

PROJECT DISSERTATION
ON
STUDY OF COVID-19 & ITS IMPACT
ON SERVICE INDUSTRY

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CERTIFICATE

This is to certify that the dissertation report titled “Study of Covid -19 & Its Impact on Service Industry”, is a bonafide work carried out by **Mr. Himanshu Bhardwaj** of **MBA 2018-20** and submitted to Delhi School of Management, Delhi Technological University, Bawana Road, Delhi-42 in partial fulfillment of the Requirement for the award of the Degree of Masters of Business Administration.

Signature of Guide

Signature of Head(DSM)

Place:

Seal of Head

Date:

DECLARATION

I, **Himanshu Bhardwaj**, student of MBA 2018-20 of Delhi School of Management, Delhi Technological University, Bawana Road, Delhi – 42, hereby declare that the dissertation report “Study of Covid-19 & Its Impact on Service Industry” submitted in partial fulfilment of Degree of Masters of Business Administration is the original work conducted by me.

The information and data given in the report is authentic to the best of my knowledge.

This report is not being submitted to any other University, for award of any other Degree, Diploma or Fellowship.

PLACE:

HIMANSHU BHARDWAJ

DATE:

ACKNOWLEDGEMENT

It is pleasure to acknowledge many people who knowingly and unwittingly helped me, to complete my project. First of all, let me praise God for all the blessings, which carried me through all those years.

First & foremost, I would like to express my regards to **Ms. Meha Joshi** for his constant encouragement and support. I would also like to express my immense gratitude towards all the lecturers of our college for providing the invaluable knowledge, guidance, encouragement extended during the completion of this project.

I extend my sincere gratitude to all my teachers and guide who made unforgettable contribution. Due to their sincere efforts I was able to excel in the work entrusted upon me.

Himanshu Bhardwaj

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TITLE OF THE PROJECT

**“STUDY OF COVID-19 & ITS IMPACT ON
SERVICE INDUSTRY”**

CHAPTER – 1

1.1 COMPANY PROFILES

The service sector offers types of assistance, rather than creating material items. Exercises inside the administration segment incorporate retail, banks, lodgings, realty, training, wellbeing, government assistance work and social help, PC administrations, amusement, media, correspondences, power, gas and water framework. The commitment of the service sector in India to the nation's Gross domestic product is over 60%.

Dominos- Hotel & Restaurant Industry

Domino's a Worldwide Brand, established in 1960 and is the perceived world pioneer in pizza conveyance working a system of an organization possessed and establishment claimed stores inside the USA and global markets.

The Organization is a client most loved explicit between inside the pizza portion its system of 1,249 Domino's Pizza eateries across 276 urban areas in India (as on June 30, 2019). The Organization leads the pizza home conveyance portion in India. Domino's spotlights on the taste and nature of pizza while not begging to be spent. Domino's tried to construct a notoriety for turning into a master in conveying pizzas in a given time or, in all likelihood Allowed to a network of steadfast buyers from all cafés around the nation. Domino's vision is centred around "Outstanding individuals determined to be the least complex pizza conveyance organization inside the world!". The organization is focused on bringing fun, bliss and accommodation to live of their purchasers by conveying flavorful pizzas to their doorstep and their endeavours are progressing in the direction of finishing this dedication towards an outsized and ever-developing client base. Domino's continually endeavours to create results of extraordinary taste and quality. Domino's is known for their procedures of "Think worldwide and act locally". Domino's have been known for enhancing new items and exploring different avenues regarding flavours reasonable for their Shoppers. Additionally offering some benefit for cash and moderate items to the customers. Their drives are famous with customers searching for a moderate and incentive for cash supper choice. Domino's accepts that when a crate of pizza is opened, loved ones meet up to

share the pizza. Consequently, their image situating: "Yeh Hai Rishton Ka Time" That is the reason, every one of their endeavours, regardless of whether it's a substitution imaginative and delightful item, offering buyers esteem for cash bargains, incredible help, the countrywide nearness or the guarantee to convey down the middle hour or free are totally coordinated towards making connections more grounded, hotter and increasingly fun by allowing buyers a chance to get together, get up to speed, rejoin and get to know one another.

Urban Company (UrbanClap) – Social & Personal Services

Provider of an online platform designed to find local service professionals. The company's platform offers a marketplace to search for the service professionals for different activities like salon and spa, photography, plumbing, servicing and repairs, enabling users to access reliable and affordable services and book them online.

Consistently, there are things at home that we'd like somebody to watch out of. This may go from a stopped up sink, to fix of electrical wires, climate control system, cooler, bother control and this rundown is ceaseless.

For getting the correct fix for the difficult we look for help from solid experts, who are talented and educated to watch out of the issues and doesn't cost us a fortune. The ongoing pattern inside the home business targets tending to this issue.

Home help space is considered as probably the most blazing part today where innovation is causing an interruption during this exceptionally disorderly market space. As indicated by an industry gauge, the market for neighbourhood benefits in India is extremely disordered and as of now evaluated to be worth INR 9 billion.

Urban Company began in 2014, with the mission of making esteem administrations accessible on the web. In past adjusting experts was just accessible through calls, however, with the tech advancement presented by Urban Organization, individuals can employ administration experts on the web, by means of their PCs or versatile applications. This

change has helped both specialist co-ops and others who need them.

Financing: Urban Company has gotten funding worth around \$60 million through six rounds of subsidizing.

DHL Express - Logistics

DHL Express India Pvt. Ltd. gives coordinations administrations. The Company offers administrations, for example, cargo transportation, warehousing and dispersion, business, flexibly chain arrangements, and industry segment arrangements.

At the point when Adrian Dalsey, Larry Hillblom and Robert Lynn established DHL in 1969, they didn't realize they would upset the universe of coordinations. Today, DHL is the world's driving coordinations organization. over 380,000 people groups in 220 nations and domains work each day to assist you with intersection outskirts, arrive at new markets and develop your business or then again basically send a letter to your friends and family.

The DHL group of particular Business Units offers an unparalleled arrangement of coordinations items and arrangements extending from residential and worldwide package conveyance to global express, street, air and sea cargo to start to finish flexibly chain the board.

DHL Express' worldwide base camp is a piece of the Deutsche Post central station in Bonn.

Base camp for the Americas is situated in Plantation, Florida, USA, while it's Asia-Pacific and developing markets central station is situated in Singapore, Malaysia, Hong Kong, and China. The European centre point is in Leipzig, Germany.

The vast majority of DHL Express' business is consolidated as DHL International GmbH.

Significant contenders incorporate FedEx, UPS and national post bearers, for example, United States Postal Service (USPS) and Royal Mail. Be that as it may, DHL has a minor organization with the USPS, which permits DHL to convey little bundles to the beneficiary through the USPS

arrange known as DHL Global Mail, presently known as DHL online business. It is additionally the sole supplier for moving USPS mail all through Iraq and Afghanistan.

To empower coordinated effort, the organization unites clients, exploration and scholastic foundations, industry accomplices, and coordinations specialists inside the DHL business divisions. As an idea chief in the coordinations business, DHL fundamentally puts resources into pattern exploration and arrangement improvement.

Constantly 205 DHL needs to decrease all coordinations related outflows to zero – an exceptional yearning objective. Their crucial the main mail and Logistics Company is to interface individuals and improve lives.

The present driving organizations, enormous and little, are searching for approaches green. They get that on the off chance that we need our planet to stay tenable for a long time into the future, we should cooperate now to distinguish and decrease emanations, make our organizations progressively economical and at last push toward a Circular Economy.

