

Rapporteur Report

TWELFTH INTERNATIONAL SEMINAR ON GLOBALIZATION OF HIGHER EDUCATION: CHALLENGES AND OPPORTUNITIES

JANUARY 04 - 05, 2011

Pre Seminar Workshop and Global MDP was held on January 03,
2011

THE Twelfth International Seminar organized under the joint auspices of Delhi School of Professional Studies and Research (DPSR), Approved by All India Council for Technical Education (AICTE), Ministry of HRD, Government of India, and accredited as a premier college by ASIC (the Accreditation Services for International Colleges), UK, Divine Education Trust, Korba (C.G.), and Divine International Group of Institutions, Gwalior (M.P.).

Global MDP & Pre-Seminar Workshop on “International Accreditation of Business Schools”

January 03, 2011, 9.30 a.m. to 5.00 p.m.

Venue: Seminar Hall, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Resource Persons: Mr. Lee Alan Hammond, Accreditation Manager, ASIC, Development Manager, QISAN, UK.

Dr. Ajay Kr. Singh, Coordinator – MHRD Programme, Department of Commerce, Faculty of Commerce & Business, Delhi School of Economics, University of Delhi, Delhi.

Coordinator: Ms. Megha Grover, Lecturer, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Inaugural Session was started with the welcome address by Ms. Megha Grover followed by lighting of lamp and introduction of the Resource Person of the morning session Dr. Ajay Kr. Singh and then, session was handed over to the resource person.

In the first business session conducted by Resource Person Dr. Ajay Kr. Singh who gave an overview of various accreditation bodies focussing about the date of setting of various Accreditation bodies, types and objectives of Accreditation bodies, eligibility, basis of award of Accreditation, areas of operation and process and fees for Accreditation. Various Accreditation bodies which were discussed under these heads are AACSB, ACBSP, AMBA, ASIC, BAC, EQUIS, IACBE, and SAQS. The second business session was conducted by Resource Person Mr. Lee Hammond who mainly focused on ASIC Officers, its advisory board and office staff, accreditation process, inspection schedule, its areas of operation, complaints, appeals, fees and expenses for inspection visit, and accreditation.

Session was concluded by presentation of memento to the resource persons and distribution of Certificates to all the delegates including foreign delegates coming from Japan, Iraq, South Africa, etc. and a formal vote of thanks was given by Ms. Sandhya Tanwar, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Rapporteur for the Session:

- **Mr. Awadhesh Kumar Tiwari**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Inaugural Session

January, 04, 2011, 10.30 a.m. to 12.45 p.m.

Venue: National Academy of Agricultural Sciences (NAAS), New Delhi.

Chairperson: Prof. Dr. András Nábrádi, Professor and Dean, Centre for Agriculture & Applied Economic Sciences, Faculty of Applied Economics and Rural Development, University of Debrecen, Debrecen, Hungary.

Chief Guest: Prof. P. B. Sharma, Vice-Chancellor, Delhi Technological University, Delhi.

Guest of Honour: Prof. Dr. h. c. Jozsef Popp, Professor and Vice Dean, Faculty of Applied Economics and Rural Development, University of Debrecen, Debrecen, Hungary, and Deputy Director General, Research Institute of Agricultural Economics, Budapest, Hungary.

Keynote Speaker (India): Prof. Dilip K. Bandyopadhyay, Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi.

Keynote Speaker (USA): Dr. Larry F. Lemanski, Provost & Vice President for Academic Affairs, Texas A&M University-Commerce, Texas, USA.

Welcome Address: Prof. B. P. Singh, Chairman, Divine International Group of Institutions, Delhi, India.

Vote of Thanks: Prof. Shirin Rathore, Director, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and formerly Dean of Colleges, University of Delhi, Delhi.

Coordinator: Dr. Reetesh Kumar Singh, Associate Professor, Shri Ram College of Commerce, University of Delhi, Delhi.

Welcome address was delivered by Prof. B.P. Singh, Chairman, Divine Group of Institutions. He introduced the theme of the seminar and said that seminar will have great impact on policy making related to higher education. He also talked about the role of WTO and GATS in trade of education. He pointed that a country which spends huge amount of military expenses cannot have good reforms in education system. He said that there is lot of scope of expansion of higher education in South Africa and some part of Asia. This will be benefited by globalization of higher education. He also showed concern towards decreasing number of foreign students enrolling for higher education in Indian university.

Dr. Ajay Kr. Singh also introduced the theme. He said that India was supposed to be open for globalization in higher education earlier but it did not happen yet. In recent times also there are many bills which are pending in parliament regarding the globalization of higher education. Now this is high time to bring reform in education system in India. He focused upon challenges and opportunities which are lying in future for Indian Higher education. He said that with globalization of education, Indian universities can expand in other countries, and this will also open door for international assignment and research projects.

Prof. Dilip K. Bandyopadhyay, Key-note Speaker, Vice-Chancellor, GGSIP University, Delhi appreciated the theme of the seminar. He said that India have high chances of getting benefit of globalization of higher education. India being in advantageous situation, can also provide education at the 1/3 rd cost of USA. He also emphasized upon the importance of human resources in the process of globalization. Poor quality of human resource is the major reason behind the fact that students are going to US and Europe for higher education in search of skill and knowledge. We must emphasize upon creation of these factors in India also so that we can attract foreign students. Accreditation will help Indian universities to maintain that quality of human resources.

Dr. Larry F. Lemanski, Provost & Vice President for Academic Affairs, Texas A & M University-Commerce, Texas, USA, talked about the pleasant experience which his university is having with Indian students. So they are looking forward to build relationship with Indian universities. He also focused upon the challenges and opportunities which globalization can bring for higher education.

Prof. Dr. h.c. Jozsef Popp, Ph.D., D. Sc., Guest of Honor, Professor and Vice Dean, Faculty of Applied Economics and Rural Development, University of Debrecen, Hungary talked about global challenges such as population, climate change, infectious disease, etc. which are posing threat for countries throughout the world. He said that we must learn to sacrifice short-term gain for long-term benefits otherwise we will not be able to sustain.

Prof. P. B. Sharma, Chief Guest, Vice-Chancellor, Delhi Technological University, Delhi said that declining number of foreign students in Indian universities is a major concern area. It is because of the fact that we fear from globalization. Globalization in other sectors has paid rich benefits to India. So fear of globalization must not stop us in education system also. He also added that India is in more competitive stage as we have young students who are enthusiastic about higher education. He also said that assessment of quality of teacher by students will also be helpful in improving the quality of education.

Chairman of the Inaugural Session, Prof. Dr. András Nábrádi, Professor and Dean, Centre for Agriculture & Applied Economic Sciences, University of Debrecen, Hungary took the participants to the beautiful trip of the University of Debrecen where DSPSR is going to organize the next 12th Annual International Conference on 2-4 June, 2011 on the main theme of “Sustainable Development”.

RELEASE OF DELHI BUSINESS REVIEW

Delhi Business Review (DBR): An International Journal of SHTR, Vol. 12, No. 1 was released by Prof. P. B. Sharma, Vice-Chancellor, Delhi Tehnological University, Delhi.

CONFERRING OF “HONORIS CAUSA PROFESSORSHIP AWARD”

Prof. Elena Horska, Vice Rector (Pro-Vice-Chancellor) for International Relations and Public Relations, Slovak University of Agriculture in Nitra, Slvak Republic.

Prof. Terry Parrish, Principal, ICE Academy, UK and formerly Divisional Director, Beacon College, UK.

Both of them were awarded with “Honoris Causa Professorship Award” by DSPSR for their excellent contribution in the area of education.

PRESENTATION OF MEMENTOS

Prof. P. B. Sharma presented bamboo plants and mementoes to Chairperson, Prof. Dr. András Nabradi; Guest of Honor, Prof. Dr. h. c. Jozsef Popp; Keynote Speaker (India), Prof. Dilip K. Bandyopadhyay; Keynote Speaker (USA), Dr. Larry F. Lemanski.

