

Rapporteur Report

SIXTH INTERNATIONAL CONFERENCE ON DESTINATION INDIA

JANUARY, 3, 2006, NEW DELHI

EXCERPTS FROM PAPER PRESENTATIONS

Venue: India International Centre, Max Mueller Marg, New Delhi

***I* NAUGURAL SESSION**

SEVENTH International Conference, Destination India is being organized under the joint auspices of Society for Human Transformation and Research (SHTR), Delhi School of Professional Studies and Research (DPSR), Association of International Organisations and Universities (AIOU) on 3rd January to 5th January, 2006.

The inaugural session of international conference was held at India International Centre, witnessing dignitaries from both academia and industry.

The welcome note was given by Professor B.P. Singh, Chairman, SHTR Group of institutions stating India emerging as outsourcing hub with special Emphases on Education hub and Medical hub.

Organising Secretary Professor Ajay Kr. Singh, President, Governing Body, SHTR Group of Institutions have deliberation on Justification of the Theme "DESTINATION IDIA". He highlighted the increase of FDI. India. The ranking of India in FDI, remittance inflow and foreign institutional investment. He stated the themes of technical sessions of the International Conference.

The Chairperson of the Inaugural Session was Professor K.K. Aggarwal, Vice-Chancellor, GGS Indraprastha University, Delhi. He addresses the delegates Elaborating on Destination India and given Insight on the knowledge, Economy India being a major hub of it.

Professor David Ross, University of Southern Queensland, Australia as a Key Note Speaker given insight to the delegates on India Emerging on the world Map. He state the growing off shoring Market in India in legal services and emerging as a outsourcing destination.

Professor P.N. Singh, Executive Director, DPSR gave vote of thanks to distinguished dignitaries and delegates.

SEMINAR SESSION: BUSINESS, GOVERNMENT AND EDUCATION: EMERGING DIMENSIONS

The session was chaired by Professor Om Prakash, former Vice-Chancellor of Rajasthan University. Professor Om Prakash focused on developing countries facing issues pertaining to government, business and education.

He facilitated the distinction between developed and developing economy regarding the issues promoted by the governments for educational development.

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He also identified India as a hub for higher education though he deemed a change in education system at various levels. He quoted that the privatization of education has improved the education system.

The session was co-chaired by Mr. Subhash Jagota, CEO, Global Business Solutions and former Executive Director, Corporate HR, Punj Lloyd and also the alumani of XLRI, Jamshedpur. He came forward with important techniques to improve current education system scenario. These were as follows:

- (1) Educational institutions should make proper use of knowledge of persons holding 20 years of industry experience. We need to utilize strength available in industry.
- (2) Educational institute need to make a syllabus which is according to industry's need.
- (3) Acquiring knowledge, storing and reworking on knowledge.
- (4) Institute should create an enthusiastic, positive attitude, good communicator and good auditor people.
- (5) Knowledge of culture of different nation is very important.

He suggested that for any individual to work in an organization, he or she has to prove his or her uniqueness or greatness. Though, India is going to become talent pool for world, we need to learn from developed nations, learned people and need to change our education system.

Next speech was delivered by Dr. P. Raj Devasagayam. He shared his views related with ethics in business. According to him, ethics and business consist of three parts :

- a) Customer orientation
- b) Shift from teaching to learning
- c) Emphasis on ethics

He also mentioned that good teacher is one who can make you learn more than what a teacher knows. Business ethics is knowing the difference between what you have right to do in an organization and what is the right things to do. Our values should be based on respect, integrity, communication and excellence.

Next speech was delivered by Professor Ravinder Vinayek. He discussed about role of government in education and short coming related to participation of government in higher education. He suggested that for a growth of private and foreign education, government has to perform following role:

1. Focus on course curriculum : Course should be relevant to society, value system and ethics.
2. Focus on modern method of delivery of lecture e.g. case study, presentation etc.
3. Evaluation system : System should be designed in such a way where student is able to demonstrate his or her knowledge.

