



## 2nd International Conference on Management and Social Sciences

(ICMSS 2022: 18<sup>th</sup>, 19<sup>th</sup> May 2022)

### “Sustainable Development and the Challenges for Developing Countries”

#### CONFERENCE DAY 1 (18<sup>th</sup> MAY, 2022)

Faculty of Management and social sciences organized the 2<sup>nd</sup> international Conference on Management and Social Sciences (ICMSS– 2022) themed “Sustainable Development and Challenges for Developing Countries” on 18<sup>th</sup> and 19<sup>th</sup> of May, 2022. Vice Chancellor, Patron in Chief Major General (R) Shahzad Sikander, HI(M), Dr. Nauman Majeed -Conference Co – Patron, Prof. Dr. Rizwana Bashir Conference Chair, Keynote Speakers Dr. Abdul Hafiz Pasha (Dean, BNU), Dr. Sajid Mehmood Shahzad (VC, Minhaj University), Mr. Sander Schroevers (Cultural Intelligence expert) and Chief Guest Dr. Muhammad Amjad Saqib (Founder – Akhuwat Foundation) along with all Deans, Directors, HODs and Faculty members of concerned departments attended the inaugural session. Patron in Chief and Co-Patron welcomed the prestigious guests. Main highlights of 2 days conference along with session wise details are listed below:

<b>INAUGURAL SESSION</b>	
<b>KN1</b> <b>Dr. Abdul Hafiz Pasha</b> <b>(Dean, BNU)</b>	<ul style="list-style-type: none"><li>• Developing countries are finding themselves in financial sustainability, especially post COVID and Russia Ukraine war.</li><li>• Commodity prices have surged in recent years.</li><li>• Pakistan’s import bill has risen by 50%.</li><li>• The current account deficit is increasing while external debt is increasing which shows that Pakistan is currently not in a financially sustainable situation.</li><li>• This year, the country is looking at the largest budgetary deficit with the debt to GDP ratio standing at 84%.</li><li>• Research should be focused on making Pakistan financially sustainable through the mobilization of resources.</li></ul>
<b>KN2</b> <b>Dr. Sajid Mehmood</b> <b>Shahzad (VC, Minhaj</b> <b>University)</b>	<ul style="list-style-type: none"><li>• Introduced the blue economy. And how it can be a source of sustainability for our country.</li><li>• Pakistan should look to seabed resources to achieve financial sustainability.</li></ul>



	<ul style="list-style-type: none"> <li>• Need to focus on fish export especially focusing on mangrove forests.</li> <li>• There are almost 8,000 species of fish in our coastal areas.</li> <li>• Industrial waste is also harming the coastal areas.</li> <li>• Seaweed resources have demand globally which can be exploited by Pakistan.</li> <li>• Maritime currently involves 22 ministries whereas it needs to be a one-window operation.</li> <li>• There is only one shipyard in Pakistan established in 1954 that produces various heavy industry machinery.</li> <li>• Pakistan’s shipbreaking industry stands at the 5th number in Asia.</li> <li>• 98% of trade is carried through sea routes and Pakistan has only 11 ships which should be at least 70.</li> <li>• Maritime tourism has potential as well but there are no maritime facilities in Pakistan. There are at least 11 points that can be developed for maritime tourism as well as 18 such points on the Sindh coast.</li> <li>• Maritime is the least point of attention for academia at the moment.</li> <li>• The National Institute of Oceanography needs to be developed and improved.</li> <li>• Suggested topics for Public and private universities to focus on maritime research.</li> </ul>
<p><b>KN3</b></p> <p><b>Mr. Sander Schroevers</b> (Cultural Intelligence expert)</p>	<ul style="list-style-type: none"> <li>• According to him, Globalization is basically “Global is Asia” as the busiest international airline routes are in Asia, and 30% of the world’s billionaires are from Asia. 60% of FDI originates from here.</li> <li>• But hardly our study programs are aimed at these opportunities. Universities still concentrate on the western body of knowledge.</li> <li>• Higher Education and other stakeholders should understand the benefits that can be accrued from opportunities provided by CPEC.</li> <li>• Importance of developing localized learning materials, especially in the context of CPEC.</li> </ul>