Chief Guest, Prof. P. B. Sharma was honoured with a bamboo plant and a memonto by Prof. B. P. Singh for his valuable time and support.

VOTE OF THANKS

Prof. Shirin Rathore, Director, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and formerly Dean of Colleges, University of Delhi, Delhi extended a heartly vote of thanks for the lucid and interesting presentations made by the distinguished speakers present on the dias.

She agreed to the concern of Prof. Bandyopadhyay that can we create an environment in the country which not only disuades the outflow of Indian students but is also able to attract foreign students. She felt that its ironical that on the one hand India has large number of educated unemployed individuals, but on the other hand there is huge unemployment.

She highlighted upon the views of Prof. P. B. Sharma that India should make the numbers, our advantage by creating assets and not liabilities so that India can become a number one superpower by providing star performers for the country.

Lastly, she extended her vote of thanks to all the participants who came from different parts of the world to make this seminar a success and ensured them that there would be interesting sessions awaiting them. She concluded with a positive outlook that once we go from here we will go back erasing the fears of globalization and accept the challenges lying ahead.

Rapporteur for the Session:

- **Ms. Neelam Saraswat**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

SESSION ON MAIN THEME – “GLOBALIZATION OF HIGHER EDUCATION: CHALLENGES AND OPPORTUNITIES”

January, 05, 2011, 9.00 a.m. to 3.00 p.m.

Venue: Lecture Hall, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Prof. Terry Parrish, Director, ICE Academy, UK and Divisional Director, Beacon College, UK.

Co-Chairperson: Dr. Yi Feng, Provost, Claremont Graduate University, USA.

Coordinator: Ms. Shipra Singh, Lecturer, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

The Session Chair Prof. Terry Parrish, Director, ICE Academy, UK, delivered the introductory address followed by the presentation of the co-chair Dr. Yi Feng, Provost, Claremont Graduate University, Claremont, USA, on the topic entitled “Globalization of Higher Education in China Institutional Analysis of Two Models”. The focus of his study was the two British models of educational enterprises in China: the liberal arts college model of University of Nottingham, and the specialised stand alone campus model between Xian Jiastong and University of Liverpool. The paper highlighted upon the differences as well as the similarities between the two institutions and their implications to globalization of higher education in China or elsewhere in the world. The Ministry of Education of China oversees the entire practice and policy in higher education. Nonetheless, this does not mean that transformational changes in China are not possible. The emergence of “Independent Colleges” is an example of it.

TOPIC: “UNDERSTANDING RACIAL DIFFERENTIATION IN RESEARCH OUTPUT AT THE UNIVERSITIES OF SOUTH AFRICA’S PUBLIC HIGHER EDUCATION INSTITUTIONS”

Mrs. Tania Holmes-Watts, Research Grants Managers, Research Directorate, Cape Peninsula University of Technology, Cape Town.

Mrs. Tania said that current state of scientific production in South Africa shows glaring racial differentiation in research output amongst academics and different higher education institutions. More specifically, unacceptably low research output from black researchers, most of these residing at previously disadvantaged institutions. It is, therefore, critical to gain an understanding of the factors that influence this phenomenon. Furthermore, it is vital to identify the aspects that both facilitate and hinder the effective participation of black academics in research, considering the fact that black people constitute by far the majority of the South African population, and hence their proactive participation in the knowledge economy is essential.

TOPIC: “FROM STUDY ABROAD TO EDUCATIONAL TOURISM: DIVERSIFICATION OF ENGLISH-BASED PROGRAMS ON THE HIGHER EDUCATION IN JAPAN”

Dr. Munehiko Asamizu, Associate Professor, The Graduate School of East Asian Studies, Yamaguchi University, Japan.

The intent of this paper is to examine an important international issue in education in Japan. Though Japan also has a long history as a student sender, its history as an international student receiver is relatively short. The Japanese government launched “The Plan to Accept 100,000 International Students” in 1983, and the Japanese Language Proficiency Test (JLPT) for international students began in 1984.

TOPIC: “IMPACT OF GLOBALIZATION OF HIGHER EDUCATION IN THE UAE”.

Dr. Panthayill Krishnan Baburajan, Quality Assurance Coordinator, Higher Colleges of Technology,

UAE.

Dr. Panthayill spoke about federal system in UAE, and emphasized upon improving content of education and delivery of program with the help of infusion approach. There should be collaboration and capacity building along with the mobility of academic staff and student.

TOPIC: “GLOBALIZATION OF HIGHER EDUCATION: CHALLENGES & OPPORTUNITIES”

Mr. Navin Singh, *Doctoral Candidate, Northern Arizona University, Flagstaff, Arizona, USA.*

Mr. Naveen Singh elaborated that globalization is dialectic and one can get the higher education in terms of qualitative and quantitative information and globalization has opened the door for privatization, Global domination and Personnel resistance.

TOPIC: “THE IMPACT OF GLOBALIZATION ON SOUTH AFRICAN HIGHER EDUCATION INSTITUTIONS: PATTERNS OF ACADEMIC INFLOW INTO THE SOUTH AFRICAN HIGHER EDUCATION SYSTEM”

Mrs. Ashikha Maharaj, *Lecturer, School of Management, University of Kwa-Zulu Natel, South Africa.*

Mrs. Ashikha Maharaj emphasized on the fact that the permanent employment should be there for people with work permit, explained the level of internationalization in South Africa, and gave reasons why South Africa is a good option for Higher Education like research grants, flexible and green farming.

TOPIC: “DECOLONIZING EDUCATION: ENUNCIATING THE EMANCIPATORY PROMISE OF NON-WESTERN ALTERNATIVES TO HIGHER EDUCATION”

Mr. Adebayo Clement Akomolafe, *Faculty, Department of Psychology, Covenant University, Nigeria.*

Dike, Ijeoma Precious, *Faculty, Department of Biological Sciences, Covenant University, Nigeria.*

Mr. Adebayo has given his positive views on Swaraj University, and sighted an example of an Indian girl named Reva Dandage who was an inspiration to him regarding getting higher education by doing efforts and homogenizing way of educating people.

TOPIC: “EFFECT OF HIGHER EDUCATION GLOBALIZATION ON ENTREPRENEURSHIP”

Mr. Masoud Hekmatpanah, *Academic Member in Islamic Azad University of Ardestan, Ardestan Branch, Isfahan, Iran.*

Mr. Ansari Shahriar, *Ph.D. Scholar in Hamdard University, New Delhi.*

Mr. Masoud discussed the number of characteristics of entrepreneur like motive, efforts, skills, who do various work simultaneously, and discussed and explained the difference between traditional and modern approaches, and positive implication of effect of globalization.

TOPIC: “EXPERIENCES OF INDIAN STUDENTS IN AUSTRALIA”

Dr. Ranbir Singh Malik, *Lecturer, Edith Cowan University, Australia.*

Dr. Ranbir discussed about the condition of the Indian students in Melbourne and Sydney. He discussed the factors that why there is an increase in the flow of number of admissions in the Australia after knowing that Indian students have been continuously attacked by the Australians. He also expressed that there is no racism in Australia, and the students who are making their statements about the attacks should come into surface.

TOPIC: “GLOBALIZATION OF HIGHER EDUCATION IN INDIAN CONTEXT: A PARADIGM SHIFT”

Dr. Shakeel Ahmad Siddiqui, *Director, Department of Management Studies, Ideal Institute of Technology, Ghaziabad, Uttar Pradesh.*

Mr. Sohan Lal, *Head – Training and Placement, Ideal Institute of Technology, Ghaziabad, Uttar*

Pradesh.

Ms. Anuradha Bhardwaj, Assistant Professor, Ideal Institute of Technology, Ghaziabad, Uttar Pradesh.

