



A Study on Customer Preference Towards Customs Clearance Agency

Manikandan A

Department of Master of Business Administration, Dhaanish Ahmed College of Engineering, Chennai,
Tamil Nadu, India

P. Sudha, V. Pradeep

Assistant Professor,, Department of Master of Business Administration, Dhaanish Ahmed College
of Engineering, Chennai, Tamil Nadu, India

ABSTRACT

The results of this research will aid the firm in better understanding its clientele. A country's customs department is the government agency in charge of regulating the entry and exit of various products, including animals, vehicles, people, and potentially dangerous materials. Customs has traditionally been thought of as the fiscal topic responsible for levying tariffs and other taxes on imported and exported goods. Over the past few decades, there has been a widespread expansion of perspectives on customs functions, which today encompass taxation, security, and trade facilitation. The customs authorities of each country strictly enforce their own set of laws and regulations regarding the import and export of products, and some items may be prohibited from entering or leaving the country altogether. Those who disobey these laws are subject to a variety of punishments. The Indian customs compliance information portal was recently released by the Indian customs authorities with information on customs procedures and regulatory compliances for import-export commerce. The article provides a concise overview of the important import-export procedures in India, as well as the many promotional schemes and activities now being done to aid exporters. There are more than 200 people in the population. Convenience sampling

ARTICLE INFO

Article history:

Received 04 Jul 2023

Received in revised form

04 Aug 2023

Accepted 09 Sep 2023

Keywords: Customer Preference, Clearance Agency, Shippers or Importer, Clearance Broker, Agriculture approval, Fisheries and Wildlife.

was used to collect data, and Chi-square and the f-test were employed to analyse the data for two-sample variance. Customers' preferences for freight forwarders and customs brokers are analysed using graphical tools like bar charts and pie charts. Freight forwarders are businesses that mediate between the shipper and the transportation company. Today's freight forwarders do more than just plan shipments, prepare paperwork, organise storage, and help with customs clearance on behalf of shippers and importers. The article aspires to defend the value of freight forwarders by highlighting their contributions to society and the economy.

© 2023 Hosting by Research Parks. All rights reserved.

Introduction

Clearance by Customs is contingent upon the fulfilment of certain legal and procedural prerequisites with respect to the Customs Act of 1962, as amended and supplemented by the appropriate rules and regulations [1]. To clear items for their intended use, importers and exporters must meet certain conditions, such as providing the required documentation and following the necessary procedures [2]. Imports into the country are subject to customs duties and must comply with all applicable regulations. Therefore, importers must go through the extensive Customs clearance processes at the port/airport of arrival unless the goods are destined for passage by the same vessel/aircraft or transshipment to another Customs station or any destination outside India. Sections 52 through 56 of the Customs Act, 1962 provide duty-free transit for goods listed in an IGM or Import Report that are en route to a destination outside of India or are being transhipped to a different Customs station within India [3-7]. Customs clearance formalities must be met by the importer upon the products' arrival at the other customs station, but a straightforward transshipment procedure is all that's required of the carrier and the relevant authorities at the first port or airport of landing. After unloading, the commodities could be transhipped to a port outside of India. No taxes or fees are due, and a straightforward process for transshipment is outlined [8-12].

Importers have the option of clearing products for domestic consumption after paying the applicable duties or clearing the items for warehousing without prompt discharge of the duties leviable in accordance with the warehousing requirements of the customs act, 1962. Each importer is required to submit a bill of entry for domestic consumption or storage, as applicable, in accordance with Section 46 [13-17]. The bill of entry must be submitted in sets, with each set containing one or more bills of entry in a distinct colour and each bill of entry specifying its intended use on the face of the document. Nations rely on its freight transportation system, which consists of a vast network of highways, bridges, rail tracks, airports, seaports, navigable waterways, pipelines, and equipment, to carry massive quantities of commodities across the country and around the world. A freight forwarder is an organisation or person that plans and executes the transportation of goods by means of asset-based carriers. Watercraft, planes, trucks, and trains are all examples of possible modes of common carrier transportation. An intricate web of long-distance transportation services facilitates the transport of goods across countries. Shippers, commercial for-hire carriers, 3PLs, and consignees are just few of the many involved in this process [18-23].

To transport massive quantities of goods over great distances, the services provided by seaports and airports are crucial to international trade. Successful international trade is impossible without the cooperation of these services and their users. Transporting goods to a foreign country is a common service provided by freight forwarders. They are the experts in handling the paperwork and other logistics of overseas shipments, hence the alternative name "International Freight Forwarders" (IFF) [24-27]. A freight forwarder would usually look over the commercial invoice, export declaration, bill of lading, and any other paperwork necessary for the particular carrier or destination country before arranging shipping. These days, most of these transactions take place in a paperless office. A custom clearing agent and freight forwarder are crucial to every business that handles international trade [28-32]. The Customs Clearance Broker handles the import and export clearance process, including obtaining any necessary government approvals and coordinating their implementation with any other regulatory bodies that may have a say in the transaction. Each exporter and importer should have a foundational understanding of the import/export regulations and restrictions that apply to their goods. They should also have a general understanding of the procedures involved in international trade. However, the Customs Clearance agent would be familiar with the inner workings of all Customs Rules and Laws and would work quickly to assure compliance, reducing the risk of demurrage and allowing the import consignment to be cleared within the free period [33-41].

Clearance Process at Customs

Imports are subject to a physical inspection and value by Customs upon arrival at the Bond. In order to determine the amount of Customs Duty owed, it is necessary to determine the correct description of the goods being imported, their proper classification under the applicable Customs Chapter and Tariff, verify that no under-invoicing has occurred, and certify the valuation of the Consignment [42]. Customs duty payments are coordinated and advised by the clearance agency in conjunction with the importer. It is not complete until the Original Documents and the Consignment are physically delivered to the importer at the agreed upon location. Three to seven days of bonding or storage are allowed duty-free under Customs regulations (depending on country to country and location) [43-45]. Air cargo typically only get three days for Clearance, whereas marine goods can stay in a customs warehouse for free for up to seven days. If the consignment is not cleared by the importer through the Customs Clearance agent during the free period, the importer will be charged demurrage until the consignment is delivered [46-51]. If the Customs Clearance Agency isn't quick and competent, the demurrage could add up to a hefty sum. Even if an importer follows every procedure to a tee, he still won't have time to wait around for his shipments to clear customs. The Customs Clearance Agent steps in at this point to represent the importer before the Customs Office and see that the procedure runs well [52-61].

