Preface

The main objective of this reference book is to provide valuable insight of today’s important changes caused by the COVID-19 pandemic shock in terms of defining, characterizing, presenting and understanding the meaning, challenges and implications of responsible and sustainable business. Important questions tend to appear once focusing on the broad topic represented by the idea of responsible and sustainable business, while addressing the important changes caused by the COVID-19 pandemic shock. Among these key questions, could be mentioned the following ones: (1) What is sustainable business? (2) What does responsible business mean? (3) What do responsible and sustainable business practices implicate? (4) Which are the specificities of corporate social responsibility and enterprise development? and (5) How is the classic entrepreneurial paradigm by contemporary world businesses affected? In like manner, this scientific book is keen on providing valuable insight towards today’s important changes caused by the COVID-19 pandemic shock, while presenting reliable and successful sustainable business models which have become, in time, increasingly appealing for all entities’ leaders worldwide.

This book aims at providing an updated view of the newest trends, novel practices and latest tendencies concerning the manner of addressing and creating responsible and sustainable business, while striving to understand those important changes caused by the COVID-19 pandemic shock.

The target audience is represented by academics, scientists, researchers, students, PhD scholars and post-doctoral students. Also, this reference book will present important features concerning sustainable development goals, challenges, and practices, while emphasizing the key determinants in achieving performance and excellence, which will prove to be extremely valuable for specialists, practitioners, governmental institutions, and policy makers’ worldwide. Nevertheless, this scientific book will represent a well - documented and well - developed work for (potential) business leaders, entrepreneurs, and managers, as well as highly prominent individuals involved in decision making processes.

The main objective of this reference book is to provide a platform for sharing researchers’ and professionals’ most recent ideas, findings and works concerning the dominating subject represented by responsible and sustainable business, while addressing the most important changes caused by the COVID-19 pandemic shock. In this context, researchers and professionals are kindly invited to submit their contributions in form of original research papers, case studies or essays, in particular on the following topics (but not limited to the following topics) highlighted below. It should also be stated that interdisciplinary and cross section contributions are welcomed as long as they fall in the area specific to shaping the responsible and sustainable business, with reference to important changes caused by the COVID-19 pandemic shock.
Business Transparency
• Responsible and Sustainable Business
• Corporate Social Responsibility (CSR)
• Adoption of Corporate Social Responsibility (CSR) Tools
• Corporate Social Responsibility (CSR)
• Taxation
• Aggressive Tax
• Sustainable and Responsible Business Leadership
• Corporate Sustainability Management
• Innovation
• Artificial Intelligence and the power to influence the future
• Business Excellence and Innovation
• Business Environment
• Business Ethics
• Climate change
• Circular economies
• Competency-based education
• Constructing modern knowledge
• Corporate Tax Avoidance
• Effective Tax Rate
• Economic Performance
• Environmental Performance
• Energy transitioning to sustainability
• Entrepreneurship and Greening Economy
• Entrepreneurship measuring indicators
• Entrepreneurial finance
• Environmental sustainability and justice
• Future energy scenarios, with focus on smart energy markets
• Intellectual capital, sustainability and resilience
• International entrepreneurship
• New and sustainable agribusiness management models
• Smart cities
• Sustainable agriculture and organic farming
• Sustainable Conservation Management
• Sustainable Development in Business Reporting
• Sustainable Entrepreneurship
• Sustainable Entrepreneurship skills and competences
• Sustainable Human Resource Development
• Sustainable Rural Community Development
• Global Entrepreneurship
• Social Entrepreneurship
• Women Entrepreneurship
• Corporate social responsibility
• Creativity
Preface

- Creating an inclusive and competitive entrepreneurship
- Information technology
- Innovation
- Innovative Business Models
- Innovation for sustainable agriculture and food chains
- Intellectual capital
- Leadership
- Knowledge management
- Organizational performance
- Public policies and influences on entrepreneurship
- Responsible Innovation, Performance and Excellence for a sustainable future
- Responsible consumption and production
- Social responsibility
- Sustainable entrepreneurial ecosystems
- Sustainable energy, with responsible consumption and production
- Sustainability (business) practices
- Sustainable Solutions
- Sustainable Business Models
- Sustainable society, with responsible consumption and production
- Tax heavens
- Tax transparency
- Technologies and policies for a sustainable society
- Technological and social innovation for sustainable business
- Travel resilience and sustainability challenges
- Tourism resilience and sustainability challenges