Through this paper Dr. Siddiqui analyzed the impact of globalization upon the education sector. They also focused upon the education sector reforms in India, and attitude of Indian institutions towards the globalization of education. Apart from this, authors also find out the challenges and key issues for Indian educational institutions due to the emergence of foreign universities.

TOPIC: “WHY ENTREPRENEURSHIP EDUCATION IN HIGHER EDUCATION: A STUDY ON INDIAN PERSPECTIVE”

Dr. Ayekpam Ibemcha Chanu, Assistant Professor, Diphu Campus, Assam University, Assam.

Dr. Ayekpam discussed some questions like what is the current status of entrepreneur and current issues. And what constructs entrepreneurship education like impacting knowledge to become an entrepreneur, initiative for society, responsibility for creating employment.

TOPIC: “THE EFFECTS OF GLOBALIZATION AND EDUCATION”

Mr. Kuldeep Srivastava, Lecturer in Education Department, R.P.P.G. College Meeranaj, Bareilly.

Mr. Kuldeep emphasized on several points like development of individual as a whole, raising information awareness, central and state government should change their style of working, industry should take initiatives, privatization, self financing courses and private higher education.

TOPIC: “GLOBAL WORLD AND QUALITY OF MANAGEMENT EDUCATION IN INDIA”

Mrs. Hemlata Gaikwad, Lecturer, Rajarambapu Institute of Technology, Rajaramnagar, Islampur, Maharashtra.

Mrs. Hemlata expressed her views that to cope with ‘Globalization’, the management education system has to remodify its structure and function to meet the challenges of Globalization. This remodification process is termed as Internationalization. In broad terms, the strategies to be followed to internationalize the management education at the national level, and to respond to the various demands rising out of the globalization of business and related activities, must be outlined. Ensuring the quality and standards of the educational offering will constitute the first step towards internationalization of management education.

TOPIC: “NEED FOR ENTREPRENEURIAL EDUCATION IN THE ERA OF GLOBALIZATION”

Mr. Subrata Debnath, Research Scholar, Tripura University, Tripura.

Mr. Subrata said that present education system in India has not been able to promote independent thinking, creativity, a spirit of innovation, and motivation for setting a challenging and achievable goal. There is a need to inculcate the spirit of enterprise into the psyche of the present generation. Entrepreneurship, self-employment and enterprise creation provide a solution to the crisis of both unemployment and economic growth. So author made an attempt to analyze the need for entrepreneurial education (EE) in the era of globalization, and to check the possibility for integrating entrepreneurial education with the existing education system as a terminal intervention.

TOPIC: “GLOBALIZATION OF FINANCING HIGHER EDUCATION CHALLENGES AND OPPORTUNITIES”

Mr. Bharat Raj Singh, Research Scholar, GB Technical University, Lucknow, Uttar Pradesh.

Mr. Manoj Kumar Singh, Reader, Mechanical Engineering Department, SMS Institute of Technology, Lucknow, Uttar Pradesh.

Mr. Bharat expressed that the current system of financing higher education in India is inadequate, inefficient, and inequitable. The situation of financing higher education is a global problem as India

faces the challenges of democratic pressures for improving the quality of education, and expanding the private provision of higher education. The government needs to limit subsidies and target needy students while, attempting to apply university tuition fees that are close to actual costs. Implementing cost sharing while attempting to apply student's loans programs and grants to ensure equity may be a good alternative.

TOPIC: "EFFECTS OF GLOBALIZATION ON HIGHER EDUCATION AND CULTURE"

Mr. Anand Boominathan, Student, Yadava College, Madurai, Tamil Nadu.

Mr. K. Malaravan, Student, Yadava College, Madurai, Tamil Nadu.

Education is undergoing constant changes under the effects of globalization. The effects of globalization on education has brought rapid developments in technology and communications. These are foreseeing changes within learning systems across the world as ideas, values, and knowledge, changing the roles of students and teachers, and producing a shift in society from industrialization towards an information-based society. It reflects the effect on culture and brings about a new form of cultural imperialism.

TOPIC: "GLOBALIZATION OF HIGHER EDUCATION"

Dr. Baratali Monfaredi Raz, The Holy Prophet Higher Education Complex.

The paper states that globalization being an inevitable process in 21st century, evokes a three, dimensional evolution (economical, political and cultural) in education. Presenter believed that globalization on one hand endangers national identity as well as religious values in curriculum, on the other hand, more cultural interaction and mutual cultural understanding are considered as a valuable opportunity for education. Therefore globalization creates both challenges and opportunities for education system in general and for Iran in particular.

After lunch break, Prof. Ravinder Vinayek, Secretary, Indian Commerce Association (ICA) & Professor, Department of Commerce, M.D. University, Rohtak, Haryana, India, took the charge of the session as Chairperson.

TOPIC: "EXPLORING FRONTLINE CONFLICTS AT HIGHER EDUCATION INSTITUTIONS"

Dr. Katalin Jäckel Ph.D., Senior Lecturer, Budapest Business School (College for Foreign Trade), Institute of Trade and Marketing, Department of Marketing, Budapest, Hungary.

The paper focused upon exploring the frontline conflicts at higher education institutions. Her work is based upon assumption that there is a close relationship between judging the quality of services and the quality of frontline since an immediate message about the culture and values of the service-provider is conveyed to the customer by the behaviour perceived in the frontline. In an educational context, the service-provider (frontline) and the users (students) get involved in sorts of interaction. In best cases this happens according to the expected standards, but conflicts are rather frequent. Conflicts may arise from certain interactions between providers (teachers and administrative staff) and individual students, which might influence the quality perceived by other users (group members).

TOPIC: "GLOBALIZING HIGHER EDUCATION: TIME TO REVIEW, REVISE AND REFRAME THE CURRENT SYSTEM"

Ms. Bhasita Navalawala, Assistant Professor, College of Agribusiness Management, S.D. Agril. University, Dantiwada.

Ms. Bhasita mentioned that there are two main bases of globalization i.e., information and innovation, and they, in turn, are highly knowledge intensive. Globalization should also have a profound impact on the transmission of knowledge. The first is that globalization increases the demand for education, especially university education, and this increases pressure on the whole system for higher quality schooling. The second effect is that globalization produces a reaction from the local bodies/systems in an effort to keep pace with the challenges of globalization. She emphasized upon different environment

created by globalization for higher education institutions and policy makers to operate in.

TOPIC: “THE STATE OF HIGHER EDUCATION IN INDIA IN THIS GLOBAL ERA”

Dr. Jatindra Nath Saikia, *Selection Grade Lecturer, Department of Human Resource Management, Golaghat Commerce College, Jyoti Nagar, Golaghat, Assam.*

According to Dr. Jatindra, education plays vital role in converting human beings to human resources. So educational institutions can be regarded as knowledge industry which produces new knowledge to convert the human beings to human resources.

So the developed world pays special heed to the education sector-from primary level to higher education. He mentioned that at present, India has achieved a remarkable success in imparting higher education still, when compared to the other countries of the world India’s pace of expansion of higher education has been slow, and the quality by and large is quite uneven. Moreover, the quality of education being imparted in rural areas of India is remarkably lower than the metropolis and other big cities.

TOPIC: “MOBILIZING HIGHER EDUCATION THROUGH LOAN FACILITY: A STUDY OF BANKS IN UDAIPUR DISTRICT FOR EDUCATION LOAN”

Dr. Manisha Agarwal, *Associate Professor, Department of Business Administration, India International College (ML Sukhadia University), Udaipur.*

Dr. Ravneet Kaur, *Associate Professor, Department of Accountancy, India International College (ML Sukhadia University), Udaipur.*

Ms. Priyanka Sharma, *Research Scholar, Mewar University, Chittorgarh.*

In view of the authors, higher education is no longer the preserve of the elite in the society, but has become a commodity in high demand from the middle and lower middle classes, and is aspired to even by the poor. The paper presented by authors aims to analyze how much higher education loan facility is administered by local, state, and economical private banks in Udaipur and its Tehsil.

