

EDITORIAL

It is my great pleasure to bring you v.3 issue no.1 of JK International Journal of Management and Social Science (JKIJSS). This issue of the journal contains peer reviewed and a variety of critical articles. Here is a brief of each of the articles.

In the paper, “**Coping With Uncertainties : COVID-19 and Its Aftereffects**”, Author Akanksha Malviya has put a factual data on how the whole world is fighting today with an unprecedented threat of an invisible enemy i.e. the novel COVID-19 corona virus. She has emphasized to give an overview of its magnitude and impact on social, economical and political front of Indian subcontinent.

In the paper, “**Problem and Prospect of Industrial Relation**” Prof. P.AISHWARYA has discussed and analyzed the problem and prospect of the industrial relation in public sector undertaking . Her paper suggests a professional approach on modern day IR practices, specially in coal industry and concludes that a healthy industrial relations in enterprises generate attitudes which are helpful in stabilizing a democratic system in institutions.

In the paper, “**Impact of Students Enrolled in Higher Education vis-à-vis Usage of e-PG Pathshala Resources: An Exploratory Study on Select Universities**”, the author Mr. Subhajit Panda analyses the state-wise impact of uses of e-PG Pathshala by the enrolled students in higher education in universities of India. The study examines the status of acceptance of e-PG Pathshala as an e-learning platform among the students in higher education in different Indian states.

Fourth paper, “**The sociology of library crimes in school libraries: a study of KVs in Lucknow** by Priya Yadav” is an attempt to identify the factors, dimensions, implications to evaluate, how school libraries deal with library crime such as theft, mutilation, vandalism, disruptive behaviour, misplacement etc. Author suggests that if students get healthy guidance, they could form positive habits, but in the absence of sound guidance may grow with bad habits which lead towards unethical behavior and crimes.

“**House of Quality: Case Study Developed on Voice of Customer of Petroleum Retail Outlets Indian Oil Corporation Limited**” by Prof. Swapna Sen refers the process of listening to customers at Retail Outlets of IOC, translating their desires into a written plan, prioritizing steps of execution based on what is most important to the customer, and putting a realistic plan on paper. It represents quality-monitoring, a focus on the function of execution of a quality plan, and the application of resources for deployment of that plan.

This issue carries a book review by Prof. Vandana Sharma, JKBS, Gurgaon on recently published Hunger Games Novel '**The Ballad of Songbirds and Snakes by Suzanne Collins**, 1st ed.-New York- Scholastic Press, 2020'

Best wishes,
Sanjiv Marwah
Editor-in-Chief

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