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## THE EDIT PAGE Issues & Insights





Consequent upon COVID-19, our future will be increasingly digital. At the heart of the digital economy is the explosion of intelligence & information data. Data is the lifeblood of the digital economy, changing business models & market structures. With E- commerce, social media selling & digital process automation booming right now, it's time to learn about the business trends for 2022 & beyond to get ahead of the game.

**E-commerce** was already on the rise before COVID hit, but in March 2020, it took off at an astronomical rate. Shopify reports that e-commerce experienced 10 year's growth in just three months. By 2024, **online shopping** will be responsible for nearly **22% of all retail purchases in the world**. Of course, much of that money is spent on Amazon. The company's sales surged 44.1% in 2020. E-Commerce spending saw the largest increase in **the food and personal care** sector. Within e-commerce, mobile sales specifically were up 31.5% in 2020 and are expected to grow more than 28% this year, landing at \$432 billion in 2022.

Nearly every industry now uses big data. Experts say big data will continue to get bigger through 2027. The market is expected to almost double between 2020 and 2027. The percentage of Fortune 1000 businesses investing big money in big data has risen 25% since 2018. E-commerce businesses use data to forecast trends & product demand. Banking institutions use data to increase profits. For oil industry, big data helps to ensure safety. Netflix utilizes big data to drive profit. With development of the 5G mobile network, businesses will have more data from more diverse sources at faster speeds.

An increasing number of businesses are turning to social media influencers to market their products. Over the last three years, spending on social media ads has jumped nearly 70%. On average, the earned media value of working with influencers is \$5.78 on every dollar spent. In 2020, TikTok took in around \$1 billion in revenue, mainly from selling ads on the platform. Facebook, Instagram & Pinterest allow businesses to tag their products in posts. Those tags take users directly to product information & the opportunity to make a purchase. Social shoppers are expected to spend \$39 bln. by the end of this year, an increase of 33%.

In many ways, the pandemic **revamped human resource management**, with data showing 89% of employees want to **work remotely**. A **survey** reveals, 92% of CEOs said their businesses had more **focus on mental health** after the pandemic. Salesforce.com created the 'B-Well Together' video series featuring wellbeing experts. Citigroup & other companies have helped employees set work-life boundaries. Another human resources trend that has recently picked up is **business agility**. Many companies see inefficiencies in traditional hiring models & are looking for more advanced skill sets for a competitive edge. There is an increase in **hiring remote freelancers**, an 'on-demand' workforce. A study run by Harvard Business School found 60% of business leaders said their core workforce would shrink in the future.

The global digital process automation market, broken down into software-based 'Robotic Process Automation' (RPA) & AI-powered 'Intelligent Automation' (IA), is set to grow significantly & reach \$25.56 billion by 2027. Digital process automation can help companies implement new offerings faster, scale up services efficiently, reduce errors, ensure consistency & help with regulatory compliance.

Thus, many business trends are around the corner bubbling beneath the surface, before they are adopted by businesses. 2021 has been the year of reimagining what businesses could look like in the future with new opportunities & new ideas opening up in full swing. Understanding the key business trends for 2022 & beyond can become a critical component to success.

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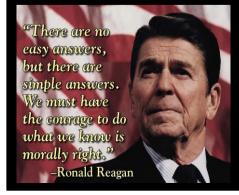




- 1. Recently Mark Zuckerberg announced some big changes in the company beliefs to his employees. What phrase did he use to address the employees?
- 2. Elon Musk donated a large number of Tesla shares to an unnamed charity in 2021 making him the second biggest donor in US during the year. Approx. what amount worth shares did he donate?
- 3. During the Beijing winter Olympics China is experimenting with Chinese govt sponsored digital currency. What is it called?
- 4. The hotels industry has been hit hard by the pandemic for the last two years. They are trying hard to earn revenue from whatever sources they can. Leela Group has launched Tishya by The Leela. In which category would you put this product range?
- 5. As inflation Is rising everywhere, many Central Banks are raising the interest rates. Which major country currently has the highest interest rate of 10.5 %?
- 6. Tata Group has acquired a controlling stake in the PSU Neelachal Ispat Nigam. Though it is a PSU, the GoI exchequer will not receive any money. Who is the biggest shareholder in NINL?
- 7. Who has taken charge as the Chief Economic Adviser to the Govt of India recently?
- 8. SBI became the first Indian entity to issue and list a Formosa bond. In which country is a Formosa bond issued?
- 9. As Tata Sky moves beyond its DTH business, what is its new name?
- 10. The Big Tech in US were earlier referred to as FAANG...Now, there has been some changes partly due to a name change and partly due to one new entrant and one company, no longer that hot... The top 5 are now called MAAMA. Expand MAAMA.

