



Volume: 03 Issue: 11 | 2022 ISSN: 2660-454X

<https://cajitmf.centralasianstudies.org>

Impact of Internet Banking on the Efficiency of Traditional Banks

¹ R. Regin

² S. Suman Rajest

³ Shynu T

⁴ Steffi. R

Received 16th Sep 2022,
Accepted 19th Oct 2022,
Online 14th Nov 2022

¹ Assistant Professor, Department of Computer Science and Engineering, SRM Institute of Science and Technology, Ramapuram, India. regin12006@yahoo.co.in

² Professor, Bharath Institute of Higher Education and Research, Chennai, Tamil Nadu, India

³ Master of Engineering, Department of Biomedical Engineering, Agni College of Technology, Chennai, Tamil Nadu, India

⁴ Assistant Professor, Department of Electronics and Communication, Vins Christian College of Engineering, Tamil Nadu, India

Abstract: Banks that were formerly considered "remote" have become "local" in recent years as a result of technological advancements and the proliferation of communication channels. The management of monetary transactions has been facilitated by the emergence of computerised banking systems. The retail banking sector has benefited from the prevalence and evolution of the internet, which has provided new perspectives and possibilities. E-banking, which is conducted online, is another service that many retail banks now provide. In terms of e-banking, the ramifications for banks' productivity are viewed as crucial. Customers save both time and money by avoiding a trip to the bank itself. Which is why it has a good reputation for customer service. In an effort to gain and keep consumers, financial institutions have invested significant time, effort, and resources into providing convenient online banking services. ATMs, online exchanges, and online shops are all examples of important types of e-banks that allow customers to deposit funds without the intervention of a bank worker. They discuss how clients' literacy levels are affected when bank services are readily available. Examining the impact of internet banking perks on customer loyalty, including the reasons why some people choose to utilise e-banking systems while others do not. As shown by the findings, e-banking has increased the benefits that banks can reap; it has enabled financial institutions to cover their expenses and reap rewards in a shorter amount of time. It is not considered as a serious challenge to organise their products and services due to the lack of consumer understanding. For banks, attracting and retaining customers is the primary goal of offering online banking services. The shift to online banking channels has boosted banks' ability to compete..

Key words: Bank customers, efficiency, results, the Internet's effect on banking, E-Banking, benefits of online banking.

Introduction

Businesses in a wide variety of fields now face both exciting new opportunities and formidable new obstacles in the form of the Internet's use as a platform for accepting and distributing their products and services [1]. There are new challenges for banks and financial institutions around the world to operate, deliver benefits, and take part in a currency split. Banks and other financial institutions responded to this problem by improving access to traditional banking services through this channel [2-4]. These services include, among other things, modifying enquiries, printing declarations, and subsidising exchanges on a variety of papers at reduced costs [5-11]. The goals of online banking include the reduction of expenses, the maximisation of efficiency, the provision of services 24 hours a day, 7 days a week, irrespective of location, the increase of sales through the provision of more content or additional non-financial services, and the maximisation of customer satisfaction through the use of individualization techniques. Saving money on administrative expenses is one of the primary goals of online banking [12-16].

Atasever, Mesut [7] showed how online banking threatens traditional banking models [17]. Following the quick transition in current information technology, the new IT enhancements have been or continue to become an extremely significant component in later growth and enhancement, especially in the banking and financial sectors [18-23]. Developing and improving this sector helps a country's economy expand. We owe a great deal of our current understanding and wealth to the exponential growth and steady convergence of information technologies, which has enabled both. In the banking industry, modern technologies have shown to be a competitive means of increasing efficiency, organisational power, returns, and competence [24-29]. Any bank CEO will tell you that increasing profits is the best way to boost stockholder value. From the perspective of bank consumers, technological progress is the source of both hope and dread in terms of satisfying their everyday banking needs and satisfying their "anytime, anyplace" banking preferences [30-33]. Banks' primary challenges today are keeping up with the rising popularity of online banking and innovating quickly enough to meet customers' needs. The utilisation of these cutting-edge technologies has the potential to yield significant benefits for consumers in the form of enhanced features, decreased operating costs, and accelerated channels of communication [34-39].

Managing a banking industry account field, in particular, has become increasingly dependent on the adoption and utilisation of information technology. Internet banking makes it easy to keep tabs on a customer's financial situation, ask important questions, and manage joint bank accounts [40]. With the proliferation of PCs, broadband Internet access, and the World Wide Web, the Internet has become a go-to venue for accepting orders and providing services to a wide variety of customers [41-45]. This trend has expanded dramatically in the current environment. Many people use the term "Internet Banking" to refer to this approach to handling financial transactions [46-52]. The value of creative thinking to the success and central competencies of organisations is now widely acknowledged. Therefore, whether a consumer is located locally or internationally, e-banking provides a useful additional service [53-61]. Banks provide a variety of services, such as Internet banking, mobile banking, automated teller machine transactions, electronic shares, online bill payment, electronic statements, electronic visas, and more. In a similar vein, it incorporates specifics into personal record-keeping schemes, an aspect that is typically significant for online banking [62-69]. In certain online savings arenas, customers may monitor all of their deposits in one place, whether they are held at a single institution or several. Web-based administration is seen as a cost-free route of transit for the services compared to traditional banking options [70-71].

Aim of the study

Internet banking has been the subject of many books and articles, but there is still a pressing need to discuss and examine the scope of this innovative technology's implementation in the banking sector [72-81]. The feasibility of banks that offer Internet banking is analysed here, along with the effects of

technological change. Web banking is often an extra front-office innovation for banks, electronic payment technologies used for the appraisal of consumers and their advanced implementations, which are authored trading material and other new front-office inventions, and information firms with third parties [82-89]. The primary goal of this study is to demonstrate how online banking affects financial institution productivity [90]. As a result, it is important to demonstrate how banks become more effective in light of recent technology advances [91-96].

Research objectives

Businesses are finding it more difficult to take advantage of new platforms to gain a competitive advantage, lower prices, develop financial services, expand customer databases, and generate consumer satisfaction and accountability as a result of digital globalisation, increased use of digital technologies, and intense competition [97-101]. Customers can easily switch to web services for more benefits, but acquiring new Internet users can be costly and time-consuming. Consumer accountability for online banking may also be affected by administrative efficiency, customer loyalty, and ease of access. In light of this, it is imperative that financial institutions identify the factor that has the greatest bearing on the online company's profitability [102-109].

The effectiveness of banking relationships is being affected by the rise of online banking. This image can remain intact and be thoroughly analysed [110-115]. Most studies focused on online banking, and their findings helped shape some of the factors that keep online banking popular. Similarly, various research investigate how the consistent service dimensions influence the acceptance and use of electronic banking [116-121]. The goals of this research are to provide concrete metrics for evaluating the impact of Internet banking on customer satisfaction and operational effectiveness at financial institutions. There is a display of faith, great benefits, accessibility, customer support, and responsibility [122-127]. Bank efficiency will increase as a result of the improvement of bank financial accounts and client loyalty, both of which enhance the banks' overall execution [128-135]. Accordingly, the following are the objectives of the study:

- A quick perusal of the online banking sub-sections
- Internet banking's effect on bank productivity
- Banking-on-the-Internet Customer Loyalty Survey

Internet banking has changed the way financial institutions provide their services and customers manage their accounts. Nayak [13] claims that Internet banking networks are currently the preferred networks for monetary transactions between customers and financial institutions. Internet banking is a banking network that eliminates the need for customers to physically visit their bank branch in order to conduct routine monetary transactions such as online bill payments, order modifications, and store-to-store trades involving many documents [136-141]. Online banking is the delivery of financial services via an electronic network that facilitates remote access. Since the banking industry is both an industrial and financial one, it is the primary focus of our research [142-149]. Due to the nature of our investigation, we have concluded that the banking business is an ideal case study for examining the impact of new technology on modern life [150]. These are the largest, most successful businesses in the world, and they're constantly looking for new ways to improve their position strategically. Numerous researchers have talked about revitalising the paradigm for practical use and expanding imaginative potential.

