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Dr. Vipin Kumar Jain

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Topic: Challenges and Opportunities of Online Education: Post COVID-19

Dr. Shradha Singh Chauhan

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Topic: Covid -19 Panademic: Imapct and Strategies for Education sector in India

Message

I am pleased to know that International research and development Center for publication (IRDCP) is organizing a two-day International Conference with the title "International Conference on Social Science and Education Development (SSED-2020)" on July 19-20, 2020 through online mode. The theme of the conference aptly underscores the key aspects that are reimagining and remodeling the approaches in the area of Social Science and Education especially Post COVID-19 pandemic. I am confident that the two-day conference will provide a platform for deliberation on the recent issues that will not only lead to nurture the body of knowledge on these subjects but also spur action that will impact lives for the better.

I wish you all a productive and meaningful conference and look forward to the emerging solutions from the two-day rigorous brainstorming and ideation.

I extend my good wishes to the organizers of this Conference for great success.

Dr. Vipin Kumar Jain

JK Lakshmipat University, Jaipur, India

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Implementation of Malay Language Remedial Classes at Malaysian National-type Tamil Schools

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Abstract: This study focused on the implementation of Malay Language Remedial Classes (MLRC) to enhance the pupils' reading literacy skills at National-type Tamil Schools in Malaysia. The purpose of this study was to identify teachers' understanding and perceptions on the implementation of the MLRC in enhancing pupils' reading literacy skills and to analyze the differences between the methods and strategies in the application of the MLRC in improving pupils' reading literacy skills by teachers based on their social background. This study was also aimed to explore the problems in the implementation of MLRC in enhancing pupils' reading literacy skills. A total of 120 Malay Language school teachers selected from three districts of Selangor State were involved in this study. The questionnaire was used as the instrument to collect the data. The findings showed that teachers' understanding and perception towards the implementation of the MLRC in enhancing pupils' reading literacy skills was very high. The Mann-Whitney and Kruskal-Wallis U-test Tests showed that there were no significant differences between the methods and the strategies used by the teachers in the implementation of the MLRC to improve pupils' reading literacy skills based on teachers' gender, specialization and teaching experiences. Furthermore, the findings showed the problems faced by the teachers in the implementation of MLRC in enhancing pupils' reading literacy skills were at the moderate-high level. Therefore, all parties should work together with the teachers to ensure that the aims of the MLRC is achieved successfully.

Keywords: Malay Language Remedial Classes, Malaysia, National-type Tamil Schools, reading literacy skills, teachers

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An Empirical Study of impacting Factors of Customer satisfaction in the Bangladesh Commercial Banking Sector

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Abstract: The banking industry in Bangladesh is highly competitive. 6562 branches of 49 banks operate in the country. Private commercial banks control the biggest market share in terms of both industry assets and deposits. To survive in the competitive banking industry, banks have to build new approaches which will satisfy their customers. The purpose of this study to predict impacting factors of customer satisfaction and the level of customer satisfaction to the quality of services offered by Bangladeshi Commercial banking sector. The question of the research is what are the needs of Bangladeshi commercial banking sector and what are the main impacting factors the level of customer satisfaction in Bangladeshi commercial banking sector. To expand the theoretical and empirical knowledge that helps managers to improve their services, the dissertation combines inductive and deductive reasoning as well as qualitative and quantitate methods to examine the following seven impacting factors, such as assurance, service quality, responsiveness, reliability, transaction speed, perceived value , and service charge which are impacting customer satisfaction. Namely, after an empirical observation, an ethnographic study was conducted in commercial bank in Bangladesh, and after developing several hypotheses according to relevant theories of customer satisfaction, cross-sectional primary data from 400 Bangladeshi commercial bank customers were collected through a self-administered online survey.

Keywords: Customer Satisfaction, Commercial Banks, Impacting Factors, Bangladesh, Service quality.

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Clinical and functional diagnosis of attention deficit hyperactivity disorder (ADHD). Towards integration of elements

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Abstract: Currently, ADHD diagnosis is possible thanks to a careful summation of both psychometric and clinical elements, which are supported by objective guidelines and contrasted with additional confirmatory technologies. Apparently, in different parts of the world, the diagnosis of ADHD has progressed significantly, being satisfactorily resolved, due to the specialization that has come from innovation and psychometric research, which has allowed specialists to base and justify the clinical procedure on objective parameters and demonstrable, which have been viable thanks to the improvement of the mentioned technology. However, in contexts where psychometric technology and/or its standardization are lacking, it is necessary to carry out certain comprehensive procedures, which allow specialists not only to carry out the diagnosis of pathology but also the specificity of the problem itself, in order to develop increasingly effective intervention programs within these realities. For this, the functional analysis procedures emerge as an alternative -reliable and objective- to the clinical procedure, is often integrated into the latter, according to the need and the criterion by which one wishes to start at the time of carrying out both the evaluation like the diagnosis itself. Functional analysis can be adapted to the demands and / or demands of the examinee's problem, using objective principles of experimental psychology, without neglecting the subject's clinical condition. An efficient behavioral procedure could favor the work of specialists in the different stages of the clinical process, thus strengthening the intervention both in the field of psychology and neuropsychology. They are, as already mentioned, an alternative and / or complementary procedure to the specialist's work, in different contexts, regardless of their characteristics and / or particularities. The present work is oriented to show the current panorama of the diagnosis of ADHD, according to international regulations, from an integration of clinical and functional (behavioral) procedures, especially in realities where there is not enough - or is scarce - Psychometric support necessary to arrive at the diagnosis of this neurodevelopmental pathology.

