

ABBREVIATIONS

RES	Role Efficacy Scale
HRM	Human Resource Management
JSQ	Job Satisfaction Questionnaire
BPO	Business Process Outsourcing
ICMIF	International Co-operative & Mutual Insurance Federation
III	Institute of India
ARM	Alternative Risk Management
MCCO	Mutual, Co-operative and Community Organisation
MDG	Millennium Development Goals
IOSR - JBM	The International Organisation of Scientific Research - Journal of Business and Management
IRDA	Insurance Regulatory & Development Authority
CBHI	Community Based Health Insurance
UI	Unemployment Insurance
REQ	Role Efficacy Quotient