DIGITAL TRANSFORMATION, STRATEGIC RESILIENCE, CYBER SECURITY AND RISK MANAGEMENT

Edited by Simon Grima, Eleftherios Thalassinos, Grațiela Georgiana Noja, Theodore V. Stamataopoulos, Tatjana Vasiljeva and Tatjana Volkova

CONTEMPORARY STUDIES IN ECONOMIC AND FINANCIAL ANALYSIS

VOLUME 111B

DIGITAL TRANSFORMATION, STRATEGIC RESILIENCE, CYBER SECURITY AND RISK MANAGEMENT

CONTEMPORARY STUDIES IN ECONOMICS AND FINANCIAL ANALYSIS

Series Editor: Simon Grima

Volume 98:	Contemporary Issues in Finance: Current Challenges From Across
	Europe Edited by Simon Grima, Frank Bezzina, Inna Romānova and
	Ramona Rupeika-Apoga
Volume 99:	Governance and Regulations' Contemporary Issues Edited by Simon
	Grima and Pierpaolo Marano
Volume 100:	Contemporary Issues in Business and Financial Management in
	Eastern Europe Edited by Simon Grima and Eleftherios Thalassinos
Volume 101:	Contemporary Issues in Behavioral Finance Edited by Simon Grima,
	Ercan Özen, Hakan Boz, Jonathan Spiteri and Eleftherios Thalassinos
Volume 102:	Contemporary Issues in Audit Management and Forensic Accounting

- Edited by Simon Grima, Engin Boztepe and Peter J. Baldacchino
 Volume 103: Global Street Economy and Micro Entrepreneurship Edited by Simon
- Grima, Osman Sirkeci and Kamuran ElbeyoĞlu
 Volume 104: Contemporary Issues in Business, Economics and Finance Edited by
- Simon Grima, Ercan Ozen and Hakan Boz

 Volume 105: Contemporary Issues in Public Sector Accounting and Auditing

 Edited by Simon Grima and Engin Boztepe
- Volume 106: Contemporary Issues in Social Science Edited by Simon Grima, Ercan Ozen and Hakan Boz
- Volume 107: A New Social Street Economy: An Effect of the COVID-19 Pandemic Edited by Simon Grima, Osman Sirkeci and Kamuran Elbeyoğlu
- Volume 108A: Managing Risk and Decision Making in Times of Economic Distress Edited by Simon Grima, Ercan Özen and Inna Romānova
- Volume 108B: Managing Risk and Decision Making in Times of Economic Distress Edited by Simon Grima, Ercan Özen and Inna Romānova
- Volume 109A: The New Digital Era: Digitalisation and Emerging Risks and Opportunities Edited by Simon Grima, Ercan Ozen and Hakan Boz
- Volume 109B: The New Digital Era: Digitalisation and Emerging Risks and Opportunities Edited by Simon Grima, Ercan Ozen and Hakan Boz
- Volume 110A: Smart Analytics, Artificial Intelligence and Sustainable Performance Management in a Global Digitalised Economy *Edited by Pallavi Tyagi, Simon Grima, Kiran Sood, B. Balamurugan, Ercan Ozen and Thalassinos Eleftherios*
- Volume 110B: Smart Analytics, Artificial Intelligence and Sustainable Performance Management in a Global Digitalised Economy *Edited by Pallavi Tyagi, Simon Grima, Kiran Sood, B. Balamurugan, Ercan Ozen and Thalassinos Eleftherios*
- Volume 111A: Digital Transformation, Strategic Resilience, Cyber Security and Risk Management Edited by Simon Grima, Eleftherios Thalassinos, Mirela Cristea, Marta Kadlubek, Dimitris Maditinos and Līga Peiseniece

CONTEMPORARY STUDIES IN ECONOMIC AND FINANCIAL ANALYSIS VOLUME 111B

DIGITAL TRANSFORMATION, STRATEGIC RESILIENCE, CYBER SECURITY AND RISK MANAGEMENT

EDITED BY

SIMON GRIMA

University of Malta, Malta

ELEFTHERIOS THALASSINOS

University of Piraeus, Greece

GRAŢIELA GEORGIANA NOJA

West University of Timisoara, Romania

THEODORE V. STAMATAOPOULOS

University of West Attica, Greece

TATJANA VASILJEVA

RISEBA University of Applied Sciences, Latvia

and

TATJANA VOLKOVA

BA School of Business and Finance, Latvia



United Kingdom – North America – Japan India – Malaysia – China Emerald Publishing Limited Emerald Publishing, Floor 5, Northspring, 21-23 Wellington Street, Leeds LS1 4DL.

First edition 2023

Editorial matter and selection © 2023 Simon Grima, Eleftherios Thalassinos, Grațiela Georgiana Noja, Theodore V. Stamataopoulos, Tatjana Vasiljeva, and Tatjana Volkova. Individual chapters © 2023 The Authors.