Literature Review

Banks can now offer cheaper money transfers because to advancements in computer technology that allow them to promote customers to use an electronic banking facility (E-banking) rather than a person [151]. Electronic banking refers to the use of the Internet to conduct financial transactions, such as making deposits, paying bills, and sending and receiving money. The term "online banking" describes

"an Internet gateway from which customers may access a variety of banking services, such as paying bills and making investments." Nayak, K.M. [13] have studied the Italian bank's efficiency [152]. Despite the banks' various conceptions of what constitutes an online transaction, they still managed to link the provision of Internet banking services to their execution [153]. Internet banking was analysed and then clustered into distinct categories to account for the diverse online banking services offered by the various financial institutions [154]. They found that the execution of Internet banks has a positive effect on their study, and they claim that their study holds up well under many depictions of the varying reception of online banking [155].

Researchers in several fields are also focusing on issues related to online banking. The researchers Nayak, K., Shah, B. [16] found that confidence was the most important factor in monitoring compatibility and ease when using online banking services. Additional research by Bander and Abu-Rumman, A. And Qawasmeh, R [47] examines the impact of trust on the online banking agreement and identifies trust as a key component in boosting online banking usage. Internet banking and its use are unique in many ways, and the creators would understand why this is true for users no matter their age, income, level of education, or proximity to a branch. They draw the inference that the future endogeneity in customers' consumption is unrelated to consumers' bargaining positions [156]. Researchers rely on these three resources. The results show that there is a cap on the number of transfers and contacts between users, but that this cap is usage dependent. As a result of this investigation, researchers can pinpoint exactly when and how long it takes for customers to receive their online banking transaction receipts [157]. It has also been found that college graduates, high earners, and men are more likely to use a full suite of online banking services [158]. Aside from this, those with greater disposable income and more expertise shopping online also tend to make more frequent use of online banking services and other financial institutions [159]. The falling sales are the most important factor, hence comparisons to other objects are used here. The students in the study note that while online banking advertisements are an essential tool, the shortest data is also available for the consumer to know how to apply it once it has seized an issue from the user.

Internet Banking

Internet banking can have many meanings depending on the writers and the researches. The various definitions are not the same. According to Wisetsri et al., [38] Electronic Financial is an electronic communication route to supply modern and conventional banking services directly to customers. According to D.K. Srivastava and B. Roychoudhury [62] online banking is a novel method for disseminating financial services to the general public. Since electronic banking encompasses a wide variety of resources from which bank clients may obtain information and carry out most retail banking services over a computer network, he noted that the notion of electronic banking varies across scholars.

The term "Internet banking system" refers to the technology that enables customers to gain access to their bank accounts and general information about bank products and services directly from the bank's website, without the need for any kind of intermediary (such as an email, fax, unique label, initial signature, or phone confirmation). However, you may do things like log in to your account, ask for a report on your account, send and receive money, pay bills with a credit card, pay your mortgage or rent, and even order new checks. Some examples of banking services and products that can be conducted online are: Customer Account Checks can be processed from the comfort of any location with an Internet connection, eliminating the need to travel to a branch for the same service. From the bank's perspective, online banking is expected to develop dramatically as more people become comfortable with its use. As banks examine a larger clientele, online banking proves to be the most efficient method of distribution. Having additional points of sale opens up more of the market to your items and helps you reach more people.

It is no longer necessary for customers to physically visit a bank office in order to complete a transaction or ask for information. The introduction of Internet banking has resulted in a seismic shift in the financial services industry as a whole. Internet-based account monitoring is seen as a valuable retention tool by the banking industry. Increasingly, banks are relying on online banking practises that focus on account management to take on high-priced paper trading and retail trade. Most financial institutions will categorise their online banking services according on the device used. Banks that exist both offline and online are the best of both worlds. While they do allow for online banking, they also have physical locations for those who need services that aren't available digitally. For those who want a paperless experience, the internet banking system can provide all the services you need. Obviously, financial institutions should make it possible for their customers to view their pages online. In the context of the banking framework, we characterise two elementary types of online banking. Both the primary model (e-bank) and the secondary model (e-branches) describe financial institutions that operate online but also have physical locations where customers can access their money via the internet.

Business Banking Performance

Several companies' strategies have changed because of the advent of the Internet. When banking services' plans and conveyances have been transformed by innovation and innovative insight, banking is no longer a singular occurrence. These days, a bank's website is a strategic weapon used to win over customers, maintain an edge, and increase profits. The evaluation of an organization's performance is typically thought of as a set of metrics to measure the efficiency and calibre of actions taken. From the perspective of strategic control, there are two unique components of determining market success. On the one hand, this reflects procedures for cascading down particular measurements used to execute policies inside the company. Business Performance Assessment Frameworks not only push companies to cascade their business performance metrics, but also provide the evidence needed to examine the plan's substance and efficacy. Management accounting, which uses a broader set of indicators to gauge success in business planning and management, can also be used to describe how market effectiveness is determined. Consequently, a number of firm efficiency concepts persist.

Market success in delivering on their mission is one measure of an organization's effectiveness. Although the meaning of success might vary significantly, there are generally two ways of looking at it. Sustainability, market share, equity return (ROE), asset return, and electricity utilisation are all examples of objectively successful financial or corporate activity. On the other hand, subjective or judicial efficiency includes variables like customer loyalty, institutional appearance, employee happiness and service standard, and customer engagement that are driven by the opinions of customers or employees. By eliminating the need for paper and labor-intensive processes and replacing them with digital technologies, online banking has become a significant driver of efficiency, management, and cost savings in the financial sector.

- The Internet's Effect on Bank Profits
- The Effect of Online Banking on Consumers

Multiple published works of law determine the relevant actors or representatives of the Internet banking company. Whether as contributors or beneficiaries, they have a stake in the internet's vast infrastructure. Priorities in this area are associated with several stakeholders whose interests may be affected by the proliferation of online banking. Online banking features a number of participants, including customers. Customers utilise online banking systems more than any other group. They might include retailers, shoppers, investors, employees, bosses, or members of the neighbourhood. As a result of the new banking system's emphasis on customer orientation, customers are actively engaged in the valuable process of managing their own account activity. By comparing the extent to which a creative invention was typically greatly improved rather than a fundamental innovation, we could assess the relative advantage or

approximation of high standing. Customers' increasing reliance on online banking necessitates a genuine upgrade that calms their fears. As a result, financial institutions stand to gain from such pressing issues, which may dampen consumers' enthusiasm for adopting online banking. Customers can access their bank accounts online via a variety of channels, including automated teller machines, point-of-sale terminals, and the World Wide Web. In addition, banks play these two crucial functions:

- They provide online access to the standard assortment of low-cost goods
- They contribute to the development of new products that make online banking possible.

