

RESEARCH PUBLICATIONS

(International Refereed journals)

1. **Debnath M. Roma (2018)** Enhancing Customer Satisfaction using Kaizen: A Case Study of Imperial Tobacco Company (ITC)", (Emerald Publication), Vol. 16 No. 3, pp. 277-293. <https://doi.org/10.1108/JAMR-01-2018-0009>, ISSN: 0972-7981.
2. **Debnath M. Roma** and Taneja, P. K. (2017) "THE ROAD FOR RO-RO SHIP SERVICE IN INDIA: BARRIERS AND WAY FORWARD" EPWS, Vol. 53, Issue No. 11, 17 Mar, 2018, ISSN 0012-9976.
3. Ankur Chauhan, **Roma Mitra Debnath**, Surya Prakash Singh, (2018) "Modelling the drivers for sustainable agri-food waste management", Benchmarking: An International Journal, Vol. 25 Issue: 3, pp.981-993, ISSN 981-993.
4. Sharma, M., **Debnath M. Roma** and Sharma, S, (2016), Benchmarking of Rail Transport Service Performance through DEA for Indian Railways" International Journal of Logistics Management, The, Vol. 27 No. 3, pp. 629-649. <https://doi.org/10.1108/IJLM-08-2014-0122>, ISSN 0957-4093.
5. A. Kumar, R. Shankar and **Debnath M. Roma** (2015), Analyzing customer preference and measuring relative efficiency in telecom sector: A hybrid fuzzy AHP/DEA study, Telematics and Informatics (**Elsevier Publication**) Volume 32, Issue 3, pp. 447–462. ISSN 0736-5853.
6. **Debnath M. Roma** and Kumar, A. (2015), Measuring Efficiency of Nations in Multi Sport Events: A Case of Commonwealth Games XIX" Naše gospodarstvo / Our economy, Vol. 61, no. 1, pp. 25-36, ISSN ISSN: 2385-8052
7. Dev, N, Shankar, R, **Debnath, M. Roma** (2014), "Supply Chain Efficiency: A Simulation cum DEA Approach", , International Journal of Advanced Manufacturing Technology (Springer Publication) Volume 72, Issue 9-12, pp 1537-1549, , DOI: 10.1007/s00170-014-5779-6, ISSN 0268-3768 (print version)
8. **Debnath M. Roma** and Shankar R., (2014), "Does good governance enhance happiness: a cross nation study", accepted in **Social Indicators Research (Springer Publications)** Social Indicators Research, Volume 116, Issue 1, pp 235-253.
9. **Debnath, M. Roma** and Sebastian, V.J. (2014), "Efficiency in the Indian Iron and Steel Industry – An Application of Data Envelopment Analysis", Journal of Advances in Management Research, Volume 11, issue 1, pp. 4-19. (**Emerald Publisher**)

10. **Debnath, M. Roma** and Shankar, R. (2014), "Emerging trend of Customer Satisfaction in Academic process", **The TQM Journal (Emerald Publication)**, Vol. 26, No. 1, pp.14-29.
11. **Debnath M. Roma**, Kumar, S. and Shankar, R., (2013), "Improving service quality in Technical Education: Application of Interpretive Structural Modeling", **Quality Assurance in Education (Emerald Publisher)** Vol. 20, No. 4, pp. 387 – 407.
12. Roy, S, **Debnath M. Roma**, Mitra, J (2013), "Ranking R&D institutions of India: An application of DEA" *International Journal of Business Development and Research (IJBDR)*, Vol.1, Issue 2. ISSN: 2286-6213 (print), ISSN: 2286-9697 (online).
13. Singh, R. and **Debnath, M. Roma** (2012), "Modeling Sustainable Development: India's strategy for the future", *World Journal of Science, Technology and Sustainable development (Emerald Publication)*, Vol. 9, No. 2, pp. 120-135.
14. **Debnath, M. Roma** and Shankar, R. (2009), "Assessing Performance of Management Institutions: An Application of Data Envelopment Analysis", **The TQM Journal**, Vol. 21, No.1, pp.20-33. (*Emerald Publisher*)
15. **Debnath M. Roma**, Shankar R. and Kumar S. (2008), "Performance Evaluation of Technical Institutions – An Application of Data Envelopment Analysis", **Education, Knowledge and Economy**, Vol. 2, No. 1, pp. 51-66. (*Taylor and Francis Publisher*)
16. **Debnath M. Roma**, Shankar, R. and Kumar, S. (2008), "Outlining the voice of customers in Technical Education" **International Journal of Management in Education**, Vol.2, No.2, pp. 195-221. (*Inderscience Publisher*)
17. **Debnath, M. Roma** and Shankar, R., (2008), "Benchmarking Telecommunication Service in India: An Application of Data Envelopment Analysis", **Benchmarking: An International Journal**, Volume 15, No. 5, pp.584-598. (*Emerald Publisher*)
18. **Debnath, M. Roma** and Shankar, R. (2008), "Measuring Performance of Indian Banks: an application Data Envelopment Analysis", **International Journal of Business Performance Management**, Vol. 10, No. 1, pp. 57-85. (*Inderscience Publisher*)
19. Sharma, M., **Debnath, M. Roma**, Sharma, S. M., (2014), Performance Measurement of Indian Railways: An Application of DEA, accepted in **International Journal of Logistics Management (Emerald Publication)**

(National Refereed journals)

1. **Debnath M. Roma**, Kumar, S. and Shankar, R. (2007), "Graph Theory Approach for TQM Evaluation of Technical Institutions", *The Journal of Engineering Education*, Vol. XX-4 & XI-1, pp.96-109
2. **Debnath M. Roma** and Shankar R., (2006), "Measuring Performance of Mobile Service Providers: An Application of Data Envelopment Analysis" *Asia Pacific Business Review*, Vol. II, Issue I, January-June, pp.38-64.
3. **Debnath M. Roma** and Shankar R., (2005), "Modeling Service Quality Issues in Management Education: Taguchi's Robust Design Approach", *Pragyaan*, Vol. 2 Issue 3, October pp. 38-46.
4. **Debnath M. Roma**, Surender Kumar, Shankar R., and Ranjit K. Roy, (2005), "Students' satisfaction in Management Education: Study and Insights" *Decision*, Vol 32, No. 2, July-December, pp. 139-155.
5. **Debnath M. Roma** and Shankar R., (2005), "An Application of Taguchi's Robust Design Approach for Hospital Services in India", *Productivity*, Vol 45, No.4 (Jan-Mar), pp. 660-666
6. **Debnath M. Roma** (2003), "Taguchi's Robust Design and its Alternatives: A Review", *The Paradigm*, Vol VIII, No. 2, December pp.40-59.
7. **Payal, R. and Debnath M. Roma. (2015)**, " Knowledge Management and organisational performance: A systematic literature