Students are required to send answers of Management Quiz No.- 48 to the Email: usha@imis.ac.in, latest by 5<sup>th</sup> March 2022.







#### The Next Normal:











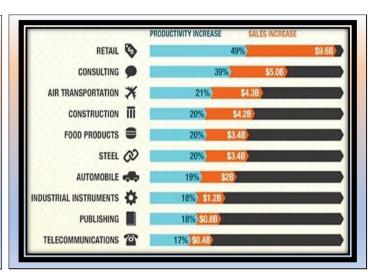




## BIG DATA TO GET BIGGER









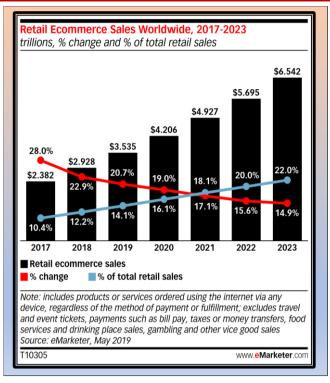




## GROWTH IN RETAIL E-COMMERCE SPACE TO CONTINUE















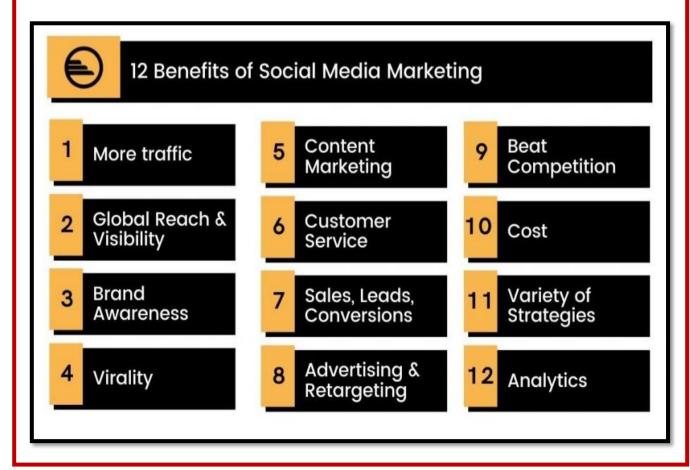




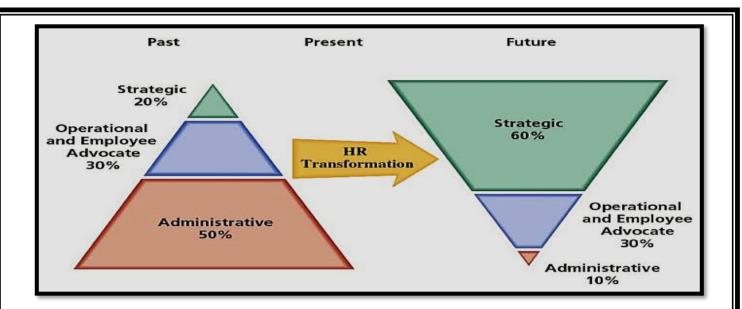


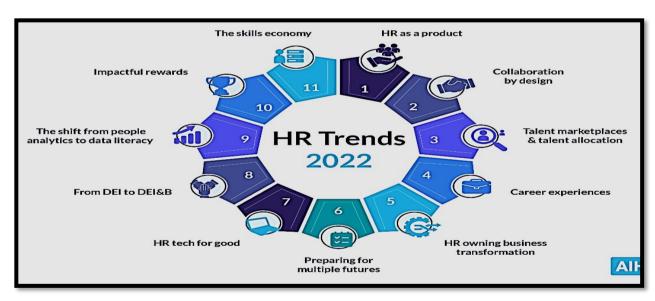


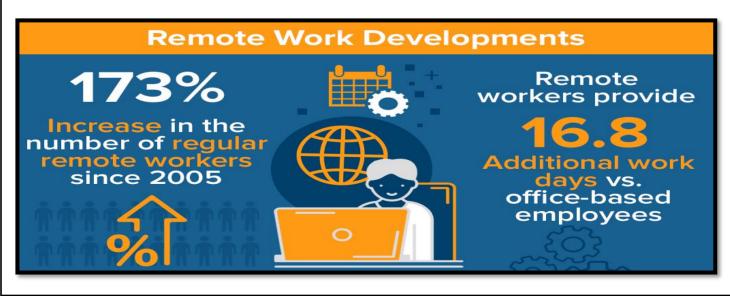




# Digital HR Transformation

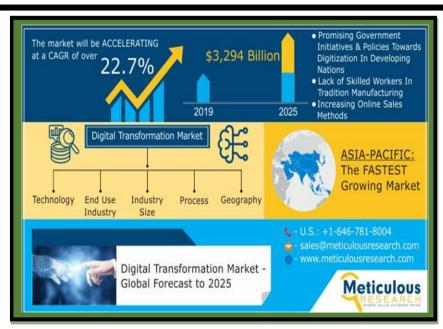






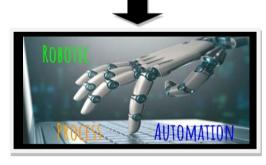
## Digital Process Automation Market To Grow



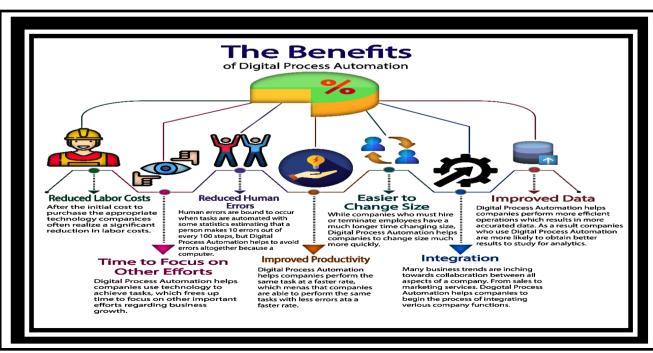


#### Robotic Process Automation (RPA)

#### **Cognitive Automation**









#### Gross GST collections for January at record high: FM Sitharaman

Feb 01, 2022, 01:33 PM, IST Economic Times

Finance Minister Nirmala Sitharaman on Tuesday announced that the gross GST collections for the month of January 2022 is at Rs 1,40,986 crore, which is the highest since the inception of GST. January is the fourth month when Goods and Services Tax (GST) collection has crossed the Rs 1.30 lakh crore, and seventh month in a row when it crossed the Rs 1 lakh crore mark.

