Frontiers in Health Informatics
ISSN-Online: 2676-7104
www.healthinformaticsjournal.com
2024; Vol 13: Issue 6
Open Access

A Optimal Resolution For All Working Administration Challenges

Zhong Qiang [1], Oyyappan Duraipandi[2]

Cite this paper as: Zhong Qiang , Oyyappan Duraipandi (2024) A Optimal Resolution For All Working Administration Challenges. Frontiers in Health *Informatics*, *13(6)* 4548-4557

Abstract-

Perfect Solution for All of the Problems with Operating Management delves into the core challenges and hurdles that firms face in their pursuit of effective operation management. Every company relies on operational management to ensure the smooth and timely delivery of goods and services that align with its strategic goals. This include overseeing the manufacturing process, making sure everything is up to par, distributing resources, and finding ways to improve efficiency. An all-encompassing method for tackling operational problems using data-driven decisions, lean management principles, and state-of-the-art technology is laid forth in this paper. Taking a customer-centric approach, concentrating on continuous improvement, and encouraging innovation may help organisations save money, streamline processes, and increase performance. It is also emphasised that smart analytics and automation are vital tools for addressing inefficiencies and bottlenecks in supply chains and production processes. Finding operational excellence, creating a responsible culture, and aligning everyone with the company's objectives are all dependent on strong leadership, according to the poll. In order to help businesses deal with the complicated and ever-changing market circumstances of today, the book offers a robust and adaptable solution to the many problems that crop up in operational management. An effective operations management plan increases a company's competitiveness and aids in the achievement of its long-term objectives by optimising procedures and reducing waste. It is the job of an effective operations manager to ensure that the organization's goals are met. Operations management is crucial for many companies to stay ahead of the competition. This is particularly true in the healthcare, technology, and industrial industries.

Keywords: *Workforce Administration, Business Sustainability Methods, Client Satisfaction, Institutional Efficiency, Quality Assurance.*

1. INTRODUCTION

The operations manager of a business is the person in charge of the department that is in charge of making products or providing services. These goods and services are ubiquitous in their daily lives. Whether it's watching a movie or reading a book, sending and receiving emails, talking on the phone, or even going to the doctor, some business's operations function is always at work (Stebbins, 2022). Their whole Internet-connected wardrobe, food, transportation, seating, and other possessions are part of it. Contrarily, becoming familiar with "Operating Systems" is necessary before delving into the concept of Operations Management. A service or product's ability to function is enhanced by an operating system, which is a set of interconnected software and hardware components. Many different types of businesses use operating systems. Some examples are pharmacies, dentist offices, transport companies, taxi companies, tailors, hotels, and retail establishments. The end purpose of any OS should be to satisfy user demands. The use of physical resources allows for the transformation of inputs into outputs, achieving this goal. Taking raw resources and transforming them into completed goods and services is what production is all about. By storing, transporting, and cutting, among other transformation processes, inputs like as capital, labour, and

information are turned into outputs such as commodities and services. A company may find out whether it is on the right road to accomplish its objectives by measuring itself at different stages of the transformation process (feedback) and comparing the results to established criteria (control). The simultaneous creation of goods and services is not commonplace, so keep that in mind. Changing the oil on a vehicle is a service, while oil itself is a product. Painting houses is more of an experience than a tangible good. Scholars classify goods and services along a continuum. The focus may be on services with few items, or it may be on commodities with few services. Product bundles that combine both goods and services are often offered by companies since neither is widely accessible on its own. The components used in the production of products and the delivery of services are all part of these sets. Because of this, operations management is both more engaging and more difficult. When applied to the service industry, techniques from operations management have the potential to overcome a number of obstacles. There is a dearth of study on the effects of operational problems and ways to resolve them in the service industry. The first of these two topics is operational issues, and this article delves into those that service organisations rank most. Second, this information might be useful for academics in their quest to ascertain the best methods of operations management that service businesses can use to address these issues. As they prepare their students for careers in NGOs and other service-oriented sectors, teachers may utilise this data to inform their lesson ideas (Rana & Patil, 2023).

