

Rapporteur Report

THIRD INTERNATIONAL CONFERENCE TECHNOLOGY CONVERGENCE THE HUMAN PERSPECTIVE

January 8-9, 2002

I NAUGURAL SESSION

The Delhi School of Professional Studies and Research in collaboration with GGS Indraprastha University, Delhi, and DOEACC, Ministry of IT, Govt. of India, organized Third International Conference on “**Technology Convergence - The Human Perspective**” [8-9 January 2002 at **Main Auditorium, Indian Agricultural Research Institute (IARI), Pusa Road, New Delhi - 110012**].

Welcome Address

Professor B.P. Singh, Chairman, Delhi School of Professional Studies and Research.

Respected chief guest Dr. Karan Singhji, Hon'ble Vice Chancellor GGS Indraprastha University, Prof. K.K. Aggarwal Sahib, esteemed Dr. B.S. Bedi Saab, the Hon'ble members on the dias and off the dias, ladies and gentleman. It is a matter of valued privilege for me to extend the most warm and hearty welcome to the distinguished members on the dias. In particular I, on behalf of the Delhi School of Professional Studies and Research as also on my on behalf express my grateful thanks to respected Dr. Karan Singhji who represents an epitome of tradition and modernity combined into his dynamic personality. There is hardly any office of respect and honour, such as, Sadare-Riasat of Jammu and Kashmir, Cabinet Minister in Government of India, Ambassador to United States of America, presently Member Rajya Sabha which he has not adorned. In him we find a fine blend of a political thinker, a scholarly philosopher, a distinguished linguists and a great philanthropist. This Third International Conference is singularly lucky to have Dr. Karan Singh an eminent personality to have agreed to deliver the Inaugural Address. We are also lucky to have in our midst, the Hon'ble Vice Chancellor of Indraprastha University who has the distinction of presiding all the International Conferences organised by our School. Professor Aggarwal is an eminent scholar in the field of Electronics and Communication Engineering. He is an academic administrator having held the position of HOD, Pro-Vice Chancellor and now the founder Vice Chancellor of the only University of NCT of Delhi.

I also welcome all the delegates from corporate world, the contributors of research papers, media persons, ladies and gentlemen who by their distinguished presence have made this conference a grand success.

Professor B.S. Bedi, Executive Director, Integrated Academy of Management and Technology, Ghaziabad, U.P.

Respected Dr. Karan Singhji, Hon'ble Vice Chancellor Saab and the eminent personalities on the dias. I have great pleasure in welcoming the chief guest of this function in whose state of Jammu and Kashmir, I have the privilege of working as Director General of Police where I came in close contact with Dr. Saab. I have found in him a great scholar, an astute administrator and a great humane personality. We couldn't have thought of a better person than him to speak on this very topical theme of “Technology Convergence - The Human Perspective”. Prof. K.K. Aggarwal has always been kind and helpful to Delhi School of Professional Studies and Research, which has made a footing in the academic world because of his patronage. I also extend a warm welcome to the

delegates and participants of academic and corporate world who have contributed their valued papers and learned comments in the Delhi Business Review and Pranjana. I would also like to welcome the delegates from the media who have come to provide coverage to our International Conference.

Dr. Bedi started his address by quoting C.M. Jolt that in the predominantly world of technology there is a fear that a human does not become machine. He emphasised that the human values should be sustained. He said technology has come in a big way for the governance of state but it is to be ensured that human is not lost sight of because there is an indisputable fact that human being is the finest creation of God and all other mundane things are meant to subserve the human beings.

Welcome cum Introductory Address

Dr. Ajay Kr. Singh, the President of the Governing Body of Delhi School of Professional Studies and Research

In his address Dr. Singh welcomed all the dignitaries, and delegates, guests, students, press and media people. He highlighted about the theme and various facets of the Third International Conference and the International Seminar. He also shared about the success of the first pre-conference workshop organized on “Quality Management in Educational Institutions ISO 9000:2000” on Jan. 7, 2002, at Seminar Hall, School of Management Studies, GGS Indraprastha University, Kashmere Gate, Delhi.

Inaugural Address

Dr. Karan Singh, Member of Parliament (Rajya Sabha), Government of India, New Delhi.

Dr. Karan Singh inaugurated the Third International Conference by lighting the lamp. While delivering the Inaugural Address at the Third International Conference on 8th January, 2002, he emphasized that human society has witnessed technological breakthroughs at different points of time, keeping the entire world awe-struck. In this regard he particularly cited the landing on the moon by Armstrong and launching of the manned spacecraft by Yuri Gagarin.

The present day generation, he said, is privileged generation in the sense that a new phase of technological convergence is fast underway. It is so beautiful and fragile that unless it is handled with care and farsightedness, it might land the human society into a phase of chaos and destruction. He cited particularly two philosophers – one Indian i.e. Sri Aurobindo, who looked to the future of humanity in a positive perspective and the other a western philosopher Arthur Koestler who visualized the dark future for the humanity.