In this basic worldwide wellbeing emergency, DHL Logistics administrations and overall system assume a basic job, likewise in sparing lives—whether it is by sending crisis clinical hardware and supplies to social insurance labourers; conveying need merchandise to private clients; or by discovering answers for organizations to proceed with their tasks.

Air India - Aviation

Air-India will be India's best flying Ambassador. Air-India Limited Air-India Limited works traveller and load departures from Bombay to goals inside the USA, Europe, the Middle East, Africa, the UK and different nations. Air India is the world's first all-fly aircraft. Air-India is currently government claimed, however, at first it was Founded as a little low private domestic bearer in 1932. Air-India began as Tata Airlines in 1932 named after J. R. D. Goodbye its organizer.

As per data discharged by the Dept for Promotion of Industry and Internal Trade (DPIIT), FDI

inflows in India's air transport division (counting airship cargo) came to US\$ 1,904.37 million between April 2000 and June 2019. The legislature has 100 per cent FDI under programmed course in booked air transport administration, local air transport administration and local planned traveller aircraft. Be that as it may, FDI more than 49 per cent would require government endorsement.

Air India is the diplomat carrier of India claimed via Air India Limited, a legislature possessed endeavour working an extraordinary number of Airbus and Boeing aeroplanes serving in excess of 94 local and global goals. Air India at present holds 18.6% piece of the overall industry of Indian aeronautics showcase.

So as to introduce focus on the centre Ground Handling administrations, the Passenger, Cargo and Ramp Handling exercises are united to make the base Handling auxiliary AIATSL. With an accomplished workforce of more than four decades, modern GSE, and Air India's skill of more than 75 years in Aviation business, Air India Airport Services has attempted to flexibly great Ground Handling administrations in the smallest degree times. While Ground Services Department of Air India was the essential Ground Service supplier to get ISO 9002 affirmation, its auxiliary AIATSL has additionally accomplished IATA's ISAGO Certification.

1.1 OBJECTIVES OF THE STUDY

Secondary Objective

- To study Covid-19 Pandemic & Its Impact on Service Industry in India.
- How people are affected in a Pandemic situation?
- To provide various suggestions in this regard.

CHAPTER - 2

2.1 CONCEPTUAL FRAMEWORK

Covid-19 (coronavirus sickness 2019) is respiratory tract contamination with a recently perceived coronavirus thought to have begun as a zoonotic infection that has transformed or in any case adjusted in manners that permit human pathogenicity.

Sickness was temporarily called 2019-nCov disease at beginning of flare-up (2019 novel coronavirus contamination) episode started in China however has since spread to numerous different nations; it was authoritatively proclaimed by WHO to be a pandemic on Walk 11, 2020

Sickness goes in seriousness from asymptomatic or gentle to the extreme; a noteworthy extent of patients with clinically clear contamination create extreme ailment.

The death rate among analyzed cases (case casualty rate) is commonly about 2% to 3% yet differs by nation; genuine generally speaking death rate is questionable, as the all outnumber of cases (counting undiscovered people with milder sickness) is obscure.

Information on this ailment is deficient and advancing; besides, coronaviruses are known to change and recombine regularly, introducing a continuous test to our comprehension and to clinical administration.

A pathogen is a betacoronavirus, like the specialists of SARS (extreme intense respiratory disorder) and MERS (Center East respiratory condition).

Named an individual from the animal categories serious intense respiratory disorder related coronavirus.

Assigned as SARS-CoV-2 (extreme intense respiratory condition coronavirus 2); prior temporary

name was 2019-nCov.

The rise of Covid-19 corresponded with the biggest yearly human movement on the planet, i.e., the Spring Celebration travel season, which brought about a fast national and worldwide spread of the infection. At the beginning time of the episode, most cases were dissipated, and some connected to the Huanan Fish Discount Market (J.T. Wu et al., 2020).

The inns and cafés area is a significant sub-segment of the travel industry division. Accessibility of good quality and reasonable lodgings assumes a significant job in boost-ing the development of the travel industry across the nation.

With an ever-increasing number of cafés offering worldwide foods, with more individuals utilizing advanced mobile phones, expanding education and access to the Web, the fortunes holding on to be procured from the matter of home conveyance are only a tick away! Domino's Pizza professes to convey over 50,000 pizzas in a day and 15,000 of those requests, are made on the web.

The flying segment has additionally been affected by the spread of coronavirus. The flare-up has constrained household bearers' to drop and briefly suspend flights working from India to China and Hong Kong. Transporters, for example, Indigo and Air India have stopped tasks to China. The impermanent suspension of trips to China and Hong Kong would prompt residential transporters passing up net income targets.

As a populace of 1.3 billion stays inside to battle the Covid-19 infection, India is thinking that its hard to hurry up and questions are being gotten some information about what the 21-day lockdown can do to the essential coordinations division of the nation.

Critical financial aftermath of the Coronavirus is the subsequent wasteful aspects the nation over as of now overburdened coordinations scene which utilizes more than 40 million individuals and contributes \$200 billion or more to the economy. The tremendous portion, viewed as the help of the nation, holds basic significance as it interfaces different markets, providers and clients

specked the nation over. The segment is seriously hit as the vast majority of the business players don't have any reinforcement, recuperation plan or discontinuous activity plan.

This area despite everything needs an innovative turn of events. In this way, absence of modernized device and hardware to cleaning the products/supplies before conveyance may additionally add to the issues.

The American philanthropist and co-founder of Microsoft Corporation Bill Gates said during the 2015 Vancouver TED conference.

“If anything kills over 10 million people in the next few decades it's highly likely to be a highly-infectious virus rather than a war. Not missiles, microbes.”

“We've invested highly in nuclear deterrents, but we've invested very little in a system to stop an epidemic.”

“The problem wasn't that there was a system that didn't work well enough. The problem was that we didn't have a system at all,”

One of the most significant medical problems the world appearances is the danger of a worldwide infection flare-up called a pandemic. Organic dangers identified with pandemics and plagues can influence the strength of labourers, especially in explicit occupations, for example, labourers in social insurance, transport administrations or creature reproducing or labourers who add to possibility measures.

Thus this research is directed to see the effects of Covid-19 Pandemic on Service Industry.

2.1 LITERATURE REVIEW

A *pandemic* is defined as “an epidemic occurring over a very wide area, crossing international boundaries, and usually affecting a large number of people” (Porta 2014).

Pandemics can cause huge, broad increments in grimness and mortality and have lopsidedly higher mortality impacts on LMICs.

Pandemics can cause monetary harm through various channels, including momentary financial stuns and longer-term negative stuns to monetary development.

Individual conduct changes, for example, dread instigated abhorrence for work environments and other open social event places, are an essential driver of negative stuns to financial development during pandemics.

Some pandemic alleviation measures can cause a noteworthy social and financial disturbance.

In nations with powerless establishments and inheritances of political shakiness, pandemics can increment political burdens and pressures. In these specific situations, flare-up reaction estimates, for example, isolates have started savagery and strain among states and residents.

Pandemics like Covid-19 are huge scope episodes of irresistible ailment that can extraordinarily expand dismalness and mortality over a wide geographic region and cause noteworthy financial, social, and political interruption. Proof recommends that the probability of pandemics has expanded over the previous century in view of expanded worldwide travel and joining, urbanization, changes in land use, and more prominent abuse of the indigenous habitat.

The worldwide network has gained ground toward getting ready for and alleviating the effects of pandemics. The 2003 serious intense respiratory condition (SARS) pandemic and developing worries about the danger presented by avian flu drove numerous nations to devise pandemic plans.