Published under exclusive licence by Emerald Publishing Limited.

Reprints and permissions service

Contact: www.copyright.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Center. Any opinions expressed in the chapters are those of the authors. Whilst Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

British Library Cataloguing in Publication Data

A catalogue record for this book is available from the British Library

ISBN: 978-1-80455-262-9 (Print) ISBN: 978-1-80455-261-2 (Online) ISBN: 978-1-80455-263-6 (Epub)

ISSN: 1569-3759 (Series)



CONTENT

About the Editors	vii
About the Contributors	xi
Foreword	xix
Acknowledgement	xxi
Chapter 1 Awareness and Access to Fintech Lending by Micro Steel Enterprises in Punjab, India Naresh Sachdev, Kiran Sood and Kawal Nain Singh	1
Chapter 2 Internet of Things in Healthcare Services Kuldeep Singh Kaswan, Jagjit Singh Dhatterwal, Premkumar Chithaluru and Ankita Tiwari	17
Chapter 3 Artificial Intelligence in Human Resource Management: Recent Trends and Research Agenda Akansha Mer	31
Chapter 4 Women Entrepreneurs and the Usage of Artificial Intelligence for Business Continuity in COVID-19 Deepali Bhatnagar and Kajal Yadav	57
Chapter 5 An Analysis of the Impact on India's Sustainable Development Resulting from Women in Small Enterprises' Fin-Tech and Financial Awareness During Covid-19 using the (UTAUT) Model Uma Shankar Yadav, Kiran Sood, Ravindra Tripathi,	
Simon Grima and Mano Ashish Tripathi	71
Chapter 6 Revisiting Workplace Spirituality as an Antidote to Burnout and an Enabler of Resilience in NPOs: An Indigenous Approach	
Akansha Mer and Amarpreet Singh Virdi	87
Chapter 7 An Empirical Analysis of Sustainable Strategies to Surmount Overtourism in Oman	
Mohit Kukreti and Aarti Danowal	107

vi CONTENT

Chapter 8 Triple Entry Accounting with Blockchain Technology	
Shivani Inder	123
Chapter 9 Customer Behaviour Analysis Using Machine Learning Algorithms Ram Krishan	133
Chapter 10 Biodiversity Financing: A Strategy Towards Sustainability	
Gurpreet Kaur	143
Chapter 11 Bibliometric Analysis of Film Marketing Research from 1976 to 2021	
Sandeep Gundeti, Amit Jain and Deepali Bhatnagar	153
Chapter 12 Financial Well-being Among Tourism Industries Employees in India	
Ankit Dhiraj, Sanjeev Kumar and Divya Rani	169
Chapter 13 Cryptocurrency and Digital Money in the New Era	
Rushita, Kiran Sood and Uma Shankar Yadav	179
Chapter 14 Air Pollution and Homo Sapiens Health Medha Gupta, Anmol Sharma, Kiran Sood and	
Simon Grima	191
Chapter 15 How has COVID-19 Impacted the Business Performance of Sri Lankan Firms: A Qualitative Inquiry Narayanage Jayantha Dewasiri, Nawalage Shashini Piyumika Perera, W. A. I. D. Wijerathna, P. G. S. Amila Jayarathne, Vithiyalani Muthusamy and Simon Grima	201
Chapter 16 Economic Research in Banking – A Survey Peterson K. Ozili	217
Chapter 17 Control of State Aid in Kosovo in Accordance with EU Regulations and Practices	
Gani Asllani, Bedri Statovci and Simon Grima	227
Index	237

ABOUT THE EDITORS

Simon Grima, PhD (Melit.), MSc (Lond), MSc (BCU), B.Com (Hons) (Melit.), FFA, FAIA (Acad), is the Head of the Department of Insurance, in charge of the Bachelor of Commerce in Insurance, the Bachelor of Commerce (Honours) and Master's degrees in Insurance and Risk Management and Senior Lecturer at the University of Malta. He set up the Insurance Department in 2015 and started and coordinates the MA and MSc Insurance and Risk Management degrees. He served as the President of the Malta Association of Risk Management (MARM) between 2013 and 2015, and President of the Malta Association of Compliance Officers (MACO) between 2016 and 2018. Moreover, he is among the first Certified Risk Management Professional (FERMA), is the Chairman of the Scientific Education Committee of the Public Risk Management Organization (PRIMO) and a Member of the Curriculum Development Team of Professional Risk Managers' International Association (PRMIA) in 2014. His research focus and consultancy is on governance, regulations and internal controls (i.e. risk management, internal audit and compliance) and has over 30 years of experience varied between financial services and with public entities in academia, internal controls, investments and IT. He acts as an Independent Director for Financial Services Firms, sits on Risk, Compliance, Procurement, Investment and Audit Committees and carries out duties as a Compliance Officer, Internal Auditor and Risk Manager. He has acted as Co-chair and is a Member of the Scientific Program Committee on some international conferences and is a Chief Editor. Editor and Review Editor of some Journals and Book Series. He has been awarded Outstanding Reviewer for Journal of Financial Regulation and Compliance in the 2017 and 2022 Emerald Literati Awards.

