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**List of Abbreviations**

- EE- Employee Engagement
- SEZ- Special Economic Zone
- PC- Personal Computer
- DDI- Development Dimensions International
- ISR- International Survey Research
- BBC-British Broadcasting Corporation
- OCB- Organizational Citizenship Behavior
- MVA- Missing Value Analysis
- EM- Expectation Maximization
- SPSS- Statistical Package for Social Sciences
- MCAR- Missing Completely At Random
- AMOS-Analysis of Moment Structures
- SHRM- Society for Human Resource Management
- CFA- Confirmatory Factor Analysis
- IT-Information Technology
- CSR-Customer Satisfaction Rating
- KT-Knowledge Transfer