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COMMUNITY NEWSLETTER

OFFICIAL NEWS LETTER OF THE DME MANAGEMENT SCHOOL

GSMC 2020 CONFERENCE SPECIAL NEWSLETTER

Global Strategic Management Conference (GSMC 2020)

"Remote Working Practices: Challenges, Opportunities & Future Trends"

21st-28th November 2020



Editorial

Inaugural Address by the Head of Management School

Every Year Management School at DME conducts a Conference on an exclusive theme which is not only relevant but also thought provoking. In the year 2019, a conference was held on the theme of Mergers and Acquisitions, in February 2020 on Spiritual Foundations of Leadership and Management and recently a Global Conference on the theme of Remote Working Practices: Challenges, Opportunities and Future Trends in the month of November 2020.

This conference was not only an effort to bridge the discussion gap between Corporates and Academia but also an endeavor to bring Academic fraternity across theGlobe to have a cross-cultural discussion on the conference theme. The idea was to demystify the aspects of remote working practices with a holistic perspective of all the stakeholders involved with Experience sharing, Research sharing, and Cross-cultural perspectives sharing.

During the two keynote sessions, masterclasses of eight speakers across different countries, forty paper presenters, and robust panel discussion on the last day numerous questions pertaining to remote working were unriddled. In the times to come these deliberations and conference takeaways will help all the participants and audiences to make better remote working policies in case they are in leadership roles or become a better remote worker as an employee. And not to forget students got a sneak peek into the future world of remote working jobs, required employability skill sets and attitude to master to be victorious in the era of Remote working practices.

Dr. Poorva Ranjan
Professor and Head
DME Management School

A Glimpse of the Global Strategic Management Conference 2020

DME Management School organized an eight-day Management Conference – Global Strategic Management Conference (GSMC 2020) on the theme of remote working on 21st November-28th November 2020. The Global Conference was a huge success with over ten esteemed guests and forty paper presentations from all parts of the world.

GSMC 2020aimed at discussing the upcoming trend of remote working in the wake of the COVID crisis. The pandemic has shattered the economies and businesses all across the world. However, in the midst of this crisis there is an emergence of a transformational trend of Remote Working. Globally, the conventional office setups been replaced by home workstations. During these crisis times, where social distancing is the new world order, remote working seems to be the only panacea. At the same time, the new form of working has innumerable benefits for the organisations namely cost saving and sustainability among others. The transformational trend presents umpteen opportunities and challenges for both employers and employees. have GSMC 2020 provided an opportunity to the participants to understand diverse viewpoints and perspectives on remote working from several parts of the world. The Conference comprised of seven masterclasses by seven International Professors from seven different countries namely – Belgium, Nepal, Nigeria, Oman, Saudi Arabia, Spain, USA, Israel, India and Sri Lanka for the Conference. The Conference aimed at blending the cross-cultural thoughts and experiences of the esteemed academicians and corporate professionals. The Inaugural Ceremony on Day One, was dedicated to distinguished guests and esteemed corporates. The corporate perspective was put forth during the Inaugural session. The following days of the Conference comprised of master classesby professors and paper presentations by participants on the sub-themes. Each day, the session was chaired by an esteemed International Professor. On the day of the Valedictory session, there was a Panel Discussion of all the International Professors and Guests, wherein they discussed Remote Working from their country's perspective. The Conference was a great learning experience for the academic fraternity and students.

Conference Conveners
Ms Roli Wadhwa (Editor, DMS Newsletter)
Ms Parul Grover

Day One: Inaugural

Session Introduction:

On 21st November 2020 DME inaugurated the Global Strategic Management Conference, 2020(GSMC 2020) on Remote Working Practices: Challenges, Opportunities and Future. The eight day-long conference endeavors at communicating the upcoming directions of working amidst the pandemic.

The Inaugural tradition started up by greeting the guest speakers by Ms. Parul Grover. Justice Bhanwar Singh, Director General of the institute discussed how remote working has been infused in our working establishment for a long time. The speech was inspiring and edifying in numerous manners.

The session was also graced by Mr. Aman Sahni, Vice chairman of the Institute, and wished for remote success of the conference and shared his own understandings on the theme.

Dr. Poorva Ranjan, Professor and Head at DME Management School, Founder & Head of the Mentoring Cell at DME also present in the session. Dr. Ranjan conveyed insights virtually about Remote working practices and challenges. The knowledge attained from her lecture has certainly broadened the proficiency frontiers. Dr. Poorva Ranjan's speech was a useful expansion to the topic of Remote Working.

Dr. Ravi Kant Swami, Director at DME bestowed an apparent and detailed calculation of remote Working and gave rise to ongoing discussions. He spoke about the advantages, disadvantages, and ongoing projects in Remote working practices. The original strategy to provide the lecture, captured everyone's attention and they appreciated the speech.