Keywords: ADHD, clinical diagnosis, functional diagnosis, cognitive psychology, neuropsychological assessment.

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Theory-practice interaction in engineering teaching: pedagogical experience in the "Management and Treatment of Effluents" course from chemical engineering program

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Abstract: Over the years, higher education has been the subject of intense debate and discussion, as the traditional teaching approach of traditional teaching, where the professor speaks and the student listens, based on theoretical knowledge, concepts and information is no longer sufficient, where the need to obtain more and more knowledge is verified. In chemical engineering courses, this practice is no different, since some higher education institutions prioritize teaching with a deep theoretical foundation only. Most high education institutions prioritize the teaching with a solid theoretical basis, but with the dynamics of the current world and the increasingly competitive job market, it is essential to train professionals with creative, multidisciplinary skills, able to communicate in groups, and to develop reflective thinking. Thus, the crucial challenge in terms of teaching quality in engineering is based on identifying ways to encompass the social and technological changes in the current world in the manner of teaching. An excellent alternative is to increase students' contact with the practice since it allows the execution of theoretical concepts. Therefore, the main objective of this work is to present the importance and positivity of the pedagogical experience that occurred with the theory-practice integration implemented in the "Management and Treatment of Effluents" class from Chemical Engineering program at the Federal University of Latin American Integration (UNILA, Brazil). A practical activity was developed in which students, under the supervision of the professor, developed a project of a water treatment plant, after conducting expository classes and technical visits in local industries that have wastewater treatment. Once the project was concluded, a survey was sent to the students in order to gather opinions regarding the activities carried out. From the point of view of the authors and the students themselves, this sort of activity developed represents an interesting tool in the teaching/learning process, since it stimulated the development of some multidisciplinary skills besides the students' motivation in the program.

Keywords: higher education, chemical engineering, theory-practice integration, teaching/learning, pedagogical experience

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Voice Impersonation and Forensic Speaker Identification: A Review

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Abstract: As recently as in 2012, a prank call was made impersonating Queen Elizabeth and Prince Charles by two Australian radio jockeys, to the hospital where Kate Middleton was admitted. Unaware that it was a prank, the nurse (Jacintha) transferred it to the main nurse who divulged details about Kate's condition. Days later, on learning about the hoax call and having fallen prey to it, the nurse committed suicide owing to mental pressure¹. This unfortunate event went viral and caught everyone's attention. In the light of such incidents, it becomes imperative to probe the act of voice impersonation.

Voice impersonation involves approximating one's speech to someone else's by imitation. It is a form of voice disguise which could be for the purpose of entertainment or fraud. The focus of this study is to review impersonation carried out with a criminal intent. Impersonation, otherwise referred to as 'identity theft,' is the act of concealing one's identity and pretending to be someone else. It is usually employed in voice related crimes such as hoax calls, threats, extortion and also in gaining access to security systems which run on automatic voice recognition. It is highly detrimental to forensic speaker identification, when employed with a certain degree of precision.

A preliminary research² shows that it is possible for a professional impersonator to imitate another person's voice to a credible degree both at the perceptual and acoustic level. Subsequent research³ also suggests that impersonators are able to adopt a range of articulatory phonetic configurations such as voice quality, dialect etc., to approximate their voices to the target speakers. An acoustic analysis shows how the impersonator adjusts his fundamental frequency and formants to the target speaker. Yet another study⁴ on the ability of a naïve speaker to imitate other target voices on training, suggests that naïve speakers are capable of manoeuvring their voices better after training.

This paper presents an overview on voice impersonation in the forensic phonetic context. It further reviews the research carried out so far on the articulatory and acoustic features that alter or resist alteration in the act of impersonation.

Keywords: Acoustic Features, Articulatory Features, Forensic Phonetics, Voice Disguise, Voice Impersonation.

