

HSB Research Review

A Bi-annual Refereed Journal of Haryana School of Business

Published & Printed by :	Prof. Usha Arora on behalf of Haryana School of Business, Guru Jambheshwar University of Science & Technology Hisar, Haryana- 125001(Haryana) INDIA
Printed at :	M/s Radhey Krishna Offset Press, Katla Ramlila, Hisar 125001 (Haryana) INDIA
Published at :	Haryana School of Business, Guru Jambheshwar University of Science & Technology Hisar, Haryana- 125001(Haryana) INDIA
Editor :	Prof Vinod Kumar Bishnoi, Haryana School of Business, Guru Jambheshwar University of Science & Technology Hisar, Haryana- 125001(Haryana) INDIA

HSB Research Review

The Editorial

HSB Research review journal is intended to be an outlet for theoretical and empirical research contributions for scholars and practitioners in the business field. HSB journal encourages new ideas or new perspectives on existing research. Manuscripts that are suitable for publication in this journal cover management domains such as areas of accounting, buying behaviour, finance, international business, marketing, human resource management, organizational behaviour, organizational theory, and research methods etc. We are committed to quality in all that we publish. We depend on the experience and expertise of our authors, editors, reviewers and publishers with whom we work. We emphasize to bring out research articles that seek to uncover the contemporary aspects of business issues.

HSB Research review journal, peer-reviewed and published bi-annually, is committed to publish scholarly empirical and theoretical research articles that have a high impact on the management field as a whole. It aims at providing a platform for the academia, management researchers and students to publish their original work. It seeks original manuscripts that identify, extend, unify, test or apply scientific and multi-disciplinary knowledge concerned to the management field.

The journal intends to provide an academic dais to share ideas, promote and endorse the culture of research to generate evocative debates. This bi-annual journal invites and attracts best quality research papers from all parts of the globe and reaches a wide variety of readers. This journal is an intellectual piece of knowledge with extensive exposure that maintains a balance between pure and applied researches. Suggestions, if any, for the improvement in the quality of this journal are welcome from all corners.

Editor

HSB Research Review

A Bi-annual Refereed Journal of Haryana School of Business

Contents

Research Papers	Pages
IMPACT OF OCCUPATIONAL STRESS ON JOB PERFORMANCE OF POLICE PERSONNEL: A CASE STUDY OF J&K POLICE R D Sharma, Sandeep Tandon and Jyotishna	1-8
INCIDENCE OF COMMERCIALISATION OF PATENTS: An Empirical Study of Inventors' Viewpoints Krishana Kumar Khandelwal and M.S. Turan	9-14
BROKERS' AND DEALERS' PERCEPTION IN BEAR AND BULL MARKET CONDITIONS : A Case of Mutual Funds Sunita Bishnoi and Rashmi Bhargava	15-24
VALIDATION OF WORK LIFE BALANCE SCALE ON FEMALE EMPLOYEES Tika Ram and Laxmi	25-33
MEASUREMENT OF THE SOCIAL EXCLUSION: A CHALLENGE Anju Rani	34-41
EASE OF DOING BUSINESS IN HARYANA: A DIAGNOSTIC ANALYSIS N. K. Bishnoi and Mudit Chaturvedi	42-52
WAREHOUSE MANAGEMENT IN INDIA : AN OVERVIEW Gurpreet Randhawa and Neha Chaudhry	53-62
EFFECT OF OSL ON CONSUMER EXPLORATORY BEHAVIOUR - A COMPARATIVE STUDY OF DELHI AND KOLKATA Ajay Kumar and Bharti	63-72

HSB RESEARCH REVIEW

Guidelines for Manuscript-Contributors

HSB RESEARCH Review invites original research-based papers, articles and management cases on topics of contemporary aspects in all areas of management and social science issues affecting business environment. While sending contributions the following guidelines must be carefully followed. Contributions that do not stick to the guidelines will not be considered.