According to Dr. Karan Singh, every technology has two aspects, one is the positive and the other is negative. The mankind can survive and grow with stability provided they are able to maximize the positive aspect and keep under active check and continuous vigil the negative aspects. He further elaborated that, to achieve this, information needs to be converted into knowledge (vigyan) and knowledge converted into wisdom (gyan).

Elaborating upon the theme of the Third International Conference “Technology Convergence – The Human Perspective”, he listed six dimensions which need to be adequately addressed, if we want to benefit our society through technology convergence in the globalized scenario. These aspects are Poverty-alleviation, Health Care and Delivery System, Population Control, Food Production, Environment Friendly Technology, and Education. His inaugural address was really an enriching and enlightening experience for the entire audience and was appreciated by one and all.

Presidential Address

Profession K. K. Aggarwal, Vice Chancellor, GGS Indraprastha University, Delhi

In his Presidential Address, Professor K. K. Aggarwal, highlighted the concept of technology convergence by emphasizing the synergistic dimensions which really hold the key to the future of the human society. The technology convergence has to have live interfaces with human dimensions and problems.

He was of the view that every invention done by inventors was for the good of the mankind and it is the pervertedness of some of the people on this planet which has made the technology an instrument of human destruction. The recent Afghan conflict was cited as a typical example of this kind of pervertedness.

Professor Aggarwal sounded note to educationists, that one of the consequences of technology convergence is that it is going to be very fierce and intense kind of competition between Indian educational system and the foreign educational system, thanks to the technology convergence. Our Government, Planners, Administrators, and Educationists should be prepared for this kind of scenario in future. And, in fact, we should welcome it because it will bring a healthy competitive situation in our educational system. On this occasion, Prof. K.K. Aggarwal also released the Second Anniversary issue (Vol.3, No.1, January-June, 2002) of research based blind peer reviewed half yearly journal *Delhi Business Review: An International Journal of Society for Human Transformation & Research*.

Vote of Thanks

Professor P.N. Singh, Director, Delhi School of Professional Studies and Research

Professor P.N. Singh delivered vote of thanks to the dignitaries and the participants, and congratulated all the members for the contribution towards making the conference a grand success.

TECHNICAL SESSIONS

The various technical sessions slated for the two-day Conference were organized on various sub-themes, viz., Technology Convergence – The Human Perspective, Mobile Commerce: Mirage or Reality, Capability Maturity Models – The Human Perspective in the Information Age, Managing Quality: Challenges and Perspectives in the Information Age, Ethical Issues in The Cyber Age, and an International Seminar on, “IT Education in the Non Formal Sector: Challenges and Quality Perspectives”.

INAUGURAL SESSION: TECHNOLOGY CONVERGENCE – THE HUMAN PERSPECTIVE

Chairperson

Shri Yogi Sriram, Vice President (Corporate HR and Personnel), Larsen & Toubro Ltd., Powai Works, Mumbai, chaired the session. He said that this decade is witnessing ‘e-convergence’ incorporation a wide range of convergence services.

Key Note Speakers

Dr. Anand S. Khati, Director, Technology Development Board, Ministry of Science & Technology, New Delhi. In his presentation, he drew attention of audience to the fact that convergence of technologies has not only opened new opportunities in business and infinite possibilities for growth but also revolutionized the concepts of business. He said that convergence has also put many questions in regards to regulations, employment, training and education.

Shri Pawan Kumar, Chairman, Vmoksha Technologies, Bangalore. He said that the driving force of convergence is digitization, which has broadened the existing technology base and facilitated emergence of large scale communication networks that carry voice, data and images.

Paper Presentation

Shri M.K. Asthana, Manager – Quality Assurance Group, NTPC Ltd., Noida, presented the paper on “Technology Convergence – The Human Perspective”. He emphasized upon the role of human being for converging technologies and said that ultimately technology is meant for human beings and they must not be neglected for sake of advancements. The basic aim of all these advancements is easing the burden, in whatsoever way it is.

TECHNICAL SESSION-1: MOBILE COMMERCE-MIRAGE OR REALITY

Session I of the conference was on the subject Mobile Commerce: Mirage or Reality. The aim of the session was to analyze whether the hype created by the Mobile Commerce is likely to be converted to reality or is one of the mirages that will be wasted away in time.

Chairperson

Professor Jagdish C. Kapoor, Professor, Indian Institute of Public Administration, New Delhi, chaired the session.

Key/Panel Speakers

Shri Prashant Singh, CEO, Team Cube e-service Ltd. New Delhi. The session began with a brilliant and yet simple introduction to the subject by the keynote speaker Shri Prashant Singh. He explained how Mobile Commerce originated and grew into a ubiquitous whole with localization as well as locale track, instant connectivity and personalization description of the evolution of M-Commerce through seven stages (called 7 P's of mobile commerce) was par excellence.