A Brief on Customs Brokerage

Tariffs and trade rules enacted by national governments are used to manage a country's international trade activities. The Government gives the Customs Departments, led by Custom Commissioners, executive authority to manage the country's import and export rules and tariffs [62-71]. Every single airport, seaport, and border checkpoint in the country has its own customs clearance department. During Customs Clearance, the products are inspected and appraised to determine their value and validity. The Commercial Invoice's valuation is approved by Customs after they verify it is in line with global market standards and determine the item's proper classification. The importer will be billed for the duty after the shipment has been evaluated. When the Customs bond is settled, the shipment can be released. Imports are governed not only by Customs Laws, but also by those of any other applicable Boards or Bodies, such as the Food and Drug Administration, the Department of Agriculture, the Department of

Fisheries and Wildlife, etc. It is necessary to gain the remaining tests and approvals while the import shipment is in Customs' custody [72].

To clear imports through customs, an importer may need to submit a number of commercial documents in addition to the aforementioned customs-related documentation. A Customs Clearance Broker or Brokerage Agency should be hired to handle the customs clearance process and to coordinate with the Customs and other agencies. The Customs Department authorises Customs Clearance Brokerage Agencies to function as Third Party Service Agencies on behalf of licenced importers. In order to obtain a licence to clear customs, one must first pass a test and examination designed to assess their knowledge of customs procedures. Several companies offer services related to customs clearance. Freight forwarding companies, both small and large, as well as MNCs, are common providers of Customs Clearance services. Commercial paperwork from the buyer and seller, the bill of transport from the transporting company, the Certificate of Origin from the Seller country, etc. are all required for Customs Clearance [73-81]. The Customs Bill of Entry is also an important part of the paperwork that must be handed in. Prior to the shipment's arrival, these forms are submitted electronically from the Customs Broker's office. The customs clearance process and the release of the Consignment must be finalised within three to seven days (varies by nation) following the Consignment's arrival at the Custom's Bonded Warehouse. If not, the Consignment will begin accruing demurrage on a daily basis, which the importer will be responsible for paying before the Consignment may be cleared. The Customs Clearance Agent is essential since they act as the importer's advocate with Customs and are responsible for ensuring that all rules and regulations are followed.

Export Documentation Procedure

Step 1: Receive an Inquiry

When a potential customer makes an inquiry about purchasing your goods, the shipping documentation procedure officially begins. When a potential purchaser shows interest, they frequently seek a quote and specify the conditions of their interest in a letter of inquiry.

Step 2: Screen the Potential Buyer and Country

After a potential client contacts you, you need to make sure you can actually sell to them. That entails a check against all applicable banned and restricted list databases. Their name, company name, and address can be screened in one of two ways: either manually, by verifying each of the dozens of lists issued by the U.S. government; or automatically, by utilising software like Shipping Solutions, which checks against the most up-to-date version of all the listings.

Step 3: Provide a Proforma Invoice

A proforma invoice may be required after the customer and their nation have been vetted. The proforma invoice serves as the initial point of contact between you and your buyers. It can be used to get funding for the acquisition and performs the functions of both a quote and a commercial invoice. If an order is placed after a proforma invoice is issued, the commercial invoice will look very similar to the proforma. All prices listed in the quotation are guaranteed and cannot be changed outside of the parameters of the letter of credit.

Step 4: Finalise the Sale

The buyer will either accept or reject your proposal after you send the proforma to them. They may try to haggle over the finer points of the deal as part of the acceptance procedure. This will lead to an agreement, either verbal or written.

Step 5: Prepare the Goods and the Shipping Documents

After the sale is finalised and the products are ready for export, the next step is to get the necessary shipping documentation ready. You might consider including one or more of these five export forms in your cargo.

Commercial invoice

The commercial invoice is the initial form that is required to be included in practically all shipments. Export control officials at U.S. Customs and Border Protection could look into it. If you want to get your items through customs in the country of destination, you'll need an invoice. The invoice can then be used by the buyer to have funds transferred to the seller's bank account. If any damage occurs during transport, the exporter may require it to file an insurance claim. These pieces of information can be seen on the commercial invoice. The original invoice is signed in blue ink, and the exporter always sends three copies along with the package [82].

Packing list

A packing list, detailing the shipment, the packing details, and the marks and numbers indicated on the outside of the boxes, is also frequently included to tell the freight forwarder, carrier, and eventual consignee about the shipment. Customs officials in the nation of import employ a packing list to ensure the safety and legality of the shipment. If your shipment was damaged or lost in transit, you'll need this form to file a claim with your carrier or insurer [83].

Certificate of origin

A certificate of origin may be required by the customs authorities of some countries while a statement of origin on the commercial invoice may be sufficient for others. Documentary proof that the goods came from the country listed on the certificate of origin, commercial invoice, or packing list. You may want to include the specific form for that trade agreement if the United States has concluded a free trade agreement (FTA) with the country to which you are exporting and if your goods qualify for reduced tariffs under the terms of the agreement [84-91].

Bill of lading

One bill of lading is required at minimum, and multiple bills of lading may be required depending on the size of your export. To transport products to a seaport or airport, for instance, an inland bill of lading may be required. A second bill of lading, often completed by your freight forwarder, is required when exporting goods from the United States. You should also fill out a dangerous goods form at this time if one is required.

Step 6: Run a Restricted Party Screening

Make one last check of restricted party lists to make sure no new entries have been added before sending out the shipments. Let's say you decide to employ the Restricted Party Screening Wizard offered by Shipping Solutions. If that's the case, the software will keep track of all of your screenings automatically, creating a paper trail of your vigilance that may be referred back to in the event of an audit.

Step 7: Miscellaneous Forms and Ship Your Goods

There could be additional paperwork required before you can ship your items abroad. Some examples include the forms requested by the freight forwarder and the documentation specified in the sales

contract you executed with your buyer. A temporary export may require additional documentation, such as a bank draught or an ATA carnet.

Export Documents

Bill of lading: The bill of lading is a contract between the items' owner and the carrier that is typically the first document used in international shipments. It will detail the items being shipped, their final destination, and the origin point. The bill of lading also functions as a receipt from the carrier after the shipment has been picked up.

Certificate of manufacturer: This notarized document attests to the fact that the manufacturer has completed production, the items are in compliance with all applicable standards, and are ready to be shipped.

Certificate of origin: The manufacturer has created this document, which has been approved by a government agency or business group. The code is used to determine the origin of the manufactured goods. The U.S. Food and Drug Administration, for instance, mandates that all products imported into the country have a certificate of origin.