Ms. Gauri Das, the Chief guest, is a senior HR leader who is passionate about talent management and development. She possesses 14+ years of experience in all gamut of HR management and has been part of diverse industries e.g. NBFC, Financial services, and FMCG, Education, etc. Ms. Das gave an outstanding presentation, she also expanded pertinent input in her speech. She gave modern definitions of HR Management. There was never a dull moment. The remarks triggered fresh notions that will boost in the long run. Ms. Das helped kindle a restored enthusiasm for HR Management.

Ms. Ankurita Pathak, Keynote Speaker, is a working professional with 14 years' experience in the domain of communications, content creation & management, stakeholder engagement, media relations, corporate social responsibility, and print journalism. She is currently working as Joint Director FICCI. Ms. Pathak's offering to the discussion made the inaugural ceremony complete. She spoke with poise and the valuable information was a great success.

The entire inaugural ceremony was enlightening and informative. All the information was shared by the esteemed guests, appreciate having this mysterious area clarified. The tidbits gained from the session was completely worthwhile and fascinating. Uniqueness and thought-provoking theme chosen by the conference team was well exhibited by huge participation in the conference. The convener of the conference also informed the gathering that the eight days conference will include master classes by many international speakers from Spain, Sri Lanka, Nepal, Oman, Belgium, Nigeria, Saudi Arabia and Israel. The session concluded with vote of thanks to all who joined the session and made the session successful.



Day Two: HR Challenges and Solutions of Working Remotely

The Session was hosted by Ms. Shanu Jain (Assistant Professor, DME Management School) and Zoom management was done jointly by Mr. Bhupinder Singh & Dr. Shuchi Goel both (Assistant Professor, DME Management School). The session started with a Master Class where the key note speaker for the session was Honorable Dr. Aline D. Masuda from Spain holds Ph.D and Master's degrees in Industrial- Organisational Psychology from the State University of New York-Albany and Missouri State University Respectively. Dr. Aline is currently part of Towers Watson. She also worked at workforce research and marketing intelligence department at IBM. Was also a post-doctoral researcher at IESE Business School and is currently an associate Professor at EADA Business School at the Department of Strategy, Leadership and people. Being a partaker of remote working for years now, Dr. Aline emphasized on homogeneous effect of remote working. Ma'am shared her own experiences as an entrant of remote working during the session. She explained thoroughly about different kinds of challenges we experience working or studying remotely which are ultimately effecting our personal and professional life. While the challenges are great, so are the opportunities, making this a point, Dr. Aline D. Masuda talked about the opportunities in disguise during this era of global crisis. She also stressed upon maintaining a separate personal and professional routine on a daily basis and to be kind to ourselves when working from home. Dr. Aline also enlightened us with having Daily Goals in the remote

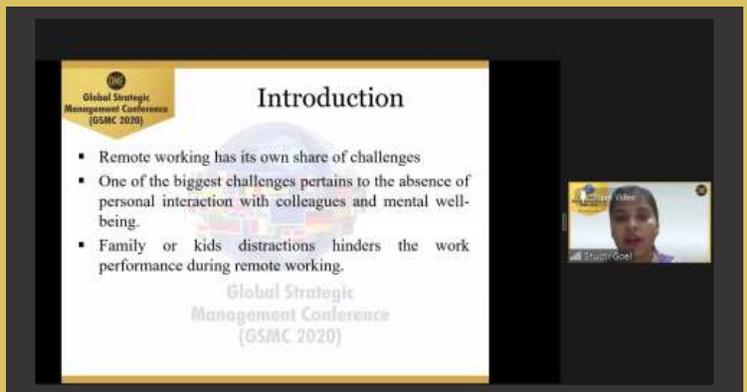
working. The session was an amalgamation of eminent discussion which enthralled the attendees leading to a high participation from their side as well.

Working distantly can appear to be a blessing from heaven for some, representatives tired of their regular drives, yet it can introduce its own arrangement of difficulties. Forlornness, time the board issues, and computerized miscommunication are only a portion of the issues you may confront in the event that you telecommute or have another distant game plan.

Master Class was followed by Paper Presentation. The external Session Chair was Dr. Aline D. Masuda along with internal Session Chair Dr. Seema Mam, (Associate Professor, DME Management School). There were 7 paper scheduled for the session, out of which 3 were presented, 1 presenter was absent and 3 were presented in absentia. All the papers were unique in their own way and focused on different perspective to remote working.

Q&A sessions after every presentation directed some light on the undiscovered topics and research areas that could be beneficial for both researchers and students. By the end of the paper presentation lot of topics were discussed and lastly Dr. Aline summed up the session and gave pointers of what was discussed and important.

Session was then closed with a Vote of Thanks by Ms. Shanu Jain, expressing her gratitude towards the Guest, participants and attendees.