Online banking moves at a steady clip due to a combination of factors, including user trust, security measures, and ease of access. Customers' confidence in completing monetary and private information transactions online is harmed when they suspect fraud. Many customers are wary of providing their bank account information over the Internet in exchange for a receipt. Network-wide exchange protection is a critical juncture until consumers may routinely access online banking. When it comes to financial transactions, customers keep their distance from online banks due to their perception that they can be easily misled. Network reliability and health are critical factors in the widespread adoption of electronic banking technologies. Customers are wary about using computerised account processing due to the loss of personal information. Customers' confidence in online banking will be bolstered, and the security of their financial information and funds will be improved by a number of new safeguards. Bank supervisors also have a regulatory role in ensuring that appropriate procedures are in place at financial institutions to protect customer privacy and sensitive data. After all safeguards have been put in place, the bank will send out a notice informing clients of the precautions and steps they have taken to guarantee security across all public channels.

Research Methodology

Because of the rise of electronic banking, the practise of retaining physical bank records and writing down monetary transactions by hand has become less common. Today, local and international currency swaps take less time than ever before, and customers experience less delay in receiving their services thanks to efficient account management. The rivalry has intensified, and today every bank provides these services and locations to their clientele. The bank's environment and culture have a role in boosting customer satisfaction, brand loyalty, and bottom line results. Despite the unprecedented growth in online banking, clients were initially subjected to a tedious and time-consuming procedure, which eventually evolved into a "one window operation" in which all transactions were handled by a single staff. The reserves may be replenished from one account to another, one bank to another, and even across international borders, which is a significant improvement over recent times when the process took days. It's now easier than ever to access your money from any bank in the country, and some institutions can even transfer funds to foreign accounts. With the widespread acceptance of Visa cards, transactions can now be processed at virtually any location. E-banking has opened up new possibilities, raised the bar for advantages, and attracted more customers. Customers look for a specific branch under one roof, and banks are refining their electronic banking practises to better serve their clients. A wide variety of financial institutions have been suggested by the help desk in response to customer questions and issues. Customers' trust in banks has increased as a result of these initiatives to improve service.

E-straightforward banking's method was understood by all bank directors as a means to boost client involvement, funding, and expansion. Efficiency in banking is made possible by the advent of electronic banking systems, which have reduced the need for manual maintenance by allowing all transactions and activities to be automatically recorded by computers. This has reduced the potential for human error, improved accuracy, and saved countless hours of labour. Examining how different levels of education affect consumers is another focus of this investigation. Financial institution managers have identified a lack of customer education as a significant challenge to the implementation of internet banking.

Customers in large cities receive more extensive training and presentation materials than those in smaller cities. Also, let's say that customers' lack of education makes it hard for them to make use of the facilities that have been made available to them. Therefore, bank officials help them, ensuring they are always aware of how to best utilise administrations by pointing out and instructing them on how to do it on their own. Therefore, classic automated administrations do not have a problem with skills. Regardless, it appears that consumer knowledge is difficult to achieve through the use of PC administrations to manage an account and save money on mobile devices, particularly in smaller communities where the average consumer has less education than those in large cities.

The study's overarching objective was to examine how Internet banking has changed traditional banking practises. As the Chef mentioned, online banking is a plus for their company. However, banks imposed exorbitant fees on e-banking despite using it as the cornerstone of member education and the means by which the institution could build the infrastructure necessary to boost its administrative effectiveness, credibility, and popularity. The financial institutions cover these operating costs in a matter of months. According to the regulators, banks don't need to wait around for a long time in order to conceal their pricing; rather, they are reached very quickly once they begin to gain. Banks are working hard to provide more services to their customers and are moving toward progressive and cutting-edge e-keeping money benefits, all while constructing a framework, which has been met with an optimistic response from regulators.

Conclusion

Electronic banking has become in importance as the degree has become a commodity like plastic money. ATMs, visas, wire transfers, check payments, reservation shops, query modifications, utility payments, document filing, settlement, drafting, payroll plans, telephone banks, account management PCs, etc. are all services provided by electronic banks. Several surprising facts about the Internet's impact on productivity, quality, and knowledge emerged during discussions with the bank's CEO. Because of the internet, domain control over accounts has shifted. Manual cost cutting was a tedious and time-consuming process, with documentation kept by hand, accuracy compromised by human mistake, and expensive labour expenses. Since the advent of the electronic banking era, productivity in banks has increased and costs have decreased because today, fewer members are required to offer services on the grounds that electronic means have improved the accuracy of exchanges and servicing, and the PC has subsequently displaced individuals. In general, consumers have a more favourable impression of governments, their reliability, and their future prospects. This has boosted efficiency, decreased costs, and improved outcomes within the banking industry. The expansion of a company's client base, the provision of superior financial services to customers, the encouragement of their participation, and the enhancement of their engagement are the primary mechanisms behind enterprises' move toward electronic methods. Banks gain an edge due to increased consumer retention, customer engagement, and market expansion. The shift from paper to digital banknotes has not hurt the value of yen. Increases in client loyalty and subsequent dedication and future gains are a result of the growing demand among consumers for these intermediate products. Moreover, the banks were able to reap advantages and limit losses within a time frame of a few years at the most. Customers may easily check all of his branches, keep track of their money quickly, and cover a respectable area electronically, giving rise to competition that banks must face step by step through electronic methods. As a result of these services, banks can now earn commission and annual derivations.

References

1. Hameed, S. S., Madhavan, S., & Arumugam, T. (2020). Is consumer behaviour varying towards low and high involvement products even sports celebrity endorsed. *International Journal of Scientific and Technology Research*, 9(3), 4848-4852.

2. Mani, M., Hameed, S. S., & Thirumagal, A. (2019). Impact of Ict Knowledge, Library Infrastructure Facilities on Students' usage of E-Resources-An Empirical Study. *Library Philosophy and Practice (e-journal)*, 2225.
3. Banerjee, T., Trivedi, A., Sharma, G.M., Gharib, M. and Hameed, S.S. (2022), "Analyzing organizational barriers towards building postpandemic supply chain resilience in Indian MSMEs: a grey-DEMATEL approach", *Benchmarking: An International Journal*, <https://doi.org/10.1108/BIJ-11-2021-0677> .
4. Arumugam, T., Sethu, S., Kalyani, V., Shahul Hameed, S., & Divakar, P. (2022). Representing Women Entrepreneurs in Tamil Movies. *American Journal of Economics and Sociology*, 81(1), 115-125.
5. Sugirtha, C. M. R., Hameed, S. S., & Arumugam, T. (2020). The Impact of Organizational Identification and Employee Engagement on Intellectual Capital Assets: An Empirical Study.
6. Hameed, S. S., & Madhavan, S. (2017). Impact of Sports celebrities endorsements on consumer behaviour of low and high Involvement consumer products. *XIBA Business Review (XBR)*, 3(1-2), 13-20.
7. Atasever, Mesut. 2019. "Importance of Values in Strategic Management: Case of Logistics Sector". *BRAND. Broad Research in Accounting, Negotiation and Distribution* 10 (1):52-63.
8. M. Atasever and S. Çürük, "The use of strategic policy statements on the basis of concepts, an evaluation in logistics businesses," *Journal of Corporate Governance, Insurance, and Risk Management (JCGIRM)* 2018, Volume 5, Series 2
9. Mesut Atasever, Hakki Yasar Kilinc, "Importance of Basic Strategies in Business Management: Case of the Agricultural and Rural Development Support Institution (ARDSI)", *Journal of Multidisciplinary Developments*, Vol.2 (1), pp. 69-78.
10. Mesut Atasever, "Ahi Organizations in Terms of Corporations, Corporation Associates and Business Ethics in Anatolia of the Middle Ages: An Analysis of the Ibn Battuta's Travelogue", *Journal of Multidisciplinary Development*, Vol.2 (1), pp.33-40.
11. Mesut Atasever, "Change Management, Information Management and Multiculturalism In E-Commerce", *Academic Studies In Economics And Administrative Sciences*, Edt. Hsan Babacan, Yüksel Akay Unvan, ISBN • 978 - 9940-46-008-2, pp. 198-206.
12. Mesut Atasever, "The Differences of Elements Affecting Organizational Culture in Virtual Organizations from The Traditional Organization Structure and An Application in Virtual Organizations", *Eastern Anatolian Journal of Trends in Social Sciences*, vol.1 (1), pp. 63-75.
13. Nayak, K.M. (2012). A study of random walk hypothesis of selected scripts listed on NSE, *A Journal of Economics and Management*, 2(4): 508-517.
14. Nayak, K. M. (2007), "Measuring Global Competitiveness through Index", *Conference Proceedings of Conference on Global Competition & Competitiveness of Indian Corporate*, 19 May, 2007, pp. 101-113.
15. Nayak, M. K. (2010). "Investigating the nature of investor's grievances and assessing the role of the grievance redressed Agencies", *Journal of Law and Conflict Resolution*, Vol.2 (4), 60-65.
16. Nayak, K., Shah, B. (2015). The effectiveness of newspaper print ads. *Indian Journal of Applied Research*, 5(2), 328-331.

