



KONKAN GYANPEETH

URAN COLLEGE OF COMMERCE AND ARTS

Permanently Affiliated to University of Mumbai,
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Department of Commerce

Report of International E-Conference on

“Service Sector: Challenges, Prospects during & post covid-19 pandemic”

(Date: 12th February, 2022)

Introduction:

Covid-19 has deep rooted impact on almost every country on earth taking lives, shutting down economies and creating worldwide havoc and highly panicking situations perhaps, not seen since World War II, with no signs of vanishing down yet.

In the midst of battling the Covid-19 pandemic, the commerce and allied activities were the great suffers in the beginning but with constant human efforts and innovation it has brought dynamic changes in the commerce and service sector industries which has elevated the levels of operations and prospered the service sector but there are major challenges before the Indian Economy that are needed to be overcome by constant thinking and innovation therefore the theme of the conference “Service Sector: Challenges, Prospects during & post covid-19 pandemic” provides a platform to the intellects to provide valuable studies that would fortify the service sector and turn the challenges into opportunities that would change the hex of the Covid-19 pandemic to bless.

This International Conference has an object to have an open discussions and having remarkable conclusions from the think tank of the participants. This international virtual platform is open for all academicians, research scholars, and businessmen, entrepreneurs to share their experiences, ideas, depth studies and solutions to come out of this pandemic situation.

Objectives:

- 1) To discuss about the challenges of service sectors in Indian and International context due to Covid-19 pandemic.
- 2) To usher the innovative ideas, facts and figures, suggestions and recommendations in depth.
- 3) To foresee prospects of service sectors in post pandemic world.
- 4) To provide international platform beneficial to all academicians, research students to envisage prospects of service sectors.

Outcomes of the Conference:

Inauguration Session

- Prof. V. S. Indulkar, HOD & Associate Professor, Department of Commerce gave introduction & objectives of the International E-Conference.
- Inauguration Sessions was presided by honorable Mr. Shishirdada Prabhakar Dharker, Vice President of Konkan Gyanpeeth. In his speech, he addressed how youths are very important in India. How the India will have a great prospects in future not only in service sector but also other sector too in the world economy. He appreciated the Principal, teaching & administrative for organizing this international conference & gave best wishes for this international e-conference.
- Prof. Dr. Baliram Gaikawad, a Principal of the Konkan Gyanpeeth, Uran College of Commerce & Arts, Uran Raigad had given welcome address on the occasion of inauguration session. He spoke on objectives of conference. According to him, this conference will have a necessary brainstorming from academicians, research scholars, and expertise people from India & at global level.
- **Dr. Rajesh Jaipurkar**, Former Pro-Vice Chancellor, Sant Gadge Baba Amravati, University, Maharashtra, was honorable Chief Guest. He spoke on challenges of education services in this pandemic situation. It is necessary to have a good infrastructure to provide education through online mode. He said, the concept of Online University will come into existence.
- **Guest of honour, Dr. Dave O' Gorman**, Former Professor at Santa Fe College, Florida & Business Consultant at Phnom Peth, Cambodia, he focused on the following points..
 - Dr. Dave O' Gorman, has given a wide range of comparison, his informative words has add on lot of information, like a Cherry on the cake. From his presentation we came to know that, India has a bright future ahead.
 - A human capital based in the new economy. It should be necessary aggressive human capital development.
 - India's preexisting trajectory as an emergent world leader in STEM-X with position the country to emerge as dominant player on the global stage.
- The inauguration session had concluded with vote of thanks by Prof. K. A. Shama. In short this session very fruitful to gain of knowledge regarding service sector.

Technical Session –II Time 11.30 a.m. to 1.30 p.m.

- **Prof Ajit Kumar**, Associate Professor Department of Commerce, Government College, Bhiwani, Hariyana was the resource person for the Technical Session II. He had given valuable insights on the following points...
 - Prof. Ajit Kumar expressed in his research paper A Paradigm Shift in Service Sector: Work Life Balance, Challenges for Women Teacher During & Post Covid-19
 - In his paper remarkable point regarding challenges for women teachers during and post covid-19 i.e. work from home, technology literacy, age & change, fear of jobs & salary cut, homework & family pressure etc.
 - As pandemic brought more stress & depression to the teaching fraternity & educational system. It also has given us the opportunity to tackle new challenges. We have adapted a lot & trained ourselves for this new normal.
- **This session Concluded with the Remark by Chairman Dr. Elizabeth Mathews**, HOD & Professor Department of Commerce CKT College, New Panvel, Maharashtra
- There were 12 papers presented in this session

Technical Session – III (Time 2.00 p.m. to 3.30 p.m.)