The postponed revealing of early SARS cases likewise drove the World Wellbeing Get together to refresh the Universal Wellbeing Guidelines (IHR) to constrain all World Wellbeing Association part states to fulfil explicit guidelines for distinguishing, providing details regarding, and reacting to flare-ups.

In spite of these enhancements, critical holes and difficulties exist in worldwide pandemic readiness. Progress toward meeting the IHR has been lopsided, and numerous nations have been not able to meet essential prerequisites for consistency.

Various flare-ups, outstandingly the 2014 West Africa Ebola pestilence, have presented holes identified with the opportune identification of malady, accessibility of fundamental consideration, following of contacts, isolate and segregation strategies, and readiness outside the wellbeing part, including worldwide coordination and reaction assembly.

Spending and expenses explicitly connected with pandemic readiness and reaction endeavours are ineffectively followed.

There is no broadly acknowledged, predictable philosophy for evaluating the financial effects of pandemics.

Most information with respect to the effects of pandemics and the advantages and expenses of relief estimates originate from high-pay nations (HICs), prompting predispositions and potentially vulnerable sides in regards to the dangers, results, and ideal mediations explicit to LMICs.

Most past financial examinations on worldwide pandemics have concentrated on pay misfortunes, through decreases in the size of the work power and efficiency, increments in non-appearance and, critically, as the aftereffect of individual and social estimates that interfere with transmission however upset monetary movement.

2.1 RESEARCH METHODOLOGY

The design of the research is descriptive in nature. Descriptive studies are all around organized, they will, in general, be inflexible and its methodology can't be changed once in a while.

Descriptive studies are attempted most of the time.

- When the researcher is keen on knowing the attributes of specific groups, for example, age, profession.
- When the researcher is keen on knowing the extent of individuals in a given populace who have carried on in a specific way, making a projection of specific things.

Research, as we probably are aware, is a speciality of logical examination. It alludes to the precise technique comprising of articulating the issue detailing a theory, assortment of the realities or information investigating the reality and arriving at specific resolutions either as arrangements towards the concerning issues or in certain speculation for some hypothetical plan. To put it plainly, scan for through targets and orderly technique for finding an answer for the issue in research.

A research strategy is an approach to efficiently tackle the exploration issue. It might be comprehended as an examination of concentrating on how the study is done logically. In it, we study the different advances, the study procedure that is commonly received to contemplate the exploration issue and essential rationale behind them.

The research approach incorporates the accompanying advances:

- Formulate the goals of the study.
- Collection of the essential and auxiliary information.
- Interpreting the information and reaching the inferences.

An examination configuration is the course of action of condition and investigation of information in a way that expects to consolidate pertinence to explore reason with an economy in technique. It is the general operational example or system of the undertaking. What data is to be gathered from which sources by which methods? Three study structures are:-

- Exploratory study
- Descriptive study
- Experimental study

1. An exploratory study to pick up recognition with wonder or to accomplish new knowledge into its investigations.

2. A descriptive study to depict precisely the qualities of a specific individual, the circumstance of a group.

3. Experimental study to decide the recurrence with which something happens or with it is a partner with at some point else.

I have chosen the Descriptive study plan for my examination.

The study will be Descriptive; the individuals were picked for the investigation. The gathered information will be examined according to need of targets and theory.

Data Collection from Secondary Sources

Data was gathered from optional sources, for example, client overview, papers notices, vehicle bulletins, and so forth.

Other than these, the utilization of the web was additionally made in gathering applicable data.

The information gathered from the previously mentioned sources has been sufficiently organized and utilized at suitable places in the report. The data assembled included:

- Newsletters.
- Research journals
- Advertisements

Data Collection from Primary Source

So as to assemble data about the impact of Covid-19 Pandemic on Service Industry in India. I have created 4 questionnaires on Google forms and circulated them among different population samples.

Each form was circulated in different population group which is useful in knowing the perspective of different respondents towards Covid-19 Pandemic impact on service industry in India.

Scaling Techniques

Pie chart with the help of Microsoft excels and other Statistical techniques will be used.

Data Analysis

After getting the questionnaire filled from the selected respondents, the data was presented in form of pie-charts. To analyse the data in a useful and meaningful manner, simple statistical tools like percentages were used.

Questionnaire Development and Pretesting

It is the method of choosing units in the example. There are two fundamental strategies for examining.

1. Probability inspecting: In this strategy for examining every unit of the populace has a clear possibility of being remember for the example.
2. Non – probability inspecting: here to specific strategy for choosing the units of the example is received. The premise of choosing can be basically opportunity accommodation and reason.

Inspecting plan: - The arrangement calls for two choices.

(a) Sampling Unit: - who is to be overviewed?

Universe or target population for the present study consists of people in India.

(b) Sampling Size: - How many people should be surveyed?

Sample size consists of 100 Respondents.

25 respondents for each form. Respondents chosen for study are mostly millennials either college students or working professionals in major metropolitan cities of India mostly between the age group of 22 to 35 years.

TOOLS AND TECHNIQUES OF ANALYSIS

Tools for Analysis

- Bar diagram - Bar graphs will be utilized for looking at clear cut information of at least two qualities that will be assumed control after some time or on various conditions, for the most part on little informational indexes.
- Pie-diagram - Round graph separated into parts, representing relative sizes or frequencies.

RATIONALE BEHIND CHOOSING THESE COMPANIES

India has 400 million recent college grads as per a report by Morgan Stanley which is 33% of the populace and an enormous level of the nation's workforce. Clients in the age gathering of 25 - 35 years are educated, socially assorted, all around voyaged and high-salary urban occupants, working in new innovation occupations and open to new ideas and thoughts.

India has the world's second-biggest number of web clients after China with higher expendable wages the biological system is changing and the purchaser is happy to attempt new items. Their choices depend more on quality, patterns, accommodation, wellbeing and prosperity, or more all incentive for cash.

With an ever-increasing number of eateries offering worldwide cooking styles, with more individuals utilizing cell phones, expanding education and access to the Web, the fortunes holding on to be procured from the matter of home conveyance are only a tick away! Domino's Pizza professes to convey more than 50,000 pizzas in a day and 15,000 of those requests are made on the web.

Recent college grads are going to maintain their home like a business. The current age isn't eager to spread out their ends of the week cleaning. They are reserving snow cleaning, clothing redistributing and recruiting cleaners. With the expansion in spending these days, it's a need, not an extravagance.

The expansion in prerequisite of home services overcomes any issues between this present reality administrations and moment online administrations to offer proficient types of assistance. The on-request home services can be a jack of all trades on-request, cleaning application, tasks application, home support and on-request cleaning services. Since the customer's devotion is needy upon the services they get, the specialist organizations want to keep up great quality & help reliably.

They are altogether different from the ages before them. Not at all like the more established buyers who will, in general, think about movement as an extravagance, recent college grads see travel as a fundamental segment to their background which is the reason they are open to the new encounters and offbeat goals.

CHAPTER-3

DATA ANALYSIS & INTERPRETATIONS

The data given below was based on the questions which are asked in the survey.

DATA ANALYSIS AND INTERPRETATION IN INDIA

FORM - A

Impact of Covid-19 on Indian Serviceproviders in context of restaurants.

