



## Editorial

Manisha Chakrabarty

Published online: 11 December 2021

© The Author(s) under exclusive licence to Indian Institute of Management Calcutta 2021

Dear Readers,

Happy to end another challenging year with the special edition of our journal Decision on “Managing the Crisis-Industry Perspectives: A special emphasis on Covid-Ridden World”. Looking forward for a promising, healthy, and safe year ahead. This issue starts with our general category research article on “Smart Advice for Better Governance-Applying expert methods to high-stakes decisions” by **Dušana Dokupilová**. This article observes from a pool of Slovak experts that there is no correlation between the consistency of experts and their cognitive reflection or overconfidence. Improved consistency may have resulted from the learning effect.

The following six articles deal with the challenges faced by the Hospitals in disease management, employees both in private sector IT industries and public sectors, Hotel industry and in retail marketing. The review article by **Sini V Pillai** focuses on identifying the significant implication of AI techniques used for the COVID-19 disease management in the public sphere by agglomerating the latest available information. It also discusses the pitfalls and future directions in handling sensitive big data.

The two research articles by **Gokulananda Patel** and **Shilpi Kalwani** discuss about stress factors among employees in this covid-ridden world due to over-emphasizing role of work from home. While the study by Gokulananda Patel in the article titled “Identifying and Ranking Techno-stressors among IT employees due to work from home arrangement during Covid-19 pandemic” from 334 IT sector full-time employees establishes “Fear of job loss due to new ICT” as most important stress factors, the article by Shilpi Kalwani from a survey of 307 white-collar employees from public sector organizations in India confirms the mediating role of compassion on mental health.

The last two articles by **Rita Karmakar** and **Subhodeep Mukherjee** narrate the challenges faced by the Hotel industry. The case study by Rita Karmakar examines the business strategies adopted by the Lemon Tree Chain of Hotels during the lockdown phase of India. Author Subhodeep Mukherjee interestingly throws light on the usage of service robots for hotels based on inferences drawn from structural equation modelling.

The fifth article in this special edition by **Anshu Rani** on “Revisiting the Antecedent of Electronic Word of Mouth (eWOM) during COVID-19 Pandemic” demonstrates significant relationship of eWOM determinants in building purchase intention, brand image and attitude during COVID-19 pandemics in the online retail.

---

M. Chakrabarty (✉)  
Indian Institute of Management Calcutta, Kolkata, India  
e-mail: mchakrabarty@iimcal.ac.in

Happy new year 2022 and wish you all a panic-free world.

**Publisher's Note** Springer Nature remains neutral with regard to jurisdictional claims in published maps and institutional affiliations.

Decision (0304-0941) is a copyright of Springer, 2021. All Rights Reserved.