2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### **Research Article**

# The Role of Succession Planning in Private Organisations

<sup>1</sup>Dr. Sayeeduzzafar Qazi, <sup>2</sup>Preeti Shrivastava, <sup>3</sup>Dr Ajit Upadhyaya, <sup>4</sup>Anjali Shukla, <sup>5</sup>Varun Bharadwaj, <sup>6</sup>Dr Pawan Kumar Paras

<sup>1</sup>College of Business Administration University of Business and Technology Jeddah, Saudi Arabia

\*Orcid Id:\* https://orcid.org/0000-0003-1458-3166

<sup>2</sup>Assistant professor IIMT College of Management Greater Noida

<sup>3</sup>Faculty Prestige Institute of Management and Research (PIMR) Indore MP

<sup>4</sup>Faculty Department of Business Administration Acropolis Institute of Management Studies and Research (AIMSR) Indore MP

<sup>5</sup>Designations Assistant Professor College I.P.(P.G.) College Campus 2 Bulandshahr

<sup>6</sup>Registrar The LNM Institute of Information Technology Jaipur, Rajasthan

#### **ARTICLE INFO**

#### **ABSTRACT**

Received: 30 Dec 2024 Revised: 15 Feb 2025 Accepted: 25 Feb 2025 The present research aims to examine the importance of succession planning in the improvement of management effectiveness in various contexts. Paying attention to leadership continuity as one of the key aspects of strategic HRM, the impact and effectiveness of the well-developed succession plans are considered with regard to organizational stability and performance. This paper used the cross-sectional survey design where questionnaires were filled by 120 mid- to senior-level managers in the Human Resource, Operation, and Strategic Planning departments of several organizations in India. In the current study, statistical data were analyzed using the Social Package Statistical System (SPSS 28), descriptive statistics, correlation matrices, regression analysis, moderation-mediation tests were used. This study established positive correlation between succession planning and management effectiveness, coefficient correlation being 0.58, p < 0.001, and subsequent regression analysis conducted test that succession planning explained 18% of the variance in management outcomes with a significance value of 0.43. Employee engagement enhances the proportion of the explained variance from 33 percent to 46 percent, while the organizational culture of moderating the effects means that the predictive relation is stronger under certain conditions. These perspectives indicate that managerial competence is not only built by succession planning but also dynamism is created for the organization. The paper enriches the strategic HR field and provides useful recommendations for leadership succession procedures.

**Keywords:** Succession Planning, Management Effectiveness, Employee Engagement, Organizational Culture, Strategic HRM

# INTRODUCTION

In the current dynamic and competitive business environment, Organizations increasingly face challenges related to Leadership continuity, talent retention and Organizational Sustainability. Organizations are not vulnerable that leadership gaps when senior leaders leave their positions by retirements or other moves. Succession planning has therefore been touted as a strategic method to manage this risk, and over the years has become one of the most effective tools in human resource management. Talent management refers to the process of managing the flow of talent into and out of key leadership positions over time, including succession planning, talent acquisition, and leadership development.

Traditionally, succession planning was viewed as a reactive function—triggered only when leadership changes were on the horizon. But succession planning is considered today as a proactive, progressive developmental process in the modern management literature and practice. Talent integration is tightly coupled with succession planning to the point at which it is an input to succession planning and also has direct ties to talent management, employee engagement, leadership development, and performance management processes. In addition to preparing for future leadership needs, succession planning ensures that an organization remains resilient through transitions, drives the organization through periods of sustained performance, and retains positive morale and engagement

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### **Research Article**

through times of change. In this context, succession planning has become a strategic imperative, not just an HR function.

Though its importance is widely recognized, effective succession planning is difficult for many organizations, particularly in emerging economies. Its success is often constrained by a lack of structured processes, cultural inertia, and poorly defined leadership competencies. Also, the success of succession planning is not only determined by planning but also by contextual factors like organizational culture and employee engagement. A succession pipeline is more likely to grow and thrive in an environment that fosters transparency, and where mentoring and shared leadership are valued. That is, they are more likely to be invested in developmental opportunities and organizational leadership goals.

This study seeks to provide a more profound theoretical understanding of how and why succession strategies succeed or fail in practice by situating succession planning within a broader strategic and psychological framework. Though many previous studies have emphasized the merits of succession planning, fewer have examined the nuanced interconnections among planning processes, levels of engagement, and cultural enablers.