2. BACKGROUND OF THE STUDY

A new area of study is operational research. Even if they may have studied mathematics, physics, or engineering in college 70 years ago, the term "Operation Research"—the modern term for the field—would have been completely foreign to them. The United Kingdom was the birthplace of systematic operational research, which did not begin until the late 1930s. Consequently, it would be interesting to look at O.R.'s history in a nutshell. Located on the eastern coast near Felixstoresearchers, Suffolk, Bawsey Research Station was established in early 1936 by the British Air Ministry to host all of the Air Force and Army's pre-war radar research (Nilufer, 2020). When experimental radar technology was refined to a highly dependable degree, researchers were able to attain aircraft ranges of over 100 miles. The formation of the Royal Air Force (RAF) Fighter Command, charged with protecting Britain's air defences, was another significant event that happened in 1936. However, it lacked suitable fighter aircraft; the fleet had not yet acquired any Spitfires or Hurricanes, and its primitive warning and control system had not yet gotten radar data. It became clear that radar would present new difficulties to aircraft navigation and control in late 1936, thus experiments into the effective use of radar data started at Biggin Hill in Kent. This was the first effort towards the original goal of OR, which was to integrate data from ground-based observers with radar for the purpose of fighter interception. As the war drew near, the first of three massive air defence exercises was held in the summer of 1937. Upon its launch, the air-defence warning and control system used data collected from the experimental radar station located at Bawdsey Research Station. With radar monitoring data sent across the control and display network, the experiment showed promise as an early warning system, but it was severely lacking. In July 1938, there was a second large-scale air defence drill. Britain was anticipating a significant improvement and expansion of its aircraft locating and control system with the installation of four coastal radar sites. What a mistake! As the exercise progressed, however, a new and significant problem became apparent. Scientists had to work together to make sense of the additional, and sometimes conflicting, data that arrived from the various radar locations. A new strategy, maybe a harsh one, had to be implemented as war looked to be breaking out at any moment. A new approach was necessary. While the radar system had demonstrated its technical feasibility for aircraft detection once again, its operational achievements are still severely lacking, according to an announcement made by A.P. Researchers, Superintendent of Bawdsey Research Station, after the exercise ended. Therefore, the researchers recommended that research into the functional rather than technical aspects of the system start immediately. The term "operational research" was coined to characterise this new area of applied science that studies how the military really does things. On that same day, the radar research

group's specialists were selected to form the first squad. In the summer of 1939, Britain conducted its last air defence exercise before to the war. There were 1,300 planes, 33,000 troops, 110 antiaircraft research pons, 700 searchlights, and 100 barrage balloons involved in the study. A lot of operational progress was made by the air defence warning and control system during this exercise. Air Chief Marshal Sir Hugh Dowding, the commander commanding the Royal Air Force Fighter Command, requested to have the OR team stationed at his headquarters in Stanmore, north London, when war broke out after seeing their effect personally. They were formerly known as the "Stanmore Research Section." In 1941, the researchers were officially dubbed the "Operational Research Section"; similar sections were formed by other RAF commands (Johnston et al., 2020).

3. PURPOSE OF THE RESEARCH

The research titled "A Perfect Resolve for all of the Operating Management Problems" was motivated by the need to discover a long-term, comprehensive solution to the challenges that companies face while attempting to effectively manage their operations. It is the goal of this research to identify and examine the causes of operational inefficiencies, difficulties in allocating resources, and performance bottlenecks, all of which hinder organisational success in today's complicated and ever-changing market. The overarching goal is to build a system that integrates state-of-the-art technology with time-honoured management practices like TQM, Six Sigma, and lean manufacturing. Businesses may improve their decision-making, resource utilisation, output, and profitability by adopting this paradigm. It should also help them reduce waste. Aiming to explore the crucial role of leadership in establishing a culture of continuous improvement and operational excellence, the research also seeks to emphasise the necessity of aligning operational strategies with bigger organisational goals. The study's overarching goal is to help business leaders understand and deal with the complexities of operations management. Researchers will be able to overcome operational obstacles and build resilient, adaptable systems using this road plan. Addressing knowledge gaps in the area is the secondary purpose of the research. To do this, it presents a fresh, creative, and integrative approach that crosses sectors. Thus, the research will contribute to the development of operations management as a field and provide companies with tools to respond to the ever-changing global market.

