

INDRAPRASTHA JOURNAL OF MANAGEMENT

A Study on Relationship Between Antecedents and Consequences of Customer Satisfaction for Online Hotel Booking Apps
Priyanka Singh and Kavita Chauhan

Role of Metacognition and Coping Behaviour in Managing Virtual Teams of the Digital Age: An Exploration of Literature
Shilpa Jain and Aarushi Singh

Sustainability of Sustainable Business Practices: A Literature Review Shuchi Pahuja

An Empirical Study of Intention to Use E-Wallets During Covid-19 Crisis Priyanka Aggarwal and Krity Gulati Mehta

INDRAPRASTHA JOURNAL OF MANAGEMENT

Volume 8, No. 1 & 2, January-December, 2020

PATRON

Prof. (Dr.) Mahesh Verma, Vice Chancellor, Guru Gobind Singh Indraprastha University

CHIEF EDITOR

Prof. A.K. Saini, Dean, University School of Management Studies, Guru Gobind Singh Indraprastha University

EDITORS

Prof. Sanjay Dhingra, Professor
Dr. Gagan Deep Sharma, Associate Professor
Dr. Deepti Prakash, Assistant Professor
(University School of Management Studies, Guru Gobind Singh Indraprastha University)

SCHOLAR SUPPORT: Ms. Meenakshi Bisla

EDITORIAL BOARD

- 1. Prof. Peter Tsigaris, School of Business and Economics, Thompson Rivers University, Kamloops, BC, Canada.
- 2. Prof. Prem Mann, Department of Economics, Eastern Connecticut State University, Willimantic, Connecticut, USA
- 3. Dr. Vivek Natarajan, College of Business, Lamar University, Texas, USA
- 4. Mr. Stanislas Dembinski, Foreign Correspondent for French Economic Magazines La Tribune and Le Nouvel Economiste,
- 5. Prof. Lokesh Joshi, Vice President for Research, National University of Ireland Galway, Ireland
- 6. Dr. Niall Smith, Head of Research, Cork Institute of Technology, Ireland
- 7. Prof. Phil Taylor, Vice Dean (International), University of Strathclyde Business School, Glasgow, Scotland
- 8. Dr. Lhato Jamba, Director, Gaeddu College of Business Studies, Royal University of Bhutan, Gedu, Bhutan
- 9. Dr. Faizul Hasan, Former Vice Chandellor, University of Education, Lahore, Pakistan
- 10. Prof. Shantha K Hennayake, Deputy Vice Chancellor, University of Peraadeniya, Peraadeniya, Sri Lanka
- 11. Dr. Anupam Arora, Institute of Management and Technology, Dubai
- 12. Dr. Ajit Kumar, Vice Chancellor, National Institute of Food Technology Entrepreneurship and Management, Sonepat
- 13. Prof, Rajiv Sangal, Director, IIT-BHU, Varanasi
- 14. Prof. Sudhir K Jain, Former Vice Chancellor, Shri Mata Vaishno Devi University, Katra
- 15. Prof. Rakesh Kumar Khandal, Former Vice Chancellor, UP Technical University, Lucknow
- 16. Prof. Furgan Qamar, Former Secretary General, Association of Indian Universities
- 17. Prof. Piyush Trivedi, Former Vice Chancellor, Rajiv Gandhi Technical University, Bhopal
- 18. Prof. B.S. Bodla, Professor, University School of Management, Kurukshetra University, Kurukshetra, Haryana
- 19. Prof. A K Vashisht, Professor, University Business School, Panjab University, Chandigarh
- 20. Prof. Madhu Vij (Retd.), Faculty of Management Studies, University of Delhi, Delhi
- 21. Prof. Sushil, Department of Management Studies, IIT Delhi

Indraprastha Journal of Management is published Bi-annually by University School of Management Studies, Guru Gobind Singh Indraprastha University, New Delhi. Copyright © Guru Gobind Singh Indraprastha University, New Delhi. The views expressed in this journal are those of the authors. No part of this publication may be reproduced in any form without the written consent of the publisher. All work published in this journal are double blind reviewed as per the standard procedure of referred journals. For any enquiry contact Editors.