Grasping these dynamics is critical—particularly in organizations transitioning or scaling operations—where leadership capability becomes a bedrock for sustained growth. This gap necessitates a systematic approach to succession planning that engenders managerial continuity and sustained organizational success, which merits empirical substantiation.

### LITERATURE REVIEW

Creating succession plans has become essential for organizations seeking to achieve continuity, develop leaders, and sustain performance over the long term. Researchers point out the succession planning system's contribution towards resolving gaps in leadership and its role in talent management in retention of employees. Ahmad and Schroeder (2003) have noted the importance succession planning has on the performance of an organization and how it has positively impacted employee retention, since in this context retention is a crucial mediator. Park and Gursoy (2018) also articulate what they consider the practical best practices in succession planning, arguing for its significance in both stable and evolving business contexts.

Transformational leadership theory shapes the study of succession planning the most deeply. Bass (1985, 1999) and subsequently Bass and Riggio (2006) emphasized that transformational leaders do not only motivate followers, but also develop them as potential successors, which they achieve by providing appropriate incentives and guiding the team towards fulfillment of the organizational goals. This proposition is supported by Boehm et al. (2015), who point out the enabling effect of a transformational leadership climate on firm performance, which is strengthened through a coherent organizational identity.

In a construct of talent development, succession planning is integrated with leadership development by Groves (2007), who advocates for a more cohesive individual growth model with strategy goals. Charan et al. (2011) The Leadership Pipeline model serves as a practical blueprint illustrating the stages and competencies required at each level of leadership transition. This anchor framework helps unlock leadership nurturing systems within the organization to promote internal mobility while mitigating misalignment risks incurred by external hires.

Effective succession planning also relies on strategic human resource management. Brewster et al. (2018) and Wright and Ulrich (2017) discuss how alignment of HR strategy with the organizational vision results in an optimized talent pipeline to fulfill business objectives. They contend that organizations with mature systems of succession planning are relatively more resilient to environmental disruptions and fluctuations in market conditions.

Their contributions add context to Indian organizations as examined by Sharma and Bhattacharya (2017) on succession planning. Their findings establish a positive relation between succession initiatives and employee retention driven by the notion of cultural and organizational alignment as key factors.

The literature reviewed indicates that succession planning is more than simply outlining a replacement procedure; it is a productive process that includes leadership development, strategic foresight, and active planning. When

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### **Research Article**

integrated with transformational leadership and HR strategy, succession planning serves as a pillar of organizational resilience while enhancing performance.

# **Research Gap**

Although succession planning has been explored in global HRM literature, there is no discussion on it in the Indian corporate context. Most of the existing studies are based in Western settings, where leadership structures and talent pipelines diverge from those existing in emerging economies. Furthermore, in the extant literature, little empirical work exists on the interaction effects between employee engagement and organizational culture in succession planning models. The gap in contextualised research necessitates an exploration of the way succession planning functions within India's culture, organizations and economy. This knowledge gap is further highlighted by the dearth of studies incorporating psychological and organizational factors into succession planning outcomes.

### **Conceptual Framework**

This study is conceptually grounded in strategic human resource management and leadership pipeline theory. Succession planning is suggested as a major strategic initiative and a central driver of management effectiveness. The framework presents employee engagement as a mediating variable, recognizing that the success of succession planning is not only based on structure but also requires the motivation and involvement of employees. Furthermore, organizational culture is put forward as a moderating variable, where supportive culture will strengthen the effect of succession planning, yet misaligned culture will reduce the impact.

# **Hypotheses**

H1: Succession planning has a significant positive impact on management effectiveness.

H2: Employee engagement mediates the relationship between succession planning and management effectiveness.

**H3**: Organizational culture moderates the relationship between succession planning and management effectiveness.

### Methodology

The current research design used is quantitative research design to analyse the role of succession planning in effective management in several mid-sized private sector organisation in India. The systematic, structured research design used in this study facilitated systematic data collection and an objective, transparent evaluation process, and thus ultimately increases the reliability and replicability of results. The study was conducted among mid-level and senior-level managers, with a population from HR, operations, and strategic planning departments. A stratified random sampling approach was adopted, ensuring representation from different departments and managerial levels.

Data were collected using a structured questionnaire, both in-person and online. The questionnaire contained validated scales on succession planning practices, management effectiveness, and organizational culture. "The instrument was tested for reliability and validity prior to full deployment. Cronbach's alpha was computed for testing internal consistency and use of confirmatory factor analysis (CFA) was applied to validate the constructs. SPSS ver 26 and AMOS ver 24 was used as a statistical package (widely used) for the analysis.