- Technical Session-III was addressed by **the Resource Person Dr. Vilas Kulkarni**, **Associate** Professor, Post Graduate Institute of Business Management Sardar Patel University, Anand, Gujrat
 - **Dr. Vilas Kulkarni presented his paper on Covid-19 and its Impact on HRM.**
 - He spoke on the highlights artificial intelligence, importance of human resource, imbalance in talent and demand, Worker Expand, employees personalization, employees engagement.
 - He had expressed about the mental health, emergence of new top tier employees, and increase in organizational complexity and managing cyber security in the workforce recovery process.
- **The session Concluded with the Remark by Chairman Dr. Kishori Bhagat**, Member of Board Studies University of Mumbai & Associate Professor Pragati College, Dombivali. She had taken review of research papers presented by Researchers.
- There were 12 papers presented in this technical session.

Valedictory Session (Time: 3.30 pm to 4.35 pm)

The Valedictory session was addressed by Dr. Deepak Raverkar-Principal, Sudearrao More College, Poladpur, Raigad. He said, the theme of the conference selected by organizer is very important. There are many services sectors affected due to covid. Dr. Raverkar appreciated the painful efforts taken by Host College.

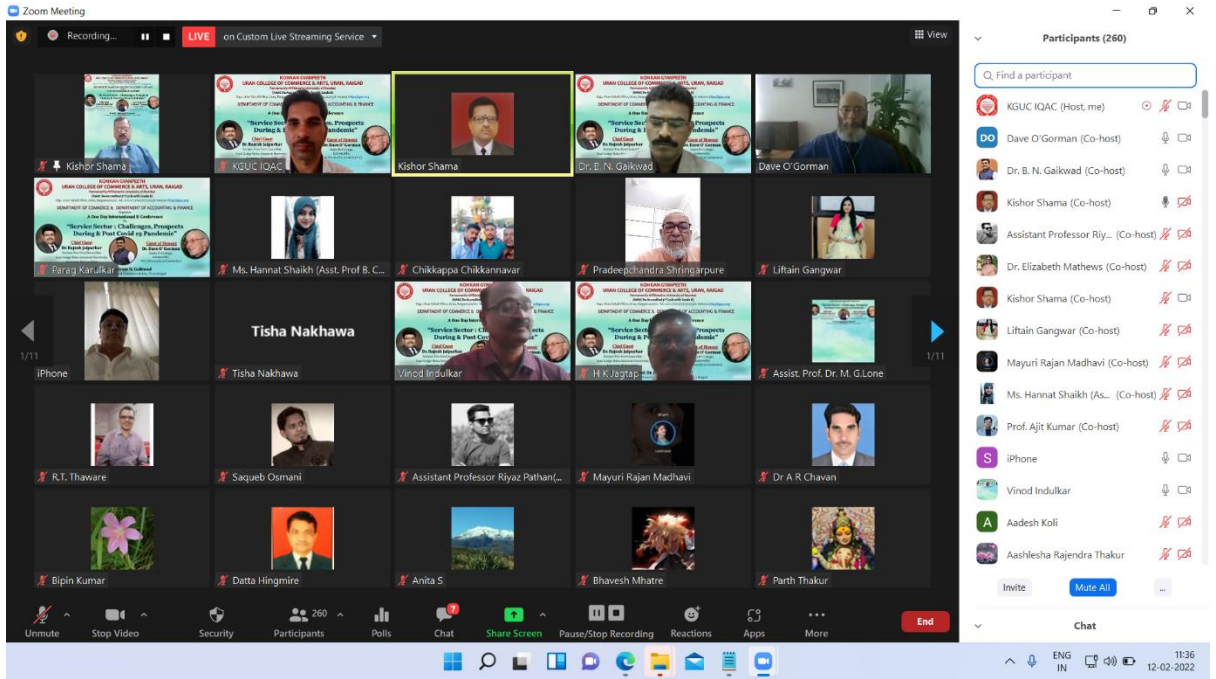
There was overwhelming response from academicians, researchers across India for this conference especially from Maharashtra, Tamilnadu, Karnataka, Uttarakhand, Bihar, West Bengal, Kerala, Madhypradesh, Bhiar etc. The details shows in following table..

