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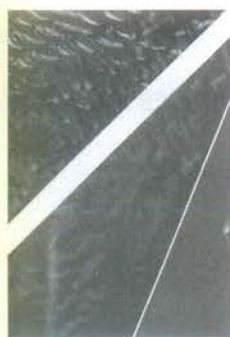
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Diaspora in Asia

Guest Editors: Anindita Dasgupta and Vandana Saxena

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Rama Mohana R Turaga

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Perspectives

Exploring Linkages between Industrial Innovation and Public Policy: Challenges and Opportunities

Rakesh Basant

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Significant research has gone into the analysis of the complex linkages between public policy and innovation. While this research has generated a lot of interesting insights, it has also identified several gaps in our understanding of these linkages. This paper is an attempt to pool together some of the ideas that academic research has highlighted on the linkages between industrial innovation and public policy and identify the current challenges as well as opportunities for meaningfully exploring these linkages further. Through a select review of the literature the paper (i) provides a broad overview of the public policy–innovation interface; (ii) discusses issues of conceptualizing and measuring innovation, innovation related activities and policy changes; (iii) summarizes mechanisms through which various policies impact innovation along with available evidence on the same; and (iv) identifies challenges in exploring policy-innovation interface along with a few potential areas of research in the context of India.

Research

Psychometric Testing of the Resilience at Work Scale Using Indian Sample

Parul Malik and Pooja Garg

77

Over the last decade, several measurement scales have been established for measuring resilience among varying populations. However, to date research is deficient in offering a standardized tool for measuring resilience at the workplace. Spurred by this crucial research gap, Winwood, Colon & McEwen (2013) developed and proposed a more cogent and comprehensive 'resilience at work' (RAW) scale for measuring resilience among employees. The current study evaluates the psychometric properties of the RAW scale in terms of reliability and validity among employees working in Indian IT industry. Responses to RAW scale were subjected to principal component analysis using varimax rotation method. Further, confirmatory factor analysis (CFA) was utilized to confirm the dimensionality of the scale followed by an analysis of convergent and discriminant validity of the scale items. Next, the study tests the nomological validity of the scale by testing its relationship with work engagement as a consequent variable.

Antecedents of Customer Loyalty in Banking Sector: A Mediation Study

Suhail A. Bhat, Mushtaq A. Darzi, and Shakir H. Parrey

92

The purpose of this study is to explore the impact of customer knowledge management and satisfaction on customer trust and loyalty in retail banking. Further, it also evaluates the mediational role of customer trust, which is presumed as the antecedent of customer loyalty in new emerging markets. A conceptual framework has been developed linking customer knowledge management and satisfaction with trust, and then customer

trust with loyalty. These conceptual frameworks have been empirically tested on the primary data collected from the customers of a private sector bank. A positive relationship has been found among the variables identified in the study.

Mangement Case

Water ATMs of Indian Railways: Causing a Silent Revolution

Abhishek Kumar

106

A water ATM is a novel product that dispenses pure drinking water in different quantities at nominal prices to the passengers of Indian Railways (IR). It was created on behalf of the Indian Railway Catering and Tourism Corporation Ltd (IRCTC), and installed at platforms of several railway stations. Water ATMs were likely to create a new paradigm in potable water distribution at public places. The case study discusses in detail the product development processes of water ATMs, expands on creation of necessary and relevant regulatory and infrastructural framework and its commercialization. It also discusses various challenges faced by vendors and IRCTC in scaling up the operations.

Diagnoses

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