	<ul style="list-style-type: none"> <li>• Pakistan can be the fulcrum of regional connectivity.</li> <li>• Youngsters may be equipped with communication skills to reduce business failures</li> <li>• There are massive opportunities for Pakistan in the future, especially in e-commerce.</li> <li>• Pakistani SMEs can learn from China.</li> <li>• The global average temperature is rising every year as well as the sea levels.</li> <li>• 70% of CPEC power projects are coal-fired.</li> <li>• Pakistan was the first country to adopt UNSD goals 2030 which prompted to revisit of contracts with China.</li> <li>• Academia has a major role to increase awareness about exploiting these opportunities.</li> </ul>
<p><b>Chief Guest Adress</b></p> <p><b>Dr. Muhammad Amjad Saqib (Founder – Akhuwat Foundation)</b></p>	<ul style="list-style-type: none"> <li>• Discussed the division of 2 classes in Pakistan.</li> <li>• 50% of Pakistan is already successful, we need to develop tools for bringing these people above the poverty line.</li> <li>• We need to be sincere with our country and pay taxes.</li> <li>• Leaders live in the currency of hope, and it is upon us to take a step toward a better Pakistan because everything starts by taking a small step towards it.</li> <li>• Every Citizen in Pakistan is in debt for a loan of 1 Lac, we all have to repay it.</li> <li>• An entrepreneur is a person who creates value for society, and encouraged individuals to step forward for a sustainable future, and for that, he emphasized valuing our time.</li> </ul>
<p><b>PANEL DISCUSSION</b></p>	
<ul style="list-style-type: none"> <li>• At grass root level we need to understand the meaning of STGs. In the world, Pakistan is the only poor country working on it. But this work is being done in isolation. There is a huge gap between Industry and academia.</li> </ul>	



- There are conflicting definitions regarding the subject as it was never a part of the curriculum.
- Government has established units for implementation but they don't have a contribution from all the sectors.
- Some government officials are very cooperative, they have a lot of data and they are open to sharing it we need to analyze this data from different aspects and it can be very useful.
- Corporate side can contribute by using recyclable packaging, using water carefully, and awarding people about the clean environment.
- There is a lack of trust among the departments, we need to have joint ventures in which different sectors of the economy can work together to answer some questions for the government.
- We are going in the wrong direction, there should be absolutely no compromise on values and ethics.
- We need to develop a value-driven society.
- Policy is the first step but it shouldn't be set in stone, provincial governments should have the authority to mend them according to their local culture.
- For development we need to collaborate and do interdisciplinary research.

### SESSION 2 A– CONFERENCE PRESENTATION

**Session Chair: Dr Amani Moazzam (IAS, PU)**

- The session commenced at 2:30 pm.
- The Session Chair was Dr. **Amaani Moazzam** from the Institute of Administrative Sciences, University of Punjab.
- Total **5 papers** were presented in this session.
- The **first presentation** was by Ms. Linta Khan. Her article was titled “Do extra efforts from firms lead to extra efforts from customers? Evidence e from the ride-hailing industry.” The session chair gave her valuable feedback to the presenter. She provided her with some points upon which she could further refine her research.
- The **second presentation** was by Ms. Syeda Samrana Raza. Her paper was titled “An empirical study of the relationship between CEO Attributes and Banking Performance in Pakistan”. Her presentation drew quite an attention from the audience as well as from the session chair. Dr. Amaani gave valuable feedback to her and provided her with the points to further her research. She appreciated her for the cross-disciplinary research merging