The results of the data analysis revealed sufficient evidence to establish a correlation between the rate of interest and number of account holders.

TOPIC: “NETWORKING STRATEGIES FOR GLOBALIZATION IN HIGHER EDUCATION - A FUTURE REQUIREMENT IN 21ST CENTURY”

Dr. Jyoti Sthapak, *Lecturer, Sant Hirdaram Girls College, Bhopal, Madhya Pradesh.*

Ms. Poonam Singh, *Sports Officer, Sant Hirdaram Girls College, Bhopal, Madhya Pradesh.*

Mr. Manish Sthapak, *Lecturer, Mechanical Engineering Department of Technical Education, New Delhi.*

Dr. Jyoti and Ms. Poonam presented the paper portraying that digital world as one in which access to information anywhere and anytime is automatically seen to be desirable for survival of today’s knowledge workers, and various sectors including education. Then authors emphasized upon benefits of IT in higher education as IT eliminates geographical boundaries, it links students to multimedia resources, and promotes independent and flexible learning.

TOPIC: “GLOBALIZATION OF HIGHER EDUCATION - A CRITICAL STUDY ON NAGALAND”

Mr. Purna Chandra Mishra, *Assistant Professor, Zisaji Presidency Govt. College, Kiphire, Nagaland.*

In the view of author, globalization of higher education means interdependence and interconnectedness of the globe through increased movement of students and academics over national boundaries due to lowering of barriers for their movement, and better international communication. Globalization has brought many changes in each sphere of human life specifically in education system. Implication of globalization on higher education should include maximization of relevance of education for global development.

TOPIC: “EDUCATION IN INDIA: INTELLECTUAL CONCERNS IN HIGHER EDUCATION, A NEW DIRECTION”

Mr. Raghavendra R.N., Student, Seshadripuram College, Seshadripuram, Bengaluru.

Mr. Raghavendra focused upon issues of concern at present in higher education in India such as, financing and management including access, equity and relevance, reorientation of programmes by laying emphasis on health consciousness, values and ethics, and quality of higher education together with the assessment of institutions and their accreditation. He also mentioned issues related to privatization of higher education.

The paper questions the extent to which the political economy of Indian higher education can be explained by “middle class capture”, and suggests that education policy is far from serving the interests of the middle class, is actually driven by a combination of ideology and vested interest.

TOPIC: “HIGHER EDUCATION IN INDIA: THE NEED FOR CHANGE”

Ms. Rupal Aggarwal, Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Mr. Kaoshal Kishor Kumar, Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Both the paper presenters considered the time span between 2005 and 2010. In US, at least 6 universities are ranked in top 10 and more than 50 in top 200 each year. In UK, at least 3 are in top 10 and at least 20 in top 200. In China, at least 1 is in top 50 and 6 in top 200 each year. In our India, three were in top 200 in 2005 and two, one or none in top 200 since then. But, we are only focusing on the expansion of access through new institutions, not necessarily on quality. Top universities- even the IITs are not perceived globally more as undergraduate institutions than as research hub.

In view of authors, we are only focusing upon the training but not the real education for the real development of our nation.

TOPIC: “THE BASIC UNIT OF PEACE EDUCATION”

Dr. Yasmin Ghani Khan, Head, Faculty of Education, Sant Hirdaram Girls College, Bairagarh, Bhopal, Madhya Pradesh.

Author defined peace education and emphasized that it is about how one can help build the future and make this world a more peaceful and safe to live in place to live. It is about empowering people with the skills, attitudes, and knowledge. She posed few questions like, how can educators contribute to making a peaceful person, what kind of contribution can teacher education make to peace education for building ‘a culture of peace’?

Rapporteurs for the Session:

- **Mr. Piyush Chaudhary**
Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.
- **Ms. Kanchan**
Student, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

PLENARY SESSION 1 – “ACCREDITATION OF HIGHER EDUCATIONAL INSTITUTIONS”

January, 04, 2011, 2.50 p.m. to 4.05 p.m.

Venue: Lecture Hall, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Dr. Ajay Kr. Singh, Coordinator – MHROD Programme, Department of Commerce, Faculty of Commerce & Business, Delhi School of Economics, University of Delhi, Delhi, and President-GB, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Coordinator: Ms. Neelam Saraswat, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

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The session started with the Session Coordinator, Ms. Neelam Saraswat, welcoming the Session Chair, Dr. Ajay Kr. Singh, President – Governing Body, Divine Group and the Keynote Speaker, Mr. Lee Hammond, Accreditation Manager, Accreditation Service for International Colleges (ASIC), UK on the Dias.

Mr. Lee Hammond focused on the detailed process of ASIC. He discussed the 8 areas of operation that may also be referred as key performance indicators and described the three stages of the process, starting with the scrutiny of the application form and ending with the visit of the inspection team. He also highlighted the importance of having the ASIC accreditation.

TOPIC: “THE EXTENT OF APPLYING NCATE ACADEMIC ACCREDITATION STANDARDS IN FACULTY OF EDUCATION AT KUWAIT UNIVERSITY”

Dr. Meznah S. Kh. Alazmi, Assistant Teaching Professor, Department of Foundation of Education, Faculty of Education, Kuwait.

While dealing with National Council Accreditation Teaching Education (NCATE) in detail, he emphasized the need of having faculty members fully involved in the projects of academic accreditation, and also the need to establish an independent body for academic accreditation that belongs to higher education in the State of Kuwait. He advised to have a Quality Assurance and Accreditation Unit for monitoring the performance of the college. At the end, the presenter gave a proposal for the establishment of quality assurance and accreditation unit at the Faculty of Education at the University of Kuwait.

TOPIC: “WHY ACCREDITATION?”

Dr. Uma Tandon, Associate Professor, Department of Teacher Education, DBS (PG) College, Kanpur.

The presenter held the view that Accreditation and Assessment (A&A) go together. For the people to move ahead and sustain the advancement, the process of A&A should come as internal collaborative effort from the institutions. The presentation ended with discussion on the seven criteria of NAAC, which is one of the accrediting agencies for the higher education institutions in India.

TOPIC: “NEW LAW ON ACCREDITATION”

Mrs. Jyoti Ahlawat, Assistant Professor, Sheela Devi Institute of Management and Technology, Faridabad.

Mr. Satish Kumar, Assistant Registrar, Academics, Aravali College of Engineering, Faridabad.

The national accreditation regulatory authorities for higher education favour mandatory accreditation but Mrs. Jyoti held altogether a different view that mandatory accreditation is neither desirable nor achievable in India, instead a voluntary accreditation system as in US with clear consequences is the need of the hour. She emphasized that voluntary and not mandatory accreditation with clear and significant consequences is the only way forward.

The session ended with a vote of thanks, and memento presentation to the session chair and co-chair, and distribution of certificates and mementos to all the paper presenters.

Rapporteur for the Session:

● **Ms. Shipra Singh**

Lecturer, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

PLENARY SESSION NO. 2 – “ACCESS AND EQUITY IN HIGHER EDUCATION”

January, 04, 2011, 4.10 p.m. to 5.30 p.m.

Venue: Lecture Hall, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Dr. Rajvir Sharma, Associate Professor, Department of Political Science, ARSD College, University of Delhi, Delhi.

Keynote Speaker: Prof. L.S. Singh, Prof. & Head, Department of LSW, Magadh University, Bodhgaya.

Coordinator: Ms. Megha Grover, Lecturer, Delhi School of Professional Studies and Research

(Approved by AICTE), Delhi.

TOPIC: “METHODS OF ACCESS TO HIGHER EDUCATION AND ITS SOCIAL REFLECTION: AN ANALYSIS OF HIGHER EDUCATION ACCESS IN IRAN”

Dr. Yahya Ghaedi, Assistant Professor, Department of Education, Tarbiat Moallem University (tmu: teacher training), Tehran.

