

**Trade Policy, Imported Capital Goods and Manufacturing in Nigeria**

- *A I Monye-Emina*

This study set out to determine the impact of trade policy on the importation of capital goods and also the implication of the latter for manufacturing performance in Nigeria. A general manufacturing performance model was specified and estimated using data from 1975 to 2002. The estimated results were also subjected to validity tests. The findings of the study suggests that optimal trade policy measures can be pursued without fear as to the hazardous consequence on the importation of capital goods and the latter's impact on manufacturing performance.

**Performance of Sugar Mills in Uttar Pradesh by Ownership, Size and Location**

- *S P Singh*

Performance assessment of the sugar industry and setting targets for the relatively inefficient mills to improve their efficiency and productivity is crucial, as the interests of various stakeholders are largely dependent on its performance. This paper, therefore, attempts to assess the performance of the sugar mills of Uttar Pradesh, the largest sugarcane producing state of India. Data envelopment analysis models have been applied on the input-output data of 36 sugar mills for the period 1996-97 to 2002-03. The paper finds that during the period, the average overall technical efficiency (OTE) in the sugar mills of the State has been 93 per cent. This implies that an average mill can make radial reduction in all its inputs by 7 per cent without detriment to its output levels. The OTE shows a cyclical pattern mainly due to fluctuations in the scale efficiency. The performance of the mills is found to vary significantly across sector, plant size, and region. The private sector mills achieve the highest efficiency scores, followed by the cooperative sector. It has also been observed that the mills with bigger plant size attain relatively higher efficiency scores. Moreover, the mills located in the WR are found better performer as compared to their counterparts of other regions. Labour and energy inputs are found highly underutilized in almost all the inefficient mills. Targets set for relatively inefficient mills suggest that on average, these mills can become as efficient as the mills in their reference set, if they could adjust their operation to the associated target point determined by the efficient mills that define their reference set.

**An Evaluation of the Impact of Economic Reforms on the Growth and Productivity of Indian Small Scale Sector**

- *Sunil Kumar, Neetu Bala*

This paper explores the impact of economic reforms on the growth and productivity of Indian small scale sector. The results show that economic reforms process initiated in the early nineties has had a downbeat impact on the growth and productivity of small scale sector. The average annual growth rates of key growth parameters like number of units, production, employment and exports has found to be tapered off in the post-reforms period relative to the pre-reforms period. The analysis of total factor productivity (TFP) growth highlighted that TFP growth in small scale sector dragged after the deregulatory and decontrol regime came into force. Also, the downward trend in TFP was completely driven by a technological regress during the post-reforms years. On the whole, the study divulges that the recent thrust on the liberalization and globalization of Indian economy has failed to render any positive impact on the growth and productivity of small scale sector.

### **Brief Articles, Notes and Comments**

#### **Constituent Dimensions of Customer Satisfaction : A Study of Nationalized and Private Banks**

*- Jitendra Kumar Mishra, Monesh Jain*

Satisfaction of the customers is an invaluable asset for the modern organizations, providing unmatched competitive edge. It helps in building long-term relationship as well as brand equity. The best approach to customer retention is to deliver high level of customer satisfaction that results in, strong customer loyalty. Satisfaction being a judgment, that a product or service feature or the product or service itself, provides a pleasurable level of consumption related fulfillment, is dynamic in nature. It is the result of interplay of a number of factors, which vary from one product/service category to another. Present study is aimed at exploring the determinant factors and hence developing dimensions of customer satisfaction for nationalized and private banks. Two-stage factor analysis was computed to arrive at the dimensions of customer satisfaction. The study revealed ten factors and five dimensions of customer satisfaction for nationalized and private banks respectively.

### **Book Review**

**Index to Vol. XXXV : 2006-07**