Q. 1. Name of Respondents?

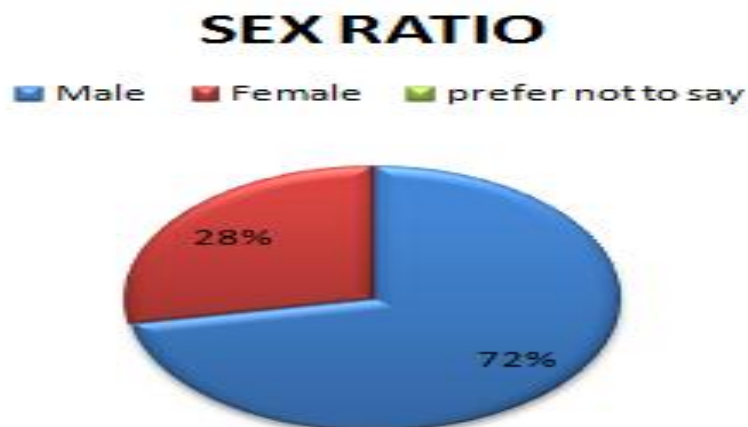
This question was asked to avoid duplicates in the data and so that we were aware of the people who were filling the forms.

Q. 2. Sex Ratio among Respondents

Table No. 1

	No. of Respondents	Percentage
Male	18	72%
Female	7	28%
Totals	25	100%

Graph No. 1



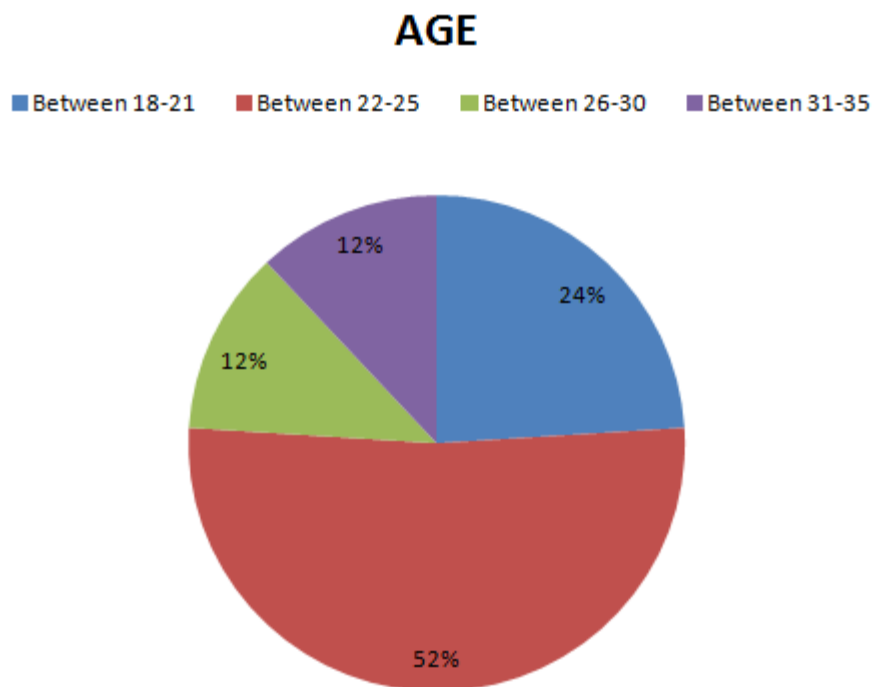
The respondents could be Male, Female or other. The study shows that majority of the respondents were male with 72% majority and 28% were female.

Q. 3. Indicate your Age?

Table No. 2

Options	No. of Respondents	Percentage
Below 18	-	-
Between 18-21	6	24%
Between 22-25	13	52%
Between 26-30	3	12%
Between 31-35	3	12%
Above 35	-	-
Totals	25	100%

Graph No. 2



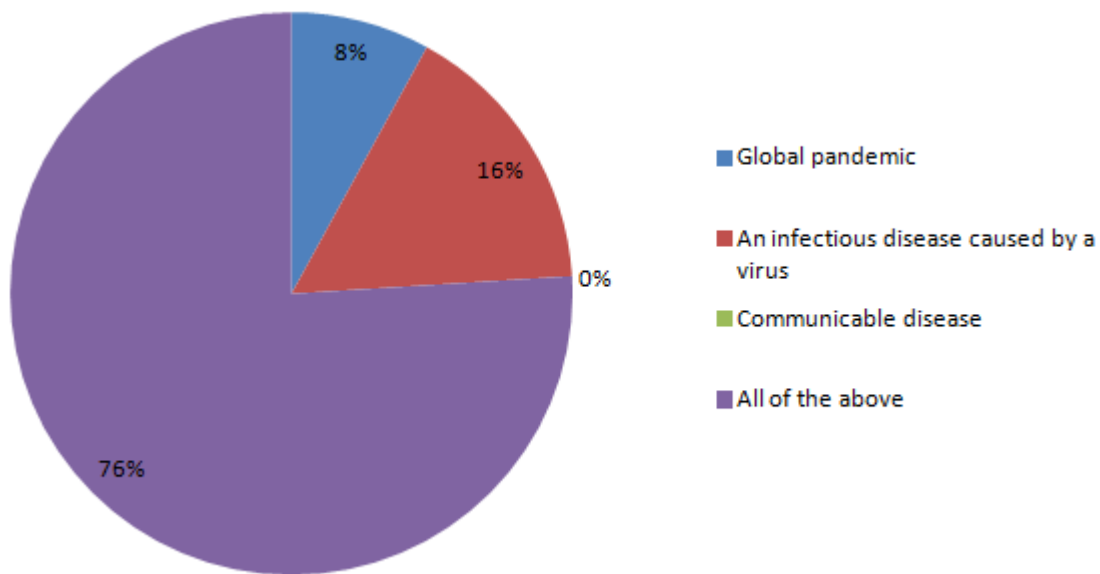
The age of the respondents lies between more than 18 years and less than 35 years. The study shows that most of the respondents belongs to the age group between 22-25 which constitute 52% followed by age group 18-21 years with 24%.

Q. 4. What is Covid-19?

Table No. 3

	No. of Respondents	Percentage
Global pandemic	2	8%
An infectious disease caused by a virus	4	16%
Communicable disease	-	-
All of the above	19	76%
Totals	25	100%

Graph No. 3



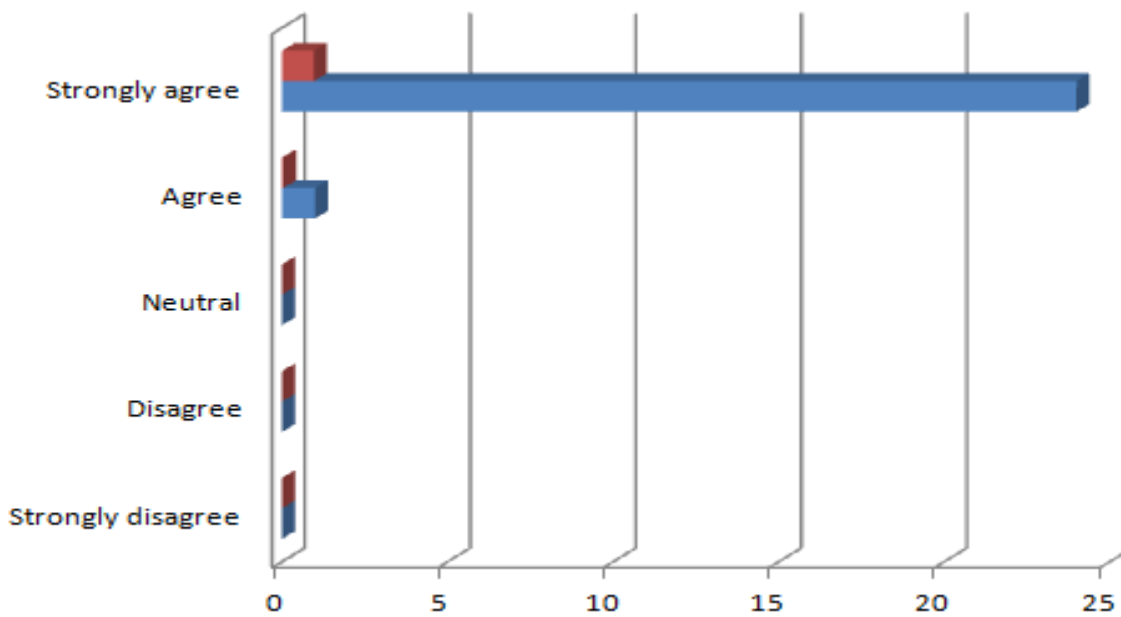
The respondents were given 4 options on their take of the pandemic Covid-19 where the majority of the respondents 76% chose that it was a global pandemic which is caused by a virus and is easily communicable.