Participants	No. of Participants
Students	622
Academicians	110
Paper Presenter	30

Total 55 papers were published in UGC listed Journal. The Department of Commerce and Department of BAF is very thankful to our Chairman, Vice-Chairman, Secretary, CEO of Konkan Gyanpeeth and all members of management without their support we could not organize this conference. We are also thankful to our dynamic dynamic Principal Dr. Baliram Gaikwad because of his valuable guidance and support. Our thanks are also due to all teaching and administrative staff for their valuable cooperation. The conference has great success because of direct and indirect involvement of all.

Some Glimpses





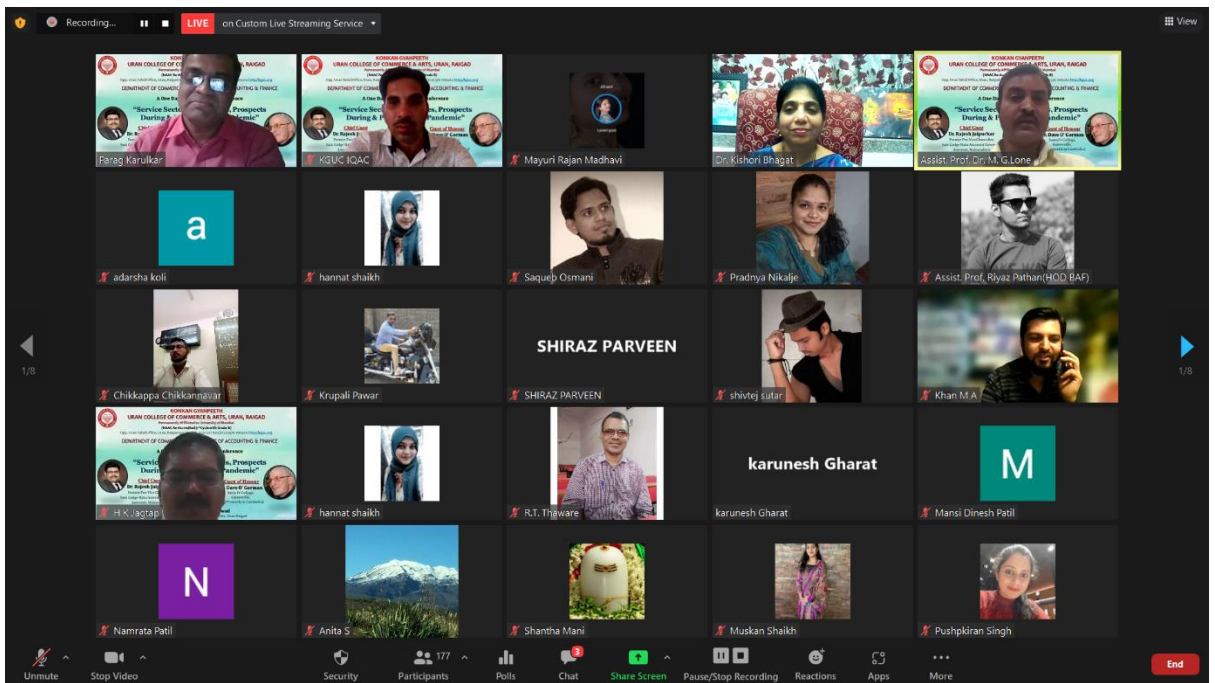
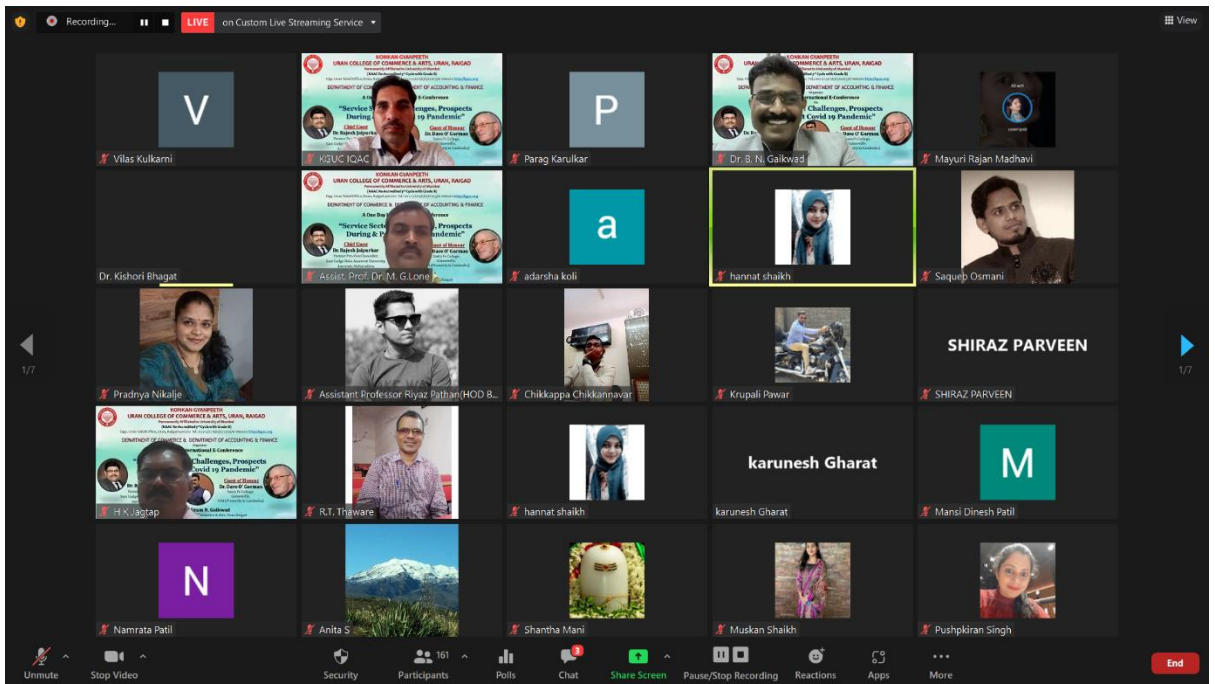
Impact & District Situation during second wave