ORGANIZATION OF THE BOOK

The book is organized into 20 chapters. A brief description of each of the chapters may be found below, as it results based on the authors’ own statements:

Chapter 1 is profoundly concentrated of the topic of mindfulness at work, regarded as a sound business investment, in the attempt to discover the benefits of focusing on the employees’ well-being, while increasing, in the same time, creativity and innovation. The author of this chapter starts with the idea that the COVID-19 pandemic and the COVID-19 crisis have brought a tremendous pressure on human beings and have raised deep concerns regarding the future of people’s activities all over the world. In continuation, the author emphasizes the fact that the Post-COVID-19 Era presents a highly challenging perspective due to the uncertainties raised by the new environment, already weakened by the lack of cooperation among individuals, the ruthless competition between entities, and the fierce and aggressive decisions taken in haste, which affected the balance of our planet, the future of the next generations, and the well-being and mental health of people. In this matter, the author of this chapter addresses mindfulness as a major solution to today’s problems, offering individuals the possibility to become more focused, more connected with present situations, and more willing to understand not only their needs, but also the requirements of their colleagues, communities, and all that surrounds them, and also concentrates...
on highlighting the power of mindfulness – as an investment in our lives, comes to support creativity, development, innovation, responsibility, sustainability, well-being, and a healthy and well-balanced business environment. The study revolves around several key concepts, among which the following ones could be mentioned: business, management, economics, accounting, COVID-19 Era, competitiveness, creativity, innovation, human resources, investment, responsibility, sustainability, work, mindfulness, well-being, and changes.

Chapter 2 targets the implications of the organizational greening strategy in times of pandemic COVID-19, highlighting the advantages of using such a strategy in today’s context. It should be added that this study is aimed to analyze the various features and elements related to strategic organizational sustainability, with the specific mention that the analysis starts from the assumption that traditional organizations have to face a lot of challenges posed by the new global economy context confronting contradictory patterns of globalization and des-globalization processes. In order to create the new conditions for the organizations not only to survive but to succeed, it is proposed a new model based on designing and implementing strategic organizational sustainability, abandoning the narrow focus on economic growth and profits to embrace the social inclusion and equity as well as the environmental sustainability issues. In terms of the keywords which are pivotal to this study, the following ones could be mentioned: economic growth, organizational sustainability, organizations, social inclusion, strategy, and sustainability.

Chapter 3 emphasizes the challenges of the sustainable Fourth Industrial Revolution, which in the words of the author represent a multi-scalar process characterized by gradual interconnection and digitization in economic globalization. The author of this book chapter analysis the discourses derived from this socioeconomic process in parallel with the biophysical limits of the planet through the analysis of the material requirements of the basic infrastructure necessary for the technologies of the Fourth Industrial Revolution. What is more, through the study of the discourses and the analysis of the current situation of natural resources, the author managed to identify 13 (thirteen) metals whose availability in the next 30 years constitutes the limiting factors for the effective deployment of the technologies of this process. In this situation, the author stated the fact that the theoretical foundations of future potential was established where techno-optimistic and the decrease in the growth discourses coexist through uneven development, making sustainability a characteristic based on exclusivity. In terms of vital concepts specific to this particular chapter under analysis, the following elements were brought to the attention of the readers: sustainable revolution, infrastructure, raw materials, shortage, sustainability, sustainable economics, green economics, and ecological economics.

Chapter 4 gives all the attention to the valuable and intriguing subject of the fallacies of consumerism, in the attempt to present an analysis of its impact and depth in today’s society. According to the author, the concept of consumerism brings together many of the social transformations that serve as a predictor of present and future behaviors and act as vehicles for today’s society. What is more, the author highlights the fact that the evolution of this concept, “consumerism”, is diffuse and corresponds to different periods of history that have incorporated the characteristics of desire, superficiality and exclusivity that drive new needs and potentialities. Furthermore, the author states the belief that the importance of this notion underlies the need to analyze 46 theoretical approaches through their categorization in six dimensions and frequency count in Google Scholar. In this matter, the methodology used by the author is represented by a higher-order association, in the attempt to establishing the most significant combinations and weightings. From these results, the concept of consumerism is defined by the economic-social-cultural-ethical categories according to its frequency of use in Google, which is
meant to show the economic influences as a determining factor, over and above those processes that are far from the common good or the general interest. The author identified several representative keywords for the book chapter, as follows: consumerism, consumer society, market economy, free trade, corruption, and supranational organizations.

