

Editorial

The IPL fiasco, with the resignation of both Shashi Tharoor and Lalit Modi, has made us aware that trust, more often than not, is an issue in business deals. This relationship between trust and monitoring is studied in this issue through an experimental study.

Our second research paper emphasises on placing the customer perceptions and expectations of both private and public sector banks under the scanner - because a service orientation is today the need of the hour. If manufacturing is doing well, the service sector needs such pointers for altering mindsets and attitudes.

Leadership in banks needs to respond to newer orientations too - we take Ms. Soundara Kumar's journey to the position of Managing Director of the State Bank of Indore, since this gives us insights into what it takes to lead a national public bank.

Another look at the working of a national bank as a case study permits us to seek the answer to questions of changing infrastructure. Including IT as a facilitator in this process brings out the issues and challenges faced by older public service institutions.

All change affects us personally, both in mind and in spirit; Swami Samarpanananda's piece on harnessing mental energy sends us a message helping us to deal with it. Harsh Mariwala's interview leads us to believe in an Indian way of leading and entrepreneurship in competitive times just as the previous article emphasises the all-pervasive Indian spirituality.

The two book reviews take up our concern for Indian public institutions: evolving with the times - the Indian Railways, which has seen a turnaround in recent years, and the making of IIT Kanpur into an institution of excellence. With such inspiring examples we are turned believers in the Indian spirit to reinvent, nurture and develop world-class institutions despite the numerous challenges posed by our environment.

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