Eleftherios Thalassinos, PhD (UIC, Chicago, USA, 1983), DHC Degrees in Economics (Danubius University of Galati, Romania, 2013; University of Craiova, Romania, 2015; and Rostov State University of Economics, Russia, 2018), MBA (De-Paul U Chicago, USA, 1979) and BA (University of Athens, Greece, 1976), a Jean Monnet Chair Professor experienced in European Economic Integration and International Finance. He is Editor-in-Chief of *ERSJ* and *IJEBA*, Editor of *IJFIRM*, and Chair of ICABE. His professional experience includes quantitative analysis, technical and financial analysis, banking, business consulting, project evaluations, international business, international finance and maritime economics. He has a long track of publications in several journals, collective volumes and chapter books. Among them a publication as a chapter book in the *World Scientific Handbook* in *Financial Economics Series*, Vol. 5, is dedicated to the memory of Late Milton Miller, Nobel Prize winner in Economics in 1990. Parallel to the academic career, he has performed as Bank Director for

12 years, Ministerial Advisor for 6 years, Public Servant for 4 years and Independent Consultant for a long time.

Grațiela Georgiana Noja is the Vice-Dean of the Faculty of Economics and Business Administration, West University of Timisoara, Romania, in charge of Academic and Student Affairs, and Full Professor, PhD Habil., at the same faculty, Department of Marketing and International Economic Relations. She is also a PhD Coordinator within the Doctoral School of Economics and Business Administration. She completed her studies with the highest honours at the West University of Timisoara, PhD Habil, in Economics, PhD in Economics, Master's in Management and European integration and BA in International Economic Relations. She was the Manager of the Erasmus+ Project 'Coordinated higher education institutions responses to digitalisation' (2019-1-RO01-KA203-063214) implemented during 2019–2021 and developed several national and international projects throughout the years. She has around 30 publications indexed in the Web of Science Core Collection and a couple dozen of other publications in relevant international journals/books/collective volumes. Also, she is an Active Member of the International Strategic Management Association and has a wide membership in various educational organisations, research networks, scientific and review committees of top-tier journals and international conferences. Her main research and teaching activities are developed within the framework of Economics and International Business area, with a keen focus on European economic integration, international migration, digital transformation and sustainable economic development.

Theodore V. Stamatopoulos is Professor in Economics at the University of West Attica (https://www.uniwa.gr/en/), School of Administrative, Economics and Social Sciences (https://www.uniwa.gr/spoydes/scholes-kai-tmimata/sdo/), Department of Accounting and Finance, Athens, Hellas (Greece) (https://accfin.uniwa.gr/en/homepage/). He is Co-editor of the *International Journal of Economics and Business Administration* (https://www.ijeba.com/), Guest Editor of the *Journal of Risk and Financial Management* (https://www.mdpi.com/journal/jrfm/special_issues/icabe2021_Developments), Chair of the International Conference on Applied Business and Economics (ICABE) (https://icabe.gr/), and Member of the Academic Associations – International Strategic Management Association (ISMA) (https://isma-edu.eu/), International Atlantic Economic Society (IAES) (https://www.iaes.org/), and Human Development and Capabity Association (HDCA) (https://hd-ca.org/).

He obtained BA in Economics from the Athens School of Economics, Greece (1985), MSc in International Economics and Finance from the University of Aix-Marseille, France (1987), and PhD in International Economics from the University of Piraeus, Greece (1999). He has taught (since 1990 till today) undergraduate and graduate courses of Economics, International Finance, Quantitative Methods and Applied Econometrics at the Hellenic Mediterranean University (HMU) of Crete (https://www.hmu.gr/en) and the University of Piraeus in Attica (https://

About the Editors ix

www.unipi.gr/unipi/en/), both in Greece. He was Research Fellow of CEFI at the Aix-Marseille University, France (2000–2015) (https://www.univ-amu.fr/en). He has written books and articles in qualified *International Academic Economic Journals* while he also acts as a referee in blind peer-review processes. Among his publications is a publication titled 'The European Sovereign Debt Crisis and the Role of Credit Swaps' (https://www.worldscientific.com/doi/abs/10.1142/9789814 566926_0020), Co-authored with Professor E. Thalassinos, as a chapter book in the *World Scientific Handbook in Financial Economic Series Vol. 5*, dedicated to the memory of Late Milton Miller, Nobel Prize Winner in Economics in 1990. He has served either as Chief Financial Officer (CFO) for private companies of the financial sector in Athens, like EDEKT SA (1996–2004) (http://www.edekt.gr/index_en.html), or as Vice-Dean of the School of Management and Economics, Head of Accounting and Finance Department, and Director of Graduate program in Applied Accounting and Auditing at the HMU (2009–2016).

