



**Contents:**

Measuring Customer Satisfaction at Du Customer Service Call Centre <i>Dr. Shafeeq Shaker , Prof. Mohamad Shehada</i>	01-17
Relationship between Aggression and Recidivism among Emerging Male Adults at Kamiti Medium Prison, Nairobi County, Kenya <i>Rose Agonya Avosa , Lucy Njiru, Henryk Tucholski</i>	18-30
The Prevalence and Perceptions of Cyber Dating Abuse among Undergraduate Students in Nairobi County, Kenya <i>Nancy Mayoyo, Francis Likoye Malenya , Jackton O. Ogeno</i>	31-39
Impact of Spiritual Well-being on the Stress of Working Mothers <i>Abin John Chacko</i>	40-46
Relationship between Self-esteem and Job Satisfaction among Academic Staff in Public and Private Universities <i>Ibraimi Zebide, Manceva Rusanka , Stankovska Gordana</i>	47-52
Documentation, of Siddu a traditional wheat based fermented food of Himachal Pradesh <i>Samridhi Thakur, Rajni Modgil</i>	53-58
A Sociolinguistic Study of Linguistic Taboos of Death and Their Euphemistic Expressions among Bale Oromo <i>BirhanuTakeleBayisa (PhD)</i>	59-65