4. LITERATURE REVIEW

The many methods, techniques, and tools outlined in operating management literature may help organisations deal with operational challenges. Research and practice in the field of operations management have focused on many aspects of production processes, resource allocation, supply chain management, quality assurance, and performance optimisation, among others. A detailed image of how to employ process optimisation frameworks, strong leadership, cutting-edge technology, and a commitment to continuous improvement is presented in the operational management literature as a means for businesses to overcome the various difficulties they confront. A "perfect resolve" in operational management is when all of these components work together to build a cohesive and adaptable plan that can solve problems, increase productivity, and enhance performance over time. The future of operations management will be more dictated by data analytics, automation, and innovation as technology continues to advance (Wilkinson & Dundon, 2021).

5. RESEARCH QUESTIONS

- What is the impact of social responsibilities on the resolution of operational management?

6. RESEARCH METHODOLOGY:

6.1 Research design:

The quantitative data analysis was performed with SPSS version 25. The odds ratio and 95% confidence interval were used to determine the degree and direction of the statistical association. The researchers established a statistically significant criteria at $p < 0.05$. A descriptive analysis was conducted to identify the main features of the data. Quantitative methods are often used to assess data acquired via surveys, polls, and questionnaires, together with data altered by computing tools for statistical analysis.

6.2 Sampling:

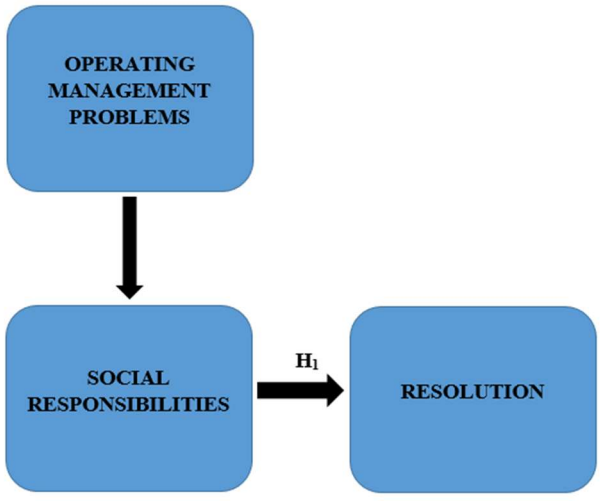
A convenient sampling technique was applied for the study. The research relied on questionnaires to gather its data. The Rao-soft program determined a sample size of 1547. A total of 1800 questionnaires were distributed; 1753 were returned, and 53 were excluded due to incompleteness. In the end, 1700 questionnaires were used for the research.

6.3 Data and Measurement:

The investigation mostly used a questionnaire survey to collect data. Initially, participants were requested to provide fundamental demographic details. Subsequently, participants were asked to evaluate several facets of the online and offline channels using a 5-point Likert scale. Numerous sources, particularly internet databases, provide secondary data.

6.4 Statistical Software: The statistical analysis was conducted using SPSS 25 and MS-Excel.
6.5 Statistical Tools: To grasp the fundamental character of the data, descriptive analysis was used. The researcher is required to analyse the data using ANOVA.