## High Inflation to stick this year, denting global growth Jan 29, 2022, 7:41 AM IST, Economic Times

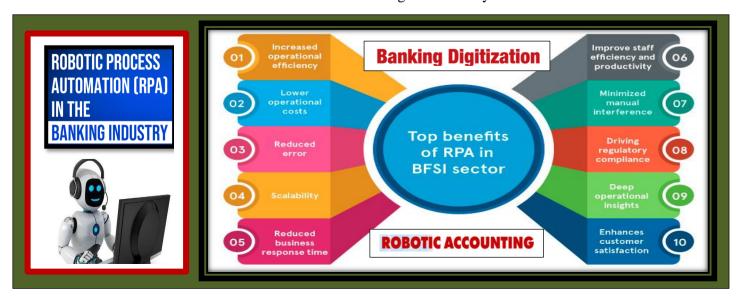
Persistently high inflation will haunt the world economy this year, according to a Reuters poll of economists who trimmed their global growth outlook on worries of slowing demand and the risk interest rates would rise faster than assumed so far. This represents a sea change from just three months ago, when most economists were siding with central bankers in their then-prevalent view that a surge in inflation, driven in part by pandemic-related supply bottlenecks, would be transitory.

## India receives FDI worth USD 54.1 bn during Apr-Nov Feb 02, 2022, 10:09 PM IST, Economic Times

Total foreign direct investment (FDI) inflows during April-November 2021 stood at USD 54.10 billion, Parliament was informed on Wednesday. Minister of State for Commerce and Industry Som Parkash said the government has put in place a liberal and transparent policy for FDI, wherein most of the sectors are open under the automatic route.