Tatjana Vasiljeva expertise lies in Business Digitalization, Information Communication Technology, IT Management Issues for Entrepreneurship support, IT solutions development and implementations in financial area, digital e-services introduction. She has more than 20 years' practical experience in IT Governance and Management being Head of IT department at SEB. She is the Author of various research publications in corresponding research fields. She is the Rector for Research at RISEBA University. She is an Individual Member of Latvian Information Communication Technology Association, an Expert in Management Science and an Expert in ICT at the Latvian Council for Science, Member of the RISEBA Professor Council, Member of the Promotion Committee of the Doctoral Joint Programme run by RISEBA University and BA School of Business and Finance with Stockholm School of Economics Riga and Kaiserslautern University of Applied Sciences (Germany). She is a Member of the Executive Committee of EDAMBA (European Doctoral programs Association in Management and Business Administration) and a Member of the Commission of Academic accreditation of foreign study programmes at Academic Information Centre in Latvia.

Tatjana Volkova is a Professor of Strategic Management and Innovation Management and a leading researcher at BA School of Business and Finance in Riga, Latvia. Her research findings have been published in several peer-reviewed books and journals nationally and internationally and presented at numerous international conferences. She is also a member of the Editorial Committee of Scientific Journals (e.g. Editor and Reviewer of *Journal of Business Management*, *SBS Journal of Applied Business Research* and *Banks and Banks System Journal*) and has participated in numerous international research projects.



ABOUT THE CONTRIBUTORS

Gani Asllani holds MA and PhD in Finance from University of Pristina, Kosovo. He is Regular Professor at University 'Haxhi Zeka', Peja within the Law Faculty. He teaches public finance, taxation and competition rights. During his 20 years of experience, he has contributed to the creation of the tax system in Kosovo, making tax analysis and expertise, participating in several working groups at international level (IMF, OECD and Robert Shuman Center for Advance Studies).

Deepali Bhatnagar is presently working as a Deputy Director, Amity Business School, Amity University Rajasthan. She is a Passionate Academician, Researcher cum Trainer. She has developed the course material for distance learning courses of Uttrakhand Open University and also for a program on Rural Management by Mahatma Gandhi National Council of Rural Education (MGNCRE) Department of Higher Education, Ministry of Human Resource Development. She has published several papers in reputed journals. She is a Certified Trainer from BOSCH India and also a Certified Coach from Amity Institute of Training and Development. She has conducted several Management Development programs for Bankers, BSF, Indian Army, Rajasthan Govt employees, DRDO Scientists, Health Care Workers across India, etc.

Premkumar Chithaluru is currently working as an Associate Professor in the Department of Computer Science and Engineering, Koneru Lakshmaiah Education Foundation (KLEF), Vaddeswaram, AP, India. He completed his B.Tech (CSE) from (JNTUH) in 2009, M.Tech (CSE) from (JNTUH) in 2012 and PhD (CSE) from the University of Petroleum and Energy Studies (UPES) in 2021, Dehradun (India). His area of research is WSN, VANET, blockchain, IoT, IIoT, and AIoT.

Aarti Dangwal, a PhD holder in Management, Passionate Academician having 10+ years of teaching experience in higher education institutions. She has contributed various research articles in UGC care journals, Scopus indexed and conferences. Currently working as Assistant Professor in Chitkara Business School, Chitkara University, Panjab. Her research areas are tourism, marketing and business environment.

Narayanage Jayantha Dewasiri is a Professor attached to the Department of Accountancy and Finance, Sabaragamuwa University of Sri Lanka. Further, he currently serves as the Brand Ambassador at Emerald Publishing, UK, and the Secretary of the Sri Lanka Institute of Marketing. He is a pioneer in applying triangulation research approaches in the management discipline. He is currently serving as the Co-editors-in-Chief of the *South Asian Journal of Marketing* published by Emerald Publishing, Managing Editor of the *Asian Journal of Finance*

and South Asian Journal of Tourism and Hospitality published by the Faculty of Management Studies, Sabaragamuwa University of Sri Lanka.

Jagjit Singh Dhatterwal is presently working as an Associate Professor, Department of Artificial Intelligence & Data Science Koneru Lakshmaiah Education Foundation, Vaddeswaram, AP, India. He completed Doctorate in Computer Science from Mewar University, Rajasthan, India. He received Master of Computer Application from Maharshi Dayanand University, Rohtak (Haryana). He has also worked with Maharishi Dayanand University, Rohtak, Haryana. He is also Member of Computer Science Teacher Association (CSTA), New York, USA; International Association of Engineers (IAENG), Hong Kong, IACSIT, USA; Professional Member Association of Computing Machinery, IEEE, USA. His area of interests includes artificial intelligence, BCI and multi-agents technology. He has number of publications in international/national journals and conferences.