1. Manuscripts submitted to the journal will be initially screened by the editors. Those considered inappropriate will be returned promptly to the sender. Manuscripts that pass the initial screening will follow a double blind refereeing process. They will be passed to a regional or country editorial board member who will consider its value in relation to regional concerns, where required. They will also be reviewed by an expert in the discipline area concerned. Neither the editors nor the journal will accept responsibility for errors, omissions, loss or damage to manuscripts. Upon acceptance of a paper, the author(s) will be requested to provide an electronic copy of the paper, compatible with Microsoft Word.
2. The selection of papers for publication will be based on their relevance, clarity, topicality and originality; the extent to which they advance knowledge, understanding and application; and their likely contribution towards inspiring further development and research. The Journal tries to maintain a balance between purely research oriented papers and those derived mainly from the experiences of practitioners involved in different areas of management.
3. The manuscript should be submitted and author's details must be printed on a separate sheet and the author should not be identified anywhere else in the article. A brief autobiographical note should be supplied including full name, affiliation, e-mail address and full international contact details. Manuscripts should not exceed 7,500 words (about 15 A-4 size pages, typed one and half space only on one side of the paper. The number of tables and figures should not normally exceed five in all. Author/s' name should not appear on any other page. Submit an abstract of about 200 words. Give the academic profile of each author including e-mail ID in not more than 100 words. The articles should be in clear, coherent and concise English language. Author/s should also send a copy of the contribution in MS-word, Times New Roman font, by e-mail to: hsbreview@gmail.com. The hard copy and electronic files must match exactly. Author/s should also certify that the paper/case has not been published or submitted for publication elsewhere.
4. All material and editorial correspondence should be addressed to: The Editor, **HSB RESEARCH REVIEW**, Haryana School of Business, Guru Jambheshwar University of Science and Technology, Hisar-125001 (Haryana) Website: <http://www.gjust.ac.in> The contributions received will be acknowledged immediately by e-mail. All correspondence with contributors will only be through e-mail.
5. Manuscripts not considered or not accepted for publication will not be sent back. Contributors whose contributions are accepted or rejected will be informed by e-mail only.
6. Tables and Figures should be given on separate page at the end of the paper. Please use minimum possible number of tables and graphs. Tables (each on a separate sheet) should be numbered consecutively in Arabic numerals and should be referred to in the text as Table 1, Table 2, etc. Tables should not duplicate results in graphs. The minimum amount of descriptive text should be used on graphs and drawings (label curves, points, etc. with single letter symbols). Graph axes should be labeled with variables written out in full, along the length of the axes, with the unit in parenthesis. Each figure and illustration should be on a separate sheet. The location of tables, figures and graphs in the text should be indicated.
7. The book review should normally not exceed 1,000 words. All notes should be indicated by serial number in the text, and literature cited should be detailed under notes at the end of the paper bearing corresponding numbers, before the references. Follow British spellings throughout (programme, not program).
8. No stops after abbreviations (USA, ILO). Use stops after initials (A.K. Sen).
9. Use double quotes throughout. The use of single quotes to be restricted for use within double quotes, e.g., "As Carter says the issue of 'providing best possible quality to the consumer and lowest possible cost' needs critical focus..." Quotations in excess of 45 words should be separated from the text with a line space above and below and indented on the left. Quotes should be cited accurately from the original source, should not be edited, and should give the page numbers of the original publications.
10. Italicization and use of diacriticals is left to the contributors, but must be consistent, when not using diacriticals, English spelling should be followed. Capitalization should be kept to the minimum and should be consistent.