7. CONCEPTUAL FRAMEWORK



8. RESULT

- **Factor Analysis**

One typical use of Factor Analysis (FA) is to verify the existence of latent components in observable data. When there are not easily observable visual or diagnostic markers, it is common practice to utilise regression coefficients to produce ratings. In FA, models are essential for success. Finding mistakes, intrusions, and obvious connections are the aims of modelling. One way to assess datasets produced by multiple regression studies is with the use of the Kaiser-Meyer-Olkin (KMO) Test. They verify that the model and sample variables are representative. According to the numbers, there is data duplication. When the proportions are less, the data is easier to understand. For KMO, the output is a number between zero and one. If the KMO value is between 0.8 and 1, then the sample size should be enough. These are the permissible boundaries, according to Kaiser: The following are the acceptance criteria set by Kaiser:

A pitiful 0.050 to 0.059, below average 0.60 to 0.69
Middle grades often fall within the range of 0.70-0.79.
With a quality point score ranging from 0.80 to 0.89.
They marvel at the range of 0.90 to 1.00.
Table1: KMO and Bartlett's Test
Testing for KMO and Bartlett's
Sampling Adequacy Measured by Kaiser-Meyer-Olkin .870
The results of Bartlett's test of sphericity are as follows: approx. chi-square
df=190
sig.=.000

This establishes the validity of assertions made only for the purpose of sampling. To ensure the relevance of the correlation matrices, researchers used Bartlett's Test of Sphericity. Kaiser-Meyer-Olkin states that a result of 0.870 indicates that the sample is adequate. The p-value is 0.00, as per Bartlett's sphericity test. A favourable result from Bartlett's sphericity test indicates that the correlation matrix is not an identity matrix.

Table: KMO and Bartlett's

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.870
Bartlett's Test of Sphericity	**Approx. Chi-Square**	3252.968
	df	190
	Sig.	.000

This illustrates that comments given for sampling reasons are valid. Researchers used Bartlett's Test of Sphericity to assess the significance of the correlation matrices. A sample is deemed adequate by the Kaiser-Meyer-Olkin metric when the outcome is 0.870. The p-value derived from Bartlett's sphericity test is 0.00. The correlation matrix differs from an identity matrix, as shown by a statistically significant outcome from Bartlett's sphericity test.

❖ **INDEPENDENT VARIABLE**

- **Operating Management Problem**

Inefficient and haphazard processes in producing goods and services, distributing resources, and enhancing overall operational performance are the root causes of operational management problems in most firms. When problems like these arise at several stages of a company's operations, from production to supply chain management, the efficiency, effectiveness, and competitiveness of the business could suffer. A common challenge in operational management is allocating resources such as labour, materials, and capital in the most efficient way possible to satisfy production demands. Problems with quality control also contribute to these difficulties; unsatisfactory products or services may cause unnecessary expenditure, redos, or even dissatisfied clients. Slow or inefficient processes might be the result of a lack of standardisation, an outdated system, or an improperly planned workflow. Because they increase operational expenditures, decrease productivity or service delivery, and so on, these inefficiencies hurt the organization's reputation and bottom line. Also, responding to demand fluctuations or disruptions, keeping track of inventories, and collaborating with suppliers are all challenges that supply chain managers face. The operational management issues in today's fast-paced business environment are made worse by a myriad of external factors, such as economic turmoil, changes in regulations, technological advancements, and global competition. Businesses may overcome these obstacles and function at their best by using data-driven decision-making, comprehensive quality management, and process improvement strategies. In order to ensure continued growth, customer satisfaction, and the realisation of strategic goals, it is essential for businesses to address operational management concerns (Dwivedi et al., 2019).

❖ **FACTOR**

- **Social Responsibilities**

Every person, group, and institution has a moral and legal responsibility to contribute to the common good by taking measures that benefit society as a whole, including its members, local communities, and the environment. The basic premise of this philosophy is that people have a duty to behave in a way that benefits society as a whole, not just themselves or their companies, and to do so by taking into account the monetary, social, and ecological consequences of their choices (Brau et al., 2023). Corporate social responsibility (CSR) is an important tool for firms to use in their quest for ethical and environmentally friendly business practices. Ethical procurement of resources, community involvement, charity, fair labour practices, and environmental sustainability initiatives all fall under this category. Initiatives to decrease carbon footprints, support charity organisations, promote workplace diversity, and ensure ethical supplier chains are common among socially responsible businesses. Doing so helps them build trust with stakeholders, consumers, and staff, which in turn improves their brand's reputation. Being conscientious of one's impact on society as a whole is an important component of personal social responsibility. Ethical decision-making in everyday life, sustainability, volunteering, and fighting for social justice are all examples of what this might entail. Public bodies also have a duty to society to uphold human rights, level the playing field in terms of healthcare and education, and encourage the preservation of natural resources. As a whole, social responsibility promotes a more just, sustainable, and ethical society by calling for individual responsibility and collective action to solve problems. Taking on social obligations benefits society as a whole and may be done at the individual, corporate, or governmental levels (Bessen, 2022).