Mr. Rajan Dutta, Head HR & TQM, Escotel Mobile Communications Ltd. Mr. Rajan highlighted the tremendous prospects of business that is going to be experienced within the next few years. He explained how applications can be carried on in the field of mobile banking, ATM, smart money and services such as health care, legal and insurance. He was of the view that we need upgradation of security system and development of interface. He also highlighted the need of HR in bringing about the change and its role in value creation.

Mr. Kundan K. Das, Senior Consultant, GSM Business Unit, Lucent Technologies India. Mr. Das focused on the application aspect of M-Commerce in his introduction. He stressed that M-Commerce is not merely a Technology, it is rather Business – anywhere, anytime and Convergence of Multimedia, Mobile Information and Computer Industry. His presentation was excellent in terms of statistical data relating to the growth and development of Business with its volume and value of e-business in a Mobile and Technological growth. His three dimensional presentation provided great instrument for marketing strategy both for business organization as well as for that of the mobile vendors.

Mr. Sanjay Aggarwala, Director, Eastern Software Systems Ltd., New Delhi. Mr. Sanjay did a down to earth analysis of the technology. His definition of the concept was novel and shifted its focus from service and customer dimension to that of Profit/Business for owners. The three dimensions of Mobile commerce viz. ubiquity, usable and utility were evaluated in term of effectiveness. According to him, business usage such as banking, transactions, health care etc. are doing good while the achievement in mortised usage is poor.

Mr. Vinoo P. Jacob, Product Manager, Converge Lab. Co. Ltd., Gurgaon. Mr. Vinoo explained the concept of value chain in Mobile Commerce. He highlighted the achievements of the companies who have taken initiatives in this field. In his conclusion, he stressed that all activities in M-Commerce should be brought under one roof so that its benefits are available to the customers, market and the business owners. He suggested that a good amount of investment is needed in infrastructure, security and standardization.

Mr. Chandra S. Goyal, President, REN Tech. Ltd., New Delhi. Mr. Chandra stressed the importance of technology, internet (WAP), G.S.M. System and electronic devices in e-commerce. According to him, the e-characteristics of M-Commerce especially user friendliness of e-commerce, friendly mode of payment, GPS system and speed of operation and delivery of product/service are of great value in making it effective.

Paper Presentation

Mr. Rakshit Negi, Research Scholar, Prof. Alok Saklani, Professor, Faculty of Commerce and Management Studies, H.N.B. Garhwal University, Srinagar, “Fast Changing Realities: A Case of Electronic Business Interface and Customer Perceptions”. The Presenter presented the finding of their study on online buying in Delhi, especially focusing the human side.

Mr. Amit Gautam, Faculty Member, RSMT, U.P. Autonomous College, Varanasi, U.P. "The 'e' of Electronic Banking". Mr. Gautam in his paper stressed upon the broad spectrum of services that can be made available through net-banking. According to his study, the banking sector has made the best use of e-commerce globally, while in India it is still at a nascent stage.

Mr. Prabir Bagchi, Faculty Member, Integrated Academy of Management & Technology, Ghaziabad. "Mobile Commerce-A Mirage or A Reality". Mr. Bagchi in his study explained about the broad spectrum service/products that could be made available through Mobile Commerce. He conducted a study in Delhi and adjacent areas and found that the people were not very optimistic about the future of Mobile Commerce. He was of the opinion that Indian environment may be little slow but Mobile Commerce will definitely be a reality in next ten years.

Ms. Rakhi Garg, Lecturer, RSMT, U.P. Autonomous College, Varanasi, U.P. "M-Commerce: Mirage or Reality – A Human Perspective". Ms. Garg in her paper described the usage areas of Mobile Commerce, process and the beneficiaries. In her conclusion she said that the growth and the speed of M-Commerce is moderate due to low speed, high cost and connectivity. She highlighted qualitative and quantitative benefits expected by the customers from M-Commerce.

The session ended on a very optimistic note suggesting that mobile commerce was a reality and not a mirage. It is just a question of time before which rich dividends can be reaped. However, the session brought out the impediments in progress i.e. the aspects of pricing, security and utility.

Best Speaker/Paper Presentation

Mr. Kundan K. Das was adjudged as the Best Speaker by the Judges.

Mr. Alok Saklani and **Mr. Prabir Bagchi** were adjudged as the best paper presenters.