Q.5. Has Covid-19 impacted marketing of Service Industry?

Table No. 4

Options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	-	-
Agree	1	4%
Strongly Agree	24	96%
Totals	25	100%

Graph No. 4



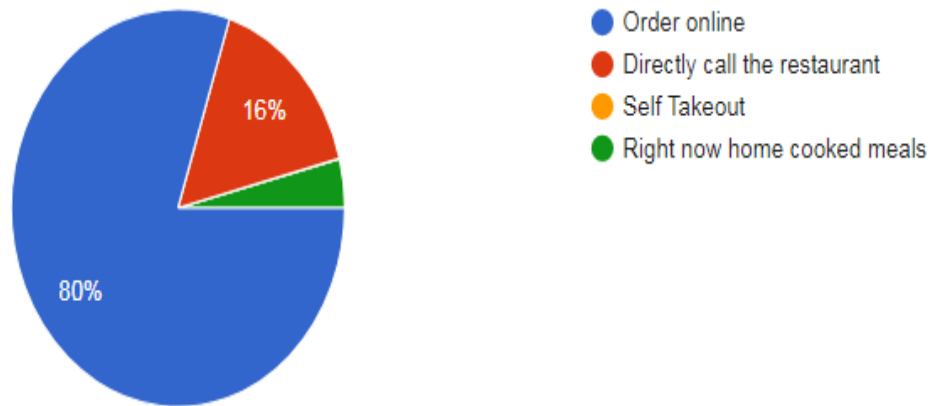
Respondents felt that due to the current pandemic the marketing of Service Industry had taken a strong hit where 97% strongly agreed to this statement.

Q. 6. Which of the following do you use the most for getting food from restaurants?

Table No. 5

	No. of Respondents	Percentage
order online	20	80%
Directly call the restaurant	4	16%
Self Takeout	-	-
others	1	4%
Totals	25	100%

Graph No. 5



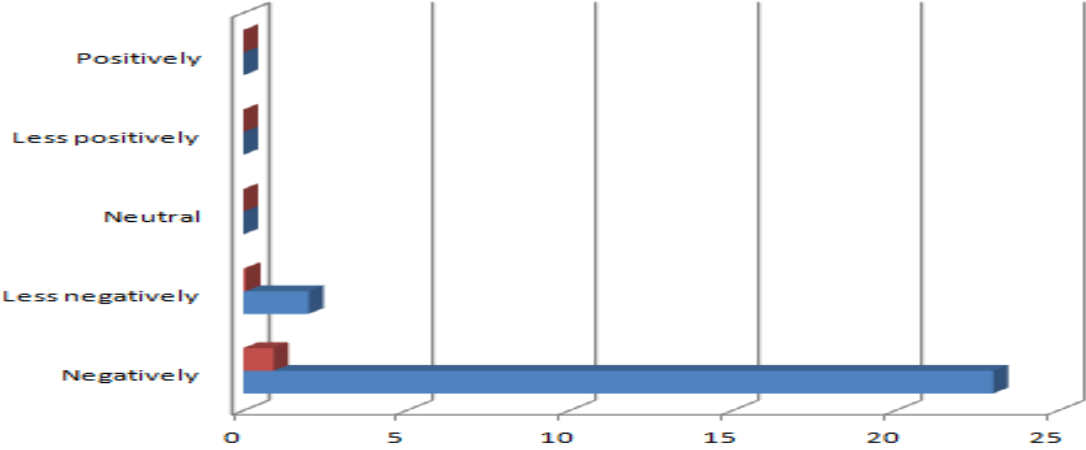
The respondents said that they preferred to order food online.

Q. 7. How do you think it has affected the Restaurants?

Table No. 6

options	No. of Respondents	Percentage
Negatively	23	92%
Less negatively	2	8%
Neutral	-	-
Less positively	-	-
Positively	-	-
Totals	25	100%

Graph No. 6



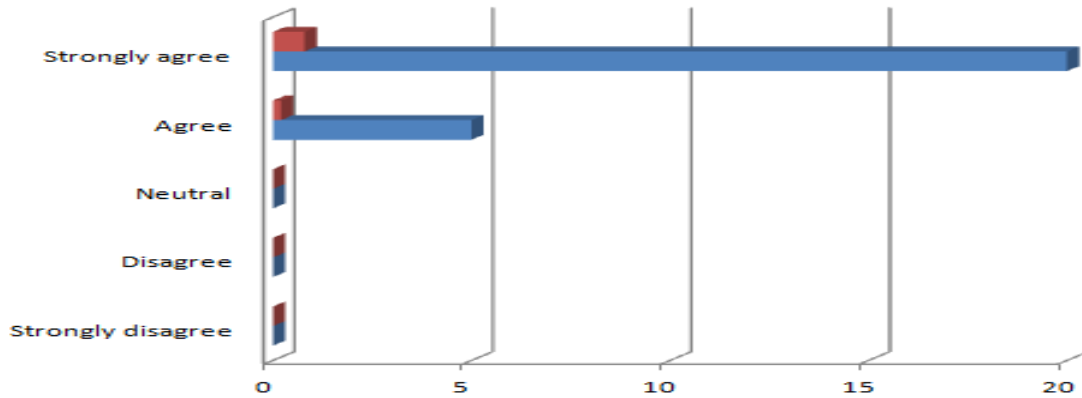
The respondents felt that it has negatively affected the restaurants as there demand as taken a hit.

Q. 8. In your opinion, Do pandemic has large scale implications on the Restaurant sector in the long run?

Table No. 7

options	No. of Respondents	Percentage
Strongly disagree	-	-
Disagree	-	-
Neutral	-	-
Agree	5	20%
Strongly agree	20	80%
Totals	25	100%

Graph No. 7



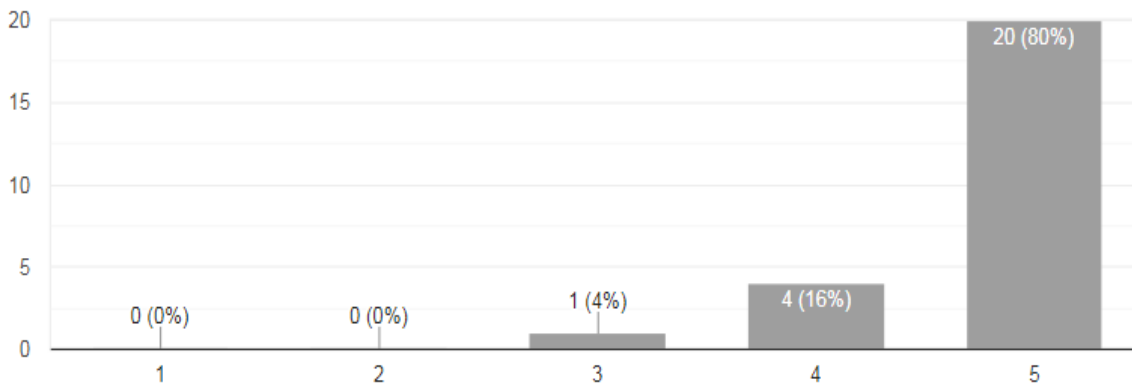
Respondents felt that the large scale implications of Covid- 19 on these Restaurants sector and would be affecting them in a negative way.