Dr. Yahya started the presentation by asking some principal questions about access to higher education such as, regardless of country or regions is access to higher education (H.E.) a right?

What are the barriers and opportunity to access this right? Who or what institutions are responsible for accessing H.E.? How does access to higher education influence individual's class and social status? What are the outcomes and benefits of access to H.E. in national and international level? Dr. Yahya addressed all these questions in the paper presentation.

TOPIC: “THE CHALLENGES OF ACCESS TO UNIVERSITY EDUCATION IN NIGERIA”

Dr. Ukertor Gabriel Moti, Senior Lecturer, Department of Public Administration, University of Abuja, Abuja, Nigeria.

Dr. Ukertor Gabriel mentioned the challenges in regards to access to university education in Nigeria. Dr. Ukertor mentioned that from five Universities and a total enrollment of 3, 646 students in 1962, the Nigerian University system has grown to 104 institutions, made up of 27 Federal Universities, 35 State Universities, and 42 Private Universities with a total enrollment of about 726,760 students, yet the problem of access to University education in the country persists. The National Universities Commission (NUC) which regulates University education in terms of standards has set merit, carrying capacity, catchment areas and quota for educationally disadvantaged states as criteria for admission into Federal Universities. It has been argued that rather than enhancing access to University education, these criteria restrict access to higher education

TOPIC: “ACCESS AND EQUITY IN HIGHER EDUCATION FOR THE DIFFERENTLY ABLED: NEW HORIZONS... NEW HOPES”

Dr. P. Swarnakumari, Assistant Professor, Department of Rehabilitation Science, Holy Cross College, Tiruchirapalli, Tamilnadu.

Dr. A. Turin Martina, Assistant Professor, Department of Rehabilitation Science, Holy Cross College, Tiruchirapalli, Tamilnadu.

The authors in their joint presentation drew attention of all towards inequality which persists for disabled people who want to pursue further education. The main barriers are money, attitudes, and access. Disabled students pose particular challenges to higher education not only in terms of gaining physical access to buildings, but also in relation to much wider access issues concerning the curriculum, teaching, learning, and assessment. Access to higher education is not without barriers, and Higher Education for Persons with Special Needs (HEPSN) serves as a platform to meet the needs of students with disability in higher education, and also encourage potential students succeed in higher education. The authors analyzed the varied beneficiaries of HEPSN, the range of services they acquired, the constraints and obstacles encountered, and their aspirations and hopes for the future.

TOPIC: “ACCESSIBILITY AND EQUITY IN HIGHER EDUCATION”

Ms. Ritimoni Bordoloi, Academic Consultant, Education, Krishna Kanta Handique State Open University, Dispur, Guwahati.

The author is in view that education is the basic way that can supply the skilled manpower for generating development in a nation. Education develops the human being in true sense. Therefore, education is considered as bedrock of all socio-economic development of a country.

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Author mentioned that in a democratic country like India, each and every individual has the basic right to get education irrespective of all forms of discrimination. The author highlighted that how the accessibility of education can be promoted to all through a convenient mode of education system in India. He also discussed ways through which disparities in education can be minimized. He also focused on the various strategies for strengthening accessibility to education for developing the positive social transformation.

The session ended with a vote of thanks, and memento presentation to the session chair and co-chair, and distribution of certificates and mementos to all the paper presenters.

Rapporteur for the Session:

● **Mr. Manish Madan**

Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

TECHNICAL SESSION NO. 3 – “E-LEARNING VIS-À-VIS FACE TO FACE DELIVERY MODEL”

January, 05, 2011, 9.00 a.m. to 12.30 p.m.

Venue: Committee Room-I, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Dr. Rakesh Gupta, *School of Commerce & Marketing, Faculty of Business and Informatics, Central Queensland University, Australia.*

Co-Chairperson: Dr. Edward R. Lawrence, *Department of Finance, College of Business Administration, Florida International University, Miami.*

Coordinator: Mr. Manish Madan, *Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.*

TOPIC: “A COMPARISON OF ONLINE AND FACE TO FACE EDUCATION PLATFORM”

Dr. Edward R. Lawrence, *Department of Finance, College of Business Administration, Florida International University, Miami.*

Dr. Edward addressed the comparison of online education system with the face to face delivery models making comparison with various scenarios. He also discussed the emerging trends keeping the technology in mind.

TOPIC: “E-LEARNING VS. TRADITIONAL LEARNING”

Mr. Anubhav Luthra, *Assistant Professor, Sheela Devi Institute of Management & Technology.*

Ms. Latika Malik, *Lecturer, Sheela Devi Institute of Management & Technology.*

Mr. Anubhav and Ms. Latika presented the study of E-Learning vs. Traditional Training stating the advantages and disadvantages of both the models.

TOPIC: “E-LEARNING VIS-À-VIS FACE TO FACE DELIVERY MODELS”

Ms. Vanita Chopra, *Research Scholar, GGS Indraprastha University, Delhi.*

Ms. Deepa Bisht, *Research Scholar, GGS Indraprastha University, Delhi.*

While highlighting upon the advantages of e-learning, the author emphasized that the importance of face-to-face instruction can't be ignored, hence the need of “Blended Learning”. The paper concluded with two major concerns in the path of e-education, i.e., technological inertia and the second being the concern for funds, and suggested that collaboration of government with corporate houses might be able to solve the funding problem.

TOPIC: “E-LEARNING: A CONCEPTUAL TOOL OF MODERN LEARNING”

Ms. Sudeshna Chakraborty, Assistant Professor, Sheela Devi Institute of Management & Technology.

Ms. Rekha Mittal, Assistant Professor, Sheela Devi Institute of Management & Technology.

Both the authors jointly presented the paper and described various technological tools in the e-learning module, and also emphasized on how technology can help e-learning as an important concept in modern learning.

TOPIC: “ACCOUNTING – TEACHING LEARNING IN NEW MILLENNIUM”

Mr. Kishore Peshori, FCA, CFA, M.Phil.

Mr. Vijay Joshi, B. Com., F.C.A.

Mr. Kishore described how with the help of the technology subjects like Accounting be made more interactive, and help academics to enhance and deliver the knowledge. His study in various colleges brings out various facts supporting the same.

TOPIC: “E-LEARNING IN TEACHER EDUCATION: AN EMERGING APPROACH FOR PROFESSIONAL DEVELOPMENT”

Mr. Indrajeet Dutta, Research Scholar, University School of Education, GGSIP University, Delhi.

Dr. Dhananjay Joshi, Associate Professor, University School of Education, GGSIP University, Delhi.

Dr. Dhananjay described the importance of E- learning in higher education and with the help of various courses and universities running online tries to bring out the importance in the area specified. Author quotes that various professional courses running online bring out the professional development in today's era.

TOPIC: “E-LEARNING IN HIGHER EDUCATION”

Ms. Himani Arora, Student, Delhi School of Professional Studies and Research, (Approved by AICTE), Delhi.

Ms. Himani quotes various universities and methodologies which are delivering various professional courses in higher education with the help of various E-Learning modules and several technological tools. He states that how different universities are taking the help of emerging trends and deliver online education for higher studies.

The session ended with a vote of thanks, and memento presentation to the session chair and co-chair, and distribution of certificates and mementos to all the paper presenters.

Rapporteur for the Session:

- **Mr. Gaurav Ahuja**

Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

TECHNICAL SESSION NO. 4 – “PRIVATIZATION OF HIGHER EDUCATION”

January, 05, 2011, 9.00 a.m. to 12.30 p.m.

Venue: Committee Room-II, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Dr. James West, Professor and Chair, Economics and Business Department, Moravian College, Pennsylvania.

Coordinator: Ms. Sandhya Tanwar, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

The session began by warm welcome by the Coordinator. The session was handedover to the Chairperson He started with the interactive session about Higher Education. He talked about college community groups and higher income students which are not sustainable. He further highlighted the fact that higher education is critical, once you move up in life.