	<p>finance, human resource, and gender.</p> <ul style="list-style-type: none"> <li>• The <b>third presentation</b> was by Ms. Tayyaba Rafique. Her paper was titled “Stock Market Impact on the Economic Growth of Pakistan.” The session chair gave her the feedback and suggested she refine her methodology and incorporate more perspectives into it.</li> <li>• The <b>fourth presentation</b> was by Ms. Fakhira Tahrim. Her paper was titled “Linking envy with process innovation intervening role of abusive supervision”. Dr. Amaani gave her valuable feedback and suggested some changes to be incorporated to refine the article.</li> <li>• The <b>fifth presentation</b> was by Mr. Muhammad Murtaza Malik. His paper was titled “Impact of Working Capital Management on Firms’ Profitability: The case of selected food and beverage companies in Pakistan”. Dr. Amaani gave him valuable feedback and suggested some changes to be incorporated to refine the article.</li> <li>• There was a good exchange of questions and answers between the audience, presenters, and session chair which made the session quite interactive and fruitful for everyone.</li> <li>• The session was concluded with a thank you note to Dr. Amaani Moazzam</li> <li>• Certificates were presented to the presented by the session chair.</li> <li>• The conference chair Prof Dr. Rizwana Bashir presented the session chair with a souvenir.</li> </ul>
<p><b>Linta Khan</b></p> <p>“Do extra efforts from firms lead to extra efforts from customers? Evidence e from the ride-hailing industry”</p>	<ul style="list-style-type: none"> <li>• The <b>first presentation</b> was by Ms. Linta Khan. Her article was titled “Do extra efforts from firms lead to extra efforts from customers? Evidence e from the ride-hailing industry.”</li> <li>• She discussed the influence of CSR efforts on brand attitude and consumer-company identification (CCI) leading to consumer citizenship behavior</li> <li>• Dr. Amaani (Session Chair) asked Linta why her title doesn’t include the term consumer citizenship behavior as her research paper was centered on Consumer citizenship behavior.</li> <li>• Linta responded that since the general public might not understand what consumer citizenship behavior is, she included ‘extra efforts’ in her title.</li> <li>• The session chair gave her valuable feedback to the presenter. She provided</li> </ul>



<p><b>Syeda Samrana Raza</b></p> <p>“An empirical study of the relationship between CEO Attributes and Banking Performance in Pakistan”</p>	<p>her with some points upon which she could further refine her research.</p> <ul style="list-style-type: none"> <li>• Samrana discussed that in Pakistan, limited evidence_is available on the influence of CEO attributes on firm performance.</li> <li>• Banking sector is ‘an ideal laboratory’ to test the implications of a CEO’s attributes on bank performance and thus her research objective was to investigate the impact of a CEO’s attributes on the bank performance in Pakistan</li> <li>• She discussed her results about the impact of gender, experience, education, tenure, and CEO Duality on the performance of the bank</li> <li>• However, she mentioned an important point that the banking sector is primarily male-dominated and gender appeared to impact the bank's performance.</li> <li>• Her presentation drew quite an attention from the audience as well as from the session chair. A good exchange of questions was held between the presenter and the audience which made the session quite interactive.</li> <li>• Dr. Amaani gave valuable feedback to her and provided her with the points to further her research. She appreciated her for the cross-disciplinary research merging finance, human resource, and gender.</li> </ul>
<p><b>Tayyaba Rafique</b></p> <p>Stock Market Impact on the Economic Growth of Pakistan</p>	<ul style="list-style-type: none"> <li>• Tayyaba discussed how the factors of the stock market incur an impact on the economic growth</li> <li>• Her research was in the domain of finance. She discussed the impact of market capitalization, stock volume, inflation, and exchange rate on economic growth (GDP)</li> <li>• Direction of relationship was positive for Market capitalization, Inflation rate, and exchange rate; and negative for stock volume</li> <li>• Dr. Amaani commented that since this area doesn’t fall in her research domain, still she found the topic interested.</li> <li>• Dr. Amaani (Session chair) gave her the feedback and suggested she refine her methodology and incorporate more perspectives into it.</li> </ul>
<p><b>Fakhira Tahrim</b></p> <p>Linking envy with process innovation</p>	<ul style="list-style-type: none"> <li>• Fakhira discussed whether envy has an impact on Abusive Supervision and process innovation and does abusive supervision mediate the relationship between envy and process innovation.</li> </ul>



<p>intervening role of abusive supervision</p>	<ul style="list-style-type: none"> <li>• The research was conducted in the textile industry and Dr. Amaani questioned the presenter why she opted for the textile sector for this research?</li> <li>• Dr. Amaani gave her the valuable feedback and suggested some changes to be incorporated to refine the article.</li> </ul>
<p><b>Mr. Muhammad Murtaza Malik</b> Impact of Working Capital Management on Firms' Profitability: The case of selected food and beverage companies in Pakistan</p>	<ul style="list-style-type: none"> <li>• Murtaza discussed that profitability is related to business working capital.</li> <li>• He discussed the impact of the cash conversion cycle, average collection period, inventory turnover, and working capital on the firms' profitability.</li> <li>• Dr. Amaani gave him valuable feedback and suggested some changes to be incorporated to refine the article.</li> </ul>

### SESSION 2B-WORKSHOP ON QUALITATIVE RESEARCH METHODS

Dr. Rab Nawaz explained various data collection methods for qualitative research, some of them include:

- ❖ Observations – Field Notes
- ❖ Focus Groups
- ❖ Documents Review
- ❖ Interviews
- ❖ Blogs and Weblogs
- ❖ Pictures and images
- ❖ Emails
- ❖ Websites etc.