❖ **DEPENDENT VARIABLE**

- **Resolution**

The resolution process includes both finding a solution to a problem and settling a dispute. Making a conscious effort

to overcome a challenge is also important. A final, satisfactory conclusion is the goal of every decision-making process, conflict, or complex situation. In most situations, a resolution indicates that all question and misunderstanding has been cleared up and that clear objectives and consequences have been established. However, the exact meaning of "resolution" might vary depending on the circumstance. In order to fix a problem, one needs identify its source, look into possible solutions, and then choose the best one. Expertise in analysis, critical thinking, and weighing of options is essential for researchers to ensure that their chosen answer effectively addresses the issue. Personal decision-making, organisational strategy, or even societal issues at the macro level, such as international negotiations or legal disputes, may all be impacted by such a technique. The point of reaching a settlement is to have everyone on the same page and remove any room for doubt so that the solution can be put into action. In order to work together and reduce tension, parties with differing viewpoints, interests, or requirements must be brought closer together in order to resolve a problem. Instead of just settling disputes, the goal of settlement should be to find solutions that are beneficial for everyone involved, sustainable in the long run, and help keep relationships strong. Finally, "resolution" may be an individual's attempt to improve himself; for example, many people make "New Year's resolutions" to exercise more often, learn new things, or build stronger relationships with those they care about. Researchers practise self-empowerment by resolution when they aim for personal progress and achievement. Taking it a step further, resolution may also mean how sharp or detailed a technological system is, like a computer screen or an audio recording. To ensure accurate data transmission and presentation, the system's degree of clarity, sharpness, or accuracy is crucial. Resolution is an essential concept in conflict management, goal-setting, and collective decision-making. It is an assurance that the researchers will triumph over adversity and accomplish concrete goals that benefit all parties involved (Chandrasekaran et al., 2020).

- **Relationship Between Social Responsibilities and Resolution**

Since solving problems and resolving conflicts are commonplace in carrying out one's societal obligations, the two concepts are inextricably linked. Environmental sustainability, ethical corporate practices, and community assistance are all examples of how people, organisations, and corporations may fulfil their ethical commitment to behave in ways that benefit society. Via discussion, decision-making, and the implementation of practical solutions, disputes, problems, or social concerns may be addressed via resolution. The demand for resolution is driven by social duty, which is a crucial part of this connection. Companies who make a point of engaging in corporate social responsibility (CSR) have a duty to address issues like labour conflicts, environmental problems, and ethical challenges in order to ensure that their operations are in line with sustainable and ethical standards. In a similar vein, governments and lawmakers shoulder social responsibility when they pass laws and pass resolutions to combat pressing societal challenges like climate change, educational disparities, and inequality. In addition, by guaranteeing the proper implementation of ethical obligations, resolution enhances social responsibility initiatives. Sustainable sourcing, regulatory compliance, and inefficient supply chains are a few of the problems that a socially responsible company must fix if it is serious about reducing its carbon footprint. Volunteers and advocates, like everyone else involved in social responsibility, face obstacles including how to best use resources and how to effectively engage the community if they want their efforts to have a real and lasting effect. Overall, a better society is the result of a combination of social obligations and resolve. It is imperative that people, groups, and governments all take stock of the researchers collective obligations and work together to craft workable plans to meet them. Social obligations may stay just that intentions rather than tangible steps towards improvement if appropriate resolution procedures are not put in place (Damali et al., 2022).

On the basis of the above discussion, the researcher formulated the following hypothesis, which was analyse the relationship between Social Responsibilities and Resolution.