Commercial invoice: A commercial invoice is a document that details the export transaction from beginning to end, including the shipping arrangements, and is issued once the foreign sale is finalised and the products are ready to be dispatched. It's crucial since it instructs and informs everyone involved (buyer, freight forwarder, U.S. and foreign customs, import broker, banks, carriers, etc.). U.S. companies may face fines or shipment delays if they fail to comply with the regulations of the nations to which they export [92-101].

Consular invoice: You can get a consular invoice from the country's consulate official, and it will serve as proof of shipment. Although not mandated everywhere, it is utilised to aid many developing nations' customs and tax collecting processes.

Dock receipts: This receipt serves as evidence to the exporter that the items were successfully delivered to the foreign carrier.

Inspection certificate: Industrial machinery, perishable goods, and meat products are typical targets for these kinds of checks. It confirms that the right number of items was included in the shipment and that they arrived in acceptable condition.

Insurance certificate. This certificate proves that you have purchased cargo insurance for international shipments. Since the exporter is concerned about liability and substantial losses, insurance may be acquired.

Scope of The Study

The study will also help the management know about the customer preferences so the management can satisfy the customer needs and wants. The study's result helps the management know the customer choices and preferences they need in custom clearance. To help management plans, development and growth by knowing the customer preferences [102-111].

Need of The Study

The study's findings can help the management understand the customer preferences, needs and wants they expect to fulfil.

It also helps BSM Logistics know how they perform their functions effectively and can analyse what they should get to improve their performance.

The management finds a possible way to fulfil customer's expectations and attract new customers by w

Objectives of The Study

Primary Objective

To study the customers' preference for custom clearance and how the company guides them in successfully clearing their goods concerning BSM Logistics.

Secondary Objectives:

- To know why the customer prefers BSM Logistics.
- To know the satisfaction level of the customers regarding the documentation work and assessment of goods.
- To know the process & procedures in customs clearance.

Research Methodology

Research is the process of systematically examining a topic of interest in order to draw conclusions about it using scholarly methodologies. A systematic research to describe, explain, forecast, and manage the observable phenomenon; so said American sociologist Earl Robert Babbie. Both inductive and deductive reasoning are required [112-115]. The difference between inductive and deductive approaches to study is that the former analyse a witnessed occurrence, while the latter verify it. Researchers often use inductive tactics in qualitative studies and deductive ones in quantitative studies. The "how" of doing any study is what is meant by "methodology." A researcher's methodical approach to study design is what guarantees meaningful and reliable results that answer research questions. In other words, the methodology section needs to prove that the selected approaches are appropriate for accomplishing the study's goals in a way that yields credible findings. The results of a study may only be considered scientifically reliable if the study's methodology was carefully thought out and executed. The researcher's research plan is the overarching strategy for implementing the various research methods and procedures. The layout makes it possible for scientists to zero in on the most effective research strategies for particular study topics. A study's methodology details whether it is an experiment, a survey, a correlation, a semi-experimental study, or a review (experimental design, research problem, descriptive case study) [116-121].

Types of Research Design

Mathematical computations are used in qualitative research to establish connections between the data and the observations. Using statistical approaches, one can confirm or refute a hypothesis about an observed phenomenon in nature. To determine "why" a given theory exists and "what" respondents think about it, researchers rely on qualitative research methodologies [122-129].

Quantitative research design

If you need definitive statistical findings in order to glean useful insights, quantitative research is the way to go. The use of numbers helps with making important business choices. Any successful business must employ quantitative research techniques. Decisions about the company's future are best made with the help of insights gleaned through cold, hard numbers and research [130-135]. A descriptive research strategy focuses primarily on explaining the topic under investigation. Data collection, analysis, and

presentation form the backbone of this theory-based design approach. The researcher is then in a position to explain the rationale and methodology behind their study. The importance of this study is better communicated through a descriptive research design. You can do exploratory research if the problem description is unclear.

Sample design

Taking a representative sample from a larger population requires a well-thought-out strategy. The term "sampling technique" refers to the method by which study subjects are chosen. An additional outcome of sample design is a method for determining the sample size, or the total number of elements to be drawn from the population. This means that the sample design is chosen before any data is collected. The researcher needs to select the most applicable and trustworthy sample design strategies for his research project [136].

The term "population" is used to describe all of a study's subjects. The study's findings may be generalised to the population at large if participants were recruited at random. The sample size of a survey or experiment is the number of unique participants or unique observations. The criteria of effectiveness, representativeness, dependability, and adaptability are all met by a perfect sample [137-139]. The researcher's intended level of accuracy and confidence in the estimate should inform the choice of sample size. The initial stage in statistical analysis is collecting the necessary data. After the research design, including the sample plan, has been developed, data collecting can begin. Primary or secondary data can be used. Primary data collecting in a study or research can involve either making in-person or online observations or conducting interviews with respondents. By means of a questionnaire, I have gathered primary data. The goals of the study informed the development of the questionnaire. The term "secondary data" is used to describe information that has already been gathered and analysed.

Statistical Tool Used for Analysis

Percentage analysis gives a tabulated representation of the respondent's viewpoint.

Percentage = No. of. responses * 100

Total no. of responses

The chi-square test

The chi-square test is used to determine if there is any association between the two options. It is also used to determine the effectiveness of any opinion or preference.

Chi – square $(\chi)^2 = \sum (O_{ij} - E_{ij})^2 / E_{ij}$

F-Test two sample variance

Under the null hypothesis, an F-test refers to any statistical test where the distribution of the test statistic is F-shaped. It is commonly used to determine which of multiple statistical models fitting a dataset is the most accurate representation of the population from which the data were drawn. In an F-test, the significance level is determined by comparing the ratio of two scaled sums of squares that represent independent variables. These sums of squares are designed so that the statistic favours the alternative hypothesis more often than not. The sums of squares must be statistically independent and each follow a scaled 2-distribution for the statistic to follow the F-distribution under the null hypothesis. If the data values are uncorrelated and regularly distributed with a constant variance, then the later condition holds (fig.1).

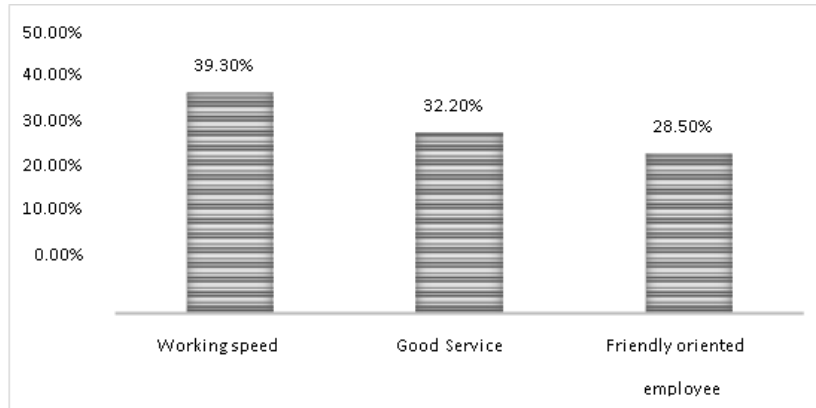


Figure 1: Chart Showing the Company Service That Impressed Most

The above table shows that 39.3% of the respondents are impressed with the working speed, 32.2% are impressed with the good service, and 28.5% are impressed with the friendly-oriented employees (fig.2).