17. Nayak, K.M. (2013), "A study of investment choice of individual investors in valsad district", *International Journal of Research in Management and Social Sciences*, Vol. 1 No. 1, pp. 15-20.
18. Nayak, D.K.M. and Yadav, P.P. (2015), "A gap analysis between employers' perception and experience of graduates in pharmaceutical industry", *International Journal of Scientific Research*, Vol. 4 No. 10, pp. 312-316.
19. Nayak, K.M. Singh p, Dave P (2021), "Does Data Security and Trust Affect the Users Of Fintech?", *International Journal of Management (IJM)*, Volume 12, Issue 1, January 2021, pp.191-206.
20. Bhatt V, Jadhav D, Nayak D.K, "Does Experience of Distributor has Moderating Effect on The Mediating Factors Affecting the Performance of Mutual Fund Distributors? *Turkish Journal of Computer and Mathematics Education*, Vol.12, No.12(2021), pp.4016-4031.
21. Nayak K.M., Patel B, Patel, V B. "A Study on Passengers' Satisfaction Level for the Western Indian Railways Services in Surat City," *Test Engineering and Management Journal*, Volume 83, issue 2020, pp. 548-553.
22. Nayak K M, Sharma K, (2019), "Measuring Innovative Banking User's Satisfaction Scale", *Test Engineering and Management Journal*, Volume 81, issue 2019, pp. 4466 – 4477.
23. Khan, Muhammad Asghar; Kumar, Neeraj; Mohsan, Syed Agha Hassnain; Khan, Wali Ullah; Nasralla, Moustafa M.; Alsharif, Mohammed H. i wsp. (2022): Swarm of UAVs for Network Management in 6G: A Technical Review. w: *IEEE Trans. Netw. Serv. Manage.*, s. 1. DOI: 10.1109/TNSM.2022.3213370.
24. Mohsan, Syed Agha Hassnain; Othman, Nawaf Qasem Hamood; Khan, Muhammad Asghar; Amjad, Hussain; Żywiołek, Justyna (2022): A Comprehensive Review of Micro UAV Charging Techniques. w: *Micromachines* 13 (6).
25. Tucmeanu, Elena Roxana; Tucmeanu, Alin Iulian; Iliescu, Madalina Gabriela; Żywiołek, Justyna; Yousaf, Zahid (2022): Successful Management of IT Projects in Healthcare Institutions after COVID-19: Role of Digital Orientation and Innovation Adaption. w: *Healthcare* 10 (10), s. 2005.
26. (2022): Nexus of Transformational Leadership, Employee Adaptiveness, Knowledge Sharing, and Employee Creativity. w: *Sustainability* 14 (18), s. 11607.
27. Vijai, C., & Wisetsri, W. (2021). Rise of Artificial Intelligence in Healthcare Startups in India. *Advances In Management*, 14(1), 48-52.
28. Wisetsri, W. (2017). Spornosexual: Self-Esteem theory, present body characteristics by online media. *Research and Development Journal Suan Sunandha Rajabhat University*, 9(2), 24-33.
29. Wisetsri, W. (2018). The Influence of Brand Personality Dimensions Onword-Of-Mouth Communication. *International Journal of Pure and Applied Mathematics*, 119(15), 931-939.
30. Wisetsri, W. (2020). The Perception of Brand Personality in the Context of Hotel of Undergraduate Students. *Journal of Multidisciplinary in Humanities and Social Sciences*, 3(1), 1-12.
31. Wisetsri, W. (2021). Development of Techniques for Digital Marketing there in Healthcare Field. *Linguistica Antverpiensia*, 1, 2661-2682.
32. Wisetsri, W. (2021). Development the Socio-economic model to Recover the Loss of Aviation Industry. *Journal of Management Information and Decision Sciences*, 24(1), 1-10.
33. Wisetsri, W. (2021). The Challenges of Resource Allocation in a Growing Multi-Project Environment. *Linguistica Antverpiensia*, 3, 634-657.

34. Wisetsri, W. (2021). Systematic Analysis and Future Research Directions in Artificial Intelligence for Marketing. *Turkish Journal of Computer and Mathematics Education*, 12(11), 43-55.
35. Wisetsri, W., & Din, M. U. (2020). The Influence of Leadership, Work Motivation and Organizational Culture on Job Performance. *International Journal of Psychosocial Rehabilitation*, 24(5), 1475-7192.
36. Wisetsri, W., Din, M. U., Chansongpol, T., Kalayanamitra, K., & Somtawinpongsai, C. (2021). A Study of Factors Effecting to Work Efficiency of Employees (Labor Group) in Thai Leather Industry to Success. *Psychology and Education Journal*, 58(2), 5522-5525.
37. Wisetsri, W., & Jutharat, P. (2020). Effective Potentiality and Production Enhancement for Employees in Outlet Shop Business. *International Journal of Mechanical and Production Engineering Research and Development*, 10(3), 8425-8432.
38. Wisetsri, W., Kumar, V., & Gupta, S. K. (2014). Managerial Autonomy and Relationship Influence on Service Quality and Human Resource Performance. *Turkish Journal of Physiotherapy and Rehabilitation*, 32(2), 2507-2522.
39. Wisetsri, W., & Latthasaksiri, P. (2016). Leadership's Satisfaction on the Characteristics of the Master's Degree Graduates in Human Resources Management for logistics business in Thailand. *Abstract of Business Strategy and Social Sciences*, 5.
40. Wisetsri, W., Makkar, D. S., Kumar, D. S., & Gupta, S. K. (2021). Block Chain: The Prospect of Artificial Internet. *Turkish Journal of Physiotherapy and Rehabilitation*, 32(2), 2523-2540.
41. Wisetsri, W., Mangalasserri, K., Cavaliere, L. P. L., Mittal, P., Chakravarthi, M. K., Koti, K., Gupta, A., Rajest, S. S., & Regin, R. (2021). The Impact of Marketing Practices on NGO Performance: The Pestel Model Effect. *Turkish Online Journal of Qualitative Inquiry*, 12(3), 2884-2903.
42. Wisetsri, W., Soni, N., Singh, R. K., Chaurasia, P. K., & Gupta, S. K. (2021). The healthcare sector: A development of digital marketing methods. *Linguistica Antverpiensia*, 3, 2602-2621.
43. Wisetsri, W., Donthu, S., Mehbodniya, A., Vyas, S., Qui"n" ́onez-Choquecota, J., & Neware, R. (2021). An Investigation on the Impact of Digital Revolution and Machine Learning in supply Chain Management. *Materialstoday Proceedings*. Doi.org/10.1016/j.matpr.2021.09.367.
44. Al Shraah, A., Abu-Rumman, A., Alqhaiwi, L.A., & Alsha'ar, H. "The impact of sourcing strategies and logistics capabilities on organizational performance during the COVID-19 pandemic: Evidence from Jordanian pharmaceutical industries". *Uncertain Supply Chain Management*. Vol. 10 No. 3, pp. 1077-1090. (2022).
45. Abu-Rumman, Ayman. "Effective Knowledge Sharing: A Guide to the Key Enablers and Inhibitors." In *Handbook of Research on Organizational Culture Strategies for Effective Knowledge Management and Performance*. Edited by Tessier, Dana, 133-156. Hershey, PA: IGI Global, 2021.
46. Al Shraah, A., Irtaimh, H.J., & Rumman, M.A. "The Strategic Human Resource Management Practices in Implying Total Quality Management (TQM): An Empirical Study on Jordanian Banking Sector. *International Journal of Management*. Vol. 4, No. 5. Pp.179-190. (2013).
47. Abu-Rumman, A. And Qawasmeh, R. "Assessing international students' satisfaction of a Jordanian university using the service quality model", *Journal of Applied Research in Higher Education*, Vol. ahead-of-print No. ahead-of-print. (2021).