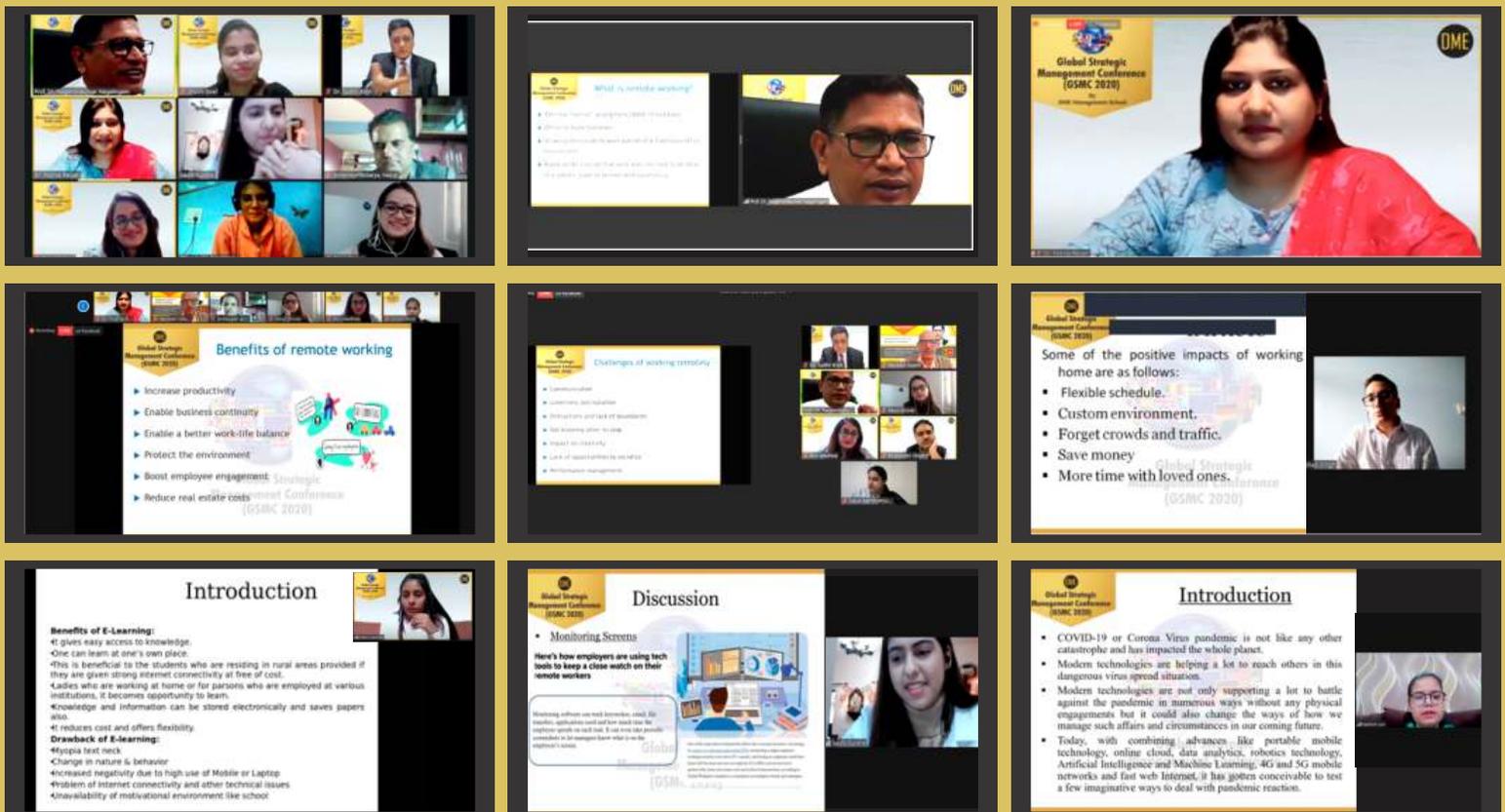
Day Three: Information Technology (IT) and Artificial Intelligence (AI)

Prof. (Dr.)Nagalingam Nagendrakumar holds Ph.D., Master's, and bachelor's degrees in University of Sri Jayewardenepura, Colombo, Sri Lanka. He is a fellow member of Association of Public Finance Accountants of Sri Lanka, Chartered Public Finance Accountant (UK) and a member of Association of Accounting Technicians of Sri Lanka. He is presently Head - Information Management, Faculty of Business, Sri Lanka Institute Information Technology (SLIIT), Sri Lanka. He is also the PhD adviser to Global Humanistic University, Curacao. He has served many positions in academic and professional education institutions. He was the former Head of Education and Training and Adviser-Academic Affairs, Institute of Chartered Accountants of Sri Lanka. He has published more than thirty research papers and two books in the discipline of Management and Accounting. He is a member of many editorial boards. He holds 25 years of experience in teaching and research works in management and accounting.

The session theme for GSMC 2020 Day-3 was IT & AI. The global pandemic has forced many organizations to enable employees to work from home. Resolving a number of basic end-user IT issues since employees themselves aren't IT experts, these challenges can inhibit productivity levels at a time when they may already be diminished. By leveraging AI, companies can empower remote workers to solve many common IT issues of their own.