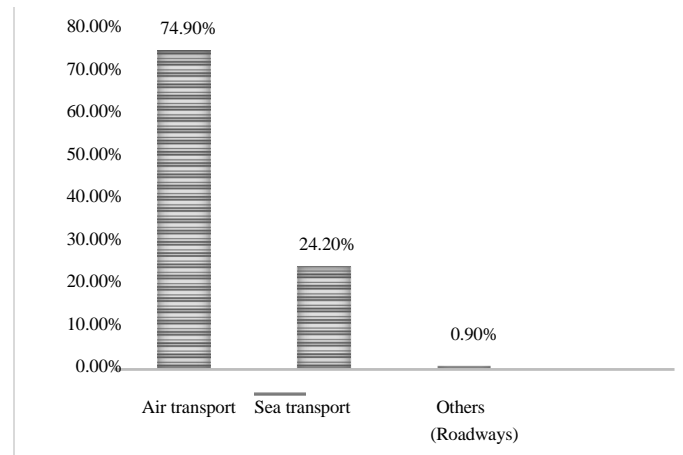


Figure 2: Chart Showing the Types of Transport That Customers Prefer

From the above table, it is identified that 74.9% of the respondents chose air transport, 24.2% chose sea transport, and 0.9% chose other transport like roadways. So, most respondents chose air transport because it is the fastest transport system (fig.3).

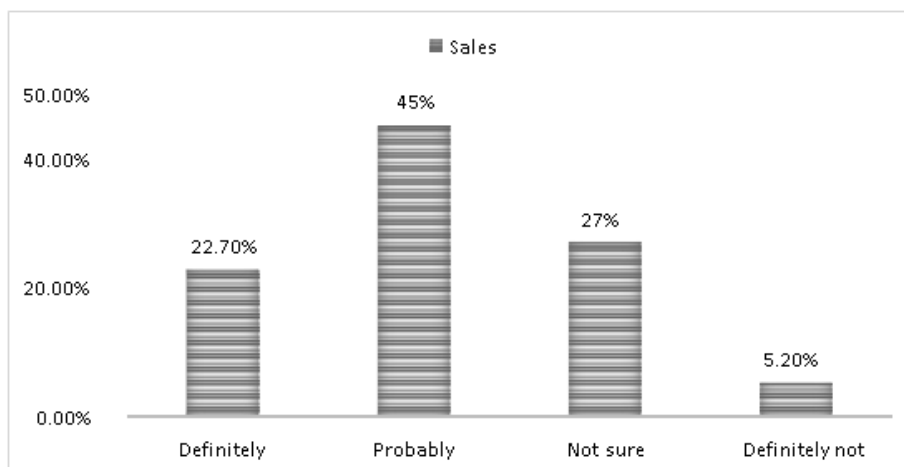


Figure 3: Chart Showing the Customer Preference for Suggesting Others

From the above table, it is identified that 45% of the respondents probably recommend others, 27% of respondents are not sure, 22.7% recommend others about the company, and 5.2% do not recommend (fig.4).

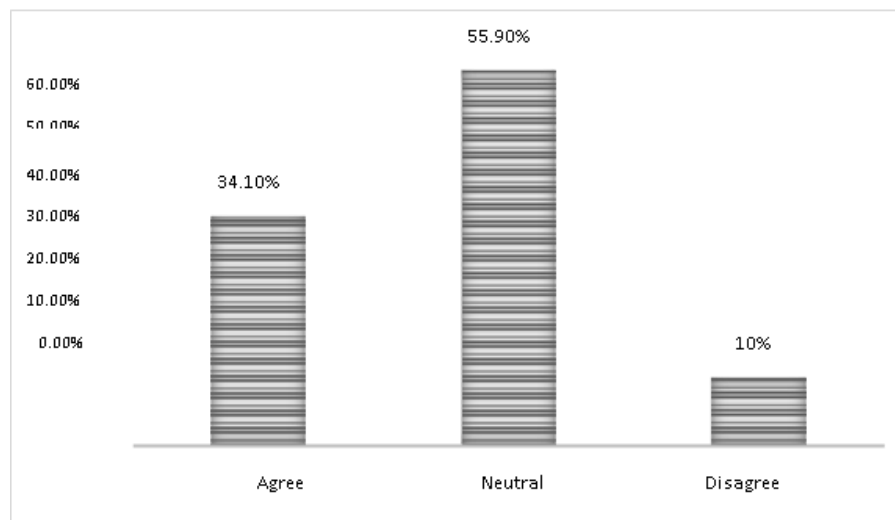


Figure 4: Chart Showing the Customer Using Custom Brokers

From the above table, it is identified that 55.9% of the respondents remain neutral, 34.1% agree, and 10% disagree. Most respondents remain neutral, so they are not sure they only use custom brokers to clear their goods.

The vast majority of those polled are pleased with the results of the documentation effort. The vast majority of those polled are content with the distribution of responsibilities. The majority of people who responded were agnostic on the application process. The anti-dumping measures and refunds have been well received by the majority of responders. The trade pact has been widely praised by those who have responded. The BSM Logistics has been well received by the majority of respondents. Most customers are pleased with the service they received from the organisation. The vast majority of interviewees have positive impressions about the documentation phase. The majority of people who responded were pleased with the overall impression they got. The convenience of BSM Logistics was largely praised by responders. Fast customer service was appreciated by the vast majority of survey takers. Most of those who responded approved of the measures taken to address the issue. The majority of responders endorsed the proposed solutions to the issues. The cargo cannot be processed through customs without certain adjustments. Customs agents must provide the exporter and importer with adequate shipment support. If service fees are lowered, business activity should grow. Shippers who have the ability to manufacture goods but lack marketing expertise should receive support from CHAs in developing new markets.