Ankit Dhiraj is currently working as a Senior Research Scholar at the School of Hotel Management and Tourism, Lovely Professional University, Punjab, India. He has completed his regular three years bachelor's degree in Business Management from Magadh University Bodhgaya, a Masters' in Tourism Management from Alagappa University, Tamil Nadu, India, and pursuing PhD in Tourism Management at the School of Hotel Management and Tourism, Lovely Professional University, Punjab, India. His area of research interest is Buddhist tourism, wellness tourism and sustainable practices. He has experience working with different universities in India as a Business Development Associate. He has also participated in various national and international conferences, seminars and research workshops. He has published more than 10 research papers in Scopus Indexed, UGC Approved and peer-reviewed journals.

Simon Grima is the Deputy Dean of the Faculty of Economics, Management and Accountancy; Associate Professor and the Head of the Department of Insurance and Risk Management which he set up in 2015 and started and coordinates the MA and MSc Insurance and Risk Management degrees together with the B.Com in Insurance at the University of Malta. He is also a Professor at the University of Latvia, Faculty of Business, Management and Economics and a Visiting Professor at UNICATT Milan. He served as the President of the Malta Association of Risk Management (MARM) and President of the Malta Association of Compliance Officers (MACO) between 2013 and 2015, and between 2016 and 2018, respectively. Moreover, he is the Chairman of the Scientific Education Committee of the Public Risk Management Organization (PRIMO) and the Federation of European Risk Managers (FERMA). His research focus is on governance, regulations and internal controls and has over 30 years of experience varied between financial services, academia and public entities. He has acted as Co-chair and is a Member of the Scientific Program Committee on some international conferences and is a Chief Editor, Editor and Review Editor of some Journals and Book Series. He has been awarded Outstanding Reviewer for Journal of Financial Regulation and Compliance in the 2017 and 2022 Emerald Literati Awards. Moreover, he acts as an Independent Director for Financial Services Firms,

About the Contributors xiii

sits on Risk, Compliance, Procurement, Investment and Audit Committees and carries out duties as a Compliance Officer, Internal Auditor and Risk Manager.

Sandeep Gundeti is a Research Scholar at Amity Business School, Amity University Rajasthan. He is working as the Deputy Controller of Examination at Amity University Maharashtra. He has a total of 12 years of Administration experience.

Medha Gupta is presently working as Assistant Professor of Management in University School of Business, Chandigarh University, Mohali, India. She is a Doctoral Student at Chandigarh University, Mohali, India. She have received Masters of Commerce from SD College, Punjab University, Chandigarh, India. She has participated and presented many papers in international and national conferences. She has also conducted a small workshop on how to use Mendeley software and has always been keen on enhancing her knowledge and expertise by attending various webinars, workshops and faculty development programmes.

Shivani Inder is Associate Professor at Chitkara Business School, Chitkara University, Punjab. She is Faculty of Finance and Accounting. She has more than 10 years of teaching experiences. She is Doctorate in Finance and also a Certified Cost and Management Accountant. She has experience of more than 10 years in teaching and research.

Amit Jain is currently Vice Chancellor at Amity University, Rajasthan, India. Prior to this, he was Director – International Collaborations & Professor – TAPMI School of Business at Manipal University Jaipur (MUJ). He holds PhD from Sardar Patel University and has completed FDP from IIM Ahmedabad. He has designed and conducted training programmes/sessions for executives of various organisations. He has several publications to his credit and has presented research papers at national and international conferences. His professional associations include life membership of Indian Society for Training and Development and is currently National Council Member. Member All India Management Association Member IIM Alumni Association. He is an Editorial Board Member of *Indian Journal of Training and Development*. He is also Chief Editor of *Amity Management Review*.

P. G. S. Amila Jayarathne is a Professor in Marketing attached to the Sri Lanka Institute of Information Technology (SLIIT) and is permanently attached to the University of Sri Jayewardenepura. She is a well-qualified academic with 20 years of experience in the management discipline (marketing and supply chain management), an internationally recognised researcher who mainly handles projects in the advanced manufacturing sector, an editor-in-chief for several research journals and an international award winner.

Kuldeep Singh Kaswan is presently working as Professor at School of Computing Science & Engineering, Galgotias University, Uttar Pradesh, India. His contributions focus on BCI, Cyborg and Data Sciences. His Academic degrees and 13 years of experience working with global Universities like, Amity University,

Noida, Gautam Buddha University, Greater Noida and PDM University, Bahadurgarh, has made him more receptive and prominent in his domain. He received Doctorate in Computer Science from Banasthali Vidyapith, Rajasthan. He received Doctor of Engineering (D.Engg.) from Dana Brain Health Institute, Iran. He is also Member of Computer Science Teacher Association (CSTA), New York, USA, International Association of Engineers (IAENG), Hong Kong, He has number of publications in International/National Journal and Conferences. He is an Editor/Author and Review Editor of Journals and Books with IEEE, Wiley, Springer, IGI, River, etc.