TOPIC: “PRIVATIZATION AND PLURALISM IN THE HIGHER EDUCATION PORTFOLIO: LIBERAL ARTS COLLEGES’ CONTRIBUTIONS TO SUSTAINABLE DEVELOPMENT”

Dr. James West, Professor and Chair, Economics and Business Dept, Moravian College, Pennsylvania.

He talked about the liberalized education, and how should the private sector compete with the public sector. At last he said that we need to make ourselves as faculty members competitive enough before thinking about students.

TOPIC: “INDIAN HIGHER EDUCATION: FROM LIBERALISATION TO PRIVATISATION”

Prof. Avkash Jadhav, Department of History, St. Xavier’s College, Mumbai.

Prof. Avkash started talking about ancient and medieval systems of education like Gurukul, Takshila, etc. He said that at the time of independence, higher education was never looked up. He focused application of TQM and non-cyclical approach to higher education. At last he said that education means sharing of knowledge.

TOPIC: “MUSHROOMING OF PRIVATIZATION OF HIGHER EDUCATION IN INDIA - BANE OR BOON”

Dr. Kirti Dharwadkar, Professor, S.B. Patil Institute of Management, Pune.

Dr. Kirti presented her study which was against the reservation in higher education. She also discussed about the significance of FICCI in the industry. Further she emphasized on the benefits of privatization, leading to higher access to higher technology. At last she discussed the issues of privatization like the adverse effects on poor community.

TOPIC: “EFFECT OF PRIVATIZATION OF HIGHER EDUCATION IN INDIA”

Prof. Ashish Kumar Sharma, HOD-Management Department Applied College of Management and Engineering, Mitrol, Palwal, Haryana.

Prof. Ashish focused on higher education in rural areas. He said that government wants to increase the number of educational institutions but does not consider the quality aspect. He further said that colleges take education as business and the expectations of the students are not fulfilled. At last he put some light on the role of state in service management in education sector.

TOPIC: “PRIVATIZATION OF HIGHER EDUCATION AND ITS QUALITY DETERIORATION IN INDIA: A CONCERN”

Dr. R. Ravi Kumar, Academic Consultant, Department of Sociology, Nizam College, Osmania University, Hyderabad, Andhra Pradesh, India.

Ms. Shipra Singh, Lecturer, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Ms. Shipra emphasized that the Indian education system has the responsibility to prepare youth and people for the knowledge based society. The Corporate Social Responsibility has to be accepted by all the Public and Private Universities otherwise the gap between the rich and poor will be widening and after some period the whole situation may lead to explosive situation and mass agitations by citizens for corrective measures.

TOPIC: “PRIVATIZATION OF HIGHER EDUCATION: A PRAGMATIC STEP TOWARDS QUALITY EDUCATION”

Mr. Mirza Ahmed Afzal Farooq, Lecturer, Department of English, Baptist College, Kohima, Nagaland.

Mr. Mirza discussed that privatization is affected by globalization which in turn affects the culture. He further discussed that merit is recognized in private sector and public sector is losing trust of the masses. He finally concluded that we can see private sector doing better.

TOPIC: “RESPONSE OF HIGHER EDUCATION TO PRIVATIZATION IN AN EMERGING ECONOMY: WITH REFERENCE TO INFOSYS CORPORATE UNIVERSITY”

Mrs. Rekha Khosla, Lecturer Amity Business School, Amity University, Lucknow.

Ms. Sakshi Kakkar, Student, Amity Business School, Amity University, Lucknow.

The presenters discussed public financing in private sector in her paper. They emphasized on the factors for emergence in private provision and funding. The authors stressed on the pull, push, and external factors of privatization. Finally they explained the hindrances to higher education, and listed the advantages of private universities.

TOPIC: “RECOMMENDATIONS OF UGC FOR HIGHER EDUCATION IN INDIA: ISSUES, CONCERNS, AND NEW DIRECTIONS”

Prof. Vidya Malleshi Jirage, Assistant Professor in Commerce, Government First Grade College, Khanapur, Dist. Belgaun, Karnataka.

She started her presentation by saying that 10% GDP may be created to tackle the equity problems. Further she discussed the role of governance on infrastructure. She proceeded to access and equity wherein new models should be created. She at last emphasized the role of Assessment and Accreditation of the universities.

TOPIC: “NATURE, CHANGING PERSPECTIVES AND FINANCING IN HIGHER EDUCATION”

Mr. Shekhar Tokas, Research Scholar, Jawaharlal Nehru University, School of Social Sciences, New Delhi.

He focused on the financing of public and private sector. He said that substantial expansion is needed for the youth. He further classified higher education as a public good, merit good or quasi public good. He concluded his presentation by mentioning that talented students should not be ignored, and also said that government ownership and application are totally different.

TOPIC: “PRIVATIZATION AND HIGHER EDUCATION”

Ms. Meeta Verma, Research Scholar, Dayalbagh Educational Institute, Dayalbagh, Agra.

Ms. Akanksha Dubey, Research Scholar, Dayalbagh Educational Institute, Dayalbagh, Agra

Mainly paper focused on the quality aspects and lack of resources in privatisation of higher education. Further the paper discussed the drawbacks as monopolism of privatisation, high fee structure, donation, etc. They mentioned that regulatory arrangements must be put in place before private sector is allowed to enter education sector. At last they discussed the concept of aided and unaided colleges.

The session ended with a vote of thanks, and memento presentation to the session chair and co-chair, and distribution of certificates and mementos to all the paper presenters.

Rapporteur for the Session:

● **Ms. Megha Grover**

Lecturer, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

TECHNICAL SESSION NO. 5 (A) – “RESEARCH PAPER PRESENTATIONS ON CONTEMPORARY ISSUES”

January, 04, 2011, 1.45 p.m. to 2.45 p.m.

Venue: Lecture Hall, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Prof. Elena Horska, Vice-Rector (Pro-Vice-Chancellor) for International Relations and Public Relations, Slovak University of Agriculture in Nitra, Slovak Republic.

Co-Chairperson: Prof. Suneel Maheshwari, Professor, Division of Accountancy & Legal

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Environment, Marshall University, West Virginia, USA.

Coordinator: Mr. Awadhesh Kumar Tiwari, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

The session started with the welcome note by Mr. Awadhesh Kumar Tiwari.

The Session Chair, Prof. Elena Horska expressed her views on the broad theme “Globalization of Higher education” and she focused on providing quality education throughout the world. It was followed by the Co-chair Prof. Suneel Maheshwari’s views, who delivered a speech stating the significance of various variables including inventories, accounts receivable, capital, R&D, labour force for the survival of organizations.

TOPIC: “GLOBAL APARTMENT THEORY: THE MINIMUM BUT COMMON GLOBAL PHILOSOPHY OF LIFE”

Mr. Ahmad Salehi, Faculty member of International Management, Islamic Azad University, Iran.

In this paper, considering his educational, political, social and religious concerns, the author endeavors to enter in international affairs and attempts to clarify some steps toward global cultural engineering as a need to solve the problem of global religion in the global era. One important way for globalization mentioned by author is development of global apartments theory all over the world for the sake of having a minimum but common global philosophy of life.

TOPIC: “LEARNING ORGANIZATION”

Ms. Arpita Kaul, Assistant Professor, Rukmini Devi Institute of Advanced Studies, Delhi.

The world is a dynamic place and so is the business world, thus, it is important for the corporate to learn and change accordingly. Change is the only thing which is constant, which implies that for any organization to survive in the market it is important to learn. Thus, the presenter emphasized upon the need for creation of learning organization.

The session ended with a vote of thanks, and memento presentation to the session chair and co-chair, and distribution of certificates and mementos to all the paper presenters.

Rapporteur for the Session:

● **Ms. Meha Joshi**

Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

TECHNICAL SESSION NO. 5 (B) – “RESEARCH PAPER PRESENTATIONS ON CONTEMPORARY ISSUES”

January, 05, 2011, 9.00 a.m. to 12.30 p.m.