Chapter 5 directs the readers’ attention to the strategic adaptive resilience capacity, which is a very important topic of analysis these days. The author mentions in this book chapter the intended purpose of this scientific work, namely the will to analyze the adaptive resilience capacity as an organizational strategy, starting from the assumption that the development of organizational resilience capabilities can support the transformation and adaptation strategies aimed to enhance the socio-ecosystem services. What is more, the author mentions that one of the organizational capabilities is organizational resilience based on the fact that adverse conditions have an impact on the organization which may remain vulnerable unless it learns new capabilities and actions, adapts to access changing resources, and create iteratively new forms and opportunities with the available resources. The conclusions of this book chapter rely on the following aspects, as the author mentions: a strategic adaptive capacity approach to organizational resilience supports the design and implementation of more flexible and progressive strategies to face any kind of environmental disturbances, crises, and shocks to become more competitive in the global marketplace environment. The pivotal concepts for this book chapter are the following ones: adaptive resilience capacity, adaptive capacity strategy, and organizational resilience strategies.

Chapter 6 emphasizes the changes and challenges derived from the COVID-19 pandemic for the electricity market, in the attempt to create a strategic planning for the electricity market and propose a framework for sustainable management in the time of crisis. In this book chapter, the author investigates the effects of COVID-19 on the electricity consumption in some countries, especially in Iran. What is more, the author has studied in this book chapter the effect of COVID-19 in the electricity industry and the amount of electricity consumption in Iran and in the countries that have been most affected. Also, the author makes reference to a study of the COVID-19’s impact on the world, which shows a reduction of about 15% in electricity demand during the short term of the COVID-19 outbreak. In continuation, the author brings to the attention the fact that this amount varies from country to country. Studies show that the countries under study have experienced a relative decline in electricity demand in the short term, but with the continued prevalence of the COVID-19 and the removal of some restrictions, the state of electricity consumption has more or less returned to pre-COVID-19. Also, according to the author, it is worth noting that at the time of writing this article, the COVID-19 pandemic continues. The keywords specific to this book chapter are the following ones: COVID-19, SARS-COV-2, electricity demand, energy market, renewable energy, energy economics, green economics, sustainable economics, and electricity market.

Chapter 7 draws toward the importance of corporate social responsibility (CSR) and centers its attention on the effects on organizational identification, and employee creativity. According to the author, CSR is no longer a legal obligation but discretionary aimed at fulfilling the needs of stakeholders. In continuation, the book chapter studies the case of the leadership in Africa, and the implications of the CSR initiatives in the lives of employees and local community. In addition, the book chapter reports a micro-level study that considered the effect of CSR initiatives directed to employees and local communities on employee organizational identification (OID) and employee creativity (ECR). According to the author, the results obtained show that CSR directed to employees has both direct and indirect relationship with ECR through OID, while CSR directed at local community has only indirect relationship with ECR through OID and, also, the results position CSR initiatives as strategic to the performance of business
instead of just being philanthropic. The authors believe that this means that managers must take special interest in developing and implementing CSR initiatives since their outcome has effect on employee behavior. The main keywords specific to this book chapter are the following ones: triple bottom line, employee behavior, micro-level, and Africa.

Chapter 8 addresses the challenging and valuable aspects that characterize fiscally responsible businesses as a result of COVID-19 pandemic shock, with particular reference to a highly novel topic these days, which is represented by taking control of countries’ tax systems by putting an end to corporate tax evasion and tax havens. According to the authors of this study, it has been brought to the attention of the readers that the COVID-19 pandemic and the COVID-19 crisis represent impressive motivating forces for advancement, change, evolution and improvement at a global level. What is more, the authors focused in their study on the OECD latest developments in international tax reform work on Base Erosion and Profit Shifting (BEPS), in the courageous attempt to promote novel global initiatives for responsible tax and to support ambitious global actions for responsible tax principles. Furthermore, the scientific work places in the center of attention the G7 nations “historic” decision on applying a minimum global corporate tax rate of 15%, as well as the G20 finance ministers commitment on backing-up this initiative by creating a framework for international tax reform due to include a minimum corporate rate of 15%. It should be emphasized that the results presented in this book chapter show the need to establish fiscally responsible businesses as a result of COVID-19 pandemic shock, thus taking back control of countries’ tax systems by putting an end to corporate tax evasion and tax havens. In like manner, it should be mentioned that the findings noted in this book chapter carefully and thoroughly address the importance of being in line with tax principles, encouraging responsible financial transactions and behaviors. In terms of key concepts, the following notions have proven to be of utmost importance in the analysis of book chapter: business, base erosion and profit shifting, minimum corporate rate, tax evasion, tax haven, international tax reform, intangible asset, intellectual capital, multinationals, and responsible taxpayer.