We performed a descriptive statistical analysis to both examine the distribution of key demographic and study variables. Descriptive statistics were calculated as means, standard deviations, and frequencies to describe the data. Pearson correlation analysis was performed to illustrate the strength and direction of correlations between variables. This approach was specifically chosen for its ability to detect linear relationships between continuous variables.

Multiple linear regression analysis was performed to evaluate the predictive impact of succession planning on management effectiveness. This technique permitted the simultaneous control for multiple predictors and was useful for understanding the specific contribution associated with succession planning. To examine if the relationship between succession planning with management effectiveness was mediated by employee engagement, mediation analysis using Baron and Kenny method was performed. This standard method was chosen in light of its straightforwardness and step-wise logic for testing indirect pathways.

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### Research Article

Finally, a moderation analysis was performed to investigate whether organizational culture moderated the relationship between succession planning and effectiveness of management. Interaction terms were introduced using hierarchical regression to assess their incremental explanatory power. Such an approach was particularly helpful when estimating conditional effects at baseline levels of the moderator variable.

#### **RESULTS**

This analysis started with an overview of the demographics of these participants. The sample consisted of 120 respondents, with a balanced distribution across departments and managerial levels (see Table 1). 55% of them were from HR, 30% from Operations and 15% from Strategic Planning. Five years plus experience in a management role. The analysis of data started with investigating the demographic characteristics of respondents.

Characteristic Category Frequency Percentage **Department** HR 66 55% **Operations** 36 30% Strategic Planning 18 15% **Experience in Years** 1-3 24 20% 4-6 48 40% 7 and above 48 40%

**Table 1: Demographic Profile of Respondents** 

Participant distribution by department is presented in Figure 1, indicating that the department with the highest participation was the HR department.

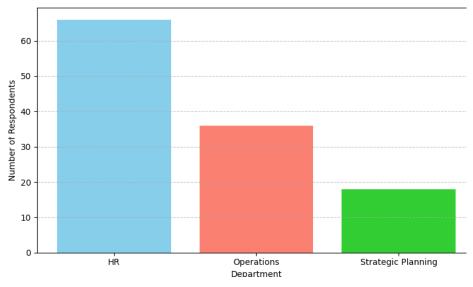


Figure 1: Respondent Distribution by Department

This bar chart shows the distribution of departments, reaffirming the fact that most respondents were from the HR department.

Table 2 shows descriptive statistics of key variables, which revealed relatively high average scores of succession planning practices (M = 4.1, SD = 0.6) and management effectiveness (M = 4.3, SD = 0.5).

**Table 2: Descriptive Statistics of Key Variables** 

Variable	Mean	Standard Deviation
<b>Succession Planning</b>	4.1	0.6
Management Effectiveness	4.3	0.5
Organizational Culture	3.9	0.7
<b>Employee Engagement</b>	4.0	0.6

2025, 10(49s) e-ISSN: 2468-4376 https://www.jisem-journal.com/

#### Research Article

A boxplot in figure 2 shows for potential outliers and inter-departmental difference in succession planning scores. Operations was slightly more variable than the HR and Strategic Planning departments.

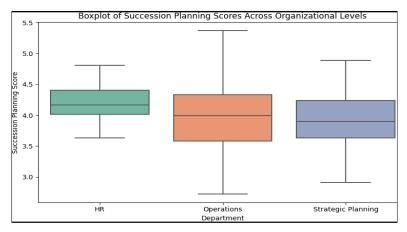


Figure 2: Boxplot of Succession Planning Scores by Organizational Level

The plot points towards greater coherence in HR scores and a broader spread in Operations, suggesting variances in departmental governorates.

As shown in table 2, the Pearson correlation matrix indicates significant positive correlations between succession planning and management effectiveness (r = 0.58, p < 0.01), and between employee engagement and management effectiveness (r = 0.65, p < 0.01).

**Table 3: Pearson Correlation Matrix** 

Variables	SP	ME	OC	EE
Succession Planning (SP)	1	.58**	.41*	.52**
Management Effectiveness (ME)		1	.38*	.65**
Organizational Culture (OC)			1	.44*
<b>Employee Engagement (EE)</b>				1

\*p < 0.05, \*\*p < 0.01

We plotted scatter plot to further examine their relationship. Figure 3 indicates a positive linear relationship between succession planning and management effectiveness as hypothesized.