Further, he elaborated the various Qualitative research methods.



## CONFERENCE DAY 2-19<sup>th</sup> MAY, 2022

SESSION 1	
Presenter	Key Points
<b>Fahim Mukhtar</b>	<ul style="list-style-type: none"><li>• China adopted the microfinance concept later than Pakistan.</li><li>• An effective regulatory system is vital for:<ol style="list-style-type: none"><li>I. Protection of depositors' money</li><li>II. Stability of the financial system</li><li>III. Pakistan is a money-based economy</li></ol></li><li>• Financial frameworks are very important for Microfinancing working in an economy.</li><li>• A Standard MFI regulation should specify interest rate caps, the benchmark for sustainable operations, and registration and licensing laws.</li><li>• China is following a top-down approach, whereas, Pakistan is using the Bottom-Up approach.</li><li>• China needs legislation regarding donors/money lenders.</li><li>• Funding Options and Online banking regulations in Pakistan need to be streamlined in accordance with Int's standards.</li><li>• Certain Pakistani laws (Like the Societies Registration Act, 1860) passed by the Constituent Assembly of All India need revision.</li></ul>
<b>Maayda Shahid</b>	<ul style="list-style-type: none"><li>• There are multiple behaviors, emotions, and thinking which motivate a person to make an impulsive purchase behavior. This also includes the impact of social influence i.e. informational and normative social influence.</li><li>• Valence intensity is described as the degree or extent to which a review content is reviewed as positive, negative, or alternatively neutral.</li><li>• Homophily is the principle that contact between similar people occurs at a higher rate</li></ul>



	<p>than among dissimilar people. It has a significant impact on the value we get from social media (as often we hear similar voices and interact with like-minded people). This phenomenon is called Homophily (meaning love of the same).</p> <ul style="list-style-type: none"> <li>• The modern means of purchasing are investigated rather than conventional means which is important to investigate after the pandemic.</li> <li>• The key conclusive findings of this study are the identification of the positive impact of valence intensity on impulsive purchase behavior and the positive influence of homophily on consumers’ impulsive procuring behavior and how individuals tend to go for products seeing similarities with other’s online reviews.</li> </ul>
<p><b>Dr. Arif Jawaid</b></p>	<ul style="list-style-type: none"> <li>• There is an increasing concern for a sustainable framework for identifying the determinants of the Quality of Life of the elderly.</li> <li>• The results reveal that the elderly are vulnerable to poor health and physical care.</li> <li>• There is no proper mechanism to ensure their Quality of life with very few government and nongovernmental agencies. This situation demands a proper system of sustainable benchmarking on the development of quality of life for the aging population to safeguard their vulnerabilities.</li> <li>• The results also indicated that there are significant gaps from governance to end-users (elderly). Some factors that affect the elderly in Pakistan include government policies, social, health &amp; education, shelter, food &amp; amenities, monthly income, property ownership, and many others.</li> </ul>
<p><b>Imtasal Khalid and Farah Jamil</b></p>	<ul style="list-style-type: none"> <li>• Family-owned businesses are indisputably an important part of the market, their possible impact on sustainable development could be crucial and valuable. In Pakistan, nearly 55% to 77 % of businesses are family-owned.</li> <li>• Despite their importance in sustainable development, the reality is that their progress towards sustainable development has been slower than expected and so far there is no evidence of their contribution to sustainable development in Pakistan.</li> <li>• Despite the plethora of struggle, family businesses in Pakistan are performing less than potential and has low growth performance.</li> <li>• Literature shows, that most businesses in Pakistan are resource deficient; this sector especially lacks in terms of finance. In addition, they do not show any interest to embrace sustainability practices as they fail to view the immediate financial payoff from it.</li> <li>• In Pakistan, a lack of succession planning (e.g. communication gap, lack of well-</li> </ul>