Gurpreet Kaur has completed her PhD on the topic *Determinants of Liquidity Risk and Credit Risk – An Empirical Study on Indian Banks*. She has been working as Assistant Professor (Finance and Accounting) for more than 10 years. On her academic front, she has qualified UGC (net) and cleared executive level of Company Secretary and has also done M.Com, M.F.C. from Punjab University, Chandigarh. She has more than nine years' experience in teaching and is awarded for her academic performance. Her areas of specialisation includes accounting and finance related subjects (taxation, operation research, cost accounting and management accounting). She has published/presented research papers in journals/conferences (national & international).

Ram Krishan presently working as Assistant Professor and Head, Department of Computer Science, Mata Sundri University Girls College, Mansa, Punjab (A Constituent College of Punjabi University, Patiala). He obtained his PhD in Computer Science and Engineering from Guru Kashi University, Talwandi Sabo in 2017 and MTech in Computer Engineering from Punjabi University, Patiala in 2009. He has rich teaching experience of more than 15 years. He has authored two academic books and also published more than 40 research papers in various international/national journals, conference proceedings and book chapters. He has also edited five research books in the field of wireless communication and computing. His research areas include wireless communication, cloud computing and antenna design.

Mohit Kukreti is a PhD holder in Human Resource Development with over two decades of Academic and Administrative experience in the international higher education institutions in Nepal, Ethiopia and Oman. He had served as a Program Director of six CAS Colleges for the IBA Program and HoD of the Business Department with the DG CAS Ministry of Higher Education. He is associated as a Senior Faculty Member, Business Administration Department with the new government university in Oman – University of Technology and Applied Sciences (CAS Ibri). He has contributed several articles and chapters in the peer-reviewed and Scopus journals. He has served as Session Chair and Journal Editors. His research areas are HRD, higher education strategy development and quality assurance, entrepreneurship, tourism development planning, luxury tourism, etc.

Sanjeev Kumar is working as Professor in the School of Hotel Management and Tourism at Lovely Professional University, Punjab, India. He obtained his PhD in Hospitality from Amity University, Rajasthan, India (2015–2018). He started his academic career as Lecturer in Hotel Management at the Institute of Hotel Hospitality Industry Training Center in Hamirpur, Himachal Pradesh, India. Before teaching, he worked in India and abroad with various renowned hotels. He has published more than 25 research papers, articles and chapters in Scopus Indexed, UGC Approved and peer-reviewed journals and books. He participated and acted as a resource person in various national and international conferences, seminars, research workshops and industry talks. His area of research interest is F&B Service, alcoholic beverages, event management and sustainable practices.

Akansha Mer is an Assistant Professor in the Department of Commerce and Management, Banasthali Vidyapith, Rajasthan, India. She has earned her doctorate on Work Engagement in NPOs from Banasthali Vidyapith. She has 2.5 years of corporate and about a decade of academic work experience. Her research interests include work engagement, adoption of technology by consumers, mindfulness, workplace spirituality, working pattern of non-profit organisations and artificial intelligence in HRM and marketing. She has published her research work with publishers such as Emerald, Springer, Wiley, Sage, Taylor and Francis (Routledge), Inderscience, etc.

Vithyalani Muthusamy is a Lecturer in Banking and Insurance in the Department of Accountancy and Finance, Faculty of Management Studies, at the Sabaragamuwa University of Sri Lanka, since 2016. She obtained her first degree, BSc, in Banking and Insurance (Special) with First Class Division from the Sabaragamuwa University of Sri Lanka in 2015. She also won the Gold Medal for the highest final grade point average and the best performance in the Bachelor of Science in Banking and Insurance Special Degree Examination. She holds a Master of Science in Applied Finance from the University of Sri Jayawardenepura. She completed TKT-CLIL with Band III in 2021. Her research interest areas are mainly general insurance and banking. Her major teaching areas are banking and insurance.

Peterson K. Ozili, PhD, is an Economist in the Economic Policy Office of the Central Bank of Nigeria. He works extensively in policy-making and is actively involved in academic research. He has experience in economic policy, financial inclusion, financial stability, financial innovation, banking regulation and supervision. His areas of specialisation are: financial economics, international development, accounting, development finance, the economics of financial markets, banking and financial reporting. He has published extensively in many accounting and finance journals such as the *British Accounting Review*, *Journal of Applied Accounting Research*, *Journal of Accounting in Emerging Economies*, *International Journal of Managerial Finance* and *European Journal of Finance*.

Nawalage Shashini Piyumika Perera is a Graduate of the BSc (Hons.) Banking and Insurance degree program at the Department of Accountancy and Finance, Faculty of Management Studies, Sabaragamuwa University of Sri Lanka.