Conclusion

There must be a logistical revolution if Indian companies are to succeed in the global market of the twenty-first century. Eighty percent of our clients favour flying. Therefore, the corporation should pursue air transport by establishing dealerships with airlines. Problems with interpreting the data. The study relied solely on the feedback of logistics professionals, academics, and workers. The poll does not include data from all respondents or from all part of the state. Therefore, we decided to use a random sampling technique for our survey. Our customs house agents are a corporation with over 9 years of expertise

handling shipments between Rs.200 and Rs.300 million. They were able to import and export any kind of product. They serve a wide variety of clients and rely on maritime and aerial transport in their work. Stuffing occurs in airports, homes, and inland containers, and general Cargo containers are handled by them. Payment for Freight Rates is made in advance by Depots at the final destination. They offer services such as vessel tracking, packing guides, and insurance coverage.

References

1. Batool, Kiran; Zhao, Zhen-Yu; Irfan, Muhammad; Żywiołek, Justyna (2023): Assessing the role of sustainable strategies in alleviating energy poverty: an environmental sustainability paradigm. w: *Environ Sci Pollut Res*, s. 1–22.
2. Khan, Muhammad Asghar; Kumar, Neeraj; Mohsan, Syed Agha Hassnain; Khan, Wali Ullah; Nasralla, Moustafa M.; Alsharif, Mohammed H. i wsp. (2023): Swarm of UAVs for Network Management in 6G: A Technical Review. w: *IEEE Trans. Netw. Serv. Manage.* 20 (1), s. 741–761.
3. 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).
4. 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 (Basel, Switzerland)* 10 (10).
5. Żywiołek, Justyna; Tucmeanu, Elena Roxana; Tucmeanu, Alin Iulian; Isac, Nicoleta; Yousaf, Zahid (2022): Nexus of Transformational Leadership, Employee Adaptiveness, Knowledge Sharing, and Employee Creativity. w: *Sustainability* 14 (18), s. 11607.
6. Tripathi, S., & Al Shahri, M. S. T. (2023). Paradigm Shift From Traditional to Communicaiton and Technology Acceptance Models for the Survival of Family Businesses in Oman. In *Perspectives and Strategies of Family Business Resiliency in Unprecedented Times* (pp. 39-63). IGI Global.
7. Tripathi, Sangeeta "Significance of Augmented Reality in Omani Higher Education and Job Training" *Contemporary Challenges in Digital Education*, edited by Andreia de Bem Machado, PhD, Gertrudes Aparecida Dandolini, PhD, Maria José Sousa, PhD, Nova Science Publishers, August 5, 2022, page no. 77-92.
8. Tripathi, Sangeeta, "Digital Media: Isolation vs. Engagement, During COVID19," *Rethinking Media and Socio-Cultural Change: India and the Globe in Times of Pandemic*, edited by Tripathi, D, HP Hamilton Ltd. (2021), page no. 60-73.
9. Udofia, C. A. (2017). Leadership in the Health Sector: A discourse of the Leadership Model of Utilitarianism. *Online Journal of Health Ethics*. 13(1).
10. Udofia, C. A. (2018). Berkeley: Empiricist of Rationalist? -A Disquisition. *Journal of Education, Society and Behavioural Science*. Article No. JESBS. 19804. 1-8.
11. Udofia, C. A. (2019). Leadership Cynosurism and Kant's Imperative. *International urnal of Politics and Good Governance*. Vol.10(10), 31-38.
12. Udofia, C. A. (2020). Leadership and National Development. *International Journal of Research and Innovation in Science*. Vol. 4, 69-81.

13. Udofia, C. A. (2020). The Charms and Perils of Information and Communication Technology. *International Journal of Creative Research Thought*. Vol. 8(2),266-272.
14. Tripathi, S. Advertising Prospects In Gcc Countries: A Study With Salalah, Oman Advertising Market, *Ijmas-Iraj-Doionline-17716*.
15. Tripathi, S. Gupta V. "Mental Stigma due to Communication Crisis in the age of COVID-19: A Study of Delhi-NCR, India and Dhofar, Oman," *Global Economic Order in the Post-COVID-19 Era*, edited by Ravi Kumar Gupta, Sanjay Kumar Mangla and Nisha Jindal, published by Maharaja Agrasen University Publication, (2020), p. 37.
16. Tripathi, D., & Shahri, M. A. (2019). Digital Communication Controlling Youngsters in Delhi, India, and Salalah, Oman: A Case Study. *International Journal of Communication and Media Science*, 6(3), 7-14.
17. Tripathi, D. S., & Al Shahri, M. (2019). New Dimension of Tourism in the Era of New Media in Oman: A Case Study based on Salalah. *Global Journal of Human-Social Science A Arts & Humanities-Psychology*, 19(1), 8-16.
18. Tripathi, S., & Al Shahri, M. (2016). Omani community in digital age: a study of Omani women using back channel media to empower themselves for frontline entrepreneurship. *International Journal of Information and Communication Engineering*, 10(6), 1929-1934.
19. Tripathi, S. (2017). Role of Bollywood cinema in promoting tourism, business and intercultural communication in Arab world: A study with Oman. *International Journal of Social Sciences*, 3(1), 424-435.
20. Sangeeta, Tripathi, "Paradigm Shift in Higher Education Model by Using Artificial Intelligence: Challenges and Future Perspectives in India and Oman," *Incorporating AI Technology in the Service Sector Innovations in Creating Knowledge, Improving Efficiency, and Elevating Quality of Life*, edited by Maria Jose Sousa, Subhendu Pani, Francesca dal Mas, & Sérgio Sousa, CRC Press/Taylor & Francis, 2023.
21. Tripathi, S. Advertising Prospects In Gcc Countries: A Study With Salalah. Oman Advertising Market, *Ijmas-Iraj-Doionline-17716*.
22. Tripathi, S. and Al Shahri, M. (2023), "Communication Effectiveness in Rebuilding and Raising Awareness for Safe and Innovative Future Tourism in Oman", Kumar, J., Bayram, G.E. and Sharma, A. (Ed.) *Resilient and Sustainable Destinations After Disaster (Tourism Security-Safety and Post Conflict Destinations)*, Emerald Publishing Limited, Bingley, pp. 157-178.
23. Udofia C. A. (2018). An excavation of Jean Baudrillard's Theory of Post modernism. *International Journal of Science and Research*. Vol.7, No.12.651-653.
24. Udofia C. A. (2018). Utilitarianism and Deontologism As Moral Cynosures for Leadership: An Examination. *International Journal of Integrative Humanism*. Vol. 10(1).
25. Haq, M. A., Ahmed, A., Khan, I., Gyani, J., Mohamed, A., Attia, E.-A., Mangan, P., & Pandi, D. (2022). Analysis of environmental factors using AI and ML methods. *Scientific Reports*, 12(1), 13267.
26. Haq, M. A., Ghosh, A., Rahaman, G., & Baral, P. (2019). Artificial neural network-based modeling of snow properties using field data and hyperspectral imagery. *Natural Resource Modeling*, 32(4).