### Government may get lesser dividend from RBI and bank Feb 02, 2022, 09:57 PM IST, Economic Times

The finances of the Reserve Bank of India may come under pressure this fiscal as its foreign exchange and money market interventions to keep the currency and yields stable, indicates budget forecast of dividend from the central bank. The government has projected a conservative estimate of dividends from Reserve Bank of India and banks for FY'23 at Rs 74,000 crore, though the revised estimates for FY'21-22 at Rs 1 lakh crore is almost double the Rs 53000 budgeted for the year.



#### Direct tax collections exceed Budget estimates after 3 years

Feb 01, 2022, 04:04 PM IST, Economic Times

After a gap of three years, direct tax collections -- which include corporate tax and personal income tax -- have exceeded the Budget estimates for FY'22, indicating economic recovery. As per the Budget document, the government has revised upwards the direct tax collection estimates for 2021-22 fiscal from Rs 11.08 lakh crore in Budget estimates (BE), to Rs 12.50 lakh crore in revised estimates (RE).

#### Govt hikes public expenditure by 35% to Rs 7.5 lakh crore for FY23 Feb 01, 2022, 02:39 PM IST, Economic Times

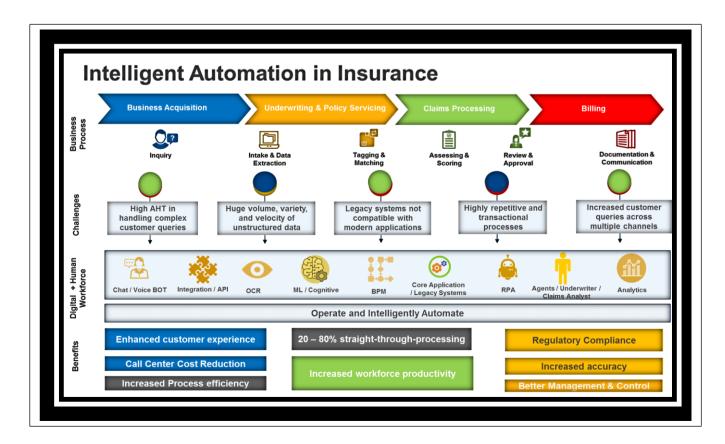
The government on Tuesday proposed to significantly step up the public investment by raising capital expenditure by 35.4 per cent to Rs 7.5 lakh crore or 2.9 per cent of the GDP in the next financial year. Presenting the Union Budget in the Lok Sabha, Finance Minister Nirmala Sitharaman said the virtuous cycle of investment requires public investment to crowd-in private investment.

## Government to borrow Rs 11.6 lakh crore in FY23 to meet expenditure requirement Feb 01, 2022, 03:26 PM IST, Economic Times

The government will borrow Rs 11.6 lakh crore in 2022-23 to meet its expenditure requirements, the estimated amount is Rs 2 lakh crore higher than the amount of Rs 9.7 lakh crore budgeted for the current fiscal. Total market borrowings of the government for 2022-23 are estimated to stand at Rs 11,58,719 crore, according to the Budget document.

## FM may propose tax relief for global debt investors in Budget Jan 20,2022, 09:03 AM IST, Economic Times

Finance Minister Nirmala Sitharaman will likely consider a capital gains tax waiver in the Union Budget for overseas debt investors, a move that will set the stage for India's inclusion in the keenly tracked global bond indices of Bloomberg-Barclays and JP Morgan, three people familiar with the matter told ET. The waiver- and resultant inclusion of Indian debt instruments in global bond indices-should spawn significant capital flows in to local debt securities, potentially driving down yields in Asia's third-biggest economy.



## Air India sale to boost privatisation; need to encourage private participation across sectors Jan 31, 2022, 03:03 PM IST, Economic Times

Air India sale will give a boost to India's privatization drive, the Economic Survey said on Monday, as it suggested redefining the public sector role in business enterprises to encourage private participation in all sectors. The government earlier this month handed over ownership rights in national carrier Air India to Tata Group for Rs 18,000 crore. The amount includes the takeover of the debt burden of Rs 15,300 crore and another Rs 2,700 crore in cash.