Q. 9. Do you think having a Lockdown during Covid-19 is a good option?

Table No. 8

options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	1	4%
Agree	4	16%
Strongly Agree	20	80%
Totals	25	100%

Graph No. 8



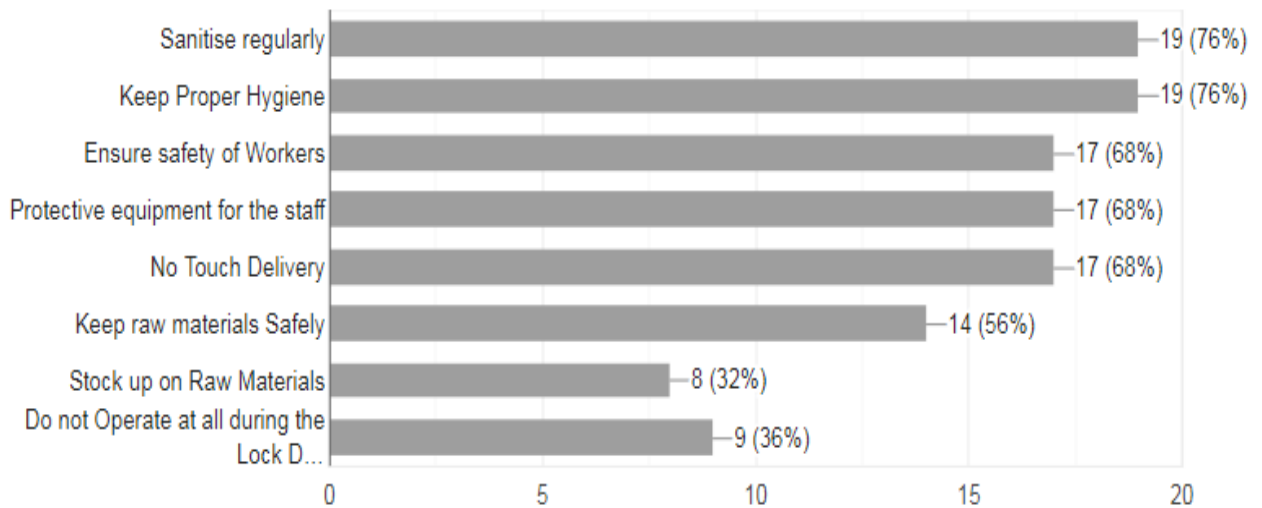
The respondents agreed that having a lockdown during such a pandemic is a good option.

Q. 10. Within the Lockdown did you get food from restaurants?

The majority agreed that they preferred not to order from restaurants especially during the lockdown.

Q. 11. How do you think these restaurants can keep Covid-19 under control?

Graph No. 10



The Respondents were given a series of things out of which they choose on how this sector should operate during the lockdown.

FORM - B

Impact of Covid-19 on Indian Serviceproviders in context of Logistics & Delivery.

Q. 1. Name of Respondents?

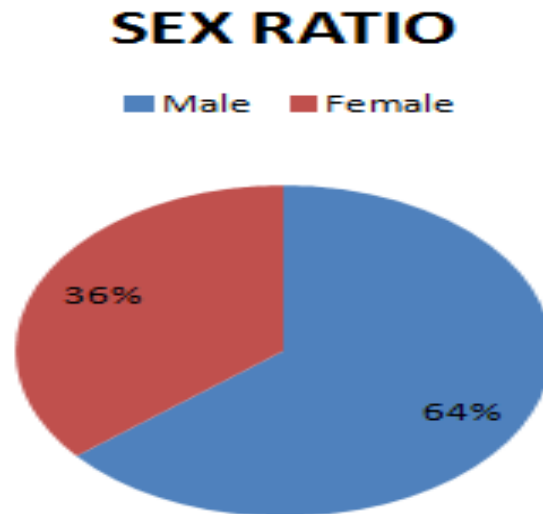
This question was asked to avoid duplicates in the data and so that we were aware of the people who were filling the forms.

Q. 2. Sex Ratio among respondents

Table No. 1

	No. of Respondents	Percentage
Male	16	64%
Female	9	36%
Totals	25	100%

Graph No. 1



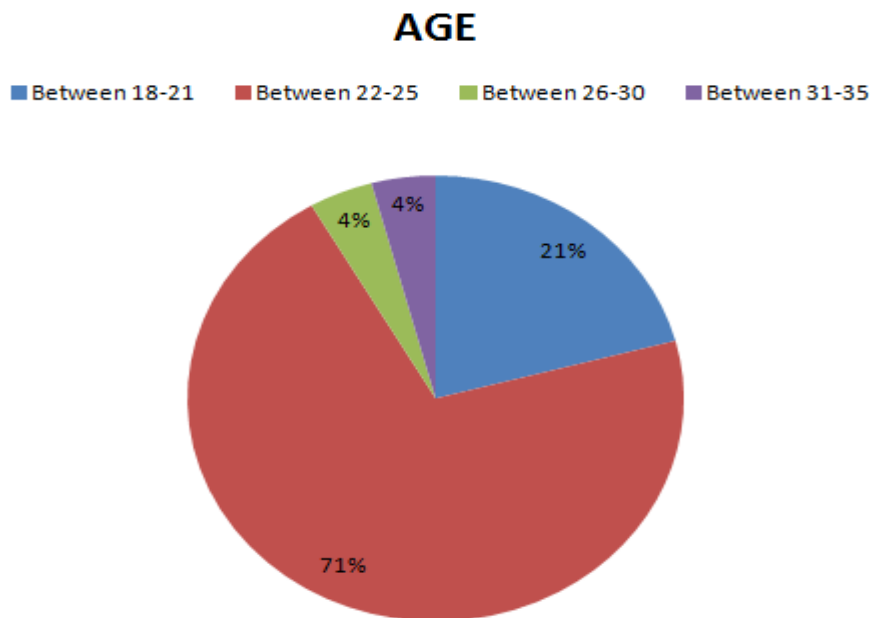
The respondents can be Male, Female or other. The study shows that majority of the respondents were male with 64% majority and 36% were female.