Hence, need of regulatory mechanism is essential to improve our education system.

Next speech was delivery by Professor David Ross. He mentioned that higher education challenges can be met by powerful, technical, economic and social trends facilitated by internet. To meet challenges, following role should be performed.

1. Role of universities:
 - (a) University should serve to community
 - (b) University should provide global knowledge

2. Role of Government is to be improved related to higher education

At the end, open house session was conducted during which, clarifications were given by different speakers.

Professor B.P. Singh discussed on scenario based reservation and its effects on education system in an environment of globalization. He suggested that attempt should be made to provide quality education in Delhi. For higher education, private institute can play important role.

At last, Vote of Thanks was given by Professor P.N. Singh.

TECHNICAL SESSION-1

Resurging India: Investment Opportunities

The Chair person of this technical session was **Prof. David Ross, Professor of Management and Commercialization, Faculty of Engineering and Surveying University of Southern Queensland, Australia**, accompanied by Key Note Speaker viz. Ms. Alka Chadha in Institute of South Asian Studies, National University of Singapore. She gave the presentation on ***“The Right Choice for the Pharmaceutical Industry”***. The main points, which she focused was on need of price control on essential drug so that they are available at reasonable price.

She talked at length about **Patent Act TRIPS Commitments** and explained the imparting R&D in India.

Finally, she gave some important suggestions like strong patent regime, deregulation decontrol of the pharmaceuticals sector investing in F&D, Access to affordable drugs & treatment for poor.

Second Key Note Speaker was Ms. Richa Sharma and her topic for presentation was Factors Determining profitability of public sector banks in India- A multivariate Analysis. She focused on how banking sector is changing day to day with the change in technology and how banking sector is focusing more on customer satisfaction. She also raised some challenges faced by banking sector like increased competition, technical upgradation, use of modern management. The suggestions made by her were better scrutiny of credit proposal, complete monitor of asset, update HRD strategies, control over operating expenses, mental revolution among employees.

The last key speaker was Ms. Kiran Jindal. She gave presentation on Anomalies in Indian Stock Market: A fresh look. She with the help of different tables & figures analyze the affects of different anomalies on the market. According to her with the introduction of rolling settlement the efficiency is brought in the market.

After the completion of presentations by Speakers, the chairperson Professor David Ross, Professor B.P. Singh, Professor P.N. Singh, Professor L.S. Singh had presented their views on presentations, how Indian Corporate, government and education sector can flourish the on selves & the nation, by adopting the changes in different policies and coordinating these policies properly.

Lastly Professor P.N. Singh end the session with a vote of thanks to all the delegates & members present there.

*Submitted by – Ms. Ekta Chaddha
Mr. Varun Khatter, (Students of DSPSR)*

TECHNICAL SESSION-2

Technology Enabled Marketing : The Virtual Perspective

Seventh International Conference organized by Society for Human Transformation and Research conducted Technical Session-II on Technology Enabled Marketing : The Virtual Perspective.

The session was chaired by Dr. Raj K. Garg, Professor of Marketing, Indiana University of Pennsylvania, & Editor, Journal of E-Business.

Dr. Garg gave a warm welcome to all the delegates and participants and started the slide presentation on “Ethical Behaviours : A Cross Cultural Analysis. He emphasized on the growing concerns for the need of consumer ethics.

He prescribed based on his study of 33 behavioural components that the ‘Nationality’ makes a difference with regard to the consumer ethics. He also focused on spreading the awareness about the duties of consumers, and talked about unethical consumer behaviour like shop lifting, using expired coupons, and quoted instances about controlling such unethical practices.

After his enlightening presentation, he invited Dr. S. Shahjahan of ICFAI Business School, Bangalore, who presented the technical paper on “Development Perspective of Technology Enabled Marketing : A Case Study of Bangalore, Silicon Valley of India”.