The Masterclass Speaker, Prof. (Dr.) Nagendrakumar fascinated the audience by putting the facts which revealed that the developed countries like USA have seen a major downfall in their GDPs in past few months during the pandemic in comparison to the developing countries. While talking about the Covid's impact and shift to remote working, he addressed how Asian countries were not willing to adopt remote working culture because of their socialising and collectivism culture. He used examples from his personal life to which we all can relate to. From sharing the fact that he helped his wife in performing household chores while working remotely to sharing his professional life experiences, he made the session quite engrossing. Further, he stressed upon 'how nation is turning into mode of IT'. By addressing the related topics to the subject he made the session informative and worthwhile.

The session revolved around Remote Working and IT. The masterclass speaker made us understand how Covid and IT industries are intertwined, by addressing related topics like Covid's impact, Covid concerns regarding economy, health & society, and intentions to remote working. He told about the importance of interaction with suitable real-life examples. His knowledge really helped the listeners realise the changing trends and norms that we're witnessing amidst Covid. The facts and references made in the session were arresting, hence making the session riveting and enriching for the audience.



Day Four: Financial Aspects of working Remotely

The Fourth day of Global strategic Management Conference 2020, on remote working practices: Challenges, opportunities and future trends, included more than 130 attendees. The Session was hosted by Ms. Pooja Tripathi (Assistant professor DME Management school). The session started with a master class by the honorable Mr. Ignace Hindrick from Belgium, Vice-President, Belgium Luxembourg business Association (BLBA) and Founder of DMH Business Advisors Pvt. Ltd. He presented financial aspect of remote working and its impact on employees, employers and society. He apprised the gathering on both cost incurred due to remote working and benefits achieved through it. He talked about cost added to employee due home office, hardware and energy and also gave benefits like saving in commuting time, living cost and childcare. For employers, he stated three costs, electronics, IT expenses and financial compensation while gave benefits of reduction in office space cost, transportation allowance, and increased

productivity. He also gave benefits remote working is providing to society. He concluded the master class by preferring remote working as overall it's beneficial for mankind.

Master Class was followed by Paper Presentation. The external chairperson for the session was Mr. Ignace Hindrick along with internal chairperson Dr. Seema Mam, (Assistant professor DME Management school). All the papers were very well presented and focused on different financial aspects of working remotely. Entire session was enriching and insightful.

Judgment of the session was held to announce it on valedictory day and before ending the session Mr. Hindricksummed up the session and gave noteworthy points to the presenters for delivering more effective presentations. The session ended with Vote of thanks by onscreen host to guests and participants.



Second Session for Day 4: Socio - Economic aspect of Remote Working

The 4th day session of Global Strategic Management Conference 2020 – “Remote Working practices, challenges, opportunities and future trends started by formal welcome of the keynote speaker Prof. Ngboawaji Daniel Nte, from the land of different ethnicities languages and beautiful butterfly species, the Nigeria. ProfNte is an expert in security and intelligence studies. He is a prolific researcher/ writer and is presently the chair of the department of intelligence and security studies at Novena University, Nigeria.

The session began with Ms Shanu Jain, onscreen host, inviting Dr. Daniel for the master class. The theme for the schedule masterclass was “Socio – Economic aspect of Remote Working”. Remote work has increased workers productivity but it has also lead to isolation and stress because of the blurred line between work and home. Dr. Daniel commenced hismaster class to provide his perspective on the theme. Prof. Daniel touch on financial aspect of remote working on employer, employee and society in general. He talked about how employers are able to

save cost on commute allowance by enabling a fully remote workforce -a workforce that relies on tools such as Slack, Skype, phones, and email to stay in touch and lead to projects completions. He emphasized on savings businesses are having on office experience and equipment. He also emphasised on benefits achieved by employees through spending less time on commuting and flexible working practices is helping them to increase their productivity. He also mentioned about colleagues and teams being sapertated from each other, feelings of isolation among remote employees and personal space has always been an issue.He recommended that for remote working to be more effective, an organisation must think of being able to extendalmost all the facilities of office. Digital connectivity to servers and applications may just be the first step.

The session was followed by many paper presentations on the said theme. The presentation was chaired by Dr. Daniel and Dr. Shuchi Goel, Asstt. Professor, DME. The concluded by feedback of both the session chairs and vote of thanks to all the guest and participants.



Day Five: Innovation and Entrepreneurship

The fifth day of Global Strategic Management Conference 2020, on remote working practices: Challenges, opportunities and future trends was graced by more than 95 attendees.

