


<b>Name :</b>	<b>Dr. Krina D. Shah</b>	
<b>Qualification :</b>	<b>M.Com., D.T.P., M.Phil., Ph.D.</b>	
<b>Designation :</b>	<b>Assistant Professor</b>	
<b>Experience</b>	<b>Teaching: 14 Years</b>	
	<b>Industry :----</b>	
<b>Research Area :</b>	<b>Account and Commerce</b>	
<b>Subjects Teaching :</b>	<b>Accountancy</b>	
<b>No. of Papers Published : 06</b>		
<b>No. of Papers Presented : 07</b>		
<b>No. of Book Published :-</b>		
<b>Research Guidance :-</b>		
<b>List of Published Papers :</b>		
A Study of Customer Satisfaction in Retail Banking, Surat in State level Conference at METAS ADVENTIST College on 8/12/2013		
Customer Satisfaction: A comparative study of Public sector & Private sector banks in Surat City Surat in State level Conference at METAS ADVENTIST College on 13/03/2013		
Retail Banking from customer's point of view National in Conference Sponsored by UGC at Gujarat university on 03/09/2016		
Merger: A strategy of Capital Strength ( A Study of merger of State Bank of India with State Bank of Indore (Impact factor 2.3) in International Referred Journal "Ayudh" in March-2018		
Customer Satisfaction in Digital Banking in National conference on Research in Accountancy by South Gujarat branch of Indian Accounting Association by SPB college on 15/02/2018		
A Study for Consumers Attitude towards Online Banking in State level Conference at METAS ADVENTIST College on 17/03/2019		
<b>List of Presented Papers:</b>		
1. A Study of Customer Satisfaction in Retail Banking, Surat in State level Conference at METAS ADVENTIST College on 8/12/2013		
2. Customer Satisfaction: A comparative study of Public sector & Private sector banks in Surat City Surat in State level Conference at METAS ADVENTIST College on 13/03/2013		
3. Impact of Demographic Discriminator on Customer Satisfaction in Banking Industry in National Conference at M.N. College, Visnagar on 10/01/2016		
4. Retail Banking from customer's point of view in National Conference Sponsored by UGC, at Gujarat Univ., 03/09/2016		
5. Internet banking & customer satisfaction in International Seminar at HRD, VNSGU on 11/12/2016		
6. Customer Satisfaction in Digital Banking in National conference on Research in Accountancy by South Gujarat branch of Indian Accounting Association by SPB college on 15/02/2018		
7. Merger & Acquisition: A study of Merger of State bank of Indore & SBI in National Seminar at DRB on 04/03/2018		