Venue: Committee Room-III, National Academy of Agricultural Sciences, New Delhi.

Chairperson: Prof. Petr Sauer, Head of Department of Environmental Economics, University of Economics, Prague.

Coordinator: Mr. Awadhesh Kumar Tiwari, Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

The session was chaired by Prof. Petr Sauer, HOD of Environmental Economics, University of Economics, Prague. The Session started with the welcome speech by the session coordinator. Then it was handed over to session chair and he stressed upon the balance between research and training, benefits to both students and staff, and “have a guest and be a guest principle”.

TOPIC: “A PARTICIPATORY ACTION RESEARCH FOR A DEVELOPMENT OF HEALTHY PROMOTION MODELS FOR THE AGING IN THAILAND”

Prof. Patthira Phon-ngam, Chairman of Doctoral Degree Program, Faculty of Humanities and Social Science, Loei Rajabhat University, Thailand.

Professor Patthira Phon-ngam mentioned that presently, the aging population of the world is likely to increase. Their well-being is basically the result of good health, economic self-reliance, and the proper management of their own residence. Old age brings many changes with it such as physical, mental, emotional, social, and environmental. Some people may not be able to accept the changes; therefore, there is higher opportunity for these people to be more depressed than the younger people. Therefore, the author emphasized upon need for the aging health supporting policy covering all aspects including physical, mental, emotional, and social which is required to serve the aging's needs of healthy state, self-reliance, so that they can spend the rest of their life worthly and happily in the society.

TOPIC: "LEARNING FROM AFAR: APPLICABILITY OF PROJECT MANAGEMENT THEORY BY INDIAN NGOS"

Prof. Sameer Prasad, Professor of Management, Management Department, University of Wisconsin-Whitewater, USA.

In this research Prof. Sameer attempted to generalize project management theory to the NGO sector and the developing world which is otherwise used in corporate world. Author also assessed the role of primary data collection methods when conducting international research. New methodology presented by author can enable NGOs to provide more of the specified deliverables (e.g., number of children educated, passing rate, literacy rate), in a shorter amount of time and at a lower cost.

TOPIC: "THE EFFECT OF CORE AND CRITICAL RESOURCE, AND MARKET BASED ON THE CUSTOMER SATISFACTION, AND ITS IMPLICATIONS ON CUSTOMERS LOYALTY OF GREEN FOOD PRODUCT"

Dr. Hasnelly Sriyono, Department Food Technology, Pasundan University, Bandung, Indonesia.

Dr. Hasnelly discussed the research about the implementation of core and critical resource, and market based influence in manufacturers of green food product in Indonesia. The analysis instrument used is path analysis in order to know the influence of core and critical resource, and market base toward the customer satisfaction, and the influence of the customer satisfaction toward the customer loyalty of green food product. The result of this research reveals that there is a significant influence of the core and critical resource, and market base toward the customer satisfaction variables and there is a significant influence of the customer satisfaction toward the customer loyalty of green food product.

TOPIC: "CUSTOMER RELATIONSHIP MANAGEMENT IN BANKING"

Dr. Anita Kumari, Assistant Professor, Faculty of Commerce, RGSC, BHU, Varanasi.

Today, many businesses such as bank, insurance companies and other service providers realize the importance of Customer Relationship Management (CRM) and its potential to help them acquire new customers, return existing ones and maximize their lifetime value.

This paper deals with the role and importance of customer relationship management in banking sector and present and future status of CRM in banking.

TOPIC: "GROWTH OF ICT COMPANIES IN INDIA: A STUDY IN ERP IS WEB ENABLED TO SUCCESS IN E-BUSINESS"

Prof. Rajesh Kr. Sharma, Sr. Lecturer, VNS Institute of Management, Bhopal, Madhya Pradesh.

Prof. Rajesh mentioned that to overcome the difficulties and shortcoming of the computer systems, the concept of Enterprise Resource Planning (ERP) originated. ERP plays a very significant and critical role in the running of an organization. It provides information in such a way so as to make it possible for the management to make decisions. Importance of ERP was further elaborated by the presenter.

TOPIC: "ENTERPRISE RESOURCE PLANNING"

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Mrs. Rupali Gupta, Sr. Lecturer, BIT, Meerut, Uttar Pradesh.

Mrs. Rupali mentioned various dimensions related with ERP. In view of author, one of the major requirements in justifying the acquisition of an ERP system involves an assessment of the tangible and intangible benefits. In terms of intangible benefits, information availability is a big factor. This was elaborated further in other parts of the paper.

TOPIC: “THE DEVELOPMENT OF COMPUTER MULTIMEDIA INSTRUCTION ON HEREDITY IN SCIENCE FOR GRADE 9 STUDENTS IN THAILAND”

Ms. Wilaiwan Wongjinda, Ph.D. Scholar, University of Pune, Pune.

Ms. Wilaiwan Wongjinda found the efficiency of a computer multimedia instruction on heredity in science for grade 9 students and to compare the students’ achievement learning who studied with the computer multimedia instruction method and traditional method. This study showed that the efficiency of the computer multimedia instruction on heredity was 87.77/86.23. The students’ achievement learning in past test of the experimental group who learned by computer multimedia instruction method was higher than students in the control group who learned by traditional method with statistically significant difference at the level 0.05.

TOPIC: “HRM IN STATE CO-OPERATIVE BANK- A CASE STUDY OF NSCB LTD.”

Mr. Sanjay Kumar Pandey, Sr. Assistant Professor & HOD, Commerce, Baptist College, Kohima, Nagaland.

Mr. Sanjay focused upon examining the existing HRM specially Employees Qualification, Recruitment & Selection Procedure, Training, Promotion, Transfer, and Salary Policy in the Nagaland State Cooperative Bank Ltd. (NSCB). Mr. Sanjay also analyzed the impact of poor HRM on operational result of the bank. The existing HRM in the NSCB fails to provide satisfactory performance. In views of author, qualified and well trained employees are required to recruit through proper recruitment system. Training and Orientation programme is important for all staff of the bank. Timely promotion also encouraged employees for enthusiasm.

TOPIC: “EMOTION MANAGEMENT IN SOCIAL SCIENCE DOCTORAL RESEARCH: THE CONCERNS OF QUALITY AND RELEVANCE”

Dr. Vinita Pandey, Academic Consultant, Department of Sociology, Nizam College, Basheerbagh, Osmania University, Hyderabad.

Ms. Neelam Saraswat, Assistant Professor, Delhi School of Professional Studies & Research, (Approved by AICTE), Delhi.

Ms. Neelam was of the opinion that the dimensions and processes of social science research are quite complex and subjective. Since social sciences subject matter is not completely objective, the emotions of researcher (research scholar) comes in to picture and thus, may intervene with the process of data collection and analysis. Further owing to multifaceted nature of social science research and the nature of scholar- supervisor relation, managing emotions during the doctoral research becomes critical to the quality and relevance of research. So author emphasized upon need of emotion management in social science doctoral research.

TOPIC: “MOTIVATION ORIENTATION OF EMPLOYEES: AN EMPIRICAL ANALYSIS IN SELECT ORGANIZATIONS”

Ms. Shilpi Sahi, Research Scholar, Faculty of Commerce and Business, Delhi School of Economics, University of Delhi, Delhi.

Dr. Ajay Kr. Singh, Associate Professor & Coordinator – MHROD Programme, Faculty of Commerce & Business, Delhi School of Economics, University of Delhi, Delhi.

The purpose of this study is to examine the effect of level in management hierarchy and experience

level on employee's motivation orientation. The intrinsic-extrinsic distinction has been used in a variety of ways to describe employee motivation. More specifically, it is concerned with the factors which lead an individual to attribute either intrinsic or extrinsic motivation to another.

TOPIC: "ROLE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) IN PROMOTION OF HIGHER EDUCATION IN INDIA : ISSUES AND CHALLENGES"

Dr. T. Yadagiri Rao, Associate Professor, Department of Public Administration and HRM, Kakatiya University, Warangal.