## No input tax credit for 99-year lease: AAAR Jan 20, 2022, 05:01 PM IST, Economic Times

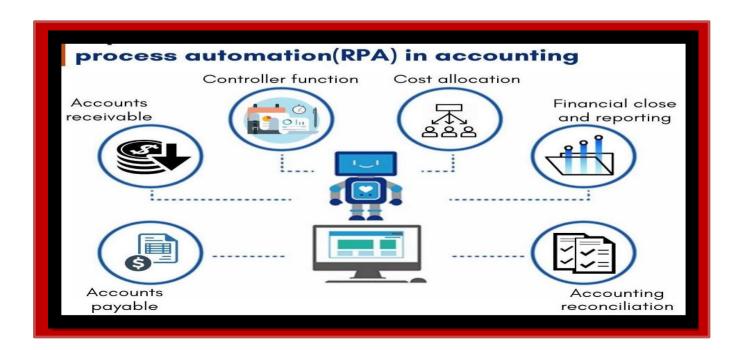
In what could impact several companies and hotels, an Appellate Authority for Advance Ruling (AAAR) has denied input tax credit under the Goods and Services Tax (GST) framework on leasing of land and property. Most companies and hotels pay GST at 18% on lease rentals and claim credit to reduce their tax outgo. Also, in many instances the leased properties are treated as owned ones and the rights are transferred when the property is sold or bought by new owners.

## Cabinet sanctions Rs 973 cr to SBI for ex-gratia payment to borrower Jan 19, 2022, 04:36 PM IST, Economic Times

The government on Wednesday approved sanction of Rs 973.74 crore to State Bank of India (SBI) as reimbursement related to loan moratorium that was implemented in 2020 amid the pandemic. Information and Broadcasting Minister Anurag Singh Thakur said the Budget had made provision of Rs 5,500 crore for the scheme of ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts.

#### B2B spending in India expected to grow 10.3% in 2022: Report Jan 21, 2022, 04:53 PM IST, Economic Times

The total business-to-business spending in India is expected to rise by 10.3 per cent in 2022 with the spend of the country's businesses growing three times faster than the expectations from its comparable peers in other countries in the third quarter of last year, according to a study. The total business-to-business (B2B) spend for India rose 9.4 per cent in Q3 2021 on a year-on-year basis, as per the India Business Spend Indicator (IBSI) report by American Express, India and Invest India in partnership with the center for Business and Economic Research.



#### **Budget 2022: Is there another tax amnesty scheme?**

Feb 05, 2022, 06:58 AM IST, Economic Times

Underreporting of earnings to circumvent taxes leads to loss in tax revenue and a shrinking tax base which negatively affects a government's ability to realize its socio-economic goals. When tax authorities suspect that a taxpayer is evading taxes, they initiate proceedings that often result in a court case, which is a significant financial drain on the taxpayer as well as the government.

#### FPIs net sellers at Rs 6.834 cr in Feb so far

Feb 06, 2022, 03:35 PM, IST, Economic Times

"FPIs sold heavily in banks and IT and were buyers in metals," noted V K Vijayakumar, Chief Investment Strategist at Geojit Financial Services. Foreign Portfolio Investors (FPIs) pulled out as much as Rs 6,834 crore from Indian markets in the first four trading sessions of February. As per depositories data, FPIs took out Rs 3,627 crore from equities, Rs 3,173 crore from debt segment and Rs 34 crore from hybrid instruments.

## Cess not deduction, companies should accept gracefully, says Finance Minister Sitharaman Feb 07, 2022, 08:17 AM, IST, Economic Times

Finance minister Nirmala Sitharaman clarified on Sunday that a proposed amendment in the Budget related to education cess had to be done retrospectively in order to be fair to all taxpayers. This has to be done as the judicial decision had been contrary to legislative intent, she added. The budget has sought to amend the Income Tax Act retrospectively from 2005-06 to clarify that education cess and surcharge would not be allowed as deductions in the form of expenditure.

## MFI'S assets under management likely to grow at 18-22% in FY2023: Report Feb 07,2022, 04:35 PM, IST, Economic Times

Domestic rating agency ICRA on Monday revised downwards the FY2022 growth outlook for assets under management (AUM) of NBFC-MFIs to 12-14 per cent but expects it to improve to 18-22 per cent in the financial year 2022-23. The agency said it expects the long-term outlook for non-banking financial companies-microfinance institutions (NBFC-MFIs) to remain robust, driven by the fact that the growth in disbursements is expected to have continued in Q3 FY2022, after the revival in Q2 FY2022.





#### Unleashing the power of Instagram as a strong commerce channel Jan 15, 2022, 10:09 AM IST, Economic Times

As 200 million Instagram users visit at least one business profile daily, the platform demands a focused approach. Instagram is a great place for brands to start a personal connection with customers and lend it across their entire buying journey, and an Instagram chatbot can help accomplish this feat at scale. Brands need to maneuver and capitalize on these advancements to strengthen their customer experience strategy.