Honorary Judges of the Session:

1. **Dr. Zafar U. Ahmed**
(Professor of Marketing & International Business Administration, College of Business & Leadership, Fort Hays State University, USA)
2. **Dr. L.S. Singh**
(Professor, Department of Economics, M.U., Bodh Gaya, Bihar)
3. **Dr. T.N. Chhabra**
(Reader, Deen Dayal Upadhyay College, University of Delhi, Delhi)
4. **Col. Arun Dhongde**
(Visiting Faculty)

Rapporteurs of the Session:

1. **Dr. Suneel K. Maheshwari**
(Asst. Professor, Division of Accountancy, Marshall University, USA)
 2. **Mr. T.K. Singhal**
(Faculty, Intergerated Academy of Management & Technology, Ghaziabad)
 3. **Prof. Raj Singh**
(Faculty, Amity Business School, Noida)
 4. **Mr. A.K. Mishra**
(Lecturer, Bhim Rao Ambedkar College, University of Delhi, Delhi)
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TECHNICAL SESSION-2: CAPABILITY MATURITY MODELS – THE HUMAN PERSPECTIVES IN THE INFORMATION AGE

Chairperson

Dr. Ramchandra Akkihal, (former Director), Professor MBA Programs, Marshall University, U.S.A., efficiently and effectively chaired the session.

Key/Panel Speakers

Shri Subhash Jagota, Executive Director (HR), Punj Lloyd, New Delhi simply pointed out the effects of the practices adopted by Punj Lloyd to bring phenomenal changes in the work culture at Punj Lloyd. He enlightened the audience with two main practices, (i) Skill Acquisition to Skill Tracking, (ii) Employees to involvement.

Shri Ajay Batra, Consulting Partner, Quality Assurance Institute (India) Ltd., New Delhi, threw light on People Capability Maturity Models or PCMM. in creating “Cool Organizations”. His presentation briefed the audience about the ever increasing pressure on managers to develop software products faster, better and cheaper. His presentation also highlighted the key features of PCMM which help managers to achieve the above mentioned goals.

Shri Mohanraju (Manager-Corp. Quality), Polaris Software Lab Ltd., Chennai, threw sufficient light on the upcoming concept of CMMI. In his presentation he emphasized the role of human involvement. He also indicated the route map taken by the company in achieving CMMI. He further stressed the reasons for choosing their CMMI as the desired certification.

Shri Vishnu R. Dusad, Managing Director, Nucleus Software Exports Ltd., New Delhi, in an extremely nice and easy way explained the levels of CMM. He enlightened the audience with very simple figures about the transformation process experienced by the organizations in achieving CMM.

Dr. Gita A. Kumta, Head-Faculty of IT, Narsee Monjee Institute of Management Studies, Mumbai, “Capability Maturity Model – A Human Perspective”. She presented a well-researched paper on “Capability Maturity Model – A Human Perspective” and focused on reasons for software project failure and stressed the need for predictability of the process before it is evaluated from the angle of CMM. She highlighted the people issues involved with CMM levels and also provided valuable clues to handle such issues.

Best Speaker/Paper Presentation

Mr. Ajay Batra was adjudged as the Best Speaker by the Judges.

Honorary Judges of the Session:

1. **Dr. Zafar U. Ahmed**
(Professor of Marketing & International Business Administration, College of Business & Leadership, Fort Hays State University, USA)
2. **Dr. L.S. Singh**
(Professor, Department of Economics, M.U., Bodh Gaya, Bihar)
3. **Dr. T.N. Chhabra**
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(Faculty, Intergerate Academy of Management & Technology, Ghaziabad)
 3. **Prof. Pravin Danga**
(Faculty, Intergerate Academy of Management & Technology, Ghaziabad)
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RESEARCH PAPER PRESENTATIONS

Chairperson

Professor Zafar U. Ahmed, Professor of Marketing and International Business, Department of Business Administration, College of Business and Leadership, Fort Hays, State University, USA. The session was Chaired by Professor Zafar U. Ahmed, Professor of Marketing and International Business, Department of Business Administration, College of Business and Leadership, Fort Hays State University, USA, and Co-Chairperson Dr. Jay A. Vora, Professor of management and I.B., Department of Management, College of Business, St. Cloud State University, USA was the co-chairperson.

Key Note Speaker

Dr. Ramchandra Akkihal, (former Director), Professor MBA Programs, Marshall University, U.S.A. "Social Capital and Managerial Efficiency". Dr. Ramchandra in his key note address made a thoughtful presentation on the theme "Social Capital and Managerial Efficiency". He gave an effective explanation about trust, sympathy and empathy. Dr. Akkihal highlighted the theoretical and practical details of the four pillars of managerial competence – Creating Learning Organisations, Developing Trust, Relationship Management and Intellectual Capital Management.

Paper Presentations

Shri Nainesh Parmar, Final year student-MBA, M.S. Patel Institute of Management Studies, M. S. University, Baroda, "Transformational Leadership". Mr. Parmar presented his paper on "Transformational Leadership". He highlighted the role of Transactional Leadership, Pseudo Transformational Leadership and OD Leadership.