11. Place the references at the end of the manuscript following the endnotes. The list should mention only those sources which have been actually cited in the text or notes. References should be complete in all respects and alphabetically arranged. Author/s' name should be the same as in the original source. You should cite publications in the text: (Adams, 2006) using the first named author's name or (Adams and Brown, 2006) citing both names of two, or (Adams *et al.*, 2006), when there are three or more authors. At the end of the paper a reference list in alphabetical order should be supplied according to latest APA style :

- a) For books:** Surname, Initials (year), *Title of Book*, Publisher, Place of publication.
e.g. Harrow, R. (2005), *No Place to Hide*, Simon & Schuster, New York, NY.
- b) For book chapters:** Surname, Initials (year), Chapter title, Editor's Surname, Initials, *Title of Book*, Publisher, Place of publication, pages. e.g. Calabrese, F.A. (2005), The early pathways: theory to practice – a continuum, in Stankosky, M. (Ed.), *Creating the Discipline of Knowledge Management*, Elsevier, New York, NY, pp. 15-20.
- c) For journals:** Surname, Initials (year), Title of article, *Journal Name*, volume, number, pages.
e.g. Capizzi, M.T. and Ferguson, R. (2005), Loyalty trends for the twenty-first century, *Journal of Consumer Marketing*, Vol. 22 No. 2, pp. 72-80.
- d) For published conference proceedings:** Surname, Initials (year of publication), Title of paper, in Surname, Initials (Ed.), *Title of published proceeding which may include place and date(s) held*, Publisher, Place of publication, Page numbers. e.g. Jakkilinki, R., Georgievski, M. and Sharda, N. (2007), Connecting destinations with an ontology-based e-tourism planner, in *Information and communication technologies in tourism 2007 proceedings of the international conference in Ljubljana, Slovenia, 2007*, Springer-Verlag, Vienna, pp. 12-32.
- e) For unpublished conference proceedings:** Surname, Initials (year), Title of paper, paper presented at Name of Conference, date of conference, place of conference, available at: URL if freely available on the internet (accessed date). e.g. Aumueller, D. (2005), Semantic authoring and retrieval within a wiki, paper presented at the European Semantic Web Conference (ESWC), 29 May-1 June, Heraklion, Crete, available at: <http://dbs.uni-leipzig.de/file/aumueller05wksar.pdf> (accessed 20 February 2007).
- f) For working papers:** Surname, Initials (year), Title of article, working paper [number if available], Institution or organization, Place of organization, date. e.g. Moizer, P. (2003), How published academic research can inform policy decisions: the case of mandatory rotation of audit appointments, working paper, Leeds University Business School, University of Leeds, Leeds, 28 March.
- g) For encyclopedia entries (with no author or editor):** *Title of Encyclopedia* (year), Title of entry, volume, edition, *Title of Encyclopedia*, Publisher, Place of publication, pages. e.g. *Encyclopaedia Britannica* (1926), Psychology of culture contact, Vol. 1, 13th ed., Encyclopaedia Britannica, London and New York, NY, pp. 765-71.
- h) For newspaper articles (authored):** Surname, Initials (year), Article title, *Newspaper*, date, pages. e.g. Smith, A. (2008), Money for old rope, *Daily News*, 21 January, pp. 1, 3-4.
- i) For newspaper articles (non-authored):** *Newspaper* (year), Article title, date, pages. e.g. *Daily News* (2008), Small change, 2 February, p. 7.
- j) For electronic sources:** if available online the full URL should be supplied at the end of the reference, as well as a date that the resource was accessed. e.g. Castle, B. (2005), Introduction to web services for remote portlets, available at: <http://www-128.ibm.com/developerworks/library/ws-wsrp/> (accessed 12 November 2007).

In case of more than one publication by the same author, list them in chronological order, with the older item appearing first. For more than one publication in one year by the same author, use small (lower case) letters to distinguish them (e.g. 1980a, 1980b), do not number the references.

Disclaimer

Whilst every effort is made by the publishers and editorial committee to see that no inaccurate or misleading date, opinions or statements appear in this Journal, they wish to make it clear that the date and opinions appearing in the articles herein are the responsibility of the contributor. Accordingly, the publisher and the editorial committee and their respective employees, accept no liability whatsoever for the consequences of any such inaccurate or misleading date, opinions or statements.

Editor
HSB Rresearch Review