Q. 3. Indicate your Age?

Table No. 2

options	No. of Respondents	Percentage
Below 18	-	-
Between 18-21	5	20%
Between 22-25	17	68%
Between 26-30	2	4%
Between 31-35	1	4%
Above 35	-	-
Totals	25	100%

Graph No. 2



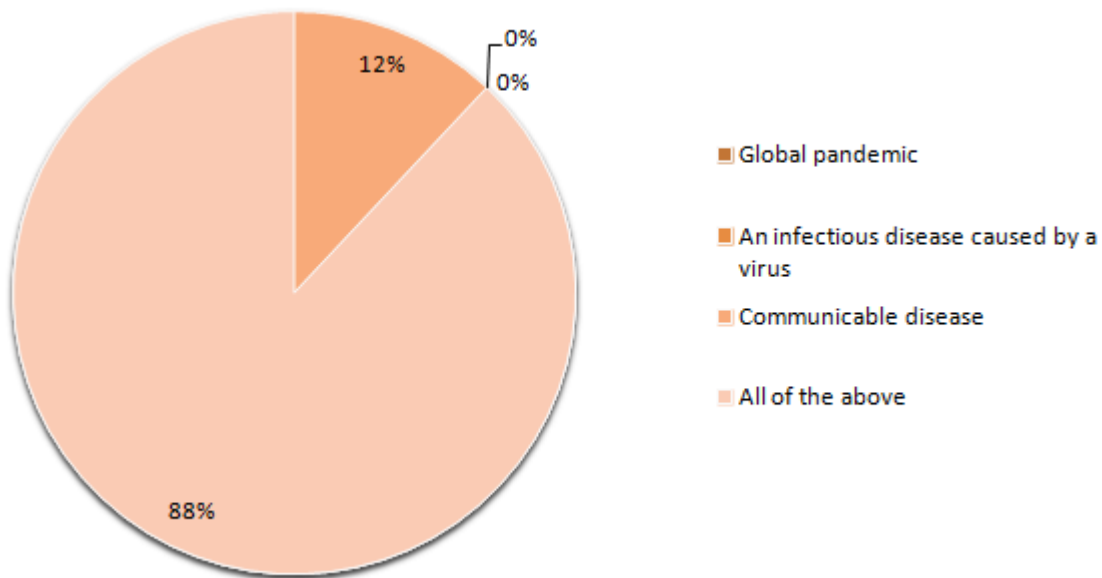
The age of the respondents lies between more than 18 years and less than 35 years. The study shows that most of the respondents belongs to the age group between 22-25 which constitute 68% followed by age group 18-21 years with 20%.

Q. 4. What is Covid-19?

Table No. 3

	No. of Respondents	Percentage
Global pandemic	3	12%
An infectious disease caused by a virus	-	-
Communicable disease	-	-
All of the above	22	88%
Totals	25	100%

Graph No. 3



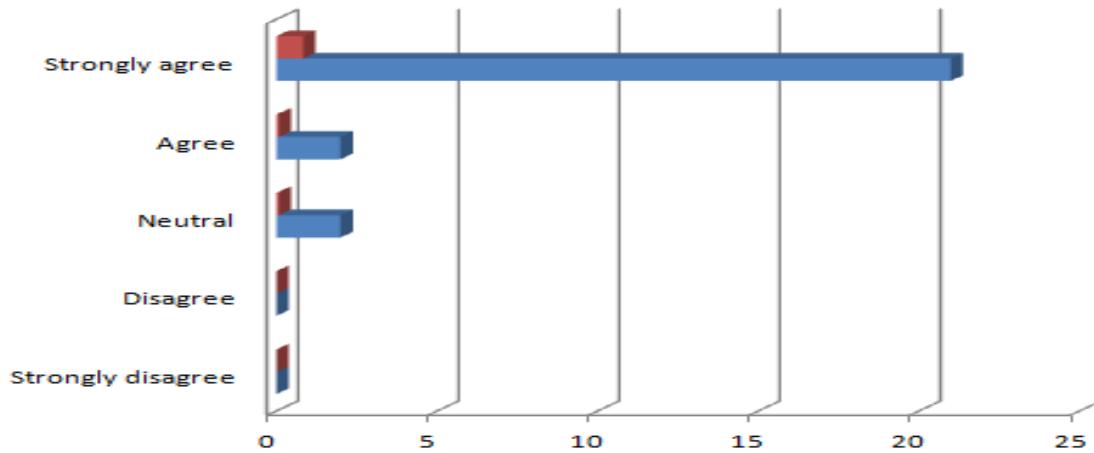
The respondents were given 4 options on their take of the pandemic Covid-19 where majority of the respondents 88% chose that it was a global pandemic which is caused by a Virus and is easily communicable.

Q.5. Has Covid-19 impacted marketing of Service Industry?

Table No. 4

options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	2	8%
Agree	2	8%
Strongly Agree	21	84%
Totals	25	100%

Graph No. 4



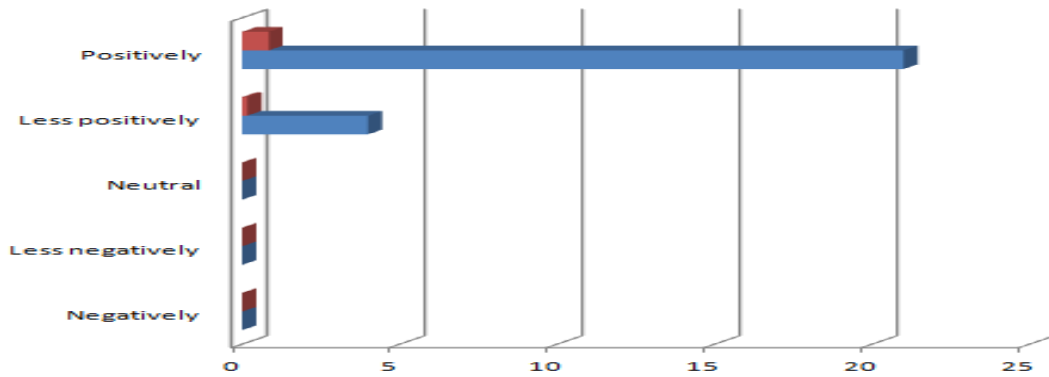
Respondents felt that due to the current pandemic the marketing of Service Industry had taken a strong hit where 84 % strongly agreed to this statement.

Q. 6. How do you think it has affected the Logistics and Delivery?

Table No. 6

options	No. of Respondents	Percentage
Negatively	-	-
Less negatively	-	-
Neutral	-	-
Less positively	4	16%
Positively	21	84%
Totals	25	100%

Graph No. 6



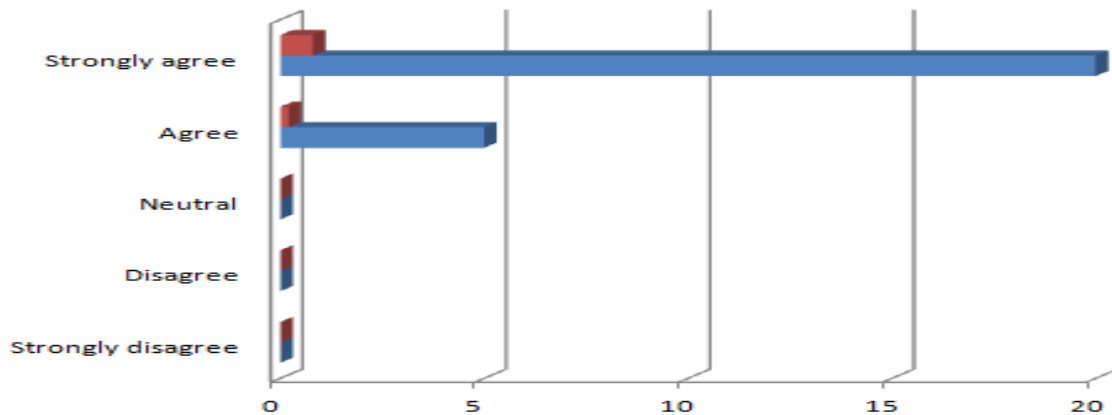
The respondents said that it has positively impacted the Logistics and Delivery industry.