Dr. Sanjay Kr. Sinha, Lecturer-Dept. of Finance & Control, VBS Purvanchal University, Jaunpur (U.P.), "Present Status of Accounting Education in India". Dr. Sanjay in his presentation focused on the present status and necessity of accounting education in India.

Dr. Subhash C. Kundu, Reader, Ms. Deepika Jain, Sr. Student MBA, Dept. of Business Management, Guru Jambheshwar University, Hisar, Haryana, "Contingency Planning for Managing Computer Disasters: A Strategic Support to Human Resources in Software Industry". Dr. Subhash made an emphatic presentation of his joint paper on "Contingency Planning for Managing Computer Disasters: A Strategic Support to Human Resources in Software Industry".

Dr. Suneel K. Maheshwari, Assistant Professor, Division of Accountancy, Marshall University, U.S.A., Shri Saleh Alshinifi, School of Accounting, Florida Atlantic University, U.S.A., "The Value Relevance of Goodwill Accounting Numbers: The Investor's Perception". Dr. Suneel presented a paper on "The Value Relevance of Goodwill Accounting Numbers: The Investors' Perception". Dr. Maheshwari's deliberation on how investor perceive goodwill, whether it should be treated as an asset, and relationship between goodwill and asset, was insightful.

Shri Amit Mehta, Student – MBA, Guru Kangri University, Hardwar, "Merit Based HR Policy – A Development Tool or an Alibi Paper?". Mr. Amit Mehta presented a paper on "Merit Based HR Policy – A Development Tool or an Able Paper?" He stressed the importance of Human Resource Development in the coming years and need for multi-skilling.

Dr. Sujit Kumar Dubey, Assistant Professor, RSMT, U.P. Autonomous College, Varanasi, U.P. "Common Creative Personality Traits". Dr. Sujit Kumar Dubey presented his paper and explained at length about Creative Matrix and Personality Traits.

Ms. Vinita Singh, Faculty, Institute of Technology & Science, Ghaziabad. "Leveraging Profitability through Customer Value Management in a Globalized Economy". Ms. Vinita in her presentation emphasized customer

value: the imperative of competitiveness, and the need for customer orientation and sounded concern for complacency of people. She expressed her concern about how TWO is affecting the profitability and the shaping up of competitive advantage by domestic and global changes. She concluded with the foot note that Customer value will be imperative for competitiveness.

Best Speaker/Paper Presentation

Dr. Suneel Kumar Maheshwari was adjudged as the Best Speaker by the Judges.

Honorary Judges of the Session:

1. **Dr. L.S. Singh**
(Professor, Department of Economics, M.U., Bodh Gaya, Bihar)
2. **Dr. T.N. Chhabra**
(Reader, Deen Dyal Upadhyay College, University of Delhi, Delhi)

Rapporteurs of the Session:

1. **Dr. Sanjay Srivastava**
(Associate Professor, Amity Business School, Noida)
2. **Dr. A.K. Mishra**
(Lecturer, Bhim Rao Ambedkar College, University of Delhi, Delhi)
3. **Prof Raj Singh**
(Faculty, Amity Business School, Noida)

REPORT ON INTERNATIONAL SEMINAR – “IT EDUCATION IN THE NON FORMAL SECTOR: CHALLENGES AND QUALITY PERSPECTIVES”

Chief Guest

Hon'ble Dr. Narander Nath, former Minister of Education, Government of NCT of Delhi, New Delhi. Dr. Narander Nath detailed the idea behind starting G.G.S. Indraprastha University which was expected to provide Information and Technology education. He expressed the importance of IT Education particularly for e-governance. He also stressed the need to strengthen the Cyber laws.

Presidential Address

Professor P.S. Grover, Department of Computer Science, University of Delhi, Delhi, Member – Governing Council, DOEACC, Ministry of Communications and Information Technology, Government of India, New Delhi, chaired the session.

He explained about DOEACC, courses run by it, and career opportunities available for each level. He also explained about admission process, examination, train the trainer program and added that DOEACC's vision is to introduce IT education in the Non-Formal Sector.

Keynote Speaker

Dr. Kamal Taori, I.A.S., Advisor, Government of India, Inter State Council Secretariat, Ministry of Home Affairs, New Delhi, presented his views on the theme of the session by expressing the meaning of I.T. education in context of India. He stressed self employment and rural investment. He clarified that Sarkari sector should be made Asarkari, i.e. effective. He said that IT + Real India + NGO + Marketing is must in the present time.

Key Panel Speakers

Dr. Jay A. Vora, Professor of Management and I.B., Department of Management, College of Business, St. Cloud State University, USA., said that learning is not only to collect information but also one should ask question to one's own self, because Technology can be useful in scientific knowledge but human beings should be the focus point.