"H_{01}: There is no significant relationship between Social Responsibilities and Resolution."
"H_1: There is a significant relationship between Social Responsibilities and Resolution."

Table 2: H_1 ANOVA Test

ANOVA					
Sum					
	Sum of Squares	**df**	**Mean Square**	**F**	**Sig.**
Between Groups	39588.620	802	5823.424	1278.188	.000
Within Groups	492.770	897	4.556		
Total	40081.390	1699			

In this study, the result will significant. The value of F is 1278.188, which reaches significance with a p-value of .000 (which is less than the .05 alpha level). This means the ***"H_1: There is a significant relationship between Social Responsibilities and Resolution"*** is accepted and the null hypothesis is rejected.

9. DISCUSSION

Analysing the intricate challenges that companies face in their pursuit of effective operation management and developing comprehensive solutions to these difficulties to enhance performance. Operating management include overseeing operations, output, assets, quality assurance, and choices. A company's long-term success is crucial. Businesses face persistent challenges that lower operational efficiency, increase expenses, and affect product quality as they grow and compete in increasingly complex and competitive marketplaces. If they want to overcome these challenges, the researchers will need to include new concepts that blend traditional management practices with modern technologies. For instance, lean management principles provide useful recommendations for improving processes to cut down on waste and boost output. Total Quality Management (TQM) and Six Sigma are two methods that may help reduce errors, satisfy customers, and improve continuously. These models primarily aim to reduce waste and maintain operational excellence in accordance with industry norms. The integration of data analytics with state-of-the-art technology, however, has ushered in a new era of operational management. Automation, ML, and AI all help in streamlining processes, making smarter decisions, and managing resources better. By using data-driven insights to spot patterns, foresee issues, and manage supply chains, organisations can react quickly to changes in the market or external shocks. The authors of A Perfect Solution for All Operating Management Problems argue that computers should not be considered a replacement for human judgement but rather a supplement to it. By complementing existing management practices, this technique offers the means to improve risk reduction, forecast accuracy, and demand management. Important and often discussed subjects include leadership and corporate culture. In operational management, finding the right approach or tool is important, but so is fostering an environment that values collaboration, individual accountability, and continuous learning. Leaders are crucial for a number of reasons, including motivating employees to embrace change and adopt new processes, and ensuring that operational approaches are in line with the organization's broader goals. In addition, by acting as mediators of dialogue and resolution, they guarantee that operational challenges are met with an all-encompassing plan that draws on ideas from within the business. The research also stresses the significance of adapting to an increasingly globalised and interconnected corporate environment. The use of global networks to source materials and distribute products makes supply chain management more complicated for organisations. To tackle this complexity, it is important to have strong supplier links, real-time monitoring, and adaptive operational approaches. These will help the researchers to

be reactive and agile. Successful operational management calls for a "perfect resolve" that accounts for the plethora of extraneous factors that impact operational decisions. Alterations to rules and regulations, new technology, and changes in the market are all examples of such factors. The ongoing challenge of finding a middle ground between cutting expenses and enhancing quality is another significant point raised throughout the discussion. In their quest for operational efficiency and cost reductions, companies shouldn't compromise on the quality of their products or services. The research shows that the best approach to reduce this stress is to adopt a customer-centric strategy that puts their needs and viewpoints first when deciding how to spend money and improve current procedures. Prioritising customer satisfaction and quality may help organisations achieve long-term cost savings without compromising their market image. In light of recent advances and an ideal answer to all of operational management's issues, the article finishes by anticipating the field's future potential. Innovations in automation, smart manufacturing, and real-time data collection are reshaping operations, and organisations that want to stay competitive must be prepared to capitalise on these changes. However, in order to prevent disruptions or extra complexity caused by improper use of these technologies, careful and planned integration is necessary. The research asserts that firms must continuously enhance their operations strategies by combining traditional management expertise with modern technology if they want to remain competitive in the dynamic business environment. The need for an all-encompassing plan to address operational challenges is ultimately brought to light by the subject of A Perfect Solution for all of the Operating Management Problems. This approach relies heavily on a solid organisational culture, a commitment to ongoing improvement, state-of-the-art technology, and time-tested managerial frameworks. By incorporating these concepts and adapting to changing circumstances, businesses may enhance their operations, increase earnings, and be ready for what's to come. This research dives into the complexities of modern operational management, providing businesses with the tools they need to thrive in today's fast-paced, cutthroat business environment.