48. Khaled Lafi Al-Naif And Ata E. M. Al Shraah. "Working capital management and profitability: Evidence from Jordanian mining and extraction industry sector. IUG Journal of Economics and Business. Vol. 2, No. 1, pp 42-60. (2018)
49. K. Kankaew (eds), Global Air Transport Management and Reshaping Business Models for the New Era. Hershey: IGI Global, 2022.
50. B. Worasuwanarak, K. Kankaew, "The image value of Southeast Asia airlines: A study of attribute that led to image value of choosing Southeast Asia airlines by Mean-End theory approach," In Global Air Transport Management and Reshaping Business Models for the New Era, K. Kankaew, Eds. Hershey: IGI Global, 2022, pp. 192-206.
51. K. Kankaew, K. Kangwol, A. Guzikova, S. Kungwol, B. Sitikarn, T. Suksutdhi, "Organizational Structure Enhancing Airlines Efficiency Amid the Pandemic: Low-Cost Carriers in Thailand as a Case," GeoJournal of Tourism and Geosites, vol. 38, pp. 1189-1194, 2021.
52. K. Kankaew, E. Tansiri, R. Waramontri, N. Paethrangsi, K. Kungwol, B. Sitikarn, K. Charernit, "Coping with the changes that challenges: The business and education sector in Thailand 4.0," International Journal of Asian Business and Information Management, vol. 13, 2021.
53. B. Sitikarn, K. Kankaew, Y. Sawangdee, "Coffee value symbiosis toward a mountain geographical community-based tourism in Thailand," GeoJournal of Tourism and Geosites, vol. 42, pp. 657-663, 2022.
54. Alfadhl, M. M. A., Alabdullah, T. T. Y. (2016). Agency Cost and Management Behavior: The Role of Performance as a Moderator. International Journal of Science and Research (IJSR), 5(1), 1858-1864.
55. Ahmed, E. R., Alabdullah, T. T. Y., Ardhani, L., & Putri, E. (2021). The Inventory Control System's Weaknesses Based on the Accounting Postgraduate Students' Perspectives. Journal of Accounting and Business Education, 5(2), 1-8.
56. Alabdullah, T. T. Y. (2021). Ownership Structure and the Failure or Success of Firm Performance: Evidence from Emerging Market; Cross-sectional Analysis. International Journal of Business and Management Invention, 10(8), pp. 17-20.
57. FalihChichan, H., & Alabdullah, T. T. Y. (2021). Does Environmental Management Accounting Matter in Promoting Sustainable Development? A study in Iraq. Journal of Accounting Science, 5(2), 114-126.
58. Alabdullah, T. T. Y., Ahmed, E. R., (2020). A cross-sectional analysis of the influence of corporate governance features on the organizational outcomes: An assessment. International Islamic University Chittagong. 17(2). P.P 6-26.
59. Tariq Tawfeeq Yousif Alabdullah, Essia Ries Ahmed, Mohammed Almashhadani, Sara Kadhim Yousif, Hasan Ahmed Almashhadani, Raghad Almashhadani, & Eskasari Putri. (2021). How Significantly to Emerging Economies Benefit From Board Attributes and Risk Management in Enhancing Firm Profitability?. Journal of Accounting Science, 5(2), 100-109.
60. Essia Ries Ahmed, Md. Aminul Islam, and Alabdullah, TTY (2017). The moderating role of Shariah supervisory board on sukuk pricing benchmark", International Journal of Excellence Islamic Banking & Finance, Vol. 6, Issue 2, pp. 1-32.
61. Alabdullah, T. T. Y., Maryanti, E. (2021). Internal Control Mechanisms in Accounting, Management, and Economy: A review of the Literature and Suggestions of New Investigations. International Journal of Business and Management Invention, 10(9), pp.8-12.

62. D.K. Srivastava and B. Roychoudhury, "Words are important: A textual content based identity resolution scheme across multiple online social networks," *Knowledge-Based Systems*, vol. 195, 105624, 2020.
63. D.K. Srivastava and B. Roychoudhury, "Understanding the Factors that Influence Adoption of Privacy Protection Features in Online Social Networks," *Journal of Global Information Technology Management*, vol.24, no.3, pp. 164-182, August 2021
64. Halkiopoulos, C., Antonopoulou, H., Gkintoni, E., Aroutzidis, A. (2022). Neuromarketing as an Indicator of Cognitive Consumer Behavior in Decision-Making Process of Tourism destination—An Overview. In: Katsoni, V., Şerban, A.C. (eds) *Transcending Borders in Tourism Through Innovation and Cultural Heritage*. Springer Proceedings in Business and Economics. Springer, Cham. https://doi.org/10.1007/978-3-030-92491-1_41
65. Antonopoulou, H., Halkiopoulos, C., Gkintoni, E., Katsibelis, A. (2022). Application of Gamification Tools for Identification of Neurocognitive and Social Function in Distance Learning Education. *International Journal of Learning, Teaching and Educational Research*, 21(5), 367–400. doi:10.26803/ijlter.21.5.19
66. Gkintoni, E., Halkiopoulos, C., Antonopoulou, H. (2022). Neuroleadership an Asset in Educational Settings: An Overview. *Emerging Science Journal*. *Emerging Science Journal*, 6(4), 893–904.
67. Antonopoulou, H., Halkiopoulos, C., Barlou, O., & Beligiannis, G. N. (2021). Transformational Leadership and Digital Skills in Higher Education Institutes: During the COVID-19 Pandemic. *Emerging Science Journal*, 5(1), pp.1–15.
68. Antonopoulou, H., Halkiopoulos, C., Barlou, O., & Beligiannis, G. N. (2021). Associations between Traditional and Digital Leadership in Academic Environment: During the COVID-19 Pandemic. *Emerging Science Journal*, 5(4), pp.405–428.
69. Antonopoulou, H., Halkiopoulos, C., Barlou, O., Beligiannis, G. (2020). Leadership Types and Digital Leadership in Higher Education: Behavioural Data Analysis from University of Patras in Greece. *International Journal of Learning, Teaching and Educational Research*, 19 (4), pp.110-129.
70. Antonopoulou, H., Halkiopoulos, C., Barlou, O., Beligiannis, G. (2019). Transition from Educational Leadership to e-Leadership: A Data Analysis Report from TEI of Western Greece. *International Journal of Learning, Teaching and Educational Research*, 18 (9), pp.238-255.
71. Gkintoni, E., Pallis, E., Bitsios, P., Giakoumaki, S. (2017). "Neurocognitive performance, psychopathology and social functioning in individuals at high-genetic risk for schizophrenia and psychotic bipolar disorder". *International Journal of Affective Disorders* 208, 512-520.
72. D. A. Al-maaitah, T. Majali, M. Alsoud, and T. A. Al-Maaitah, "The Role Of Leadership Styles On Staffs Job Satisfaction In Public Organizations," *J. Contemp. Issues Bus. Gov.*, vol. 27, no. 1, pp. 772–783, 2021.
73. Rad, D. T., Dughi, T., Roman, A., & Ignat, S. (2019). Perspectives of Consent Silence in Cyberbullying. *Postmodern Openings*, 10(2), 57-73.
74. Rad, D., Dixon, D., & Rad, G. (2020). Digital Outing Confidence as a Mediator in the Digital Behavior Regulation and Internet Content Awareness Relationship. *BRAIN. Broad Research in Artificial Intelligence and Neuroscience*, 11(1), 84-95.
75. Balas-Timar, D. (2014). Is It Psychology About Linear Or Dynamic Systems?. *SEA-Practical Application of Science*, 2 (2), 189-196.