27. Haq, M. A., & Baral, P. (2019). Study of permafrost distribution in Sikkim Himalayas using Sentinel-2 satellite images and logistic regression modelling. *Geomorphology*, 333, 123–136.
28. Haq, M. A., Alshehri, M., Rahaman, G., Ghosh, A., Baral, P., & Shekhar, C. (2021). Snow and glacial feature identification using Hyperion dataset and machine learning algorithms. *Arabian Journal of Geosciences*, 14(15).
29. Mangan, P., Pandi, D., Haq, M. A., Sinha, A., Nagarajan, R., Dasani, T., Keshta, I., & Alshehri, M. (2022). Analytic Hierarchy Process Based Land Suitability for Organic Farming in the Arid Region. *Sustainability*, 14(4542), 1–16.
30. Udofia, C. A. (2011) World-view Dependence of Metaphysics, knowledge, Truth and Logic: A Proposal for Complementary Harmonism as a Framework for Cultural Dialogue. *Integrative Humanism Journal: Department of Classics and Philosophy, University of Cape Coast, Ghana*. Vol. 1, No. 2.42-48.
31. Udofia, C. A. (2012). Truth: The Paradox of Believable Lie and Unbelievable Truth. *Research on Humanities and Social Sciences*. Vol.2, No. 8. Index Copernicus (Poland) 124-126.
32. Udofia, C. A. (2015). Reforming Education in Africa: The Liberative Pedagogy Perspective. *British Journal of Education, Society and Behavioural Science*. Vol.6, No. 1.71-77.
33. A. R. Yeruva and V. B. Ramu, "Optimising AIOPS system performance for e-commerce and online retail businesses with the ACF model," *Int. J. Intellect. Prop. Manag.*, vol. 1, no. 1, p. 1, 2022.
34. V. B. Ramu and A. R. Yeruva, "AIOPS research innovations, performance impact and challenges faced," *Int. J. Syst. Syst. Eng.*, vol. 13, no. 3, p. 1, 2023.
35. D. R. Patil, B. S. Borkar, A. V. Markad, and H. P. Singh, 'Applications of Artificial Intelligence using Baye's Theorem: Survey', *Universal Review*, vol. 8, no. 02, pp. 198–203, 2019.
36. D. R. Patil and R. Purohit, 'Dynamic Resource Allocation and Memory Management using Deep Convolutional Neural Network', *IJEAT*, vol. 9, no. 02, pp. 608–612, 2019.
37. D. R. Patil and M. Sharma, 'Dynamic Resource Allocation and Memory Management Using Machine Learning for Cloud Environments', *International Journal of Advanced Trends in Computer Science and Engineering*, vol. 9, no. 04, pp. 5921–5927, 2020.
38. B. Adgaonkar, D. R. Patil, and B. S. Borkar, 'Availability-Aware Multi-Objective Cluster Allocation Optimization in Energy-Efficient Datacenters', in *2022 2nd Asian Conference on Innovation in Technology*, 2022, pp. 1–6.
39. D. R. Patil, G. Mukesh, S. Manish, and B. Malay, 'Memory and Resource Management for Mobile Platform in High Performance Computation Using Deep Learning', *ICIC Express Letters:Part B: Applications*, vol. 13, no. 9, pp. 991–1000, 2022.
40. B. S. Borkar, D. R. Patil, A. V. Markad, and M. Sharma, 'Real or Fake Identity Deception of Social Media Accounts using Recurrent Neural Network', in *2022 International Conference on Fourth Industrial Revolution Based Technology and Practices (ICFIRTP)*, 2022, pp. 80–84.
41. D. R. Patil, B. Borkar, A. Markad, S. Kadlag, M. Kumbhkar, and A. Jamal, 'Delay Tolerant and Energy Reduced Task Allocation in Internet of Things with Cloud Systems', in *2022 International Interdisciplinary Humanitarian Conference for Sustainability (IIHC)*, 2022, pp. 1579–1583.

42. J. Cruz Ángeles, The legal-community obligations of the large digital service provider platforms in the metaverse era, *Cuad. transnational law* , vol. 14, no. 2, p. 294-318, Sept. 2022.
43. J. Cruz Ángeles, The guardians of access to the metaverse. (Re)thinking the Competition Law of the European Union, *Cuad. transnational law* , vol. 15, no. 1, p. 275-296, Mar. 2023.
44. H. T. Lumapenet, “Effectiveness of Self-Learning Modules on Students’ Learning in English Amidst Pandemic,” *English Amidst Pandemic. Resmilitaris*, vol. 12, no. 6, pp. 949–953, 2022.
45. T. S. Guiamalon, “Internship In Times Of Pandemic: A Qualitative Phenomenological Study,” *Resmilitaris*, vol. 12, no. 6, pp. 1039–1050, 2022.
46. Alabdullah, T.T.Y., Ahmed, E.R. (2021). New Insights to Investigate the Impact of Internal Control Mechanisms on Firm Performance: A Study in Oman. *Riset Akuntansi dan Keuangan Indonesia*, 6(2).
47. Alabdullah, T.T.Y., Al Fakhri, I., Ahmed, E.R., & Jebna A.K. (2021). Empirical Study of The Influence of Board of Directors’ Feature on Firm Performance. *RJOAS*, 11(119), 137-146.
48. Haq, M. A. (2021). DNNBoT: Deep Neural Network-Based Botnet Detection and Classification. *Computers Materials and Continua*, 71(1), 1769–1788.
49. Haq, M. A. (2022). CDLSTM: A novel model for climate change forecasting. *Computers, Materials and Continua*, 71(2), 2363–2381.
50. Haq, M. A. (2021). SMOTEDNN: A Novel Model for Air Pollution Forecasting and AQI Classification. *Computers Materials and Continua*, 71(1), 1403–1425.
51. Haq, M. A., Azam, M. F., & Vincent, C. (2021). Efficiency of artificial neural networks for glacier ice-thickness estimation: A case study in western Himalaya, India. *Journal of Glaciology*, 67(264), 671–684.
52. Haq, M. A. (2022). CNN Based Automated Weed Detection System Using UAV Imagery. *Computer Systems Science and Engineering*, 42(2), 837–849.
53. Alabdullah, T. T. Y., Al-Fakhri, I., Ahmed, E. R., & Kanaan-Jebna, A. 2021. Corporate Governance System and Firm Financial Performance. *Acta Scientific Computer Sciences*, 4 (6), 97-103.
54. Kanaan-Jebna, A., Baharudi, A.S., & Alabdullah, T.T.Y. (2022). Entrepreneurial Orientation, Market Orientation, Managerial Accounting and Manufacturing SMEs Satisfaction. *Journal of Accounting Science*, 6(1), 1-14.
55. Saraswat, S. (2021). Writing Wrongs: Mahesh Dattani's Thirty Days in September as a Trauma Narrative. *Turkish Online Journal of Qualitative Inquiry*, 12(3).
56. Saraswat, S. (2020). Representation of Emerging Technologies: Postmodern Urban Dystopia in Manjula Padmanabhan’s Harvest. *International Journal on Emerging Technologies*, 11(4): 446–449.
57. Mert, “Assessment of accounting evaluation practices, a research-based review of Turkey and Romania,” Springer Cham, eBook ISBN: 978-3-030-98486-1, Hardcover ISBN 978-3-030-98485-4.
58. Mert, “The importance of fixed asset revaluations in economic crises periods,” *Journal of Business*