The Session was hosted by Dr.Seema Mam (Associate Professor, DME Management School).Zoom Management was done jointly by Dr.Shuchi Goel & Ms.Pooja Tripathi (Assistant Professor, DME Management School). The session began with the Master Class by keynote speaker

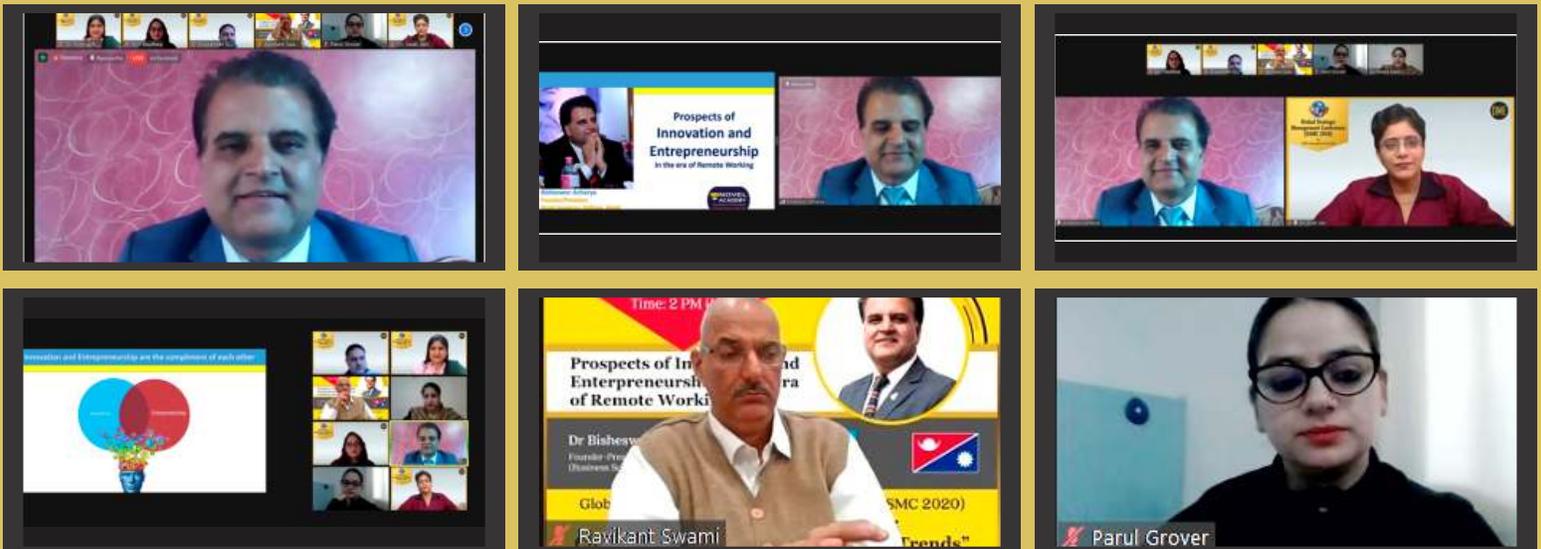
Mr.Bisheswor Acharya, Founder President of the Novel Academy

(Business School), Pokhara, Nepal. He established the Novel Academy as a pioneering institution to offer University of Cambridge GCE A Level program for the first time outside of Kathmandu in the city of Pokhara in December 2002; he was also instrumental in offering University-level undergraduate and graduate programs in Management and Health Sciences. Currently, Novel Academy offers BSc Nursing, B. Pharmacy, BBA, MBA and A Level program at Pokhara. He has a special interest on striving to bridge the gap between the classroom and the world of work and believes that the students should not treated as book smart but also to encourage them to competent and face the inevitable challenges that life brings intellectually.

The session theme for GSMC 2020 Day-5 was Innovation and Entrepreneurship. Innovation and Entrepreneurship are inter-linked. Innovation is the specific tool of entrepreneurs, the means by which they exploit change as an opportunity for a different business or a different service. The world is

now hyper-connected, made possible by technology. The unprecedented times has brought new challenges to the world and the field of 'Innovation and Entrepreneurship' is no exception. If remote working is to become the new norm, where does it leave innovation and the diversity of thought that drives it? Think like an entrepreneur with right business skills and sense. The Master Class session was a thought-provoking one. Mr.Acharya talked about the 'Breakthrough Innovation' in the anomalous times. He believe in the fact that innovation can bring all kinds of possibilities, one just needs to see the opportunities and prospects. He addressed the challenges of new era and told how new problems require new solutions. He firmly believes that a person who can see a silver lining in every dark cloud is a potential entrepreneur. Further, he discussed the educational challenges of 21st century, changing skill-set requirements through years and finally entrepreneurial mind set. He shared various aspects of entrepreneurship and entrepreneurial mindset. He told how big leaders see the pandemic as a boon, not a curse. He prompted to never underestimate your potential. Also said the Mantra of Success - "Success does not come by Chance but by Choice".

The Master Class followed by Paper Presentations on various research topics. The external chair for this session was Mr. Bisheswor Acharya and the internal chair was Dr. Swati Jain(Associate Professor, DME Management School). There were six paper presentations scheduled for the session, out of which 4 were presented, and 2 presenters were absent. All of the presenters enlightened the audience on various topics and imparted best of their knowledge.



