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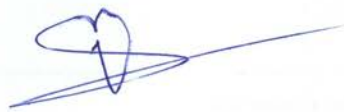
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### Important Announcement

Editorial correspondence to be addressed to:  
[ijir@srcirhr.com](mailto:ijir@srcirhr.com)

**IJIR announces the release of its back volumes (1965 onwards) in JSTOR Archive as part of the Arts & Science IX Collection.**

**To view the journal online please visit:**

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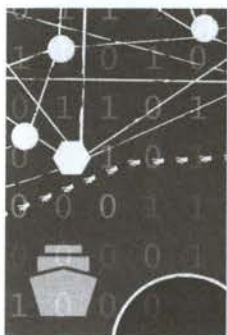
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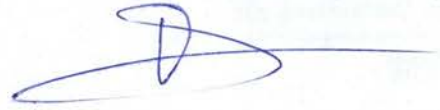
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Role of Trust in Adoption of Online Good Service Tax Filing in India

*Shalini Shukla and Rakesh Kumar*

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The research article analyzes the intention of businesspersons to use the Goods and Service Tax Network (GSTN). The data collected (and analysed) from small and medium businesses shows that many businesspersons are facing technical issues at the time of filing GST. The structure equation modelling used for analysis finds that trust is an important variable affecting the use of GSTN in India. However, perceived usefulness, subjective norms and perceived behavior control are also found to have significant influence on attitude towards GSTN that further affects the intention to use GSTN by persons. The study presents implication of policy makers and the government.

#### Management Case

Daikin India: Paradise Lost

*Anirban Chakraborty*

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Sarbani purchased a new air conditioner that was installed by the manufacturer in February, 2016, a typical winter month in north India. At the onset of summer, in the month of April, when she tried using the air conditioner, it did not work. The case describes the sequence of events in Sarbani's quest to get a resolution for her problem from the firm. The case provides an opportunity to discuss issues related to service recovery.

#### Diagnoses

Daikin India: Paradise Lost

*Vinay Sharma*

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E-Waste Management in India: Issues and Strategies

*Rama Mohana R. Turaga, Kalyan Bhaskar (Coordinators), Satish Sinha, Daniel Hinchliffe, Morton Hemkhaus, Rachna Arora, Sandip Chatterjee, Deepali Sinha Khatriwal, Verena Radulovic, Pranshu Singhal, and Hitesh Sharma*

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Electronic waste (e-waste), i.e., waste arising from end-of-life electronic products such as computers and mobile phones, is one of the fastest growing waste streams in the world. India is among the top five e-waste generating countries with an estimated annual e-waste of 2 million tons. The introduction of e-waste Rules in 2011 brought greater attention to e-waste management, leading to several changes in the country's e-waste management ecosystem. This colloquium takes stock of the current status of e-waste management in India by identifying various challenges that the sector faces and discusses potential paths for improvements. The colloquium brings together nine articles from national and global sectoral experts - representing the government, international developmental organizations, civil society, industry, and academia - covering a range of topics related to e-waste, including financing, policy and regulation, the informal and formal e-waste sector, technology, and business.