BIBLIOGRAPHY

BOOKS AND REPORTS

A.T. Kearney’s 2004 Offshore location Attractiveness index, Making offshore

AT Kearney, 2007, ‘Offshoring for long term advantage’


BPO- Structure and Chaos fun and Agony. Response Books, Sage, New Delhi

Bardhan Pranab, 1992 ‘A Political Economy perspective on Development’ in ‘The
Indian Economy, Problems and Prospects’, Edited by Bimal Jalan, Penguin Books,
India.


International Editions.


Click, L.R. and Thomas Duening, 2005, Business Process Outsourcing, New Jersey,
John Wiley and Sons.

the Financial Services Industry.’

Friedman Thomas, 2005, ‘The World is Flat’ Published by Farrar, Straus & Giroux

www.gcr.weforum.org

Goon, Gupta and Das Gupta, 1984, Vol 1, Fundamentals of Statistics, Vol 2,
Statistical Methods, Calcutta Press.

Gupta Poonam and Gordon James, 2005, IMF Country Report: Understanding the
Growth Momentum in India’s Services, No.5/87.


KPMG 2004, November, Asia Pacific Outsourcing Survey-Who is conducting the orchestra ?


Nasscom Strategic Review, 2006, Nasscom, New Delhi

Nasscom Strategic Review, 2008 (Highlights), Nasscom, New Delhi


Nasscom-Crisil Research, 2007, ‘The rising tide- Employment and Output linkages of IT-ITES ‘.

Nasscom-Deloitte Study 2008, Indian IT/ITES Industry: Impacting Economy and Society 2007-08

Nasscom-Everest India BPO Study, 2008


Seth, 2006, Economics of Services, Ane Books India.

Shikarpur Deepak, 2004, (Ed) bpo Digest, Ameya Prakashan, Pune


Todero Michael, 1994, Economic Development, Published by Longman.

World Development Report, 2004

World Trade Report, 2005, Offshore Services: Recent Developments and Prospects.
LIST OF ARTICLES AND WEBSITES USED


Chakravorty Bhaswati, 2005.
dqindia.ciol.com/content/top_stories/2005/105111001.aspE-Sat 2005, Dataquest,

Chanda, R, 2005, Trade and Services in South Asia; an Aggressive Agenda, South Asian Yearbook of Trade and Development.


Ho Lily, Torres Marcos and Vu Phillip, 2004, Dynamics of Outsourcing; Offshoring, Insourcing: A Case Study, India.


Krugman Paul, web.mit.edu/krugman/www/ - 24k


Mattoo Aditya, Mishra Deepak and Anirudh Shingal, 2004, Sustaining India’s Service Revolution, The World Bank, South Asian Region; India.

McKinsey Global Institute, Offshoring: Is It a Win-Win Game? McKinsey & Company


Popola, 2005, Keynote address at Indian Economic Conference, Hyderabad.


Rajeev Meenakshi and B.P. Vani, 2005, Services Trade and IT-enabled Services: A Case Study in India, Norwegian Institute of International Affairs.


Singh Nirvikar, 2005, India’s Information Technology Sector; What Contribution to Broader Economic Development? econpapers.repec.org/RAS/psi60.htm - 44k


Wong Bryan, Outsourcing: More Good than Bad, 2003, Yale University.

www.bpoindia.org

www.brookings.edu/press/books/abstracts/TradeForum/200506.pdf

www.cnnibn.com

www.nasscom.org

www.rediff.com

www.sifybusiness.com

www.timesofindia.com

www.sourcingmag.com