

**Managing Editor Board**

- ❖ Dr. Muhammad Kashif Irshad, Pakistan
- ❖ Dr. Md Golam Mohiuddin, Bangladesh
- ❖ Dr. V. Balachandran, India
- ❖ Dr. Wilson Ani, Nigeria
- ❖ Dr. Muhammad Sabbir Rahman, Malaysia
- ❖ Dr. Pawel Tadeusz Kazibudzki, Poland

**International Editorial Board**

- ❖ Dr. E. Chuke Nwude, Nigeria
- ❖ Dr. Shalini Rahul Tiwari, India
- ❖ Dr. Naveed Saif, Pakistan
- ❖ Dr. Rishipal, India
- ❖ Dr. Devadatta Gopal Ranade, India
- ❖ Dr. Radha Mohan Chebolu, India
- ❖ Dr. Nurul Fadly Habidin, Malaysia
- ❖ Dr. M. Veerappan, India
- ❖ Dr. Shakil Adnan Malik, Pakistan
- ❖ Dr. P. Malyadri, India
- ❖ Dr. Bandaru Srinivasa Rao, India
- ❖ Dr. Anamakiri, Onyemechi Dio, Nigeria
- ❖ Dr. Khundrakpam devananda Singh, India
- ❖ Dr. Muhammad Ahmed Mazher, Pakistan
- ❖ Dr. S.Ravishankar, India
- ❖ Dr. Priti Bakhshi, India
- ❖ Dr. Twinkle R. Singh, India
- ❖ Dr. Muhammad Zahoor, Pakistan
- ❖ Dr. N. Ramu, India
- ❖ Dr. Vasthiyampillai Sivalogathan, Sri Lanka
- ❖ DR. Mihir Kumar Shome, India
- ❖ Prof. Dr. B.Balamurugan, India
- ❖ Dr. Anita Erari, Indonesia
- ❖ Dr. Muhammad Jawad, Pakistan

**Contact Us**

Website URL : [www.iosrjournals.org](http://www.iosrjournals.org)  
Email : [Support@iosrmail.org](mailto:Support@iosrmail.org)



**Qatar Office:**

IOSR Journals  
Salwa Road  
Near to KFC and Aziz  
Petrol Station,  
DOHA, Qatar

**India Office:**

EHTP, National  
Highway 8, Block A,  
Sector 34, Gurugram,  
Haryana 122001

**Australia Office:**

43, Ring Road,  
Richmond Vic 3121  
Australia

**New York Office:**

8th floor, Straight hub,  
NS Road, New York,  
NY 10003-9595



**IOSR Journals**

International Organization  
of Scientific Research

e-ISSN : 2278-487X

Volume : 22 Issue : 1 Series-1

p-ISSN : 2319-7668

**Contents:**

Effect of Electronic Marketing on Customer Satisfaction Evidence from Selected Airlines Services in Nigeria	01-09
Model for Monitoring Pricing Mechanism By Among Beta Coefficient OEE and MC	10-16
The Influence of Brand Trust and Brand Image on Mobile Banking Users' Loyalty	17-23
Archives Management of Village Based on E-Archive	24-29
The Effect of Customer Orientation of Service Employee (COSE) to Customer Satisfaction, Customer Commitment and Relationship Outcome	30-37
Analysis of Gate Queue in Cikupa Toll PT Marga Mandala Sakti Using Deterministic Queue Model	38-44
The Millennial Workforce: How do They Perform in the Organization?	45-54
The Implication of Competitive Strategy towards the Business Performance of Garment Industries in Indonesia	55-64
The Influence of Corporate Charismatic Leadership and Corporate Reputation on Customer Pride and Intention Word of Mouth Through Customer Value and Customer Trust	65-70
Supply Chain Management Practices and Performance of Flour Milling Companies in Nairobi County, Kenya	71-78
A Research on Tata Motors Covid 19 Situation on Customer Brand Awareness	79-87

IOSR-JBM