Dr. Shahjahan highlighted Indian competitiveness among the growing world economics. He emphasized the role of the IT sector in developing Indian economy by quoting examples from companies like Microsoft, CISCO, Intel, Infosys diversifying operations in India. He also facilitated the comparison among the world’s fastest developing economies especially in the context of India and China.

Dr. Shahjahan remarked on India’s growing vast potential in terms of exports of softwares and IT enabled services. He concluded that India would be a big hub for research and development in future.

After a general discussion round, the Chairperson, Dr. Garg invited Mr. Himanshu Dutt, Faculty, Delhi School of Professional Studies and Research, Delhi to present his technical paper on “Role of Knowledge Manager and Knowledge product Development”.

Mr. Himanshu Dutt, also the Coordinator for technical session-II & Faculty, DSPSR welcomed the delegates and the participants. He started with the topic ***‘managing knowledge products’***, in which he described the differences between conventional concept of products vis-à-vis to future Knowledge products.

He described knowledge products as techno-products with embedded chip and sensing technology. He quoted examples of different products and further highlighted the role of knowledge manager in developing such products.

He also pointed out the abilities of Knowledge Managers in creating a knowledge network system within the process of Product Development. He stressed that the knowledge products embark competitiveness, create smart customers and establishes organizational learning.

The next and final panel speaker, Ms. Vandana Sharma, Assistant Professor, of Galgotias College of Engineering and Technology, Greater NOIDA was introduced by Dr. Garg to session members.

Ms. Vandana Sharma presented the technical paper on “Knowledge Management – A HR tool to get Competitive Edge – An empirical study in telecom sector.

She propounded that without Knowledge Management, an organization would not be able to get competitive edge over others. She took into consideration – telecom companies – MTNL, VSNL, Bharti Teleservices, Tata Teleservices and collected data.

She concluded that any effort aimed at gaining competitive edge through knowledge management must take into consideration collaboration, sharing, creativity, culture, learning to be appreciably successful.

The session came to an end with presentation of mementos as a token of honour to the Chairperson and panel speakers, and further with Vote of Thanks by the Chairperson of the session.

Himanshu Dutt, Session Coordinator
Abhishek Gupta, Rapporteur

TECHNICAL SESSION-3

India as an Education Hub

The session 3 was chaired by Dr. Om Prakash, Former Vice-Chancellor, University of Rajasthan, Jaipur. Mr. Rajender K. Garg, Professor of Marketing, Eberly College of Business and Information Technology, Indiana University of Pennsylvania, Indiana, USA who was the Key Note Speaker in the technical session no. 3 on India as an Education Hub. Professor Garg lamented the high quality of secondary education prevailing in India which is a definite strength on which the higher education should leverage upon. But unfortunately the state of health in higher education in India is not as encouraging as it is at the school level.

So the real challenge according to Professor Garg is two fold i.e., (1) quality in higher education and (2) management of higher education. In terms of quality we have on the one hand IITs and IIMs who established their brand name not only in India but even abroad. The same is not true with universities and colleges barring a few exceptions. Hence the need of the hour is to provided need infrastructure both human and non-human so that the quality of higher education in India gets upgraded as per the requirements of global standards.

So far as the Management of higher education is concerned, the system needs to be insulated from political and beaurcratic intervention leaving the university system on its own so that they could struggle to survive and grow keeping in view the contemporary global standards. The system could generate its own resources provided they are left free to price their products and position the same in the market for which the political and bureaucratic system will have to keeps their hands off from the university campus.

Dr. (Ms) Thelma J. Talloo presented her paper entitled changing strategies in E-Education in select Asia Pacific Countries. Dr. Talloo laid emphasis on the importance of internet in India. The emerging distance education has proved to be a great advantage to the people but there are problems why people prefer to access the internet like language barrier, lack of knowledge about the internet and lack of need to access the same.