	<p>defined roles, favoritism, education, etc.) is being observed.</p> <ul style="list-style-type: none"> <li>• There is no universal consensus in recognizing CSR as a cost-effective strategy, implying that some organizations, especially from developing regions, do not allocate a dedicated financial resource for CSR initiatives.</li> <li>• Higher education institutions may play a catalytic role in societies' engagement with sustainability by taking initiatives.</li> <li>• It is also suggested that to improve CSR knowledge, the government has to take steps such as seminars and workshops should be arranged with the collaboration of industry to improve the knowledge of CSR.</li> <li>• As CSR is one way to achieve sustainable development, the government should spread awareness among Family-owned Businesses who hesitate in investing in such activities.</li> </ul>
--	---

**SESSION 2**

<p><b>Dr. Sahar Latif Rana</b></p>	<ul style="list-style-type: none"> <li>• Mobile mania is diffusing worldwide and usage of its basic services and applications like mobile telephony and SMS has crossed approximately 4 billion subscribers. Consumers are spending more time on the usage of apps than ever before.</li> <li>• Over the past half-decade, the propagation of mobile devices has transmuted us into an app-driven society, presenting marketers with new opportunities to connect with consumers by creating more interesting and refined apps to grasp their attention.</li> <li>• Before the advent of smartphones, the most popular services among mobile users were SMS, downloading ring tones, and changing icon styles. With the passage of time and the development of smartphones, i.e devices used both as mobile telephones and handheld computers, it is the user who controls the applications, not the mobile operator. Now, users can install and use the applications depending upon their own needs and interest</li> <li>• Using a smartphone requires a certain level of skill on the part of the user to access relevant services either for hedonic services, like games, or services that are more utilitarian, like Internet access and maps. The aim of the study is to determine the impact of social norms on antecedents of intention and furthermore to identify the impact of these antecedents (perceived enjoyment and perceived usefulness) on intention to use advanced mobile services. A typology of independent variables consisting of social norms for perceived enjoyment and perceived usefulness was utilized, furthermore perceived enjoyment and perceived usefulness was considered as independent variables, and their impact on intention to use advanced mobile services was determined.</li> </ul>
------------------------------------	--



<b>Iqra Khan</b>	<ul style="list-style-type: none"><li>• Derivative markets are considered to be highly volatile which significantly adds to their risk. In these kinds of highly volatile markets, forecasting tends to be of crucial importance.</li><li>• Gold, silver, and crude oil are considered to be highly volatile commodities and the fluctuations in their prices often lead to volatility spillovers i.e. volatility of a commodity leads to the volatility of other commodities.</li><li>• The Mercantile exchange of Pakistan was inaugurated in May 2007 as the National commodities exchange of Pakistan and now it is promoted with the extension of 3 digits and it is Pakistan’s single authority for dealing with the commodities futures market. PMEX is superintended by the (SECP) Securities &amp; Exchange Commission of Pakistan</li><li>• By considering the economic or political condition of Pakistan, whenever there will be regime shifts like any political or economic shift that will affect the volatilities of these commodities and there will be a rise or fall in their prices depending on the positive or negative nature of the shocks.</li></ul>
<b>Iqra Aziz</b>	<ul style="list-style-type: none"><li>• The construction industry is an economical contributor, leads to strategic visions and goals and the success of construction projects is essential for the country’s growth</li><li>• Power inequalities &amp; unbalance interests b/w multitude of stakeholders i.e. government departments, regulation authorities, construction professionals (Contractors, and Consultant) often decrease the engagement process in terms of conflicts, issues, and slow decision/approval process.</li><li>• Stakeholders have diverse occupational and professional backgrounds &amp; they have expectations to exchange views, identify and contribute to mutual goals, &amp; negotiate. different interests and power arrangements in the decision-making process.</li><li>• Failure to satisfy stakeholders leads to intense opposition &amp; gives rise to disputes. It is important to ensure the participation of stakeholders in supporting project goals &amp; implement decisions by reducing conflicts, building trust, &amp; facilitate learning among stakeholders.</li><li>• In Pakistan, projects are being executed as specified in contracts. Since, contracts clearly define the scope of work, roles, and responsibilities of the parties involved in the contract, thus discourage the practice of inclination towards specific gains/benefits or losses of different stakeholders.</li><li>• During the implementation of the project, the approval of higher-level stakeholders required for the implementation of certain processes and procedures often takes time,</li></ul>