Dr. Suneel K. Maheshwari, Assistant Professor, Division of Accountancy, Marshall University, U.S.A., presented his views on "What's IT worth?". He highlighted the necessity of Non-Formal Sector – Opportunities and Challenges in the education of IT. He told about Current Measurement Methods, Applied Information Economics, Balanced Score Card, Economic Value Added Programme, Portfolio Management and Real Option Value.

Mr. Lavanya Rastogi, Consultant, SHTR Consulting Group, New Delhi, introduced the concept of Smart Campus Card. His paper was on the theme "Reengineering Educational Institutions through Smart Cards" and he emphasised the role of Smart Cards in reengineering the institutions and making administration simple. He also gave the insight into Smart Card enabled services and its role in future.

Mr. Ashesh Tiwari, Lecturer, Department of Institute of Engineering and Technology, Devi Ahilya Vishwavidhyalaya, Indore, M.P. He presented a paper on "Role of Information Technology in Educational Institutes". He expressed that IT education should be utilized to improve teaching and should be made more effective. He emphasized equal and flexible access to IT education after the working hours. He also told that IT and ERP can facilitate funds to starving technical institutes to provide better Technical Education.

Shri Rajesh Singh, Lecturer, RSMT, U.P. Autonomous College, Varanasi (U.P.) presented a paper jointly prepared by him and Shri Prabhat K. Vishwakarma, Lecturer of the same college on the theme "The future of On-Line Education of India".

He highlighted the present scenario of Online Education in India, impact of Online Education on students, teachers and parents. He told that the future of learning is e-learning supported by classrooms and faculty.

Best Speaker/Paper Presentation

Dr. Kamal Taori was adjudged as the Best Speaker.

Dr. Suneel Kumar Maheshwari was adjudged as the best paper presenter by the Judges.

Honorary Judges of the Session:

1. **Dr. Ramchandra Akkihal**
(Prof. MBA Programs, Marshall University, U.S.A.)
2. **Dr. K.K. Srivastava**
(Reader, PG DAV College, University of Delhi, Delhi)

Rapporteurs of the Session:

1. **Dr. K.K. Goel**
(Consultant, Society for Human Transformation and Research, New Delhi)
2. **Dr. R.L. Gupta**
(Reader, Shyam Lal College, University of Delhi, Delhi)

TECHNICAL SESSION-3: MANAGING QUALITY – CHALLENGES & PERSPECTIVES IN THE INFORMATION AGE

Chairperson

Shri Binay Kumar, Director-Personnel, National Hydroelectric Power Corporation Ltd., Faridabad,
"Managing Quality: Challenges & Perspectives in the Information Age"

He emphasized the role of Human Development in the Cyber Age. According to him most powerful nations are suffering because of negative approach hence, what is needed is to focus our efforts, in the emergence of new civilization bringing with it new style, emphasis on human worth and use of technology for the benefit of the society as a whole.

Key Note Speakers

Maj. Gen. (Retd.) S. Rishi FICCI Quality Forum, New Delhi. Gen. Rishi emphasized the importance of enabling Indian masses to utilize technologies. He said that the need is to make education system appropriate for the purpose. Focus should be on identification of needs and requirements of different segments of the society and preparation for continual improvement of process by adopting quality principles.

Col. Bharat Sharma, Director—EME, Army HQ., New Delhi. The speaker also a recipient of Golden Peacock award and ISO 9001 certificate gave a three tier system of training pattern i.e. Training controlled by advisory committee, headed by Chairman, Commandment, MCEME.

Key/Panel Speakers

Shri Sunil Chandwani, Executive Director, URS (India) Quality Registrar (P) Ltd., New Delhi. The speaker explained the concept of the Six Sigma Approach which helps in improving productivity, profitability, satisfaction and reducing the cycle time, and defects. He pointed out that the implementation of this approach requires right blending of people, technology and processes.

Mrs. Krishna Singh, Member Secretary, Govt. of India, National Commission on Population, New Delhi. Her presentation was focused on how social groups adopt and restructure new technologies. The 21st century is considered Transformation Age and information is regarded as strategic weapon. She stressed upon the need of training and capacity utilization to cater to the demands of the Technology.

Shri G.P. Srivastava, GM (HR), Pawan Hans Helicopters Ltd., New Delhi. The speaker presented the case study of Pawan Hans Helicopter Ltd., and talked about quality initiatives taken by the company to enhance its market image and improve its credibility.

Mr. D.K. Bakshi, General Manager (Human Resources), Luxor writing Instruments Ltd., New Delhi. Mr. Bakshi gave a highly motivated and dynamic presentation on leadership skills required for quality initiative. He emphasized as to how success is achieved through integration, cooperation, dynamism and team work. He shared the success story of Luxor writing instrument Ltd., to depicts how best of people, process and high customer focus can make a difference. He ended with a very beautiful saying that:

If you always do what, you have always done
You will always get what you have always got
So Be creative.