- At first wave of covid, the main issues are foreign travelers protocols to testing strategies, infrastructure, handling of migrants and such socio-economic issues due to strict lockdown.
- Second wave is about response the pandemic with limited resources.

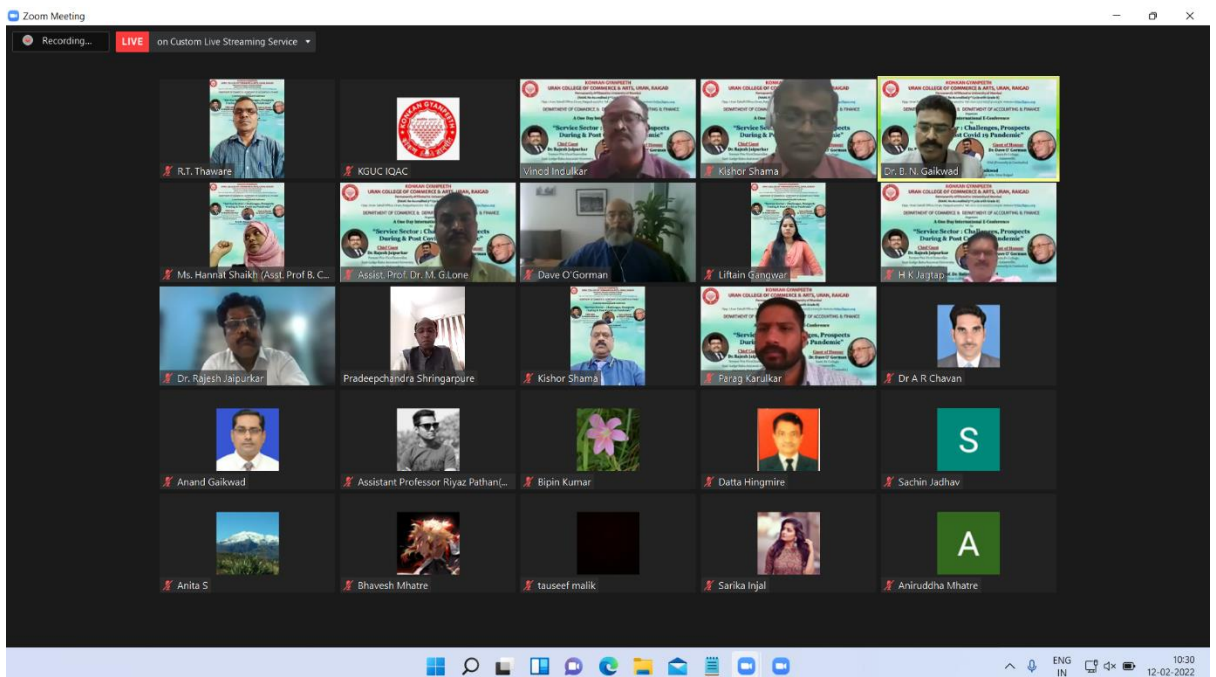
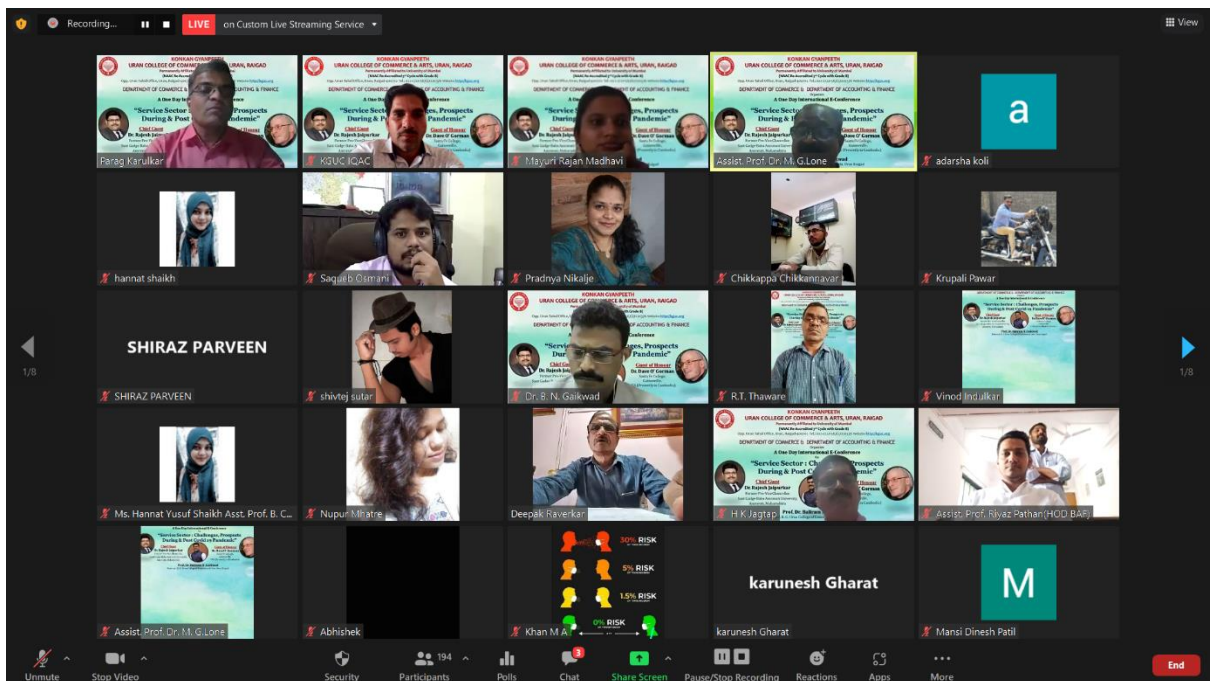
Infrastructure Comparison

Metric	Before 2nd wave	After 2nd wave
Total Isolation beds	554	7939
O2 Supported beds	422	236
Total ICU beds	170	980
Total ICU+ Isolation beds	425	7589

The chart shows a significant increase in Total Isolation beds and Total ICU+ Isolation beds after the second wave. The number of O2 Supported beds and Total ICU beds also shows an increase, though the O2 Supported beds value is lower than before the second wave.







Regards
 Prof. V. S. Indulkar
 Associate Professor
 Department of Commerce