	<p>thus negatively affecting project performance in terms of delayed approval, disrupted cash flow, non-conformances, and delay in the design phase, long technical document review cycle, poor coordination.</p> <ul style="list-style-type: none"> <li>• Project managers need to use their leadership skills along with emotional quotient to induce trust among stakeholders and foster a cooperative environment.</li> </ul>
<p><b>Zaeem Ahmad</b></p>	<ul style="list-style-type: none"> <li>• The purpose of the research was to examine the impact of organizational trust on Process innovation through the mediating role of absorptive capacity.</li> <li>• Pakistan is the fourth-largest producer of cotton in the world.</li> <li>• Textile is the backbone of Pakistan’s economy which provided employment to more than 40%.</li> <li>• If Pakistan manages its textile sector properly and takes some remedial steps it can substantially increase its market share in the world.</li> <li>• The availability of raw cotton and cheap labor is the main strength of the Pakistan textile Industry.</li> <li>• Process innovation is very supportive for the organizations to maintain the flow of innovation in each process of the organization.</li> <li>• Organizations reap a lot of benefits by fostering process innovation. Organizations can also gain a competitive advantage and maximize their profit through it.</li> </ul>
<p><b>Dr. Jawad Aziz Masudi</b></p>	<ul style="list-style-type: none"> <li>• SDGs are going to be future trends.</li> <li>• For achieving SDGs you have to educate the masses about it and create awareness at the grass-root level.</li> <li>• Without Law, you cannot implement SDGs. Law makes it a compulsion for everyone to follow and do accordingly.</li> <li>• Developing countries lack this law infrastructure, enabling the implementation of SDGs.</li> </ul>
<p><b>PANEL DISCUSSION</b></p>	
<ul style="list-style-type: none"> <li>• Triple Helix model says that when government, academia, and industry work together, in collaboration only then the growth of the economy, innovation, and entrepreneurial activities will happen in the society.</li> <li>• Our geographical history shows that our region was full of innovative civilizations.</li> </ul>	



- We are not very innovative because of time constraints.
- The problem lies with the institutes, faculty, and HEC because we rely on the policies made for people belonging to different time zone.
- Problem lies with all three bodies.
- With academia we do promote research but it becomes a part of the library not go to the practical application.
- Corporate sector is also struggling with innovation as companies complain about the employees being not motivated but we don't give them time.
- We innovate in the short term things, we need to give direction.
- Blame is on the government sector and on the faculty.
- Faculty should be given a good entrepreneurial course as they can transfer the mindset to the students.
- Faculty should be practitioners as well.
- Not a single MNC in Pakistan has an innovation cell. Because we lack in policies.
- Give students practical research that will give students direction.
- Entrepreneurship is a solution to a problem.
- We are not rewarding innovation, and society will prosper in only those things which it rewards, irrespective of whatever we keep preaching with words.
- India and china reward innovation.
- We don't have textbooks, all books are very old, and generations on generations are studying the same books.

### **CLOSING CEREMONY**

- Guest of Honour: Prof. Dr. Mahmood Saleem, Worthy Vice Chancellor Mir Chakar Khan Rind University of Technology addressed the audience, speaking about his university and the difference it is making in imparting education in Southern Punjab. He thanked VC for inviting him and congratulated LGU for conducting such an impactful event.
- Focal Persons from all the departments presented their note of thanks, with special mention of the



efforts their respective teams had put in to make this a successful event.

- Conference chair, Prof. Dr. Rizwana Bashir, Associated Dean DMS, appreciated the efforts of all the stakeholders that had come together to conduct such a successful conference. She reviewed all the discussions and presentations about the conference topic and stressed the need for continuing to increase awareness about sustainability and diversity. She announced the date for the next international conference (16-17 March 2023) and with that, she announced the conference was closed.
- Souvenirs were distributed among distinguished guests by VC and certificates of appreciation were awarded to all the committee members for their relentless efforts in making this a successful event.
- VC addressed the audience and appreciated the conduct of the conference on such an important and pressing issue. He commented that it was rich in content and valuable in creating a better understanding of the issues that were discussed. He congratulated for the high level of organization and the professionalism which made it possible to gather so many different experts and develop all the activities with success. He congratulated the Faculty of Management and Social Sciences for arranging such a successful event. He also admired the efforts of admin staff to provide allied facilities throughout the conference.