and Social Science Review, vol. 1, no. 7, pp.35-45, 2020.

59. Mert, "The impacts of knowing the complications of fair value on financial statement analysis for investment decision process," *Journal of Business & Economic Management*, Vol.8, no.8, pp.251-264, 2020.
60. Mert, "Analyzing the results of accounting evaluation methods through practical applications," *European Business & Management*, Vol.6, no.4, pp.95-104, 2020.
61. Mert, "The Effects of collaboration between internal auditing and financial affairs departments: A survey conducted through the internal auditing and financial affairs departments," *Economic Studies (Ikonomicheski Izsledvania)*, Vol.30, no.3, pp.96-114, 2021.
62. Mert, "Analyzing the sustainability of the accounting valuation practices in Romania during the adaptation period to the European Union," *Revista Argentina de Clínica Psicológica*, Vol.30, no.1, pp.787-798, 2021.
63. Mert, "The effects of the qualitative parameters of internal auditing works on the preferences of investment funds' analysts," *Economic Alternatives*, no.1, pp.60-71, 2021.
64. Mert, "Investigation techniques, methods, types, and increasing impact of forensic accounting in digital period," *Maliye ve Finans Yazıları (Journal of Finance Letters)*, no.118, pp.13-32, 2022.
65. M. H. A. Al-Abyadh and H. A. H. Abdel Azeem, "Academic achievement: Influences of university students' self-management and perceived self-efficacy," *J. Intell.*, vol. 10, no. 3, p. 55, 2022.
66. H. A. H. Abdel Azeem and M. H. A. Al-Abyadh, "Self-compassion: the influences on the university students' life satisfaction during the COVID-19 outbreak," *Int. J. Hum. Rights Healthc*, 2021.
67. N. A. S. Al-Abrat and M. H. A. Alabyad, "The Extent of Awareness of Faculty Members at Al-bayda University About the Concept of Educational Technology and Their Attitudes Towards It," in *New Trends in Information and Communications Technology Applications. NTICT 2021*, vol. 1511, A. M. Al-Bakry, Ed. Cham: Springer, 2021.
68. A. Ldbyani and M. H. A. Al-Abyadh, "Relationship between Dark Triad, Mental Health, and Subjective Well-being Moderated by Mindfulness: A Study on Atheists and Muslim Students," *Islamic Guidance and Counseling Journal*, vol. 5, no. 1, pp. 71–87, 2022.
69. 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).
70. 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.
71. 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).
72. Al Shraah, A., Irtaimah, 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).
73. Alayli, S. (2023). Unravelling the Drivers of Online Purchasing Intention: The E-Commerce Scenario in Lebanon. *FMDB Transactions on Sustainable Social Sciences Letters*, 1(1), 56–67.
74. Anand, P. P., Kanike, U. K., Paramasivan, P., Rajest, S. S., Regin, R., & Priscila, S. S. (2023). Embracing Industry 5.0: Pioneering Next-Generation Technology for a Flourishing Human Experience and Societal Advancement. *FMDB Transactions on Sustainable Social Sciences Letters*, 1(1), 43–55.
75. Balas-Timar, D. (2014). Is It Psychology About Linear Or Dynamic Systems?. *SEA-Practical Application of Science*, 2 (2), 189-196.
76. 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.
77. 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.
78. Balas-Timar, D., & Lile, R. (2015). The story of Goldilocks told by organizational psychologists. *Procedia-Social and Behavioral Sciences*, 203, 239-243.
79. Cirillo, S., Polese, G., Salerno, D., Simone, B., & Solimando, G. (2023). Towards Flexible Voice Assistants: Evaluating Privacy and Security Needs in IoT-enabled Smart Homes. *FMDB Transactions on Sustainable Computer Letters*, 1(1), 25–32.
80. 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.
81. 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
82. 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.
83. 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.
84. 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.
85. Desfiandi, S. Suman Rajest, P. S. Venkateswaran, M. Palani Kumar and S. Singh, "Company Credibility: A Tool To Trigger Positive Csr Image In The Cause-Brand Alliance Context In Indonesia", *Humanities & Social Sciences Reviews*, vol. 7, no. 6, pp. 320-331, 2019.
86. Devi, B. T., & Rajasekaran, R. (2023). A Comprehensive Review on Deepfake Detection on Social Media Data. *FMDB Transactions on Sustainable Computing Systems*, 1(1), 11–20.