Mr. Rajiv Ranjan talked about the BPO scenarioin India and give the various trend and analysis. According to him backbone of IT industry is Government, Industry and Human Resources. The research

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and development outsource status in India is improving. Multinationals and Global IT players are emerging in India. Academics and Non-academics organizations are also involved in research work. India with its abandoned pool of highly skilled people and use English speaking force alongwith first effective sector has prove to be the favorite BPO destination.

Mr. Ambuj Gupta, Sr. Lecturer, Dehradun Institute of Technology Dehradun presented his paper entitled “From BPO to KPO: A Welcome Party for Indian Education Hub. He explained BPO is about quantity and KPO about quality. The main fields of KPO Sector includes the Pharma and Bio-technology areas with the advantage of excellent and well equipped research laboratories alongwith high skilled people. The main challenge for KPO according to him are insurance certifications, labour laws, taxation and accounting standards.

The presenters have left no stone unturned in discriminating the valuable information. The standards of education worldwide are assisted by Internet, Intranet and Extranet. The whole session enabled us to interact with the ;projectionist and gain tremendous knowledge.

Submitted by – Ms. Bharti Arora

TECHNICAL SESSION-4

Destination India : Challenges and Quality Perspectives for the Service Sector

This session was chaired by Professor David Ross, Professor of Management and Commercialization, Faculty of Engineering and Surveying, University of Southern Queensland, Australia.

Professor Ross started the session by welcoming the paper contributors, delegates rapporteurs, and others attending the technical session on ***Destination India : Challenges and Quality Perspectives for the Service Sector.***

The first paper was presented by Ms. Damini Grover, Fellow IILM Institute of Higher Education, New Delhi on the topic “Building the Business Relationship through Knowledge Management”. She expressed that HRD systems of an organization practicing or willing to practice knowledge management ought to be framed as follows.

- Conceptualising organizational vision and communicating it to all the members of the organization.
- Creating organizational culture that motivates, promotes and rewards people to create share and use knowledge.
- Recognizing employees personal efforts for taking challenges, finding innovative ideas for doing the task in different ways and rewarding them accordingly.
- Chalking out performance management system that is based on evaluation of employees’ performance as well learning.
- Conducting education programmes for training and development.

She said that it is time for organizations to be flexible and thoughtful enough to open new ways of recruiting, retaining and motivating employees who are keen to learn, and can contribute to their growth and development.

If an organization aspires to be a learning organization, it should have a taste for learning and respect for knowledge. She said that the first step to knowledge is to know that we are ignorant.

The second paper was presented by Mr. Potukuchi Thryambakam, Senior Faculty, Frankfinn Institute of Air Hostess Training, Hyderabad on the theme “India – Marching for Number 1 Tourist Destination with special reference to Medical Tourism.

Tourism is recognized as a major foreign exchange earner globally. Many nations are now looking to tap the most reservoir of this smokeless industry and benefit out of it. Tourism is a major social phenomenon of the modern society with enormous scope for growth and economic consequences. It is viewed by most of the nations as a major source of income generation. India as a tourist destination is developing rapidly and drawing attention of countries of the world. It has the potential for becoming number 1 tourist destination in the world provided adequate attention is paid to develop the same. It has found a place among the top ten destinations last year, a travel and tourism company said.

The Government of India has recognized the importance of Tourism Sector in India lately and fortunately took major steps for the development of this sector, having realized its potential for economic development, generation of more and more employment opportunities both directly and indirectly, and breaking the barriers of cultural conflicts and mingling gala of various customs and traditions particularly for a country like ours.

According to Subhash Goyal, President of the Confederation of Tourism Professionals, the world’s leading travel publication, the Lonely Planet, last year listed India as one of the five top “must-see” destinations for global leisure travelers.

India is considered the leading country promoting medical tourism-and now it is moving into a new area of “medical outsourcing,” where subcontractors provide services to the overburdened medical care systems in Western countries.

India’s National Health Policy declares that treatment of foreign patients is legally an “export” and deemed “eligible for all fiscal incentives extended to export earnings.”

