------------------	-----------------	-------

Perspective

Competency Based Talent Management	Kedar Vashi	87-91
------------------------------------	-------------	-------

Book Review

<i>Majumdar, Ramanuj. Consumer Behaviour: Insights from Indian Market, New Delhi, PHI Learning Pvt. Ltd., 2010, pp. 350, reviewed by Renuka Garg</i>		92-93
--	--	-------