

RESEARCH PUBLICATIONS

1. Arora, P., & Arora H. (2019). Efficiency of thrift agents of small urban borrowers: the case of scheduled urban cooperative banks (SUCBs) in India. *International Journal of Indian Culture and Business Management*, 19 (4), 434-451.
2. Arora, P., & Arora H. (2017). Bank characteristics, ownership and profitability of commercial banks: panel evidence from India. *International Journal of Services and Operations Management*, 26 (3), 347-364.
3. Arora, P., & Arora H. (2016). Performance of local area banks in India: an empirical study (2003-2012). *International Journal of Indian Culture and Business Management* 13 (3), 310-331.
4. Arora, H., & Arora P. (2015). Service quality dimensions: an empirical investigation of commercial banks in India using SERVQUAL, *International Journal of Services and Operations Management* 21 (1), 50-72.
5. Arora, P. (2014). Reforms, ownership and determinants of efficiency: An empirical study of commercial banks in India, *Journal of Emerging Market Finance* 13 (1), 103-138.
6. Arora, H., & Arora P. (2013). Effect of investments in information technology on bank performance: empirical evidence from Indian public sector banks, *International Journal of Business Information Systems* 13 (4), 400-417.
7. Arora, H., & Arora P. (2013). Measuring and decomposing productivity change using Hicks-Moorsteen index numbers: evidence from Indian banks, *International Journal of Productivity and Quality Management* 11 (1), 73-95.
8. Arora, H., & Arora P. (2012). Bank productivity measurement using Hicks-Moorsteen indices: evidence from Indian public sector banks, *International Journal of Business Performance Management* 13 (3-4), 386-407.
9. Arora, P. (2012). Financial Performance Measures, Efficiency and Indian Banking: Empirical Evidence, *International Journal of Productivity Management and Assessment Technologies* 1(2),43-56.
10. Kumar, M., & Arora P. (2010) Bank efficiency measurement using alternative techniques of frontier analysis: evidence from India, *Afro-Asian Journal of Finance and Accounting* 2 (1), 40-69.