India has one of the best-qualified professionals in each and every field, and this fact has now been realized the world over. Regarding Medical Facilities India has the most competent doctors and world class Medical Facilities. With most competitive charges for treatment, India is a very lucrative destination for people wanting to undergo treatment of certain diseases, who do not need immediate emergency treatment.

Indian Doctors would have to see that the Hospital and clinics are well equipped with all facilities and fine equipment for all sorts of Medical treatments. Every minute detail should be thoroughly scanned and examined thereby providing utmost professional talent and see that they give confidence among foreign Health Tourist. Even Government of India and State Governments, Voluntary Bodies and Embassies and Consulate offices abroad should undertake a massive campaign for “ATHIDI DEVO BHAVA” and also for the best and low affordable medical facilities available in India for Foreign tourists, where our MEDICAL FACILITIES AND TREATMENT COSTS can be a continuous source of tapping Foreign Exchange to India and contributing to the Economy of India.

The next paper was presented by Ms. Shruti Jain, Lecturer, NIILM, New Delhi on the theme “Transformation of Indian Firms in Global Era”. She discussed the various drivers for India’s Foreign investments and what potential exists, and where. The most important issue that was discussed here was how the Indian firms are investing abroad and how they are preparing themselves for it. The increasing number of home-grown Indian firms such as Tata Group, Infosys, Ranbaxy and their improving ownership-specific advantages including financial capability are among the key drivers.

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Indian firms are investing abroad to access foreign markets, production facilities and international brand name.

She said that the new trading and investing patterns have made India as a hub for FDI in Asian region. The inflow of FDI in India has gained maximum attention from many bodies. The small but important trend that is picking up in India is of Outward FDI from India. This outward FDI from India has indicated an important shift in Indian companies strategy and outlook the Indian inc. is flying high on the Indian and overseas skies. The transformation of Indian companies has taken place and this transformation is simple in nature but has given a new hold to India in International markets. Tata group, Infosys, Ranbaxy have proved to be good examples of this kind of transformation in existing global era. This list can be extended long. These companies have their own reasons and strategies for expanding abroad and being successful.

The next paper was presented by Dr. Amrik Singh Sudan, Lecturer, University of Jammu on "Institutional Financing of Agriculture in Jammu & Kashmir State – A Case Study of Jammu Division".

He said that Finance is the most vital component to sustain Agriculture. In spite of all efforts made by government after independence, the gap between demand and supply for rural credit exists at about 21% in 2000 (Dantwala).

The financing mechanism in this vital sector is lop sided and infested with a number of problems.

Most of the funds provided for agricultural development are misdirected towards festivities and social functions.

Another severe problem relates to the cost of credit. Apart from paying to different functionaries associated with the cycle of lending which in itself is quite heavy, the poor farmers have to waste 25 to 30 mandays in getting the case processed and ultimately receiving payment.

The restructuring of institutional finance requires some fundamental changes and some operational safeguards in the mechanism of institutional financing. Fundamental changes are needed in the thinking and mind set of both the receivers and the suppliers of finance.

Among the operating measures, mention may be made of (i) monitoring and evaluation for finalizing cases for releasing finances, (ii) progress information regarding recovery from the beneficiaries, (iii) simplification of rules and procedures to release funds, (iv) coordination among financing institutions to avoid multiplicity of funding and (v) understanding between the apex institutions like NABARD, RBI etc. and the financing institutions in the field.

All these steps will lead to restructuring of institutional financing of agriculture, which will prove advantageous to the agriculturist and the financing institutions.

Lastly, Dr. A.P. Pandey, Reader in Economics, Banaras Hindu University, Varanasi presented his paper on the topic "Service Sector in India".

He said that unlike other developing countries, India's strength lies in the services sector. In services, therefore, we need to overcome our fears and be lot more aggressive. AT the WTO, India needs to adopt a maximalistic approach in services. Of course, our interest is best served in Mode 1 (cross border supply of services without movement of professionals) and Mode 4 (supply of services through movement of natural persons). All that our service providers require is more confidence in their ability to stand up to the best the world has to offer.