Divya Rani pursuing PhD from Patliputra University, Bihar, India. She has completed Bachelor's and Master's in Economics from Magadh University, Bodhgaya, India; Bachelor in Library Science from Swami Vivekanand Subharti University, Meerut, India; Bachelor of Education from Guru Nanak Dev University, Punjab, India; and Economic Growth and Development from IIT Guwahati, India. Her area of research is the economic impact of tourism, monetary economics, development economics, Indian economics and public enterprise. She has published one paper in a Web of Science-indexed journal and two papers in peer-reviewed journals.

Naresh Sachdev is An Academic Orientation leading to the pursuit of a highly desired opportunity as a Professor cum Dean in Business Management has given him an exposure to the field of teaching since 2015 to enable me to add value through the theoretical knowledge available on these subjects and practical knowledge. He have gathered a long 30 years of entrepreneurial career. An experience of 30+ years in Entrepreneurship has given wide and a comprehensive exposure to various attributes of Sales, Marketing, Customer Relations, Industry Knowledge, Product Expertise, Operational Management, Human Resource Management, Finance and Accounting and other factors that influence Business Management as a whole.

Anmol Sharma currently hold the position of Assistant Professor of Management at Chandigarh University, India. He earned PhD in Marketing Management from the Punjabi University, Patiala, Punjab, India. His degree in Business Administration is from Khalsa College at Punjabi University, Patiala, Punjab, India. In both national and international conferences, he have taken part and given numerous papers. Also, his papers have appeared in Scoups and the UGC. He have always been active in advancing his knowledge and expertise by going to different webinars, workshops and faculty development programmes. He have also delivered online webinars outside college as a Speaker.

Kawal Nain Singh Associate Professor at School of Management Studies, CT University, Ludhiana. Specialisation in the field of Finance and Marketing. Published 18 research papers in refereed Journals. Got Letter of Appreciation from Ministry of Micro Small and Medium Enterprises for acting as a Resource Person. Certified by 'Bosch India' for Skill Development Program for youth. Active Member of Institution's Innovation Council, Ministry of HRD Initiative, and Board of Studies for Punjabi University Affiliated College. Successfully completed a certification course in 'Business Analytics' from Harvard Business School Online.

About the Contributors xvii

Bedri Statovci was born in Pristine, Kosovo, in 1962. He holds MA and PhD in Finance at University of Pristina. His areas of specialisation are: financial economics, accounting, development finance, the economics of financial markets, banking and financial reporting. He is Associate Professor at University 'Haxhi Zeka', Peja at Business Faculty. During his experience, he has contributed to creation of economic and tax system in Kosovo, making tax analysis and expertise, participating in several working groups at international level.

Ankita Tiwari is working as an Assistant Professor in the Department of Engineering Mathematics, Koneru Lakshmaiah Education Foundation (KLEF), Vaddeswaram, AP, India. She completed her BSc (Mathematics) from (DAVV) in 2004 and MSc (Mathematics) in 2008, M.Phil. (Mathematics) from (Vikram University, Ujjain) in 2009, and PhD (Mathematics) from School of Studies in Mathematics, Vikram University, Ujjain (MP, India) in 2015. Her area of research is Fuzzy Metric Spaces, Fixed Point Theory and Mathematical Modelling & Data Science.

Mano Ashish Tripathi is working as UGC Senior Research Fellow in the Department of Humanities and Social Sciences, Motilal Nehru National Institute of Technology Allahabad, Prayagraj. He is pursuing research in the area of gig economy. He has published more than 20 research papers in Scopus Indexed and ABDC listed journals. His research interests include digital HRM, platform economy, platform entrepreneurship and digital work.

Ravindra Tripathi is an Associate Professor and Head of the Humanities and Social Science Department and an Expert in Microfinance, at Motilal Nehru National Institute of Technology, Allahabad, Prayagraj, India. He has guided more than 10 PhD students and 35 research publications to date, six edited book chapters, three books editor, and he has directed two projects provided by ICSSR. He has acted as Co-chair and is a Member of the Scientific Program Committee on some international conferences and is a Chief Editor, Editor and Review Editor of some Journals and Book Series. He has been awarded Outstanding Reviewer for *Journal of Financial Regulation and Compliance* in the 2017 and 2022 Emerald Literati Awards.

Amarpreet Singh Virdi is an Assistant Professor of Management Studies at the Department of Management Studies, Kumaun University Bhimtal Campus, Nainital (Uttarakhand). He has a corporate experience of working with a Software company dealing with share market software based on Oracle database and forms. His research interests include the self-service technologies, green product/marketing, adoption of technology by consumers, working pattern of NGOs, design thinking, artificial intelligence in marketing and HR, etc. He has published his research work publishers such as Emerald, Wiley, Sage, Springer, Inderscience, etc.