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY

SECTOR 16-C, DWARKA, NEW DELHI-110078 Telephone: (011) 25302602-04, Email: ijm.usms@ipu.ac.in

Website: www.ipu.ac.in

Contents

| A Study on Relationship Between Antecedents and Consequences of Customer Satisfaction for Online Hotel Booking Apps Priyanka Singh and Kavita Chauhan | 2-14 |
|---|-------|
| Role of Metacognition and Coping Behaviour in Managing Virtual Teams of the Digital Age: An Exploration of Literature Shilpa Jain and Aarushi Singh | 15-28 |
| Sustainability of Sustainable Business Practices: A Literature Review Shuchi Pahuja | 29-41 |
| An Empirical Study of Intention to Use E-Wallets During Covid-19 Crisis Priyanka Aggarwal and Krity Gulati Mehta | 42-52 |

GUIDELINES FOR CONTRIBUTORS

The Journal accepts for publication the following:

- Research Papers of empirical nature
- Case Studies

Guidelines for Research Papers

The paper should contain the following items in the order shown below:

- A cover page showing title of the paper, author's affiliation, full address, telephone number, faxes number and e-mail.
- Abstract of not more than 200 words outlining the purpose, scope and conclusions of the paper. The abstract should explain why the readers should consider these results important. Key words are to be mentioned at the end of the abstract.
- The text should be suitably divided under headings and sub-headings to explain and emphasize the importance of various sections. The research paper should not normally exceed 6000 words or 10-12 pages. It should be typed in 12-point font on one side of A-4 paper in single spacing with 1" margins.
- Acknowledgment, if any must be included.
- Only those references, which are actually utilized in the text, should be included in the reference list. In the text, references should be cited with the surname of the author(s) along with the year of publication, all in brackets. References should be complete in all respects and alphabetically arranged.
- All referencing needs to be in APA 6.0 format
- Tables and Figures should be numbered consecutively in Numerals and should be placed at the end with mention of insert in the text as Table 1, Table 2, Figure 1 etc. Tables should not duplicate results in graphs.
- The minimum amount of descriptive text should be used on graphs and drawings (label curves, points etc. with single-letter symbols). Graphs axes should be labelled with variable written out in full, along the length of the axes, with the unit in parenthesis.
- No footnotes should be inserted in text. All footnotes should be indicated by serial numbers in the text and literature cited should be detailed under 'Notes' at the end of the paper/article bearing corresponding number.
- Authors are requested to submit articles through mails in MS Word format (doc, Windows 07 compatible)
- Papers submitted for consideration in Indraprastha Journal of Management should be accompanied by a declaration by the author(s) that the paper is original and has not been published or submitted for publication elsewhere.
- Editorial decision regarding articles accepted for processing in Indraprastha Journal of Management will be communicated in 2 to 3 months time. The decision of the editorial board regarding acceptance/rejection will be final
- The editorial board will not be responsible for the views expressed by the author(s) especially if the views lead to any controversy.

Copyright

The copyright of the published papers will exclusively lie with Indraprastha Journal of Management. The manuscript should not appear in another publication. This will ensure copyright protection for both the author and University School of Management Studies, Guru Gobind Singh Indraprastha University. Note that it is the author's responsibility to obtain permission to reprint long quotations or use tables, figures or graphs previously published with copyright restrictions.

Policy on Reproduction

A request through email must be made to Indraprastha Journal of Management for permission to reproduce any of the contents for use in books and any other publication intended for general distribution.

All Manuscripts in Soft Copy Should Be Sent to:

Editors

Indraprastha Journal of Management University School of Management Studies, Guru Gobind Singh Indraprastha University Sector 16-C, Dwarka, New Delhi - 110078 Email: ijm.usms@ipu.ac.in



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY

Sector 16-C, Dwarka, New Delhi - 110078 Telephone: (011) 25302602-04 Email: ijm.usms@ipu.ac.in

Website: www.ipu.ac.in