87. 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.
88. Gomathy, V., & Venkatasbramanian, S. (2023). Impact of Teacher Expectations on Student Academic Achievement. *FMDB Transactions on Sustainable Techno Learning*, 1(2), 78–91.
89. Jeba, J. A., Bose, S. R., & Boina, R. (2023). Exploring Hybrid Multi-View Multimodal for Natural Language Emotion Recognition Using Multi-Source Information Learning Model. *FMDB Transactions on Sustainable Computer Letters*, 1(1), 12–24.
90. 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)
91. Maselena, A., Patimah, S., Syafril, S., & Huda, M. (2023). Learning Preferences Diagnostic using Mathematical Theory of Evidence. *FMDB Transactions on Sustainable Techno Learning*, 1(2), 60–77.
92. 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.
93. R S Gaayathri, S. S., Rajest, V. K., & Nomula, R. (2023). Bud-D: Enabling Bidirectional Communication with ChatGPT by adding Listening and Speaking Capabilities. *FMDB Transactions on Sustainable Computer Letters*, 1(1), 49–63.
94. R, S., Rajest, S. S., Regin, R., & T, S. (2022). The Obstacles Facing Businesses that are Run by their Families as their Primary Owners. *Central Asian Journal of Innovations on Tourism Management and Finance*, 3(11), 145-163.
95. R, S., Rajest, S. S., Regin, R., & T, S. (2023). Family Governance and the Moral Obligation of Businesses to Serve Their Communities. *International Journal on Orange Technologies*, 5(2), 60-77.
96. R, S., Rajest, S. S., T, S., & Regin, R. (2023). The Effects of Effective Management of Human Resources on The Overall Performance of An Organization. *Central Asian Journal of Mathematical Theory and Computer Sciences*, 4(1), 1-20.
97. 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.
98. R. Regin, Steffi. R., Jerusha Angelene Christabel G, Shynu T, S. Suman Rajest (2022), “Internet of Things (IoT) System Using Interrelated Computing Devices in Billing System”, *Journal of Advanced Research in Dynamical and Control Systems*, Vol.14, no.1, pp. 24-40.
99. 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.
100. Rad, D. T., Dughi, T., Roman, A., & Ignat, S. (2019). Perspectives of Consent Silence in Cyberbullying. *Postmodern Openings*, 10(2), 57-73.
101. 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.
102. Rad, D., & Demeter, E. (2019). Youth Sustainable Digital Wellbeing. *Postmodern Openings*, (4), 104-115.
103. 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.
104. Rad, D., & Rad, G. (2021). Going Agile, a Post-Pandemic Universal Work Paradigm-A Theoretical Narrative Review. *Postmodern Openings*, 12(4), 337-388.
105. Rad, D., & Rad, G. (2021). Theories of change in Agile Psychology. *Technium Soc. Sci. J.*, 21, 570.
106. 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.
107. 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>
108. 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.
109. 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.
110. 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.
111. 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.
112. 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.
113. 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.
114. 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.
115. Rad, D., Redeuş, 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.

116. Rajest, S. S., Regin, R., T, S. and R , S. (2022) “The Effect of Corporate Social Responsibility on Organizational Effectiveness”, *Central Asian Journal of Innovations on Tourism Management and Finance*, 3(11), pp. 125-144.
117. Rajest, S. S., Regin, R., T, S. and R, S. (2022) “Organisational Dedication, Employee Contentment on The Job, And Plans to Leave the Organization”, *Central Asian Journal Of Mathematical Theory And Computer Sciences*, 3(12), pp. 5-19.
118. Rajest, S. S., Regin, R., T, S. and R, S. (2022) “Strategic Leadership And Alignment Affect Organisation Performance”, *Central Asian Journal Of Mathematical Theory And Computer Sciences*, 3(12), pp. 248-266.
119. 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.
120. Regin, R., Rajest, S. S., T, S., & R, S. (2022). Impact of Internet Banking on the Efficiency of Traditional Banks. *Central Asian Journal of Innovations on Tourism Management and Finance*, 3(11), 85-102.
121. Regin, R., Rajest, S. S., T, S., & R, S. (2023). A Review of Secure Neural Networks and Big Data Mining Applications in Financial Risk Assessment. *Central Asian Journal of Innovations on Tourism Management and Finance*, 4(2), 73-90.
122. Regin, R., Rajest, S. S., T, S., & R, S. (2023). An Analytical Study of Development in Response to the COVID-19 Pandemic. *Central Asian Journal of Medical and Natural Science*, 4(1), 199-216.
123. Regin, R., Rajest, S. S., T, S., & R, S. (2023). Human Resource Perspective and Pitfalls at Work. *Central Asian Journal of Innovations on Tourism Management and Finance*, 4(1), 31-49.
124. 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.
125. 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.
126. 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.
127. S. Joghee, A. Dubey and S. Singh, "Investigation of green marketing practices of UAE hypermarkets", *International Journal of Enterprise Network Management*, vol. 12, no. 4, p. 367, 2021.
128. S. Kamal, D. Rahman and D. Singh, "Covid-19 Related Factors Associated with Antenatal Care in Rural Bangladesh: A qualitative study", *Asia Pacific Journal of Health Management*, vol. 17, no. 1, 2022.
129. S. S. Rajest, R. Regin, S. T, J. A. C. G, and S. R, “Improving Infrastructure and Transportation Systems Using Internet of Things Based Smart City”, *CAJOTAS*, vol. 3, no. 9, pp. 125-141, Sep. 2022.

130. S. Singh, S. Mondal, L. Singh, K. Sahoo and S. Das, "An Empirical Evidence Study of Consumer Perception and Socioeconomic Profiles for Digital Stores in Vietnam", *Sustainability*, vol. 12, no. 5, p. 1716, 2020.
131. Sabti, Y. M., Alqatrani, R. I. N., Zaid, M. I., Taengkliang, B., & Kareem, J. M. (2023). Impact of Business Environment on the Performance of Employees in the Public-Listed Companies. *FMDB Transactions on Sustainable Management Letters*, 1(2), 56–65.
132. Sajini, S., Reddi, L. T., Regin, R., & Rajest, S. S. (2023). A Comparative Analysis of Routing Protocols for Efficient Data Transmission in Vehicular Ad Hoc Networks (VANETs). *FMDB Transactions on Sustainable Computing Systems*, 1(1), 1–10.
133. Saxena, D., & Chaudhary, S. (2023). Predicting Brain Diseases from FMRI-Functional Magnetic Resonance Imaging with Machine Learning Techniques for Early Diagnosis and Treatment. *FMDB Transactions on Sustainable Computer Letters*, 1(1), 33–48.
134. Singh, V. Shukla and S. Singh, "An Empirical Study of Shift from SMS to Chat-App among University Student", *International Journal of Recent Technology and Engineering*, vol. 7, no. 64, pp. 1-6, 2019.
135. Suganthi, M., & Sathiaseelan, J. G. R. (2023). Image Denoising and Feature Extraction Techniques Applied to X-Ray Seed Images for Purity Analysis. *FMDB Transactions on Sustainable Health Science Letters*, 1(1), 41–53.
136. T, S. ., Regin, R. ., Rajest, S. S. . and R, S. . (2022) "Investigating the Style of Gender Leadership: Male and Female Leadership and Management Style", *International Journal of Development and Public Policy*, 2(11), pp. 1–17.
137. T, S., Rajest, S. S., Regin, R., & R, S. (2023). Effect Of Working Environmental Employee Satisfaction On Organizational Performance. *Central Asian Journal Of Mathematical Theory And Computer Sciences*, 4(1), 29-48.
138. T, S., Rajest, S. S., Regin, R., Christabel G, J. A., & R, S. (2022). Automation and Control of Industrial Operations Using Android Mobile Devices Based on The Internet of Things. *Central Asian Journal of Mathematical Theory and Computer Sciences*, 3(9), 1-33.
139. 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.