### Tata Motors wants to make EVs mainstream, targets 50,000 annual sales in FY2023 Jan 18, 2022, 09:47 AM IST, Economic Times

Backed by a billion-dollar funding from TPG Capital and a new range of models, Tata Motors is taking an early lead in the electric vehicles race with a plan to produce 50,000 EVs in the next fiscal year starting April. With bookings for 15,000 vehicles and plans of launching three affordable electric cars in the sub-Rs 10 lakh range in the coming 12-18 months, the maker of the Nexon EV is confident of scaling upon its early advantage.

## Mercedes-Benz aims accelerating sales of electric vehicles in India Jan 16, 2022, 11:36 AM IST, Economic Times

With plans afoot to locally assemble its all-electric sedan EQS in India, luxury carmaker Mercedes-Benz is looking to accelerate sales of electric vehicles in the country, according to a senior company official. Mercedes-Benz India plans to bring to the market the locally assembled EQS electric sedan in the fourth quarter of 2022 to add to all-electric SUV EQC, which was launched as a fully imported unit in October 2020 priced at Rs 1.07 crore.

### Oil rises to 7-year high as Turkey outage adds to tight supply outlook Jan 19, 2022, 08:27 AM IST, Economic Times

MELBOURNE: Oil prices rose for a fourth day to a seven-year high as an outage on a pipeline from Iraq to Turkey increased concerns about an already tight supply outlook amid worrisome geopolitical troubles in Russia and the United Arab Emirates. Brent crude futures rose \$1.44 or 1.7% to \$88.95 a barrel at 02:30 GMT, adding to a 1.2% jump in the previous session.



#### Porsche India sales grow 62pc at 474 units in 2021

Jan 20, 2022, 03:33 PM IST, Economic Times

German sports luxury car manufacturer Porsche on Thursday posted 62 per cent growth in its car sales in India at 474 units for 2021, driven by SUV Macan, which accounted for 39 percent of overall sales. The company expects the sales momentum to continue in 2022 amid a strong order bank and further expansion of its product range, it said.

#### Air India to be transferred to Tata Group on January 27

Jan 25, 2022, 09:54 AM, IST, Economic Times

Air India will become a Tata-owned company this week as the government has decided to hand over the company to the Tata Group on January 27, 2021. "The disinvestment of Air India is now decided to be on the 27<sup>th</sup> January,2022. The closing balance sheet as on 20<sup>th</sup> Jan has to be provided today 24<sup>th</sup> Jan so that it can be reviewed by Tatas and any changes can be effected on Wednesday," airline's director finance Vinod Hejmadi said in an email to employees.

## Republic Day sales march past year's number, Amazon and Flipkart see 40% surge in business Jan 27, 2022, 09:05 AM IST, Economic Times

Republic Day sales increased in double digits from last year for several top Indian retailers and web-commerce companies due to a visible improvement in footfalls at brick-and-mortar stores in Mumbai, Delhi and Kolkata over the past few days, higher online orders, and an extended period of shopping offers. The surge is led by categories such as mobile phones, household appliances, general merchandise and furniture

#### Kia India appoints MyungSik Sohn as Chief Sales Officer Jan 28, 2022, 01:28 PM IST, Economic Times

Kia India on Friday said it has appointed MyungSik Sohn as Chief Sales Officer with immediate effect. In his new role, Sohn will oversee the planning and execution of sales strategies aimed at driving the automaker's growth. He will also collaborate with Kia India's current leadership to expand the brand's reach in tier 3, 4, and upcountry markets, Kia India said in a statement.



## Maruti Suzuki India sales dip 4% to 1,54,379 units in January Feb 01, 2022, 02:31 PM IST, Economic Times

Sales of mini cars, comprising Alto and S-Presso, fell 25.91 per cent to 18,634 units as compared with 25,153 in the same month last year. Similarly, sales in the compact segment, including models such as Swift, Celerio, Ignis, Baleno, and Dzire, slumped 7.1 per cent to 71,472 units as against 76,935 cars in January 2021. "The shortage of electronic components had a minor impact on the production of vehicles which are primarily sold in domestic market. The company took all possible measures to minimize the impact," MSI stated.