The government needs to plan a fast transition from the present system of inefficient indirect taxes to an integrated goods and services tax (GST). The challenge is huge, as much political as technocratic and administrative. Growing globalization of the economy – total foreign trade, including services, would be 45 percent of GDP this year – makes an efficient, transparent system of taxation imperative for Indian industry to compete not just abroad but even at home.

The only solution is to have an integrated GST that will subsume all forms of indirect taxation at all levels of the polity. This will ensure transparent accounting of taxes and make it easy to ensure that exporters are neither burdened by tax nor cosseted by subsidy while giving producers a level playing field via-a-vis imports.

Of course, the process will have to be staggered. Central taxes can be integrated first, while the states integrate all their indirect taxes into VAT. This can lead on to integration of central and state level taxes. All this calls for enormous political will, skill and commitment.

The session ended with a Vote of Thanks by the Chairperson and to the Chairperson.

Roli Raghuvanshi, Rapporteur

TECHNICAL SESSION-5

Research Paper Presentations on contemporary Issues

This session was chaired by Professor M. Saeed of Minot State University, USA. Professor Varinder M. Sharma of Indiana University of Pennsylvania was co-chairman of the session. This began with the welcome address by the Chairman of SHTR and DSPSR Professor B.P. Singh. He welcomed Professor M. Saeed and other panel speakers and all the people who were going to present their papers. The session started with Key Note Address of Dr. Varinder M. Sharma.

Dr. Varinder M. Sharma, Professor of Marketing, Indiana University of Pennsylvania, USA has focused the role of technology in the growth of small companies. The e-business has led to an area distributed competency. This concept of e-business led to virtual mini-marts. Professor Sharma was of the opinion that e-business has given an edge to small companies rather than the big business houses in U.S.

Professor Nasser Elahi and Mr. Mosaheb Gholam Hussein, College of Engineering, Iran presented paper on Industrial Safety in petrochemical industry. This study is based on study on ONGC and IOC of India. This study focused on number of employee killed due to human and technological factors. He identified the causes of accident and suggested suitable measures to prevent of industrial accidents.

Dr. P. Raj Devasagayam, Professor Siena College, NY presented a paper Pedagogical effectiveness of Computer Based Simulations-linking intended learning. This paper was based on data collected from 41 students. There are 200 business schools using business simulation with the help of 8000 professors. The business simulations are educational and fun. He felt that there are little research evidence between learning and simulation. But good simulation will keep these students decision making more effective and make them good leader.

Ms. Kalpana P Nandanwar, Lecturer, MJ College, Jalgaon presented her paper SEB's Policy_ A vital issue on the eve of MSEB's split up. She discussed the effect of split of MSEB and suggested to resolve the crisis.

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Dr. Amrik Singh Sudan in a joint paper on “Remuneration and employee satisfaction : A Case Study of Public and Private Sector”, discussed that private sector employees are getting more remuneration than the public sector organization, whereas public sector employees are more satisfied than the private sector employees.

Dr. Arun Damodar Yeole presented his paper on excellence in commerce education in India. He felt the need to change the commerce syllabi to suit the needs and requirement of business and industry. He felt the need of making radical changes in the field of commerce.

Mr. S.K. Uppal – Indian Banking: Changing Pattern of Employment and Issue of Employee Efficiency in Global Era-Challenges and Opportunities. Mr. Uppal studied the impact of downsizing on business efficiency, labour efficiency and operational efficiency. He also focused the managing transformation through HRM. The paper focused how the introduction of technology led to downsizing and operational profitability. In his study, he made comparisons between public sector, private sector and foreign banks. He found that downsizing has negatively affected the public sector organizations.

Ms. Harshita Arora and Dr. Amrik Singh Sudan presented the paper on “Strategic dimensions of Knowledge Management : The e-Creator. She discussed the implications of Knowledge Management in India.