Chapter 9 directs the readers’ attention to the legal review of the government’s responsibility in compensating for the damage caused by the COVID-19 crisis. The authors of this book chapter noted that the government’s onset and spread of COVID-19-related disease and the measures taken by the government to combat it have given rise to several legal issues. In continuation, the authors highlighted their belief that the most important of these issues can be considered the government’s legal framework in the fight against this disease and the responsibility for compensation. What is more, the authors stressed the fact that while examining the first issue through Iran’s current laws and regulations, it became clear to the authors that choosing the appropriate legal framework in the fight against this disease could be more than the basic and ordinary regulations, thus the author having the opportunity to provide several important and vital solutions in this matter. In terms of keywords, the following concepts are vital for this book chapter: law enforcement, COVID-19, civil liability, public law, disease control, government obligations, and private law.

Chapter 10 closely considers the impact of corporate social responsibility (CSR) on firm value during the COVID-19 pandemic from the perspective of Malaysian tourism industry. In this book chapter, the authors have investigated the effect of CSR on the firm value during the pandemic. The authors have used the event study technique and noted that an engagement in the CSR activities increases the stock returns to the hospitality firms during a pandemic crisis. What is more, according to the authors, the results that they were able to obtain showed that the hospitality firms that showed a better stock market performance during the pandemic should invest in CSR activities. Furthermore, according to the authors, this would indicate a theoretical application and practical implication on their business duties towards
the society and any future research in CSR would allow them to successfully handle a critical disaster like this pandemic in the future. The important keywords that are characteristic to this book chapter are as follows: COVID-19 pandemic, stakeholder theory, corporate social responsibility, firm value, and tourism industry.

Chapter 11 brings to light a strategic analysis of organizational learning approach to the dynamic resilient capability, in today’s context. The author mentions in terms of the purpose of this study the desire to analyze the strategic organizational learning approach to dynamic resilient capabilities, thus closely examining the theoretical and empirical literature on organizational dynamic resilience capability, in order to reveal gaps to be addressed to improve the conceptualization. What is more, the author mentions that under the assumption of some attributes and properties, it is vital to study the organizational resilience learning process leading to the analysis of the organizational resilience strategies. The key notions for this book chapter are the following ones: dynamic resilient capability, organizational learning, and strategic analysis.

Chapter 12 closely examines the topic of reshaping the beverage retail in urban communities through connected platform. The authors noted, in this context, that all over the world business organizations are attempting to transform themselves according to the paradigms of Industry 4.0. What is more, the authors chose to present in their book chapter the case of Tapfrsh kiosk – an Internet of Things (IoT) based beverage service platform for urban communities. According to the authors, the chapter discusses the business ecosystem, system design, technology usage, machine design, aesthetics and operational aspects of the Tapfrsh kiosk and, also, the chapter includes a critical commentary on the kiosk using a multidimensional lens in order to highlight the entrepreneurial insights specific to this domain. The keywords which are of great value for this book chapter are the following ones: Industry 4.0, F&B Retail, connected retail, Internet of Things (IoT), community retail, and entrepreneurship.

Chapter 13 tackles the subject of regulating sustainable economics, by providing a legal and policy analysis in the light of the United Nations Sustainable Development Goals. The author mentions the fact that the chapter fills in the gaps encountered while analyzing the matters that surround regulating sustainable economics, by presenting an analysis of renewable energy policies while making reference to different countries. Also, the author assesses in the book chapter how renewable energy may assist in efforts towards reducing poverty and promoting human well-being, by focusing on a comparative analysis of the emphasis given to renewable energy through policies in various countries is presented. What is more, the author mentions that, based on the findings from the study, some recommendations to address the differences seen in pursuing renewable energy technologies are made. Furthermore, the author states the intention of illustrating in the book chapter the fact that the sample countries have been tackling renewable energy with different depths of policies and with varying levels of success, and the different nature of these policies suggests that future developments much depend on a change in the current emphasis and level of priority afforded to renewable energy. The representative keywords for this book chapter are the following one: renewable energy, sustainable development, energy policy, energy sources, green economic, sustainable economics, ecological economics, and climate change economics.

