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**forum@eafpeb.org
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shopping business. In order to increase the level of consumer satisfaction and improve business performance, online retailers should have an understanding of the factors affecting customer satisfaction in the online environment. The purpose of this paper is to examine the influence of factors identified in the past research such as website design, security, information quality, payment method, e-service quality, product quality, product variety and delivery service on consumer satisfaction towards online shopping in the context of Kazakhstan. The survey data from a sample of 246 respondents aged from 17 to 38 years old were used to conduct factor analysis and regression analysis to test the hypothesized relationships. The study reports that at the current state of the development of the e-retailing in Kazakhstan only product quality and delivery service have significant impact on customer satisfaction with online shopping in Kazakhstan.

Keywords: E-Retailing, Online Shopping, Customer Satisfaction

The Relationship between Organizational Commitment and Organizational Cynicism among Hotel Employees in Southeastern Anatolia Region of Turkey

Melih Aydin

Kilis 7 Aralik University, Turkey

Gurkan Akdag

Mersin University, Turkey

Abstract

The aim of the study was to determine whether relationship exists between organizational commitment and organizational cynicism attitudes among hotel employees who were employed in four and five star hotels located in the Southeastern Anatolia Region of Turkey and to reveal the extent of the relationship. Due to the study results, there was significant negative relationship between three sub dimensions of organizational cynicism (affective cynicism, cognitive cynicism and behavioral cynicism) and organizational commitment. Correlation and multiple regression analysis were applied to analyze data and identify the relationship between organizational commitment and organizational cynicism. According to the findings of the research, it was revealed that, as the level of organizational cynicism arises, attitudes toward organizational commitment decrease. Those results were consistent with findings of the previous studies that employees with cynical behaviors exhibited lower commitment within the organization. The results of this research indicated that hotel employees mostly experienced cognitive cynicism among sub dimensions of cynicism and they rarely experienced affective cynicism. In conclusion, it is possible to affirm that, employees who constituted the universe of the research, were with medium level of organizational cynicism and organizational commitment.

Keywords: Organizational Commitment, Organizational Cynicism, Southeastern Anatolia, Hotels

Trust and Emotions Energize Organizational Performance

Ana Martins

Zirve University, Turkey

Abstract

The aim of this paper is to shed more light on the significant effect that leadership self-efficacy and shared leadership have on organizational performance. The purpose of this study is to contribute to the research on shared leadership that is still in its early stages. Trust, as a component of social capital, is considered the essential criteria for an emotionally aware leader. Trust enables individuals to channel their energy on those aspects of work for which they have real passion. Emotions, whether positive or negative, stimulate and steer organizational performance and behavior. Humor can reduce absenteeism; improve levels of effort, health and energy, all of which influence the levels of performance. The case study methodology focused on a profit-oriented Information Technology SME. An adapted version of the Anderson et al (2008) questionnaire was distributed to ascertain how leadership self-efficacy might influence shared leadership and affect organizational performance. The study entails the presupposition that those managers who have regard for the self-efficacy leadership