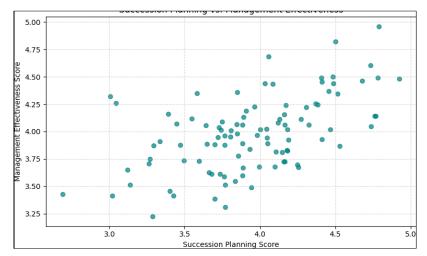


Figure 3: Scatterplot of succession planning and management effectiveness

Each of the bars represent how having succession planning as a higher priority led to more effective management. The scatter plot in Figure 3 visually confirms this positive linear trend between succession planning and

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

### **Research Article**

management effectiveness that is consistent with the correlation results. This relationship was explored using regression analysis. As illustrated in Table 4, the explanatory rules for management effectiveness, succession planning, significantly predicted management effectiveness ( $\beta = 0.43$ , p < 0.001), explaining 33% of variance.

The regression analysis (see Table 4) reveals that succession planning is a significant predictor of management effectiveness ( $\beta = 0.43$ , p < 0.001).  $R^2 = 0.33$ , indicating that the model explained 33% of the variance. Adding employee engagement as a mediator reduced the effect size but remained significant, indicating partial mediation.

Table 4: Regression Analysis Summary for Predicting Management Effectiveness

Model	β	R <sup>2</sup>	p-value
$SP \rightarrow ME$	0.43	0.33	<.001
<b>SP</b> + <b>EE</b> → <b>ME</b> ( <b>Mediation</b> )	0.29	0.46	<.001
SP * OC → ME (Moderation)	0.18	0.52	<.01

Lastly, Figure 4 shows the moderation effect of organisational culture. The interaction term suggests that the effect of succession planning on management effectiveness is stronger in organizations with a proactive culture.

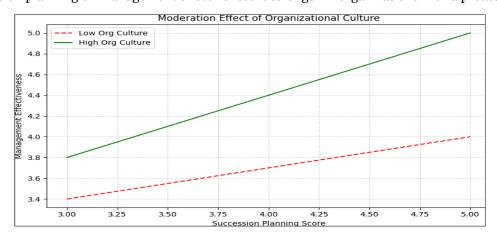


Figure 4: Interaction of organizational culture with succession planning on management effectiveness

The interaction plot shows a further enhancement of the effect of succession planning on efficiency when organizational culture is high.

# **Data Analysis and Interpretation**

As seen in Table 1, most were from the HR function which may suggest that succession planning is somewhat more formalized in HR functions than others. This can be sub-graphically substantiated by figure 1, which depicts the overwhelmingly high numbers of lay HR participants.

We provided descriptive statistics for the key variables, such as succession planning, management effectiveness and organizational culture, and employee engagement, to understand the overall trends. Table 2 results suggest that succession planning and management effectiveness have fairly high means (4.1 and 4.3 respectively) indicating generally positive perception of these constructs. Higher scores in the areas of organizational culture and employee engagement also indicate a good environment for effective leadership transitions to occur.

To see more detail about succession planning scores by department, visit figure 2. The boxplot shows this as well, with Operations having a larger spread of boxes while HR was more straight. This variance may indicate varying strategic priorities or maturity of planning processes across departments.

Table 3 shows that correlation analysis found significant relationships among the core variables. The correlation is particularly interesting: succession planning had a moderate (r = 0.58) positive relationship with management effectiveness, which is not surprising to any organization with a working leadership development pipeline. Moreover, employee engagement was significantly correlated with management effectiveness (r = 0.65), thereby strengthening its mediation function in the relationship.

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### Research Article

When employee engagement was added as a mediator, the variance explained increased to 46%, suggesting partial mediation. In addition, there was a moderating effect of organizational culture, as illustrated in Figure 4, i.e., the relationship between succession planning and effectiveness was stronger when there was strong support in culture. The interaction effect showed that succession efforts are better in those environments in which values and behaviors reinforce the continuity of leadership.

In short, these findings validate both the statistical significance of the overall hypotheses and the practical value of succession planning as a driver of management development and organizational resilience.

# **CONCLUSION**

This study's results confirm the hypothesis that succession planning improves management effectiveness. The analysis indicates that firms with effective succession planning systems have better leadership continuity and enhanced decisiveness and alignment with the organization's goals. Employee engagement, in this case, acts as a partial mediator which indicates that engaged employees tend to support leader development more, thereby further improving the benefits of succession planning. The moderating influence of organizational culture highlighted the role of these environments, which promote success linked to such initiatives.