Chapter 14 centers on the vital advantages and the pivotal importance of reinventing operating models for sustainable organizational performance, focusing on the case of The Big Search. According to the author of this book chapter, the main argument elaborated in this chapter is that companies, particularly start-ups, need to continuously work on their business leadership, human capital and organizational change and persistence in order to survive and keep thriving even in uncertain times, as the post-COVID-19 period. Additionally, the author mentions that the book chapter argues that Pfeffer’s seven principles for
organizational success are still very relevant today and recommends to start-ups to use this framework. What is more, the chapter draws from the literature on human capital and management, organizational structure and perseverance and responsible business leadership and, thus, according to the author the drawings from the literature are then applied to a single case study, the recruitment consultancy The Big Search. The findings of this book chapter confirm, according to the author, that Pfeffer’s seven principles for organizational success are highly relevant today to companies that do want to invest in their performance and success and, also, the results show the challenges and opportunities that start-ups, as The Big Search, have gone through and are lying forward. The key notions specific to this book chapter are as follows: human capital, organizational success, business leadership, and post-COVID-19.

Chapter 15 centers on the matters that surround the subject of raising awareness of responsible consumption through fashion rentals and frugal intentions. The authors start their research by mentioning that the sustainable consumption practices help to reduce environmental impacts and fosters responsible consumers, and emphasize the fact that researchers have explored the positive drivers and negative barriers of fashion-conscious consumer’s (FCC) purchasing intention on fashion clothing. The authors examined in their book chapter the motives and outcomes of this complex phenomenon, such as rental landscape and frugality. In continuation, the author stated that, by using the qualitative phenomenological method, they have conducted 21 in-depth semi-structured interviews in India to tap into FCC’s buying intention and experience. What is more, from the results of qualitative analysis, researchers identified “emotion” as a new parameter reflecting consumer’s passion and interpersonal relationships. Furthermore, the authors mentioned that different themes emerged, which are the commonly identified motivators, such as: the selection of the style, the attention-seeking, the status value, the cost factor (uncontrollable) and the psychological value. The authors noted that a conceptual framework was developed in the book chapter in order to facilitate the understanding of the perception towards green environment and sustainability, having in mind the implications of such an in-depth analysis, which is to improve the sustainable practices in fashion sector through rental options and frugality. The keywords specific to this book chapter are as follows: fast fashion, fashion-conscious consumer (FCC), frugality, post-consumer textile disposal, rental clothing, second-hand clothing (SHC), and sustainability.

Chapter 16 centers its attention on the organizational learning capability to dynamic resilient, in order to highlight a strategic analysis. Based on the author’s stated purpose, the book chapter intends to analyze the strategic organizational learning approach to dynamic resilient capabilities. The author focused in the book chapter on reviewing the theoretical and empirical literature on organizational dynamic resilience capability in order to reveal the gaps to be addressed in order to improve the conceptualization. Also, it should be emphasized that the author believes that the organizational resilience learning process is leading to the analysis of the organizational resilience strategies, thus the resilience is addressed through turnaround and dynamic capabilities. In continuation, the author mentions that organizational resilience is critical to possessing the dynamic capabilities that implicate attracting new resources, which involve the designing of strategies, in order to facilitate to learn to overcome rigidity and regain stability. The keywords important to this book chapter are the following ones: dynamic resilient capability, organizational learning, and strategic analysis.

Chapter 17 addresses the crucial need of fostering creativity in business, in the attempt to empower strong transformational leaders in today’s highly challenging and extremely dynamic context. The author of this book chapter starts by arguing that changing dynamics in responsible and sustainable business comes as a must in the Post-COVID-19 Era, while energetic, influential and powerful transformational leaders represent the vital solution to ensuring creativity in business and a luminous future for orga-
nizations worldwide. Thus, the author mentions that, on the one hand, the newest challenges faced by companies due to COVID-19 pandemic are analyzed in this book chapter, while, on the other hand, the dominant traits of leaders are displayed in this book chapter, in the attempt to determine the successful mix between creative actions, human resources, innovation, intangible assets, intellectual capital, research, technological advancement, and visionary managerial business processes. The book chapter shows that transformational leaders’ general focus should be on the amazing benefits derived from addressing fundamental issues, such as: the well-being of individuals, the health of the Planet, reaching the Sustainable Development Goals (SDGs), bringing Circular Economy (CE), Artificial Intelligence (AI) and Smart Cities (SC) closer to human beings vital needs. In terms of keywords, these are the pivotal concepts for this scientific book chapter: business, creativity, human resource, innovation, intangible asset, intellectual capital, leadership, sustainable development goals, circular economy, artificial intelligence, smart cities, and well-being.