Day Six: Strategies to Successfully Manage and Grow a Remote Marketing Team

Dr Yasser Mahfooz is an Associate Professor of Marketing at the College of Business Administration, King Saud University, Riyadh, Saudi Arabia. He is the recipient of Canadian Studies Faculty Research Fellowship by ICCS (International Council for Canadian Studies) and DFAIT (Department of Foreign Affairs and International Trade), and was also nominated for Faculty Exchange Program to visit Mauritius.

Dr.Mahfooz is an active researcher with two UGC funded projects and publications in referred journals, edited books, and business textbooks. Recently his case studies were published in Integrated Advertising, Promotion, and Marketing Communications (Global Edition) by Clow and Baack; and Strategic Brand Management: Building, Measuring and Managing Brand Equity (Global Edition) by Keller and Swaminathan. With almost a decade of academic and research experience focused on marketing strategy in the Middle East, Dr.Mahfooz brings valuable insights to every discussion.

The session theme for GSMC 2020 Day-6 was Strategies to Successfully Manage and Grow a Remote Marketing Team. Recent studies have shown that remote work is a preferred mode of operation for a majority of marketing businesses. Marketers are treating it as a cost-effective solution to reduce overhead costs and build a stronger, more productive team with professionals that complement each other in terms of skills and strengths.It's quite clear that everyone is

aware of the role remote work is playing in team management today. Everyone is on-board with creating and managing a flexible, remote working environment.

Masterclass speaker, Dr. Yasser Mahooz started the session with the brief introduction on the workings and factors of marketing and how remote working has affected the whole process. He also clarified the workings of sales and marketing, and how some factors of marketing would require more attention to cope up with the changing times. It was astonishing to see how different brands and companies are working to serve their customers, some have tied up with other companies and some are using unique ways to circulate the message that they are with the people at times like these and how they care about their health and hygiene.

Sir concluded the session by stating that to survive one has to work smart and be unique.

The key takeaways from the session were the ways in which the market works, we understood the different challenges the market is facing and what are the threats and hidden opportunities one should look for. He told about the significance of communication with appropriate genuine models. His insight truly helped the audience members understand the changing patterns and standards that we're seeing in the midst of Covid. Current realities and references made in the meeting were capturing, thus making the meeting riveting and enhancing for the crowd.



Day Seven: Environment and Sustainability Aspects of Remote Working

As the 7th day of this Global Strategic Management Conference 2020 started, Dr. Seema Mam (Associate Professor, DME Management school) with Zoom management team which included Mr. Bhupinder Singh and Ms. Roli Wadhwa (Assistant Professor, DME Management School) welcomed and hosted the event to start the discussion about the Environmental and Sustainability Aspects of the Remote Working. The session then started with a Master Class where the key note speaker for the same session was Dr. Shad Ahmad Khan from Oman (Assistant Professor, College of Business, University of Buraimi, Sultanate of Oman).

Dr. Shad Ahmad Khan (PhD-Business Administration, NET, MBA, B.Com (Hons), is a dedicated and passionate business management learner, who is open to adopt different working cultures and environment with educational specialization in the field of Marketing; and professional strength in the field of Business Law, General Management and Soft Skills Development. An active academician and researcher, who is imparting his knowledge and skills to the industry through consultancy project. With a professional experience of more than a decade of working in three countries Dr. Shad is widely travelled and well exposed to the global scenario. Presently he is member of many international professional groups, editorial board of journals, and member of advisory board of 16 universities. As Dr. Shad started off while explaining the meaning, relevance and what definition is being held by everyone relating to what sustainability is, he moved further covering the topics of how this whole remote working mechanism and new flex time culture has changed the way how people perceive sustainability now, the new emerging sensitivity towards the environmental aspects and covid-19 has made the world a more conscious place where sustainability is demanded while working from home to save water and labour or transportation costs.

Dr. Shad then talked about the opportunities in disguise

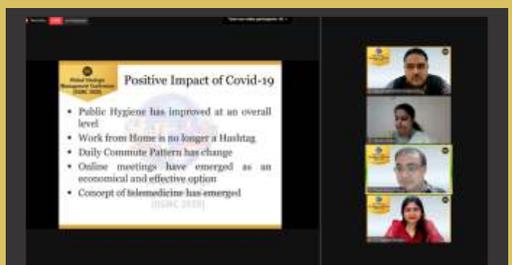
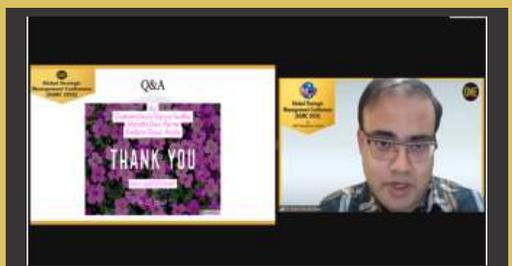
during this era of global crisis where how the sustainability is both challenged and appreciated with the effect of remote working. He also enlightened us with having Daily Goals in the remote working. Overall this session was considered as an amalgamation of eminent discussion which enthralled the attendees leading to a high participation from their side as well.