76. Demeter, E., & Rad, D. (2020). Global life satisfaction and general antisocial behavior in young individuals: the mediating role of perceived loneliness in regard to social sustainability—a preliminary investigation. *Sustainability*, 12(10), 4081.
77. Rad, D., & Demeter, E. (2019). Youth Sustainable Digital Wellbeing. *Postmodern Openings*, (4), 104-115.
78. Balas-Timar, D. (2015). Relationship between job performance and job satisfaction viewed from the chaos theory perspective. *International Journal of Education and Research*, 3(3), 517-534.
79. Rad, D., & Demeter, E. (2020). A Moderated Mediation Effect of Online Time Spent on Internet Content Awareness, Perceived Online Hate Speech and Helping Attitudes Disposal of Bystanders. *Postmodern Openings*, 11(2 Supl 1), 107-124.
80. Rad, D., Balas, V., Lile, R., Demeter, E., Dughi, T., & Rad, G. (2020). Statistical Properties of a New Social Media Context Awareness Scale (SMCA)—A Preliminary Investigation. *Sustainability*, 12(12), 5201.
81. Balas-Timar, D., & Ignat, S. (2015). Conceptual applicant screening model with fuzzy logic in industrial organizational contexts. *Procedia-Social and Behavioral Sciences*, 203, 257-263.
82. Rad, D., Egerau, A., Roman, A., Dughi, T., Balas, E., Maier, R., ... & Rad, G. (2022). A Preliminary Investigation of the Technology Acceptance Model (TAM) in Early Childhood Education and Care. *BRAIN. Broad Research in Artificial Intelligence and Neuroscience*, 13(1), 518-533.
83. Rad, D., Balas, E., Ignat, S., Rad, G., & Dixon, D. (2020). A Predictive Model of Youth Bystanders' Helping Attitudes. *Revista romaneasca pentru educatie multidimensionala-Journal for Multidimensional Education*, 12(1Sup2), 136-150.
84. Roman, A., Rad, D., Egerau, A., Dixon, D., Dughi, T., Kelemen, G., ... & Rad, G. (2020). Physical Self-Schema Acceptance and Perceived Severity of Online Aggressiveness in Cyberbullying Incidents. *Journal of Interdisciplinary Studies in Education*, 9(1), 100-116.
85. Demeter, E., Rad, D., & Balas, E. (2021). Schadenfreude and General Anti-Social Behaviours: The Role of Violent Content Preferences and Life Satisfaction. *BRAIN. Broad Research in Artificial Intelligence and Neuroscience*, 12(2), 98-111.
86. Rad, D., Dughi, T., & Demeter, E. (2019). The Dynamics of the Relationship between Humor and Benevolence as Values. *Revista romaneasca pentru educatie multidimensionala-Journal for Multidimensional Education*, 11(3), 201-212.
87. Balas-Timar, D., & Lile, R. (2015). The story of Goldilocks told by organizational psychologists. *Procedia-Social and Behavioral Sciences*, 203, 239-243.
88. Rad, D., & Balas, V. E. (2020). A Novel Fuzzy Scoring Approach of Behavioural Interviews in Personnel Selection. *BRAIN. Broad Research in Artificial Intelligence and Neuroscience*, 11(2), 178-188.
89. Rad, D., Rad, G., Maier, R., Demeter, E., Dicu, A., Popa, M., ... & Mărineanu, V. D. (2022). A Fuzzy logic modelling approach on psychological data. *Journal of Intelligent & Fuzzy Systems*, (Preprint), 1-11.
90. Rad, D., & Rad, G. (2021). Going Agile, a Post-Pandemic Universal Work Paradigm-A Theoretical Narrative Review. *Postmodern Openings*, 12(4), 337-388.
91. Rad, D., & Rad, G. (2021). Theories of change in Agile Psychology. *Technium Soc. Sci. J.*, 21, 570.

92. Gao, T., & Liu, J. (2021). Application of improved random forest algorithm and fuzzy mathematics in physical fitness of athletes. *Journal of Intelligent & Fuzzy Systems*, 40(2), 2041-2053.
93. Paudel, P. K., Bastola, R., Eigenbrode, S. D., Borzée, A., Thapa, S., Rad, D., ... & Adhikari, S. (2022). Perspectives of scholars on the origin, spread and consequences of COVID-19 are diverse but not polarized. *Humanities and Social Sciences Communications*, 9(1), 1-11.
94. Rad, D., Redeş, A., Roman, A., Ignat, S., Lile, R., Demeter, E., ... & Rad, G. (2022). Pathways to inclusive and equitable quality early childhood education for achieving SDG4 goal—a scoping review. *Frontiers in Psychology*, 4306.
95. Rad, D., Magulod Jr, G. C., Balas, E., Roman, A., Egerau, A., Maier, R., ... & Chis, R. (2022). A Radial Basis Function Neural Network Approach to Predict Preschool Teachers' Technology Acceptance Behavior. *Frontiers in Psychology*, 13.
96. Rad, D., Balas, V. E., Marineanu, V. D., Maier, R. (2021). *Digital Wellbeing*. Berlin, Germany: Peter Lang Verlag. Retrieved Mar 29, 2022, from <https://www.peterlang.com/document/1137170>
97. Rad, D., Dughi, T., Maier, R., Egerău, A. (2022). *Applied Research in Digital Wellbeing*. Berlin, Germany: Peter Lang Verlag. Retrieved Mar 29, 2022, from 10.3726/b19309, <https://www.peterlang.com/document/1175495>
98. S. Pandya, T. R. Gadekallu, P. K. Reddy, W. Wang and M. Alazab, "InfusedHeart: A Novel Knowledge-Infused Learning Framework for Diagnosis of Cardiovascular Events," in *IEEE Transactions on Computational Social Systems*, doi: 10.1109/TCSS.2022.3151643.
99. Rameez and M.A.M. Fowsar, "An empirical survey on factors affecting citizens' trust in public institutions in the Eastern Province of Sri Lanka," *Journal of Politics and Law*, vol. 11, no. 2, p. 88, 2018.
100. A. Rameez, "English language proficiency and employability of university students: a sociological study of undergraduates at the Faculty of Arts and Culture, South Eastern University of Sri Lanka (SEUSL)," *International Journal of English Linguistics*, vol. 9, no. 2, p. 199, 2019.
101. A. Rameez, "Political participation of women in local governance: a case study of selected local government bodies in Eastern Sri Lanka," *Journal of Asian and African Studies*, vol. 53, no. 7, pp. 1043-1061, 2018.
102. A. Rameez, M.A.M. Fowsar and N. Lumna "Impact of Covid-19 on higher education sectors in Sri Lanka: a study based on South Eastern University of Sri Lanka," *Journal of Educational and Social Research*, vol. 10, no. 6, p. 341, 2020.
103. Christabel G, J. A., Rajest, S. S., & Regin, R. (2022). The Effect of Corporate Social Responsibility on Organizational Effectiveness. *Central Asian Journal of Literature, Philosophy and Culture*, 3(11), 1-19.
104. Eliwa, M. M. The effect of some different types of learning within training programs in terms of self-determination theory of motivation on developing self-Academic identity and academic buoyancy and decreasing of mind wandering among university students in Egypt. *Journal of Education -Sohag University*, 92(92), 1–29, 2021.
105. Eliwa, M. M. The Effectiveness of Digital Transformation of Learning on Students' Learning Experience, Students' Engagement and Perceived Intellectual Competence: A Mixed-Method Approach. *Journal of Educational and Psychological Sciences- Fayoum University*, 15(3), 848-890, 2021.