Mr. H. Jayaram, Director, American Quality Assessors (I) Pvt. Ltd., New Delhi. Mr. Jayaram emphasized upon the role of certification bodies to maintain professionalism and economy for quality initiatives.

Ms. Ritu Kappal, Director (Information Services), Care India, Hauz Khas Village, New Delhi. Ms. Ritu pointed out the role of timely, accurate and accessible information in creating competitive advantage for the organization.

Paper Presenters

Dr. R.B. Solanki, B.R. Ambedkar College, University of Delhi, Delhi, "TQM in Higher Education" Dr. Sonanki discussed about the importance of TQM for educational institutions and described it as tool of survival strategy for revival of educational institutions.

Dr. S.K. Mangal, Associate Professor, Dept. of Accountancy, University of Rajasthan, Jaipur. "Quality Cost Accounting: An Interface of TQM and ISO 9000". Dr. Mangal emphasized the need of reducing cost of

quality. He expressed the view that more money should be spent on prevention of defects and development of people. The focus of the paper was on quality of life alongwith quality of product and services.

Best Speakers/Paper Presentation

Mr. D.K. Bakshi was adjudged as the Best Speaker.

Dr. R.B. Solanki, and **Dr. S.K. Mangal**, were adjudged as Best Paper Presenters.

Honorary Judges of the Session:

1. **Dr. M.S. Chaudhary**
(Principal, Maharaja Surajmal College, GGS Indraprastha University, Delhi)
2. **Dr. T.N. Chhabra**
(Reader, Deen Dyal Upadhyay College, University of Delhi, Delhi)

Rapporteurs of the Session:

1. **Ms. Charu Hurria**
(UBS, Punjabi University, Chandigarh)
2. **Ms. Sandhya Malhotra**
(Visiting Faculty, Jiwaji University, Gwalior)

TECHNICAL SESSION-4: ETHICAL ISSUES IN THE CYBER AGE

Chairperson

Dr. Mukesh Chaturvedi, Professor of Marketing & Chairman, Corporate Communications, Management Development Institute, Gurgaon.

The Chairperson talked about four driving forces of changes i.e. Technology, Globalization, Value of Intangible assets, Human Capital / Intellectual Property and Work Talent retention. He emphasized upon cyber age, cyber liabilities and computer hacking.

Key Note Speaker

Dr. Ajay Kr. Singh, Department of Commerce, Faculty of Commerce & Business, Delhi School of Economics, University of Delhi, Delhi. Dr. Ajay talked about cyber age where easy mobility of resources is the order of the day. He raised some very pertinent questions about technological changes and their impacts, which give us comfort but does not remove the stress. He stressed a comparative study between Financial Capital and Human Capital on several items e.g. speed, efficiency etc.

Paper Presentations

Mr. A.P. Singh, Department of Applied Psychology & Dr. H.C. Purohit, Lecture in M.B.E., Department of Business Economic VBS, Purvanchal University, Jaunpur, U.P. "The Ethical Challenges of Globalization – An Organizational Perspective". The paper presenter focused on Organizational Ethics before and after globalization. He also discussed about the challenges and adjustments faced in the way of working with business ethics.

Dr. K.K. Goel, Consultant, Society for Human Transformation and Research, New Delhi. "Moral Values in the Cyber Age: An Empirical Study of the impact of High Moral Values an Efficiency and Effectiveness of 21st Century Managers of Different Age Groups in India". Dr. Goel expressed his views on the theme in the form of several questions addressing the impact of high moral values in Managerial effectiveness. He presented his findings about a survey carried out among the respondents of different age-groups for the purpose stated above and role of the moral values in creativity and minimizing tension.

Dr. Mukul Singh, Consultant Pathology, North Delhi Pathology Clinic, Delhi. “Bio-Ethics in Cyber Age”. Dr. Mukul Singh focused her presentation on bio-ethics. She began her presentation with the development of bio-ethics followed by a discussion on Genetic Engineering, biological war and issues related to human cloning.

Professor N.S. Bisht, Professor, Shri Rakesh Belwal, Faculty, Department of Management Studies, Kumaun University, Nainital. “Ethics in the Cyber Age”. Professor N.S. Bisht gave his definition of ethics in the cyber age. His presentation was focused on Ethical dichotomy in the form of Internet access during working hours by employees.

Mr. N. Subramanian, Shri Pramod Pawar, Shri Mayank Bhatnagar, NCST, Bangalore, “Ethics to Educational Institution in the Cyber Era-Issues and Proposed Solutions”. Mr. N. Subramanian presented a case study on NCST, an IT Educational Institute. He discussed its organizational setup, system, maintenance team and goals and their experiences during the study. He also addressed the issue of How and why ethics should be taught.

Mr. Rajiv Kumra, Lecture, Apeejay Institute of Technology, Greater NOIDA, U.P. “Ethical Issues in Cyber Age”. Mr. Rajiv started his presentation with some social problems in Cyber Age by focusing on hacking and cracking followed by workplace privacy and Cyber Crimes.