Working remotely can be considered to be either a blessing for the environment where the normal office commute has been decreased but is also a curse because now people are traveling and investing more consumption per individual that is buying and having a dedicated room with energy equipments for everyone making more exploitation of resources. Just like a coin having the two sides, this consideration also helped us in looking how the economic, environmental and social sustainability is all together and individually were impacted because of this teleworking mode.

Master Class was then followed by Paper Presentation. The external Session Chair was Dr. Shad Ahmad Khan along with internal session chair Dr. Shuchi Goel. There were 6 paper scheduled for the session, out of which 3 were presented because of non availability of the participants. All the papers were unique in their own way and focused on different perspective to remote working and sustainability.

Q&A sessions after every presentation directed some light on the undiscovered topics and research areas that could be beneficial for both researchers and students. By the end of the paper presentation lot of topics were discussed and lastly Dr. Khan summed up the session and gave pointers of what was discussed and important.

Session was then closed with a Vote of Thanks by Dr. Seema Mam, expressing her gratitude towards the Guest, participants and attendees.



Valedictory session-GSMC 2020

The eight day Global Strategic Management Conference (GSMC) 2020 on the theme of remote working aimed at dwelling deeper into understanding the various aspects of remote working challenges and future trends. The conference began with an enriching Inaugural session on 21 November 2020 with corporate and industry leaders throwing light on the issues and opportunities of remote working, followed by master classes for 7 sessions over 6 days by esteemed guest and speakers across the globe. The exemplary paper presentations and thought provoking discussions during the technical sessions on various aspects like financial, socio-economic, HR, IT, marketing and sustainability were indeed a great learning experience.

On the final day for the valedictory session on 28 November 2020 (3:00 PM IST) all the esteemed speakers and session chairs came together to discuss on the common platform about the Existing and Post Covid remote working model. The session was conducted via Zoom platform. Ms. Roli Wadhwa, Convener, GSMC 2020 addressed the august gathering and extended welcome note to the guests. She introduced all the panel members representing different parts of the world thereby enabling an exchange of cross cultural views on various aspects of remote working. Mr. Guy Atsmon (entrepreneur, founder at Guy Atsmon Ltd. And a passionate business navigator) from Israel was the special guest for the Valedictory session. Ms. Wadhwa introduced the moderators for the panel discussion, Prof. (Dr.) Poorva Ranjan, Head, DMS and Dr. Swati Jain, Head, Outreach, DME who are also the conference advisors to steer the animated panel discussion. The session witnessed the remarkable presence of Mr. Aman Sahni, Vice Chairman, DME with Prof. (Dr.) Ravi Kant Swami Director, DME as the esteemed guest and panel members from India. The other panel members present were Dr Yasser Mahfooz from Saudi Arabia, Dr. Aline D. Masuda from Spain, Dr. Shad Ahmad Khan from Oman, Prof. (Dr.) Nagalingam Nagendrakumar – Sri Lanka, Dr. Bisheswor Acharya – Nepal, Prof. Ngboawaji Daniel Nte – Nigeria and Mr Ignace Hindrick from Belgium.

To have a holistic and cross cultural view on remote working the panel discussion commenced with a welcome address by Dr. Swati where she reiterated the disruptions induced by Covid 19 on working situations and new ways of doing things. Dr. Poorva briefed about that how this pandemic has made us reflect and redesign the way we work and come up with more flexible ways of doing the same work. She explained the modalities of the panel discussion to the members. All the members were invited one by one to share their thoughts followed by questions and

