

LIST OF SYMBOLS AND ABBREVIATIONS

DEM	Diversity Excellence Model
GDP	Gross Domestic Product
HR	Human Resource
HRM	Human Resource Management
IM	Instant Messaging
INSEAD	Institut Européen d'Administration des Affaires" or European Institute of Business Administration
ISD	Information System Development
IT	Information Technology
ITES	Information Technology Enabled Services
PCs	Personal Computers
SEM	Structural Equation Modelling
SPSS	Statistical Package for Social Sciences
TQD	Total Quality Diversity
TQM	Total Quality Management
US	United States