



**GLOBAL TRENDS IN MANAGEMENT,
IT AND GOVERNANCE IN AN
E-WORLD:
E-MIG 2019
INTERNATIONAL CONFERENCE**

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*Global Trends in Management,
IT and Governance in an
E-World
(E-MIG 2019 International)*

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Preface

For some years, the power of mobile technology has been accessible to everyone. Yet not many were making optimum use of it. COVID-19 has changed all that. With the implementation of lockdown and restriction of movement, globally, the importance of digital media has dawned on all. COVID-19 made us realise the importance of the E-World. Even those who had been either averse to e-learning or fearing to step into the e-universe had to embrace the technology to continue with their work, whether in business and retail, or education and research. COVID-19 has accelerated the transitioning of working and learning life into the digital era.

Many professionals, who were initially reluctant to use digital technology, had to adopted it because it helped them to continue with their work, business and education. Whether the CEO who used to spend most of the time at the office, or the educator who has been using the whiteboard to teach learners in class, both have been forced to work remotely and from home, during several months of confinement due to COVID. Of course, the success achieved depended on the extent of preparedness and the tools used.

So, since early 2020, the enforced if not involuntary necessity of using digital technology has been unavoidable. And, even though it has met with some reservations from advocates of face-to-face interaction and communication, before, the value of IT was also soon appreciated. Not only did e-work, e-education and e-research open new possibilities for enhancing and advancing IT capacity and software. It also soon proved vital, if not always popular in all sectors of society globally.

It is then extremely satisfying to see senior business leaders and economists, professors, educators and teachers and learners, as well as seasoned politicians and governance managers and administrators, who had never wanted to use technology in business, to teach their students, or for service delivery, were now doing business online, delivering their lectures using a variety of online software and platforms, and strived to reach their constituencies in the most remote areas. It is also noted that many have come to advocate IT as necessary and indispensable for optimum performance, with great zeal. Even the educator, who thought her subject and technology were miles apart, was amazed to see the great learning value of integrating video, audio, images, statistical tables and diagrams, into lectures and lessons. Textbooks and learning materials were made more appealing and lively by supporting them with the digital and in many cases, social

media. Similarly, business leaders, economists, politicians, governance officials, and institutional leaders soon learnt the value of being and remaining connected and carrying out work, without necessarily being in the same room or building simultaneously. Even more, many of them come to realise the levels of both efficiency and effectiveness that digital media offer to them in their endeavor.

Therefore, this book, *Global Trends in Management, IT and Governance in an E-World*, comes at the right time. The research findings will help both the novice and the expert make the right choices for being successful in the e-world. The models, applications, analyses of tools and processes, and the experience of the users presented in the chapters of this book, will undoubtedly play a pivotal role in developing new ways of working and networking, including new Pedagogies. The availability of the vast array of mobile apps has been shown to constitute a robust set of tools for learning and working. The profound knowledge and long experience of the authors are reflected in their work. The authors, comprising seasoned researchers, academics and practitioners, have left no stone unturned to share their knowledge and experiences. This will appeal to all those eager to harness the technology to improve the way they do things. Students too, will find a treasure of information in the pages of this book.

It is precisely 225 days after the Conference at which the chapters in this book were delivered as papers, that the novel coronavirus was identified in Wuhan, China. At the time, the papers were being presented, the authors hardly knew that their contribution to building the e-World would be highly sought after. The organisers were unaware that the findings of the Conference would prove helpful to everyone desiring to adopt technological advancement to carry out their tasks. That is why the organising teams of the College of Law and Management Studies at the University of KwaZulu-Natal, South Africa (UKZN) and that of Open University of Mauritius (OU) deserve our sincere appreciation. Dr P. Appavoo from OU has led the Mauritian team successfully. Dr Upasana G. Singh from UKZN must be congratulated for her dedication and perseverance. She has worked hard to ensure that the Conference is a success and that this book is published. I sincerely wish the best to all the members of the team behind the organisation of the Conference and the publication of this book

Dr. Kaviraj Sharma Sukon, PFHEA
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