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Perceived Performance of Cooperating Schools: Gearing Towards Future Policies

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Abstract: Part of providing quality education is the quest to continually improve one's service delivery since competition is now the essence of time. In the academic field, inputs in the life of pre-service teachers are considered to be of utmost significance. These include the cooperating teachers as well as the cooperating officials who may directly or indirectly influence the future would-be-teachers, the learners who may inspire them more and the learning environment that may significantly affect their desire to enter the world of teaching upon completion of the internship. This study determined the performance of the cooperating schools as perceived by the selected elementary and secondary education students enrolled during the second semester of the calendar year 2019 in one of the higher education institutions in the Philippines offering a teacher-education program. Employing the quantitative (descriptive) research design, the results revealed that the cooperating schools' over-all performance was excellent. However, the performance rank of the indicated factors along the cooperating schools' selected variables (i.e. cooperating teachers, cooperating officials, learners, and learning environment) vary. In general, among all the factors included in the four main elements in the cooperating school; the learning environment particularly on functional, medical and dental facilities gained a very good rating.

Keywords: cooperating school, performance, pre-service teachers, quantitative research, Philippines

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Performance on Board Programs of Pangasinan State University Infanta Campus, Philippines

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Abstract: Obtaining a board performance that exceeds the expectations of the community that it serves is an edge in the world of competition. This gave significance in an effort of doing such kind of research. Simple as other may see it but the relevance can never be ignored since this may serve as an evidence on how the school manpower and management carry its responsibilities in producing countries' assets – the educators and agriculturists as well. The documents used as the main tool in the study were gathered from the Office of the Registrar and the Professional Commission Regulation. The unit of analysis were the graduates of the exact year when they graduated and passed the exam, thus; repeaters and exam takers who took the exam for the first time but outside the coverage years were excluded for the purpose of determining the exact number of exam takers upon graduation. Results revealed that the teacher-education program dominated the board exam takers upon graduation, females whose rating in general is below average. A significant difference exists across the board programs and selected variables except in professional education performance rating in the teacher education programs (elementary and secondary).

Keywords: board programs, performance, state university, Philippines

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Performance in Licensure Examination of Graduates at Pangasinan State University-Infanta Campus, Philippines

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Abstract: The success or failure of board programs offered by every institution is measured through the performance of its graduates in a standard examination administered by a certified regulatory body. This study determined the turn-over of an academic institution from its respective examination takers in their field of specialization particularly in their performance ratings which is described as passed or failed. A documentary analysis was conducted wherein such showed that bulk of the graduates were from the agriculture program, however; had the least number of board exam takers which made teacher-education graduate produce most of the passers who took the exam for the first time. It was noted that the elementary education program never fail to exceed the national passing percentage within the period covered in the study. In general, the graduates' performance is described to be very low and it was also revealed that the time of examination is significantly contributory in being able to pass a summative evaluation.

Keywords: graduates, licensure examination, performance, Philippines

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Self-reliant India from the perspective of Mahatma Gandhi

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Abstract: The ideology of Mahatma Gandhi and his method of work was experimental which was based on contemporary thoughts and practical aspects of life. Truth, Non-violence and Satyagraha was the predominant aspects of his each and every action and this contained the seeds of self-sufficient India. He dreamed of a self-reliant India in Gram- Swaraj (Village-Swaraj). He firmly believed that India's future cannot be bright unless millions of villages in India become independent, powerful and self-supporting and participate fully in his entire life. Gandhiji has emphasised on various aspects of village life such as farming, village industry, animal husbandry, basic education, health and sanitation that are particularly relevant for today.

Gandhiji himself has witnessed the catastrophe of Globalization as he studied in London and started his career from South Africa. Hence he did understand the advantages and disadvantages of globalization. He opined that globalization was not evil but to believe that everything western was superior was not the correct stand to take. He did not perceive any threat to Indian culture due to globalization, because Indian culture believes in 'Vasudhaiva Kutumbakam' and assimilates all, but he did believe that it would lead to environmental hazards and consumerism and both of which have proved correct today.

He believed that India dwells in villages, through village swaraj, panchayati raj, physical efforts, principles of work for everyone, education, skill development and creative programs of social reform, empowerment of women, we can build a self-sufficient society. Gandhi's self-reliance contained self-respect, that is, self-reliance and satisfaction in a broader sense. Self-made, that is, with our own household goods, made with hard physical labor, it not only fills us with self-respect but also gives our young generation an opportunity to stand on their own feet, making them self-financing.

In present modern and Global pandemic situation, his thoughts are entirely relevant therefore Prime Minister has given an inspirational call 'Vocal for Local' so that we can better utilize our capabilities, resources and move towards a self-sufficient society. Through developing self-reliance, an egalitarian humble society can be established which not only nurtures itself, but is also ready to help others.

Keywords: Gandhian Thoughts, Gram Swaraj, Globalization, Mahatma Gandhi, Self Reliant India,

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