Contents

Pro	eface	vi
PΑ	RT 1 ICT and Business Problems]
	YFORD ASARE OBENG, TARIK ATAN, JAPHETH NUHU AHMED,	
	OMINIC J. KAMARA AND DENNIS AFFUM OSEI	
	Examining the Mediating Role of Patients' Satisfaction and	
	Hospital Reputation on the Influence of Corporate Social	
	Responsibility on Patients' Loyalty in Ghanaian Public Hospitals	3
DA	GNU HAILE TESSSEMA, DR. FIGEN YEŞILADA, HAYFORD ASARE	
ОВ	ENG, JAPHETH NUHU AHMED AND DOMINIC J. KAMARA	
2	Impact of Total Quality Management on Revisit Intention	
	through the Mediating Role of Patient Satisfaction on	
	Inpatients in Public Hospitals in Addis Ababa, Ethiopia	31
SA.	MUEL-SOMA M. AJIBADE, OLUWADARE JOSHUA OYEBODE,	
SU	SHOVAN CHAUDHURY AND ANTHONIA OLUWATOSIN ADEDIRAN	
3	A Scientometric Analysis of Swarm-based Metaheuristics	
	Approach	51
DR	. JAPHETH NUHU AHMED, FIGEN YEŞILADA, HAYFORD ASARE	
	ENG, DAGNU HAILE TESSEMA, DOMINIC J. KAMARA, DENNIS AFF	UM
	EI AND PETER C. MORNYEY The Mediating Effect of Detions Truct on the Link house or	
	The Mediating Effect of Patient Trust on the Link between	
	Relationship Marketing and Hospital Brand Image in Public	
	Hospitals-Nigeria	69



vi Contents

ALEEM ABDUL-KAREEM AND STEPHEN TAIWO ONIFADE	
5 The Effect of Organizational Culture on Individual	
Creativity: An Empirical Investigation of Packaging Firms in	
Büsan Industrial Site of Central Anatolia Province, Konya-Türkiye	93
	,))
PART II ICT, Energy and Financial Sustainability	115
JENEBA JOY TUCKER AND DR. MURAD ABDURAHMAN BEIN	
6 The Impact of Credit Risk on Bank's Performance after the	
World Financial Crises: Evidence from Commercial Bank in	
Sierra Leone	119
RICHARD SAGOR MITRA AND DR. HEMANT BHANAWAT	
7 Analyzes of Common Behavioral Bias among Indo-Arabian	
Investors and How to Better Manage Them	155
AKASH KUMAR BISWAL AND BISWAJIT PATRA	
8 Determinants of Pensions: Empirical Evidence from OECD	
Countries	173
DR. SUSHMA AND DR. ANURAG SHUKLA	
9 Associability between Overconfidence Bias and Financial	
Risk Tolerance with Reference to North India	201
SHWETA LALWANI	
10 Technology Enforcing Upskilling of Workforce for Creating	
Sustainable Organizations: A Conceptual Review of Trends and	
Transcending Role of HR	217
List of Contributors	233
Index	227
44.44.44	237