Dr. Kannaki Dass, Lecturer, National Institute of Teachers Education, Guwahati presented her paper on “Borderless Education, GATS and India’s Educational Opportunity”. She gave a detailed study of GATS and its impact on Indian organizations. She raised the problems faced by the industry and organizations and suggested remedial measures for it.

Dr. Harsh Sharma presented a paper jointly written by Professor Anu S. Lather on “Focusing on training climate for effective training programmes”. He focused on macro issues of training programmes. The paper discussed the various training programmes and its impact on training programme. He felt the need of proper climate for training to achieve the goals of the organization with the help of a case study.

Dr. Sanjeev K. Anand along with Dr. (Ms.) Sandeep Basi presented a paper on Cognitive System : Modeling for Thought. He highlighted the cognitive systems by representational structure to reduce costs. This system can test number of designs at a lower cost in architecture. The input/output interface can answer most of the questions. The cognition design process reduce the complexity of e-learning and enforce clarity and understanding of learning.

Ms. Harshita Arora along with Dr. Amrik Singh Sudan presented the paper on dynamics of entrepreneurial development in small scale. The paper focused on growth of small scale industry and its contribution in generating employment, revenues, contribution to total GDP and also its role in enhancing exports. She also focused on problems faced by small scale industry.

Dr. Geeta Sidharatha presented her paper on spirituality and job satisfaction: A study of Doctors. The paper with a sample of 456 Doctors focused on the implications of job satisfaction on individuals. The paper focused on the positive impacts of spirituality in enhancing motivation, job satisfaction and productivity and at the same time reduces turnover. Spirituality strongly improves the job satisfaction.

Ms. Rimpi Kaur and Dr. R.K. Uppal presented paper on Indian Banking: Changing pattern of employment and issue of employees efficiency in Global Era-Challenges and Opportunities. This paper has shown the changing pattern of employment in different types of Banks in India. The employment in Banks has declined, but female employment is rising in all types of Banks situated in urban and rural areas.

Dr. A.P. Pandey, Reader, Banaras Hindu University presented his paper on Firms, Communities Networks Technological practices. This paper examined the technological knowledge in the context of services and developing markets. The paper discusses on economic system to provide mechanism of coordination that can help to organize, generate, test and modify knowledge.

Ms. Harshita Arora presented her paper on Business Education in the Millennium: Emerging dimensions. The paper examined three models of business i.e.

1. Chicago Model
2. Havard Model
3. Japanese Model

Business education can be developed with help of Japanese model in developing countries.

Dr. Shiv Kumar Singh presented his paper entitled “Training Initiatives for Skill Upgradation in Cement & Construction Industry” which was jointly authored by Dr. Shiv Kumar Singh, Dr. S. Banerjee and Dr. Kushendra Mishra. His paper was focused on the new training initiatives taken and also the impact of modern training tools in Cement and Construction Industry. He also explain that lot of training efforts have been made for improving the skills at all levels. In order to achieve better HRD targets Simulator Trainer, Mobile quality control laboratory Computer Based Training (CBTs), Experts Systems, On-line training are coming up. He further explain that in order to meet the scope of expansion of increasing complexities in the Cement & Construction Industries of the new millennium, it is paramount importance to develop human resources at all levels who would be fully, equipped with skills and knowledge to take over the challenges of the Cement & Concrete Industry.

Dr. Harshita Arora alongwith Dr. Amrik Singh Sudan presented paper on Business Educaton in 21st Centuary: emerging dimensions. This paper focused on performance of business schools. This paper found that lot of regulatory bodies are coming in the way of professional education. The business school with most modern teaching techniques should serve the needs of the industry.

This session ended with vote of thanks by Dr. Anil K. Singh, Director General, Delhi School of Professional Studies and Research to the Chairman of the session Prof. M. Saeed of Minot State University, USA and to the participants for their valuable contribution during the session.

Dr. Anil Kumar Singh