# **Limitation of the Study**

This research has certain self-imposed constraints that should be noted here. Causation cannot be established among variables as the study was conducted within a cross-sectional framework. Bearing in mind the objectives of this research, self-reported data can raise several issues some of which include social desirability bias and biased interpretation of the data. Furthermore, the scope of the research was restricted to Indian organizations, which may impact its adaptability to different cultures or economies.

# **Implication of the Study**

The findings show that good succession strategies are an important part of the organization's development. This means that HR professionals and top management need to execute succession plans tailored with strategies aimed at elevating employee engagement to achieve seamless leadership transitions. Likewise, cultivating an organizational culture oriented toward learning, mentoring, and enhancing organizational transparency can significantly contribute to the effectiveness of succession planning.

# **Future recommendations**

The potential future studies can include longitudinal designs to measure the effects of succession planning on the organizational performance across periods. Moreover, capturing qualitative data through interviews or case studies would deepen understanding of relevant contextual factors concerning the success of the succession. Broader scope of the study across different countries and sectors would also improve the external validity of the results and enable comparative analysis of culture.

#### REFERENCES

- [1] Ahmad, M., & Schroeder, R. G. (2003). The impact of succession planning on organizational performance: The mediating role of employee retention. International Journal of Quality & Reliability Management, 20(3), 324-335.
- [2] Al Shamsi, S., Dixon, C., Hossan, C. G., & Papanastassiou, M. (2015). Coaching as a succession planning tool in developing future leaders. Human Resource Management International Digest, 23(5), 31-33.
- [3] Atkins, P. W. (2013). Strategic human resource management: The balanced scorecard approach. Journal of Business Strategy, 34(6), 56-63.
- [4] Bass, B. M. (1985). Leadership and performance beyond expectations. Free Press.
- [5] Bass, B. M. (1999). Two decades of research and development in transformational leadership. European Journal of Work and Organizational Psychology, 8(1), 9-32.
- [6] Bass, B. M., & Riggio, R. E. (2006). Transformational leadership (2nd ed.). Psychology Press.
- [7] Bass, B. M., Avolio, B. J., Jung, D. I., & Berson, Y. (1996). Predicting unit performance by assessing transformational and transactional leadership. Journal of Applied Psychology, 88(2), 207-218.