Kajal Yadav is pursuing PhD in Commerce from Amity University, Rajasthan entitled *Evaluating Livelihood Potential of Women Entrepreneurs Through Self Help Group in Rural Rajasthan*. She has done Master in Commerce from University of Rajasthan and Qualified All India University Grant Commission – National Eligibility Test for Assistant Professor in Commerce. She worked as a Visiting Faculty of Commerce in Parishkar International College and currently working as a Freelancer Educationalist.

Uma Shankar Yadav is working in Humanities and Social Science as a Senior Research Fellow at Motilal Nehru National Institutes of Technology, Allahabad, Prayagraj, India, he has published more than 50 research papers in reputed global journals, and in the Ministry of MSME. He has submitted his project as a Research Associate under the Directorship of Dr Ravindra Tripathi, he is currently Deputy Editor-in-Chief in Bank and policy journal, and Science Education and Innovation in Modern Prospects, and Associate Editor in 12 international journals and Editorial Board Member in 15 international journals at the global level. He is a Reviewer in many reputed SCOPUS indexed, ABDC B LISTED, journals like AER, JAST, SEDME, RMI, FIIB and Vision (all are SAGE Publication Scopus Journal). He is serving as a pioneer in the handicraft industry in the District of Prayagraj, India. He has published three book chapters in the Taylor Francis Group, Palgrave Macmillan. He has also published one book on the proposal of Global handicraft Index Publisher is Lambert Academic Publishing Maldoa.

Wijerathna W.A.I.D. is a Graduate of the BSc (Hons.) Banking and Insurance degree program at the Department of Accountancy and Finance, Faculty of Management Studies, Sabaragamuwa University of Sri Lanka.

FOREWORD



The book innovatively enhances several advanced research performed to provide accurate solutions to the ongoing challenges faced worldwide that have brought digital transformation, cyber security and risk management into a fierce debate and at the core of comprehensive resilience strategies.

The current ongoing challenges faced at the global level have brought digital transformation, cyber security and risk management into a fierce debate, both scientists and public discourse rendering global the keen need for strategic resilience through new innovative measures and coordinated risk management approaches. The current Covid-19 pandemic has an outburst on the global economy, making digitalisation even more relevant and a key milestone to overcome these challenges and enhance sustainable economic development. Digitalisation notably shapes the world economy, impacting individuals, businesses, industries, labour markets, education systems and governments. On the one hand, digital transformations and technological progress are transforming the skills needed by individuals to actively engage in the world of online work in a modern economy and, especially, post-pandemic crisis. However, these are also associated with risks and deterring factors that must be managed wisely to ensure an effective digital environment, strategic resilience and sustainability.

Digitisation of economic and management processes allows for new value delivery and higher efficiency in implementing their strategic goals. However, it involves the need to reconfigure, reconstruct or build new business models. Maximising the benefits of digitising processes can be achieved when data and information from multiple sources within cyber security are analysed and shared. In this way, it is possible to increase the transparency of flows, reduce costs from a global perspective, and reduce uncertainty and risks arising both within the processes and in their environment. Such solutions may also counteract the negative effects of crises caused by unforeseen circumstances like the Covid-19 pandemic.

xx FOREWORD

The book is divided into various sections, where one section focuses on Blockchain: a disruptive technology witnessing steady adoption across various industry verticals, such as banking, finance, hospitality, and health care. Blockchain is one of the technology industry's most powerful stacks to create and deploy decentralised frameworks. The emergence of artificial intelligence (AI) blended with financial concepts as a promising new area in business and technology – financial technology, or fintech is another important aspect of this book also plays an essential role in achieving a fundamental shift towards sustainability and social impact.

This book is highly recommended for scholars and students of human resource management, knowledge management and organisational innovation because it presents a range of techniques to enhance human resource management's operation by applying state-of-the-art AI technology. Moreover, it leaps into technologies, including the Internet of Things (IoT), AI, Big Data analytics and Blockchain; the book also shows how enterprises can take advantage of them and ultimately beat the competition.

This book is an invaluable resource for postgraduate and undergraduate students of digital business, innovation and transformation. Showing how to initiate digital transformation across an organisation will prepare business owners, directors and management of small- and medium-sized businesses to take strategic advantage of new and emerging technologies to stay ahead of their competition.

Chitkara Business School, Chitkara University, Punjab, India

ACKNOWLEDGEMENT

We would like to thank Prof. Kiran Sood, Chitkara Business School, Chitkara University for the help in compiling this book volume.



IN MEMORIAM: TATJANA VASILJEVA (1955–2022)

Professor Tatjana Vasiljeva, a beloved academic and research international community member, passed away on May 18, 2022. As a celebrated scholar on many subjects, she enthusiastically joined the book's Editorial team and contributed exceptionally to determining the book's purpose, structure, and style. Everyone who knew her praised her enthusiasm, passion, and professionalism. She would be very proud today of the authors' achievements and would congratulate them with the book publishing. The editorial team will always keep warm memories of our collaboration with Tatjana Vasiljeva.