## H&M India introduces home furnishing brand H&M Home in both online, offline formats Feb 02, 2022, 06:17 PM IST, Economic Times

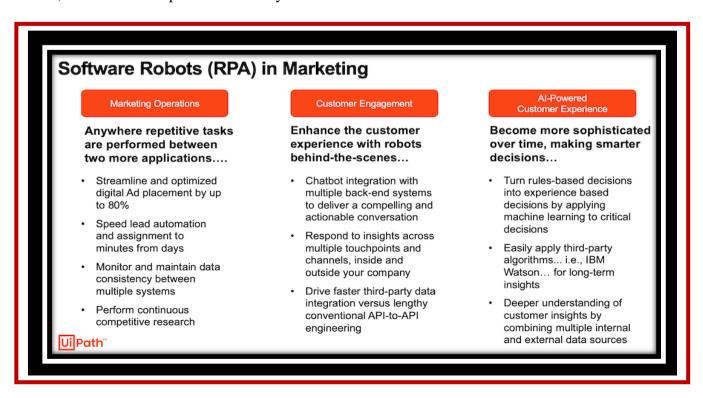
Swedish multinational clothing company H&M on Wednesday announced to introduce its home furnishing brand H&M Home in India in both online and offline formats. H&M Home offers fashion-forward decor and accessories for every room and style. Its assortment ranges from high-quality bedlinen and dinnerware to diversified textiles, with contemporary style.

## Apple makes progress in India as iPhone sales rise 34% to record Feb 03, 2022, 01:24 PM IST, Economic Times

Apple Inc. had its strongest quarter for iPhone sales in India yet, a sign the Cupertino, Calif.-based company is finally making progress in the world's fastest-growing smartphone market. Sales increased to 2.3 million units in the fourth quarter, up 34% from year earlier, according to numbers from the market research firm Counterpoint. China's Xiaomi Corp. and South Korea's Samsung Electronics Co. sold 9.3 million and 7.2 million smartphones for the quarter respectively, leading in terms of units.

#### Instamojo names Ankur Sharma as part of founding team Feb 03, 2022, 08:53 AM IST, Economic Times

Instamojo has brought on board Ankur Sharma as co-founder of the e-commerce platform for independent business and D2C brands. Sharma will play a key role in building and growing the firm's e-commerce product line, including an online store builder and smart pages. Prior to being onboarded to the founding team, he was the vice-president of analytics at the firm.



#### ABFRL to set up new entity for D2C entry

Feb 04, 2022, 02:11 PM IST, Economic Times

Aditya Birla Fashion and Retail Limited (ABFRL) said it will set up a dedicated company to enter the direct to consumer (D2C) business, part of its strategy to build a portfolio of new-age, digital brands across categories in fashion, beauty and lifestyle segments. D2C brands refer to business that have most of their revenue or customer acquisition from direct-to-consumer online channels or those started with an online-first distribution before going omni-channel.

## New-age customer service to keep pace with the next-gen consumer Feb 05, 2022, 11:33 AM IST, Economic Times

The major focus of every business is to meet its customers' needs. Increasingly that includes not just the product itself, but also customer service in terms of communication, complaint redressal, and feedback. It requires us to be cognizant of their preferences that have undergone a sea-change in the last decade. Where factors like a retailer's or a salesperson's ability to hard sell the product were often the final push in deciding customer opinion, we are in an era whare the customer has become savvier, more product and quality conscious.

### Godrej Properties expects Jan-Mar to be best-ever quarter for sales bookings Feb 06, 2022, 03:15 PM IST, Economic Times

Godrej Properties expects record sales bookings during this quarter, beating the previous high of Rs 2,632 crore, driven by new launches of around 10 housing projects amid the strong revival of demand. In an interview with PTI, Godrej Properties Ltd (GPL) Executive Chairman Pirojsha Godrej said the residential market has revived strongly after the second wave of the pandemic across all major cities, including Delhi-NCR.

## Uber's Mideast business Careem looking to fill over 200 jobs, LinkedIn post says Feb 07, 2022, 02:40 PM IST, Economic Times

Uber's Middle east business Careem said on Monday it was looking to fill more than 200 roles in the company, according to a LinkedIn post by the company. Careem said it was looking to fill jobs that spanned across the ride-hailing firm, "from engineers to data analysts, operations manager to platform designers, and everything in between."