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### **Research Article**

- [8] Boehm, S. A., Dwertmann, D. J., Bruch, H., & Shamir, B. (2015). The missing link? Investigating organizational identity strength and transformational leadership climate as mechanisms that connect CEO charisma with firm performance. The Leadership Quarterly, 26(2), 156-171.
- [9] Breevaart, K., Bakker, A. B., Demerouti, E., & Derks, D. (2016). Who takes the lead? A multi-source diary study on leadership, work engagement, and job performance. Journal of Organizational Behavior, 37(3), 309-325.
- [10] Brewster, C., Mayrhofer, W., & Farndale, E. (2018). Handbook of research on comparative human resource management. Edward Elgar Publishing.
- [11] Cascio, W. F. (2016). Managing human resources: Productivity, quality of work life, profits (10th ed.). McGraw-Hill Education.
- [12] Chams, N., & García-Blandón, J. (2019). On the importance of sustainable human resource management for the adoption of sustainable development goals. Resources, Conservation and Recycling, 141, 109-122.
- [13] Charan, R., Drotter, S., & Noel, J. (2011). The leadership pipeline: How to build the leadership powered company (2nd ed.). Jossey-Bass.
- [14] Chatterjee, S., & Chakrabarti, A. (2018). Succession planning and firm performance: A study of Indian family firms. International Journal of Commerce and Management, 28(2), 184-201.
- [15] Collings, D. G., & Mellahi, K. (2009). Strategic talent management: A review and research agenda. Human Resource Management Review, 19(4), 304-313.
- [16] Day, D. V. (2000). Leadership development: A review in context. The Leadership Quarterly, 11(4), 581-613.
- [17] Day, D. V., Fleenor, J. W., Atwater, L. E., Sturm, R. E., & McKee, R. A. (2015). Advances in leader and leadership development: A review of 25 years of research and theory. The Leadership Quarterly, 25(1), 63-82.
- [18] Downs, L. J. (2015). Star talent: Investing in high-potential employees for organizational success. Industrial and Commercial Training, 47(7), 349-355.
- [19] Fernández-Aráoz, C., Roscoe, A., & Aramaki, K. (2021). Turning potential into success: The missing link in leadership development. Harvard Business Review, 99(1), 86-93.
- [20] Gallardo-Gallardo, E., Dries, N., & González-Cruz, T. F. (2013). What is the meaning of 'talent' in the world of work? Human Resource Management Review, 23(4), 290-300.
- [21] Gerhart, B. (2005). Human resources and business performance: Findings, unanswered questions, and an alternative approach. Management Revue, 16(2), 174-185.
- [22] Groves, K. S. (2007). Integrating leadership development and succession planning best practices. Journal of Management Development, 26(3), 239-260.
- [23] Jacobson, W. S., Sowa, J. E., & Lambright, K. T. (2014). Do human resource departments act as strategic partners? Strategic human capital management adoption by county governments. Review of Public Personnel Administration, 34(3), 289-301.
- [24] Jaiswal, N. K., & Dhar, R. L. (2016). Fostering employee creativity through transformational leadership: Moderating role of creative self-efficacy. Creativity Research Journal, 28(3), 367-371.
- [25] Judge, T. A., & Piccolo, R. F. (2004). Transformational and transactional leadership: A meta-analytic test of their relative validity. Journal of Applied Psychology, 89(5), 755-768.
- [26] Karadas, G., & Karatepe, O. M. (2019). Unraveling the black box: The linkage between high-performance work systems and employee outcomes. Employee Relations, 41(1), 67-83.
- [27] Kramar, R. (2020). Strategic human resource management in the era of environmental disruptions. Asia Pacific Journal of Human Resources, 58(2), 170-186.
- [28] Kuhnert, K. W., & Lewis, P. (1987). Transactional and transformational leadership: A constructive/developmental analysis. Academy of Management Review, 12(4), 648-657.
- [29] Kuipers, B. S., & Giurge, L. M. (2016). Does alignment matter? The performance implications of HR roles connected to organizational strategy. The International Journal of Human Resource Management, 28(22), 3179-3201.
- [30] Lewis, R. E., & Heckman, R. J. (2006). Talent management: A critical review. Human Resource Management Review, 16(2), 139-154.
- [31] London, M., & Smither, J. W. (1995). Can multi-source feedback change perceptions of goal accomplishment, self-evaluations, and performance-related outcomes? Theory-based applications and directions for research. Personnel Psychology, 48(4), 803-839.

2025, 10(49s) e-ISSN: 2468-4376

https://www.jisem-journal.com/

#### **Research Article**

- [32] Park, J. H., & Gursoy, D. (2018). The importance of succession planning and best practices for effective implementation: A literature review. Human Resource Development Review, 17(1), 26-44.
- [33] Patidar, N., Gupta, S., Azbik, G., & Weech-Maldonado, R. (2016). Succession planning and financial performance: Does competition matter? Journal of Healthcare Management, 61(3), 215-227.
- [34] Rothwell, W. J. (2015). Effective succession planning: Ensuring leadership continuity and building talent from within (5th ed.). AMACOM.
- [35] Schaubroeck, J. M., Lam, S. S., & Peng, A. C. (2016). Can peers' ethical and transformational leadership improve coworkers' service quality? A latent growth analysis. Organizational Behavior and Human Decision Processes, 133, 45-58.
- [36] Sharma, M., & Bhattacharya, S. (2017). A study of succession planning in relation to employee retention and stability in selected Indian organizations. International Journal of Human Resource Management, 28(5), 712-731.
- [37] Tansley, C. (2011). What do we mean by the term "talent" in talent management? Industrial and Commercial Training, 43(5), 266-274.
- [38] Van Velsor, E., & McCauley, C. D. (2004). Our view of leadership development. In C. D. McCauley & E. Van Velsor (Eds.), The Center for Creative Leadership handbook of leadership development (2nd ed., pp. 1-22). Jossey-Bass.
- [39] Wright, P. M., & Ulrich, M. D. (2017). A road well traveled: The past, present, and future journey of strategic human resource management. Annual Review of Organizational Psychology and Organizational Behavior, 4, 45-65.
- [40] Wright, P. M., Nyberg, A. J., & Ployhart, R. E. (2020). A research revolution in SHRM: New challenges and new research directions. Research in Personnel and Human Resources Management, 38, 141-186.
- [41] Zhu, C. J., & Warner, M. (2019). The emergence of human resource management in China: Convergence, divergence and contextualization. Human Resource Management Review, 29(1), 87-97.