10. CONCLUSION

The research highlights the need of combining contemporary technological solutions with traditional management techniques to improve overall performance, remove inefficiencies, and optimise resource allocation. Management concepts such as Total Quality Management, Six Sigma, and Lean Manufacturing are vital for promoting quality improvement, cutting waste, and driving continuous improvement. Nevertheless, the research does bring attention to the game-changing possibilities of data analytics, AI, and automation, which help companies become more sensitive to changes in the market, more efficient with their operations, and make better decisions overall. Along with the tools and technologies used to overcome operational issues, the study's findings stress the need of good leadership and a supportive corporate culture. Leaders have a significant impact on teamwork, morale, and the synchronisation of operational strategies with the overarching goals of the company. In this kind of leadership, one does more than just keep an eye on operations; one also guides change, inspires innovation, and creates an environment where problems are addressed directly and solutions are implemented effectively. The research also shows that a customer-centric approach is necessary to find a middle ground between cutting expenses and increasing quality. Businesses must find ways to increase productivity and decrease expenses without lowering product or service quality. Maintaining a competitive edge and satisfying stakeholders may be achieved by organisations that prioritise customer happiness and strive for continuous process improvement. Companies must be adaptable to cope with economic fluctuations, new rules, and technological advancements, according to the report, which also adds that global supply networks are becoming more complex. Achieving a "perfect resolve" for operational management difficulties requires organisations to remain agile, creative, and sensitive to both internal and external forces. When all operational management problems are solved with the aid of A Perfect Resolve, businesses may be able to improve their

operations and overcome operational obstacles. It explains how to employ strategic planning, technological integration, and strong leadership to make operations more efficient, sustainable, and customer-focused. To assist businesses thrive in the face of adversity and maintain their success over time in the face of the complexity of a rapidly evolving global economy, this research presents a versatile and timeless approach to solving operational difficulties.

REFERENCE

Bessen, J. (2022). 5 The automation paradox. In The new goliaths (pp. 70–82).
Brau, R., Aloysius, J., & Siemsen, E. (2023). Demand planning for the digital supply chain: How to integrate human judgment and predictive analytics. Journal of Operations Management, 69(6), 965–982.
Chandrasekaran, A., de Treville, S., & Browning, T. (2020). Intervention-based research (IBR) – What, where, and how to use it in operations management (Vol. 66, pp. 370–378). Wiley Online Library.
Damali, U., Fredendall, L. D., Miller, J. L., Moore, D., & Dye, C. J. (2022). Enhancing patient participation in healthcare operations through patient training and education using the theoretical lens of media synchronicity. Decision Sciences, 53(4), 750–770.
Dwivedi, Y. K., Hughes, L., Ismagilova, E., Aarts, G., Coombs, C., Crick, T., and Williams, M. D. (2019). Artificial Intelligence (AI): multidisciplinary perspectives on emerging challenges, opportunities, and agenda for research, practice and policy. *International Journal of Information Management,* pp. 1-20.
Johnston, R., Shulver, M., Slack, N., & Clark, G. (2020). Service Operations Management: Improving Service Delivery (5th Ed).
Musani, P. (2023). Decking the aisles with data: How Walmart's AI-powered inventory system brightens the holidays
Nilufer, N. (2020). Critical assessment on business strategy from aviation to retail industry during COVID-19 Pandemic: A Walmart Case. International Journal of Business Ecosystem & Strategy (2687-2293), 2(2), 8-14.
Stebbins, J. (2022). Walmart plans to hire 40,000 workers for the holiday season.
Wilkinson, A. and Dundon, T. (2021) *Contemporary human resource management: text and cases.*