The presenter examined the present scenario and challenges of higher education in integrating ICT as an effective tool for reaching the millions of unreached. She strongly believed that to achieve the goals as expected there is need of paradigm shift of conventional universities and open/distance institutions to blend learning and online learning including all explorative e-learning procedures and practices.

TOPIC: "QUALITY MEASUREMENT AND CONSUMER SATISFACTION WITH MODERN RETAILING: AN ANALYTICAL STUDY"

Dr. H.C. Purohit, Reader, Department of Business Economics Faculty of Management Studies, VBS Purvanchal University, Jaunpur.

Dr. Purohit emphasized that all the variables of retail service quality scale should be addressed and focused by the retailer as modern retail stores are coming up rapidly in each and every town of the country. The modern retailers should have a provision of evaluation and measurement of the services rendered by them, and accordingly improves the quality of the services at par with the expectation of the consumers.

TOPIC: "A SURVEY ON WIRELESS COMMUNICATIONS-BEYOND 3G AND 4G"

Mr. Nitin Shrivastava, Assistant Professor, Department of Computer Science, Divine International Group of Institutions, Gwalior.

Mr. Nitin briefly introduced the evolution of 2G to 3G, surrounding of 1G to 5G. He presented comparison and the differences between 3G and 4G, and described how 4G may work for more expedient and prevalent future.

TOPIC: "SOUL CONSCIOUSNESS & SELF TRANSFORMATION (ANSWER TO ALL YOUR QUESTIONS OF LIFE)"

Ms. Neha Gupta, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.

There are many aspects to life, material wealth is only one component. Ms. Neha explored the other side of life which is different from this materialistic world. In the opinion of Ms. Neha, soul consciousness means to get detached from your body and feel as if you are standing outside and watching all the things. Soul consciousness can give peace of mind and happy life.

The session ended with a vote of thanks, and memento presentation to the session chair and co-chair, and distribution of certificates and mementos to all the paper presenters.

Rapporteur for the Session:

● **Ms. Meha Joshi**

Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Valedictory Session

January, 05, 2010, 3.30 p.m. to 5.30 p.m.

Venue: Lecture Hall, National Academy of Agricultural Sciences (NAAS), New Delhi, India.

WELCOME ADDRESS

Prof. B. P. Singh, Chairman, Divine Group of Institutions, Delhi, India.

Prof. B.P. Singh welcomed all the dignitaries on the dais and off the dais, and highlighted the need

for level playing field for private sector players in the field of higher education. He further emphasized the need for optimal utilization of existing infrastructure in terms of physical, technological, human, etc.

SPECIAL ADDRESS

Dr. Ajay Kr. Singh, *President-GB, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi, and Coordinator – MHROD Programme, Department of Commerce, Faculty of Commerce & Business, Delhi School of Economics, University of Delhi, Delhi.*

Dr. Ajay Kr. Singh shared his views on globalisation of higher education, and said that challenges are to be converted into opportunities. He mentioned that many bills are pending in parliament regarding reforms in Higher Education including National Council on Higher Education & Research, Entry of Foreign Universities in India, Accreditation, etc. He said that simultaneously these are opportunities also for players in higher education to be ahead of others. That is why Pre Seminar Workshop was organised on “International Accreditation of Business School” in association with ASIC, UK, so that people can become aware of accreditation process and use it to their advantage. He also invited all the delegates to the XII Annual International Conference as “Sustainable Development” scheduled to be held at University of Debrecen, Debrecen, Hungary in 2011. He thanked Prof. András Nábrádi for hosting the XII Conference. He thanked Prof. Anu Singh Lather for the continued support and patronage bestowed by her on DSPSR and all its activities including International Conferences and International Seminars since beginning. He also thanked Prof. Terry Perrish for being a collaborative partner with DSPSR in providing world class education to the students of DSPSR on a regular basis.

Finally Dr. Ajay thanked all the beings who supported directly or indirectly in making XII International Seminar a grand success. Dr. Ajay congratulated Prof. Elena Horska, Slovakia and Prof. Terry Perrish for the Honoris Causa Professorship conferred on them by DSPSR.

REPORTEUR REPORTS WERE PRESENTED FOR DIFFERENT SESSIONS

- Global MDP & Pre-Seminar Workshop by Ms. Archana Bhatt, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Inaugural Session by Ms. Neelam Saraswat, Assistant Professor, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Session on Main Theme by Mr. Piyush Chaudhary, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Plenary Session No. 1 by Ms. Shipra Singh, Lecturer, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Plenary Session No. 2 by Mr. Amit Bharadwaj, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Technical Session No. 3 by Mr. Gaurav Ahuja, Assistant Professor, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Technical Session No. 4 by Mr. Manish Gaur, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Technical Session No. 5 (A) by Ms. Meha Joshi, Assistant Professor, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.
- Technical Session No. 5 (B) by Mr. Vaibhav Sharma, Student, Delhi School of Professional Studies & Research (Approved by AICTE), Delhi.

VALEDICTORY ADDRESS BY GUEST OF HONOUR

Prof. Anu Singh Lather, Professor and Dean, University School of Management Studies, and Director-Office of International Affairs, GGSIP University, Delhi presented Valedictory Address. She said that India became globalized way back in 1991 but we are still waiting for globalization in higher education. She said that we are closed on education because of apprehensions attached with globalization.

Globalization will bring best in education sector which will create healthy competition and conditions, that will nourish quality in education. We will move towards the universal brother-hood which will be brought by globalization.

She said that access of higher education is very low in India. Distance education is helping to reach the masses but it is not helpful for all kind of streams. She cited example of horticulture in which Indian universities do not provide many certificates and diploma. These kinds of sectors will be benefited by globalization of higher education.

She also talked about the entry of private players in education sector. Best educational institutions like Harvard are all private. So this is just mindset that public institutions do well than private. Share of resources is another issue which requires attention of regulatory bodies. The advantages enjoyed by institutes all over the world by sharing of library resources are the example of sharing of resources. This kind of sharing must happen with faculty, infrastructure, and knowledge. Change of mindset is required in order to reap the benefits of higher education.

She also put forward the suggestion of creating small institutions which will be specialized in their area. We can create knowledge hub like Rajiv Gandhi Knowledge Park, Kundali, Haryana. Bangalore has become hub for research in IT because of software technology parks established in Bangalore.

PRESIDENTIAL ADDRESS BY CHAIRPERSON

Prof. Terry Parrish, Principal, ICE Academy, UK, and formerly Divisional Director, Beacon College, UK, emphasized upon development of global value in higher education. We need to give answer to few basic questions such as, what we are giving to the learner, does it matter what type of degree is awarded, etc. He also emphasized upon need of private players in higher education by citing example of big universities such as, Cambridge, Harvard, California, Oxford.

AWARDS DISTRIBUTION CEREMONY

The students of DSPSR who achieved excellence in various areas like academics, sports, cultural activities, etc. were given awards by the chief guest and other dignitaries on the dais.

VOTE OF THANKS BY PROFESSOR SHIRIN RATHORE

Prof. Shirin Rathore being the Director of the host institution, Delhi School of Professional Studies and Research proposed vote of thanks to all the dignitaries present on the dais from India as well as abroad for being gracious enough to spend time with us, and all those who helped in any way in making the seminar a grand success. She shared her experiences in higher education of more than four decades and suggested the reforms which are required to be made. She raised the concern of education being referred to as “bazaars” and emphasised that spending money alone is not going to lead to quality products. She concluded with the hope of meeting in the next gathering and making it even a better success.

NATIONAL ANTHEM

The session ended with National Anthem.

Rapporteur for the Session:

- **Ms. Neelam Saraswat**
Assistant Professor, Delhi School of Professional Studies and Research (Approved by AICTE), Delhi.

Edited by

– Shipra Singh