Chapter 18 embraces the topic of the dynamics of sustainable supply chain management in the Post-COVID-19 Era, focusing on a bibliometric literature review. The authors have expressed their great concern towards the fragility of the global economy during the COVID-19 outbreak, which according to them has shown the importance of supply chain sustainability. What is more, the authors of this chapter believe that although academic interest in the concept of Sustainable Supply Chain Management (SSCM) has risen significantly in the last decades, this concept has lately attracted the attention of policymakers as one of the dynamics of the “new normal” in the Post-COVID-19 Era. The authors have carried out their current study in order to highlight the dynamics of SSCM in the Post-COVID-19 Era, based on the recent developments in sustainable supply chain literature. Hence, the authors have noted the fact that the bibliometric analysis method was utilized by using various software packages. Furthermore, the data collected by the authors for this research consists of the finding of the search results of the “Sustainable Supply Chain Management” phrase from the Web of Science database for the time period of 1975 – 2021, which led to the inclusion of 326 articles, in total, in the analyses. The main keywords of this book chapter are as follows: supply chain management, Sustainable Supply Chain Management (SSCM), and bibliometric analysis.

Chapter 19 aims at presenting the paradigm change in tourists’ preferences towards evolving new normal tourism and travel trends. The authors of this book chapter noted the fact that tourism has been recognized as a delight for attraction, accommodation, culture, recreation and many more, which also implicated that the tourism industry has become a major source of revenue for many businesses and for nation as a whole as part of the service sector. What is more, the authors have stressed the fact that the unusual outbreak of COVID-19 pandemic is the sole disruptive circumstance for the last several months, which is unpredictable and inevitable. Furthermore, the authors have highlighted in their work the fact that due to the unprecedented situation, there is a chance for new travel trends to emerge in the nation. This chapter describes, on the one hand, the emerging new normal tourism and travel trends like a staycation, wellness and spa tourism, virtual tourism, sustainable travel, eco-tourism, vaccine tourism and, also, on the other hand, aims at finding tourist preferences of destinations from the new travel trends post-pandemic. Based on the authors’ remarks, travellers today would like to visit destinations consisting of nature protected regions which are termed sustainable travel to satisfy their eco-travel, money value, private space, social distance, security, accessibility, and cleanliness needs. The main concepts which offer a specific pattern to this current chapter are as follows: tourism and travel trends, staycation, eco-travel, wellness and spa, vaccine tourism, virtual tourism, and sustainable travel.
Chapter 20 brings to the attention the topic of the COVID-19 pandemic and its implications on store keeping practices, and the perspectives of health workers. The authors of this book chapter have noted the fact that the unprecedented outbreaks of disease have challenged the contemporary world with substantial adverse consequences on the effectiveness of business models in operations and supply chain management (SC) (OSCM). In continuation, the authors have prompted the fact that the advent of COVID-19 put a lot of pressure on staff and resources. Also, the authors have emphasized in their work that the focus of contributors has been on the pressure on staff managing the various hospital facilities ignoring inventory which is one of the key areas where resources required to take care of patients are kept. The authors of this book chapter that concentrates on the COVID-19 pandemic and its implications on store keeping practices, and the perspectives of health workers have been using the resource dependency theory in order to analyze the manner in which the COVID-19 has affected the inventory practices of hospitals operating in the Western Region of Ghana. In addition, the authors have made several valuable suggestions in their book chapter on how the inventory of hospitals should be managed in order to avert possible shortages and interruptions in health care delivery and further relieve hospital staff the pressure they have to sustain when there is a shortage. Also, the chapter offers suggestions on areas of inventory management practices that management of hospital facilities should pay attention to. The keywords that prompted the attention of the reader are as follows: inventory, inventory shrinkage, inventory records, inventory investment, inventory turnover, COVID-19, pandemic, resource dependency theory, and store keeping.

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