106. Eliwa, M. M; Al Badri, A.H. Long and Short-Term Impact of Problem-Based and Example-Based STEM Learning on the Improvement of Cognitive Load among Egyptian and Omani Learners. *Journal of Scientific Research in Education (JSRE)- Ain Shams University*, 22(3), 713-742, 2021.
107. Eliwa, M. M; Alshoukary, H. A. (2022). Modeling Causal Relationships between Academic Adjustment, Academic Striving and Future Expectations on Psychological Resilience and Cognitive Modifiability among Elementary School Students. *Journal of the Faculty of Education Beni-Suef University(JFE)*, 19(116), 655-694. <https://dx.doi.org/10.21608/jfe.2022.242784>
108. G, J. A. C. ., Rajest, S. S. ., & Regin, R. . (2022). A Short Review on Cooperation between the Internal and External Audit Teams. *Journal of Marketing and Emerging Economics*, 2(10), 33–48.
109. G, J. A. C., & Rajest, D. S. (2022). Fragmented Narration in Corridor’s Thematic, Language and Imagery. *Central Asian Journal Of Arts And Design*, 3(4), 15-37.
110. Govinda rajulu Lanke and T.Bhuvaneswari, “Giving Intelligence to SMEs Business,” *International Journal of Business Intelligent*, vol. 04, no. 02, p. 5, 2015.
111. Jayakumar P., Suman Rajest S., Aravind B.R. (2022) An Empirical Study on the Effectiveness of Online Teaching and Learning Outcomes with Regard to LSRW Skills in COVID-19 Pandemic. In: Hamdan A., Hassanien A.E., Mescon T., Alareeni B. (eds) *Technologies, Artificial Intelligence and the Future of Learning Post-COVID-19. Studies in Computational Intelligence*, vol 1019. Springer, Cham. https://doi.org/10.1007/978-3-030-93921-2_27
112. Jerusha Angelene Christabel G, Suman Rajest S, “A Short Review on Fragmented Narration in Select Works of Sarnath Banerjee”, *American Journal of Social and Humanitarian Research*, Vol. 3 No. 4, pp. 12-31, (2022).
113. K.B. Adanov, S. Suman Rajest, Mustagaliyeva Gulnara, Khairzhanova Akhmaral (2019), “A Short View on the Backdrop of American’s Literature”. *Journal of Advanced Research in Dynamical and Control Systems*, Vol. 11, No. 12, pp. 182-192.
114. Kumar, Dhurjati .Rajeswara , Lanke, Govinda Rajulu, “Survey Of Cloud Computing and Its Development And Problem Solving,” *International Journal of Innovative Research Explorer(ijire)*, vol. 6, no. 11, p. 8, 2018.
115. Lanke, Govinda Rajulu, “Strategic objectives modeling architecture for Real-Time Business Intelligence (BI),” *International Journal of Scientific and Technology Research*, vol. 2, no. 6, p. 4, 2013.
116. Lanke, Govinda Rajulu, “The Certainty of Bi System For SME,” *IJC SERD*, vol. 1, no. 1, p. 4, 2014.
117. Lanke, Govinda Rajulu, “The Inevitability of BI systems for SME,” *International Conference On Emerging Trends In Science, Engineering And Technology*, vol. 1, no. 3, p. 14, 2012.
118. Lanke, Govinda Rajulu. (2013), “Adaptation of Saas In B Usiness I Ntelligence For SME,” *IJOAR .org*, vol. 1, no.3, p.14, 2013.
119. M. Raja and G. G. L. Priya, “An analysis of Virtual Reality usage through a descriptive research analysis on school students’ experiences: A study from India,” *Int. j. early child. spec. educ.*, vol. 13, no. 2, pp. 990–1005, 2021.
120. M. Raja and G. G. L. Priya, “Conceptual origins, technological advancements, and impacts of using Virtual Reality technology in education,” *Webology*, vol. 18, no. 2, pp. 116–134, 2021.
121. M. Raja and G. G. Lakshmi Priya, “Using virtual reality and augmented reality with ICT tools for enhancing quality in the changing academic environment in COVID-19 pandemic: An empirical

- study,” in *Technologies, Artificial Intelligence and the Future of Learning Post-COVID-19*, Cham: Springer International Publishing, 2022, pp. 467–482.
122. M. Raja and Lakshmi Priya GG, “Factors Affecting the Intention to Use Virtual Reality in Education,” *Psychology and Education*, vol. 57, no. 9, pp. 2014–2022, 2020.
123. M. Raja, K. Srinivasan, and S. Syed-Abdul, “Preoperative virtual reality based intelligent approach for minimizing patient anxiety levels,” in *2019 IEEE International Conference on Consumer Electronics - Taiwan (ICCE-TW)*, 2019.
124. M.A.M. Fowsar, “Local democratic crises in Sri Lanka: a study based on Kalmunai Municipal Council,” *Journal of Educational and Social Research*, vol. 10, no. 5, p. 34, 2020.
125. M.A.M. Fowsar, M.A.M. Rameez and A. Rameez “Muslim minority in post-war Sri Lanka: a case study of Aluthgama and Digana violence,” *Academic Journal of Interdisciplinary Studies*, vol. 9, no. 6, p. 56, 2020.
126. M.A.M. Fowsar, N.K.K. Raja and M.A.M. Rameez, “COVID-19 pandemic crisis management in Sri Lanka. slipping away from success”, in *Times of Uncertainty: National Policies and International Relations under Covid 19 in Southeast –Asia and Beyond*, D. Brisen, T.T.T. Nguyen and Q.M. Pham Eds. Germany: Nomos, 2022, pp. 401-422.
127. N.Andiyappillai and T.Prakash, “Implementing Warehouse Management Systems in Logistics: A Case Study,” *Journal of Logistics, Supply Chain and Retail Management*, Vol.2, Issue 1, 12-23, Feb. 2019, DOI:10.5281/zenodo.2576011
128. N.Andiyappillai and T.Prakash, “Latest Developments in Logistics and Supply Chain Systems Implementations,” *International Research Journal on Advanced Science Hub*, Vol.2, Issue 3, 12-17, Mar. 2020.
129. N.Andiyappillai, “An Analysis of Realization of Supply Chain Systems Execution”, *International Journal of Innovative Research in Science, Engineering and Technology*, Vol.9, Issue 3, 726-731, Mar.2020
130. N.Andiyappillai, “An Analysis of the Impact of Automation on Supply Chain Performance in Logistics Companies”, *IOP Conference Series: Materials Science and Engineering*, Vol.1055, Issue 012055, 2021. doi:10.1088/1757-899X/1055/1/012055
131. N.Andiyappillai, “Contribution of Data Analytics to Logistics and Supply Chain Industry”, *Journal of Logistics, Supply Chain and Retail Management*, Vol.4, Issue 2, 1-8, Oct. 2021
132. N.Andiyappillai, “Data analytics in warehouse management systems (WMS) implementations—a case study,” *International Journal of Computer Applications*, Vol.181, Issue 47, 14-17, Apr 2019. doi:10.5120/ijca2019918542
133. N.Andiyappillai, “Digital Transformation in Warehouse Management Systems (WMS) Implementations,” *International Journal of Computer Applications*, Vol.177, Issue 45, 34-37, Mar 2020. doi:10.5120/ijca2020919957
134. N.Andiyappillai, “Factors Influencing the Successful Implementation of the Warehouse Management System (WMS),” *International Journal of Computer Applications*, Vol.177, Issue 32, 21-25, Jan 2020. doi: 10.5120/ijca2020919787
135. N.Andiyappillai, “Standardization of System Integrated Solutions in Warehouse Management Systems (WMS) Implementations,” *International Journal of Computer Applications*, Vol.178, Issue 13, 6-11, May 2019. doi:10.5120/ijca2019918891