Mr. Rajesh Singh, Lecturer, RSMT, U.P., Autonomous College, Varanasi, U.P. “Cyber laws: The Big Booster of E-commerce”. Mr. Rajesh briefed the audience about Cyber laws and their needs in India. He also emphasized the importance of the proper functioning of cyber laws.

Best Panel/Paper Presenter

Dr. Ajay Kr. Singh was adjudged as the Best Speaker.

Honorary Judges of the Session:

1. **Dr. Zafar U. Ahmed**
(Professor of Marketing & International Business Administration, College of Business & Leadership, Fort Hays State University, USA)
2. **Dr. L.S. Singh**
(Professor, Department of Economics, M.U., Bodh Gaya, Bihar)
3. **Dr. T.N. Chhabra**
(Reader, Deen Dayal Upadhyay, University of Delhi, Delhi)

Rapporteurs of the Session:

1. **Dr. Sanjay Srivastava**
(Associate Professor, Amity Business School, Noida)
2. **Dr. Sanjay Kumar Sinha**
(Lecturer, Department of Financial Control, VBS Purvanchal University, Jaunpur)
3. **Mrs. Madhu Madhavan**
(Lecturer, Delhi School of Professional Studies & Research, GGS Indraprastha University, Delhi)

VALEDICTORY SESSION

Chief Guest

Shri Muni lal, Hon'ble Minister for Labour, Govt. of India, New Delhi.

Hon'ble Minister for Labour, delivered the valedictory address. He discussed elaborately the coordination between Technology and Humanity that can be used for the human welfare.

Guests of Honour

Shri Rajiv Prathap Rudi, Hon'ble Minister of State for Commerce & Industry, Government of India, New Delhi.

Hon'ble Minister of State for Commerce & Industry, presided over the session and, in his presidential address, stated that today is the time of technology and India has a big future prospects in this field. He said that the need is to analyze and make planned use of it.

Shri Ajit Kumar Singh, Chairman, NAFED, New Delhi.

Shri Ajit Kumar Singh, Chairman, NAFED, New Delhi was the Guest of Honour. In his address, he depicted the large-scale use of technology in agriculture.

Honours to the Achiever

Prof. B.P. Singh, Chairman, Dr. Ajay Kr. Singh, President and Prof. P.N. Singh, Director, Delhi School of Professional Studies and Research.

They awarded the meritorious students in the field of academics, sports and cultural activities. The achievers of the SHTR family were awarded with Leadership Awards for their contribution in their respective fields.

In the valedictory session, the Chairman of Delhi School of Professional Studies and Research Dr. B. P. Singh welcomed the dignitaries present. Dr. A.K. Singh, the President of the Governing Body of Delhi School of Professional Studies and Research threw light on the activities of the previous year and announced the Perspective Plan for Fourth International Conference.

Vote of Thanks

The valedictory session came to a close with the vote of thanks by Professor P. N. Singh, Director of Delhi School of Professional Studies and Research.

CALL FOR PAPERS

Fifth International Conference on January 7-9, 2004 at New Delhi, India

Theme

Learning Beyond Borders in WTO Regime

Technical Sessions

1. e-Learning: The Emerging Scenario
2. Relationship Management in the Digital Era
3. Technopreneurship in India
4. Managing Intellectual Property in the Borderless World
5. Research Paper Presentations on Contemporary Issues

International Seminar

Bio-Informatics: Emerging Dimensions

Key Dates

- Submission of Abstract	-	June 1, 2003
- Acceptance of Abstract to be communicated by	-	July 1, 2003
- Paper to be Received by	-	August 1, 2003
- Paper Acceptance by	-	September 16, 2003
- Fee Submission by	-	October 1, 2003

Best Research Paper Award - Details available on www.shtr.org/5ic.html

Under the joint auspices of

- ≈ GGS Indraprastha University, Delhi
- ≈ Society for Human Transformation and Research
- ≈ Delhi School of Professional Studies and Research, Delhi
- ≈ Integrated Academy of Management and Technology, Ghaziabad, U.P.
- ≈ DSPSR: Center for Information Technology
- ≈ SHTR Consulting Group, Delhi School of e-Learning
- ≈ SHTR Career Solutions, NCQM, INDELTA

All correspondence relating to the conference and papers should be sent to:

Dr. Ajay Kr. Singh
Secretary General, Conference Secretariat
C/o Delhi School of Professional Studies and Research
D - 30, New Delhi South Extension (NDSE), Part - I
New Delhi - 110049, India
Phone: 91-11-24654275/76, Tele-Fax: 91-11-24654277; 27315027
E-mail: aks@shtr.org, drajayksingh@sify.com,
Please visit our web site at: <http://www.shtr.org/5ic.html>