International Journal of Business and Management Invention

International Editorial Board

- Dr. Sayed Mahdi Golestan Hashemi Head of the Iranian Research Center for Creatology, TRIZ & Innovation Science, Iran
- DR. Waspodo Tjipto Subroto, M.Pd State University of Surabaya, Indonesia
- DR. P. Malyadri Osmania University, India
- Dr. Makarand upadhyaya cba, jazan university, jazan, Saudi Arabia
- Dr. Krishnamurthy Prabhakar SRM University, India
- Dr. Joy Mukhopadhyay ISBR Bangalore, India
- Prof. Dr. Mohammed Galib Hussai Islamiah College, Vaniyambadi, India

Address: SC-89, Shastri Nagar, Ghaziabad, India Email: ijbmi@invmails.com Website: www.ijbmi.org









Februar 4 3 S Volume

International Journal of Business and Management Invention

e-ISSN: 2319-8028 p-ISSN: 2319-801X

Contents:

A study on the influencing factors of service quality on customer satisfaction in the Banking Sectors: The Case of Ga-West

Municipality

Samuel Dartey, Feng Ying, Blessing Dwumah Manu, Sonia Missah

Amoabeng, Eric Kojo Majialuwe

Relational Psychological Contract and Organizational Citizenship

Behaviour of Commercial Banks in Bayelsa State

Okpu, Tarela Oboro, Igbedion, Odosamawen Progress

The role of contemporary Human Resources Management with
regard to the handling of the human factor in Gweru City Council
Jairos Ndlovu, Professor Emmanuel Dumbu Lecturer

Senior Banking Leaders and Emotional Intelligence 32-46
Curtis J. Gregory

New Aspects for Small and Medium Sized City Development with

47-54
Smart Urban Profiling and Management

55-67

Rebecca Oberreiter

Influence of Demographic Factors on Employee Job Satisfaction (A Study with Reference to Select Public Sector Banks in the Coastal Region of Andhra Pradesh)

Dr. PADALA ETHESWARA RAO, PROF. N. KISHORE BABU

Organisational Culture: The Root of Sustainable Competitive 68-72
Advantage

Samuel Muiruri Muriithi

Web: www.ijbmi.org Email: ijbmi@invmails.com