136. R. S., Regin, R., Rajest, S. S., T, S. and G, J. A. C. (2022) "Rail Project's Needed Project Management Approaches, Strategies, Methodologies, and Processes", *International Journal on Economics, Finance and Sustainable Development*, 4(10), pp. 109-126.
137. R. Steffi, G. Jerusha Angelene Christabel, T. Shynu, S. Suman Rajest, R. Regin (2022), "A Method for the Administration of the Work Performed by Employees", *Journal of Advanced Research in Dynamical and Control Systems*, Vol.14, no.1, pp. 7-23.
138. Rajest, D. S. S., & G, J. A. C. (2022). A Brief on Past and Present a Tug of War in the Select Works of Kurt Vonnegut. *Central Asian Journal of Literature, Philosophy And Culture*, 3(4), 59-79.
139. Rajest, D. S. S., G, J. A. C., & Galiya, D. S. (2022). Modern Spinsters in the Family and Kinship in the 21st Century. *Central Asian Journal of Social Sciences and History*, 3(8), 37-55. Retrieved from <https://cajssh.centralasianstudies.org/index.php/CAJSSH/article/view/413>
140. Rajest, S. S., & G, J. A. C. (2022). Location, Cost, and Education Quality Affect Parents' School Choice. *Central Asian Journal of Arts and Design*, 3(10), 38-52.
141. Ravi Kumar Gupta, "A Study on Occupational Health Hazards among Construction Workers in India", *International Journal of Enterprise Network Management*. Vol. 12, No. 4, pp. 325-339, 2021.
142. Ravi Kumar Gupta, "Adoption of Mobile Wallet Services: An Empirical Analysis", *Int. J. of Intellectual Property Management*, 2022, DOI: 10.1504/IJIPM.2021.10035526
143. Ravi Kumar Gupta, "Utilization of Digital Network Learning and Healthcare for Verbal Assessment and Counselling During Post COVID-19 Period", *Technologies, Artificial Intelligence and the Future of Learning Post-COVID-19*. Springer Nature, Switzerland, pp. 117-134, 2022.
144. Regin, R., Rajest, S. S., T, S., G, J. A. C., & R, S. (2022). An Organization's Strategy that is Backed by the Values and Visions of its Employees' Families. *Central Asian Journal of Innovations on Tourism Management and Finance*, 3(9), 81-96.
145. Regin, R., Rajest, S. S., T, S., Christabel G, J. A. and R, S. (2022) "The Influence that the Advertising of Pharmaceuticals has on the Economy", *Central Asian Journal Of Social Sciences And History*, 3(10), pp. 1-18.
146. Regin, R., Rajest, S. S., T, S., G, J. A. C., & R, S. (2022). Pharmaceutical Supply Chain Challenges and Inventory Management. *Central Asian Journal of Innovations on Tourism Management and Finance*, 3(10), 143-159.
147. S. Suman Rajest, D.K. Sharma, R. Regin and Bhopendra Singh, "Extracting Related Images from E-commerce Utilizing Supervised Learning", *Innovations in Information and Communication Technology Series*, pp. 033-045, 28 February, 2021.
148. S. Suman Rajest; Anbarasi, "The Postwar Novel as Postmodern: Billy Pilgrim's Imagination and the Critical Tendency towards Teleology, Slaughterhouse – Five", *International Journal of Advance Research, Ideas and Innovations in Technology*, Volume 3, Issue 4, pp.37-41 (2017).
149. Suman Rajest S, P. Suresh, "21st Century Learners' Student-Centered Learning Various Stages" in *International Conference, Age and Content in Journey of Language by VISTAS (Tamil Department)*, Volume: I, Issue I, April 2018, Page No.: 474-492. (International Conference Paper)
150. Suman Rajest S, P. Suresh, "American Postmodern Novelist Thomas Pynchon's The Crying of Lot 49: Structure and Absurd Realism" in *Proceedings of the IOSRD, 73rd International Conference on Future Trends in Engineering and Business*, Volume: 73, May 2018, Page No.: 32-41.

151. Suman Rajest S, P. Suresh, "An Analysis of Chetan Bhagat's Revolution -2020: Love, Ambition, Corruption" in *International Journal of English Language, Literature in Humanities*, Volume: V, Issue IX, September 2017, Page No.: 52-62.
152. Suman Rajest S, P. Suresh, "Confrontation on Modernism or Postmodernism Changes after the World War" in *New Academia: An International Journal of English Language, Literature and Literary Theory*, Volume: VII, Special Issue I, January 2018, Page No.: 50-76.
153. Suman Rajest S, P. Suresh, "Galapagos: Is Human Accomplishment Worthwhile" in *Online International Interdisciplinary Research Journal (OIIRJ)*, Volume: VII, Special Issue II, September 2017, Page No.: 307-314.
154. Suman Rajest S, P. Suresh, "Impact of 21st century's different heads of learning skills for students and teachers" in *International Journal of Multidisciplinary Research and Development*, Volume: V, Issue IV, April 2018, Page No.: 170-178.
155. Suman Rajest S, P. Suresh, "Necessary Heads Which are Used for Writing a Scholarly Journal" in *New Man International Journal of Multidisciplinary Studies*, Volume: V, Issue III, March 2018, Page No.: 5-21.
156. Suman Rajest S, P. Suresh, "The "Four Cs" Education For 21st Century's Learners" in *Research Guru Online Journal of Multidisciplinary Subjects*, Volume: XII, Issue I, June 2018, Page No.: 888-900.
157. Suman Rajest S, P. Suresh, "The Post-War Novel as Catch-22: The Chronology and Ex-P.F.C Winter Green" in *International Journal of Research Culture Society*, Volume: II, Special Issue II, February 2018, Page No.: 64-68.
158. Suman Rajest S, P. Suresh, "The white Tiger by Aravind Adiga: Depiction of Fermentation in Society" in *International Journal of Information Movement*, Volume: II, Special Issue VI, October 2017, Page No.: 189-194.
159. T. A. Al-maaitah, T. Majah, M. Alsoud, and D. A. Al-maaitah, "The Impact of COVID 19 on the Electronic Commerce Users Behavior," *J. Contemp. Issues Bus. Gov.*, vol. 27, no. 1, pp. 784-793, 2021.