answers collected over 7 days from various participants on remote working. With this thought the moderators invited Mr. Aman Sahni, VC, Delhi Metropolitan Education to share his thoughts. Mr. Sahni shared his thoughts on Indian experience of remote working. He highlighted the opportunities that are underway but at the same time he reiterated the fact that for a country like India, where a large portion of population belongs to the unorganized sector, remote working might not be a feasible option and we have to be over cautious in upcoming times to sustain the workforce at larger. Dr. Swati then invited Dr. Masuda from Spain to express her thoughts. She mentioned that people across different parts of the world worked hard during remote working to ensure their goals are achieved despite the hard time around, they have to work more than 8 hours a day leading to stress and burnout. Next, Prof. Nagalingam from Sri Lanka expressed that how remote working has been place for long but the adaption and absorption of IT has accelerated post Covid 19. Dr. Swati then invited Dr. Yasser from Saudi mentioned the similarities experienced by everyone across the globe as a fallout of this pandemic and a similar approach to handle the same. Moving on, Dr. Poorva invited Dr. Susmita Bala, Head, DME Media School who graced the occasion with her benign presence and also invited Mr. Ignace to share his thoughts. He suggested that companies should offer a hybrid system with flexibility of working 3 days at office with 2 days' work from home to ensure productivity and work life balance. Prof. Daniel from Nigeria highlighted that how technology has made remote working possible but at the same time we need to work upon to develop sound technical foundation in developing countries like Nigeria, Africa. Dr. Poorva then invited Dr. Shad from Oman who mentioned that the technical setup is not equal in all parts of Oman as well and migrant workers are likely to return back as Remote working is possible now. Then Mr. Guy Atsmon gave useful insightful and experience sharing on remote working wherein he mentioned that the manager or the supervisor finds it difficult to communicate with his team and feels a sense of loss of control as he can't track what his remote team is doing. This was followed by an intriguing discussion by one of the Conference advisors and the guiding light of this Conference, Dr. Ravi Kant Swami who also explained the Indian scenario and virtual working by highlighting the experiences of manufacturing, primary, services and knowledge sectors in India. He focused on issues of cyber security, technology reinforcement and preparedness to face the other challenges.

This was followed by a round of animated questions and



discussion by the moderators wherein they asked specific questions to the designated speakers. Questions around future of remote working once vaccine is in place to which Mr. Ignace mentioned the hybrid system shall be in place for long run, Mr. Sahni also emphasized that wherever a balanced approach of work from office and home shall be feasible it shall be in practice from the perspectives of both the employers and employees. But in nature of employment where this change is not sustainable, people may resort to traditional ways soon. Dr. Shad shared that he strongly believed that remote working has been widely accepted and has many other implications for corporates and new organizations where this system of remote working can be quickly adapted in times to come. This was followed by next question from Dr. Swati where she put worth that how remote working with its own mental health implications has disrupted the normal working scenarios and how to deal with them in various sectors. Dr. Yasser shared his views that how organizations can play an instrumental role in supporting their employees to help them handling the issues and at the same time employees should also endeavour to share without any apprehensions with their seniors and managers to look for solutions mutually. Dr. Aline then expressed her thoughts wherein she clarified the difference between the stresses caused both by pandemic and remote working. She emphasized that in fact remote working has shown to improve productivity and improve mental well-being as it gives greater autonomy to employees. She also suggested a hybrid model to be working at the best in current scenarios. Mr. Guy Atsmon added that while working remotely with kids and family around employees bring challenges and changes which we are struggling. People are learning and accepting and have started to figure out to implement the new normal and mental issues are likely to come down as employees are getting more effective and productive. Employers are also building trust and working ways for smoother coordination. Lastly, Dr. Poorva put worth a very interesting and crucial question that there is a usual dilemma that the employer feels that the employee is not working enough during remote working while the employee feels that he or she is working double to prove productivity, which again is leading to stress for both parties. So how do you handle this kind of situations? Mr. Ignace gave his insights that employees should feel free to discuss the issues and draw boundaries between work and family spaces based on mutual

discussions. Prof. Daniel and Prof. Nangalingam being experts in IT regions expressed their viewpoints. Prof. Nangalingam emphasized that organization have to rework to develop and bring a system in place to monitor and imply the best practices in interest of both employers and employees. Dr. Ravi Kant Swami also traced examples from studies by F.W. Taylor based on time and motion studies for services sector and remote working scenarios. He reiterated on crucial role of middle and top level management to devise measures to monitor performance and productivity. Prof. Daniel too pointed that organizations should develop system satisfying both employers and employees once organizations realize the goal and have defined objective systems.

Dr. Swati and Dr. Poorva expressed thanks to all the panel members and summarized the key takeaways from the discussion. Dr. Swati emphasized that all must continue to spontaneous evolve and leave room for adjustments, we need to learn and learn more and up skill as much as possible and stay updated with technology as it evolves faster than the blink of an eye. We need to have in place a caring team and management to make everything worthwhile and effortless and all who are working must take enough rest at all times to be more productive and ensure a stable work life balance. Dr. Poorva expressed her thanks on behalf of DME Conference team to all the speakers and handed over the platform to Ms. Roli Wadhwa.

Ms. Wadhwa invited Prof. Ravi Kant Swami to announce best papers presentations from all the technical sessions held from 22-27 November 2020. Sir applauded all the paper presenters and praised the efforts for successful conduct of the Conference. Ms. Wadhwa then invited Mr. Parul Grover, Conference Co-convenor to express the formal vote of thanks to one and all who tirelessly contributed for the successful planning, organization and execution of the event in front end and backend. The valedictory session was concluded with a mixed feelings as we bid adieu to this exemplary eight day long colloquium where we witnessed some real life cross cultural experience sharing and value additions related to remote working practices. This platform provided an opportunity to the students, researchers, academicians, corporates and managers to comprehend the various opportunities, challenges and future trends related to remote working which has found its way and is gradually being accepted as the new normal.



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