Q. 7. In your opinion, Do pandemic has large scale implications on the Logistics and Delivery in the long run?

Table No. 7

options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	-	-
Agree	5	20%
Strongly Agree	20	80%
Totals	25	100%

Graph No. 7



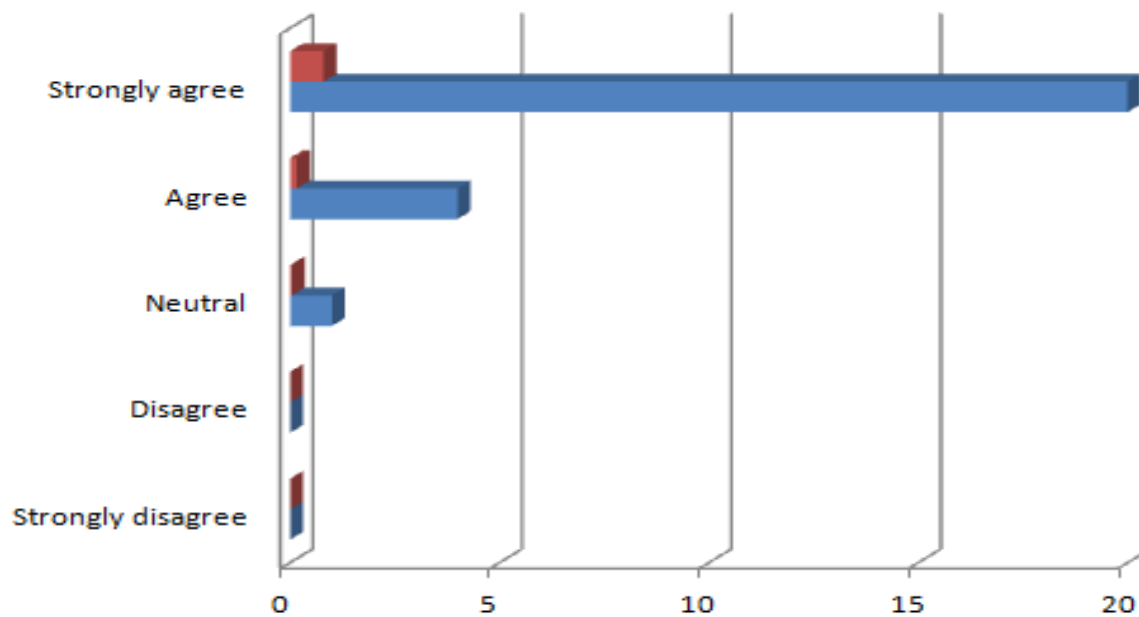
Respondents felt that the large scale implications of Covid-19 on these Logistics sector and would be affecting them in a positive way.

Q. 8. Do you think having a Lockdown during Covid-19 is a good option?

Table No. 8

options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	1	4%
Agree	4	16%
Strongly Agree	20	80%
Totals	25	100%

Graph No. 8



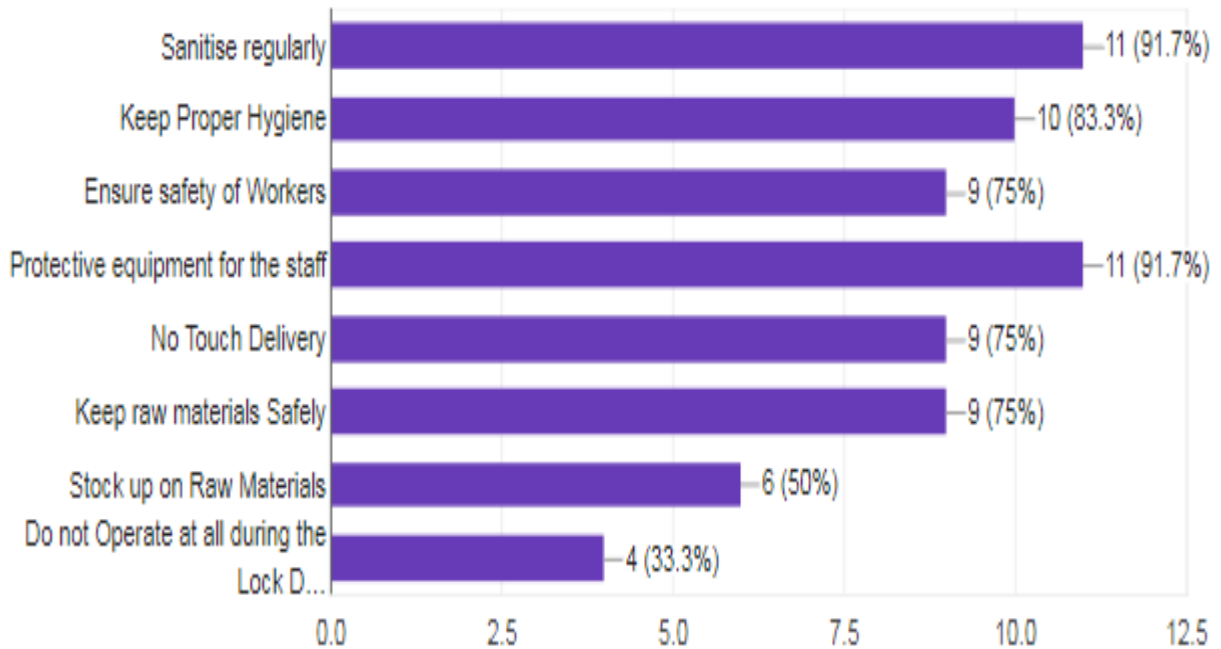
The respondents agreed that having a lockdown during such a pandemic is a good option.

Q. 9. Within the Lockdown did you order or use logistics and delivery?

The majority agreed that they ordered essentials especially during the lockdown.

Q. 10. How do you think the Logistics sector can keep Covid-19 under control?

Graph No. 10



The Respondents were given a series of things out of which they choose on how this sector should operate during the lockdown.

FORM - C

Impact of Covid-19 on Indian Serviceproviders in context of Aviation Industry.

Q. 1. Name of Respondents?

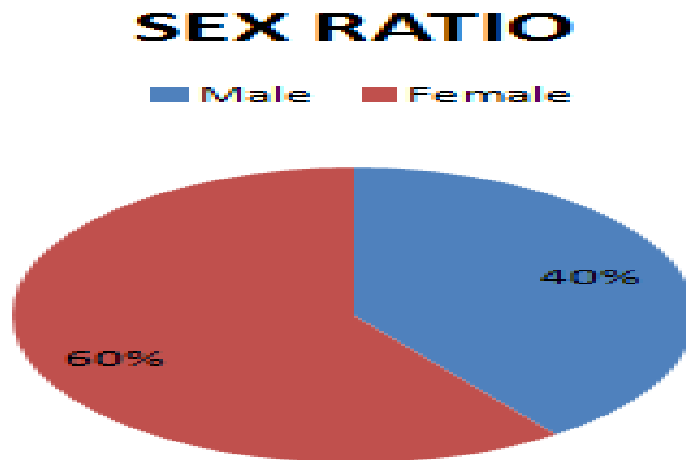
This question was asked to avoid duplicates in the data and so that we were aware of the people who were filling the forms.

Q. 2. Sex Ratio among respondents?

Table No. 1

	No. of Respondents	Percentage
Male	10	40%
Female	15	60%
Totals	25	100%

Graph No. 1



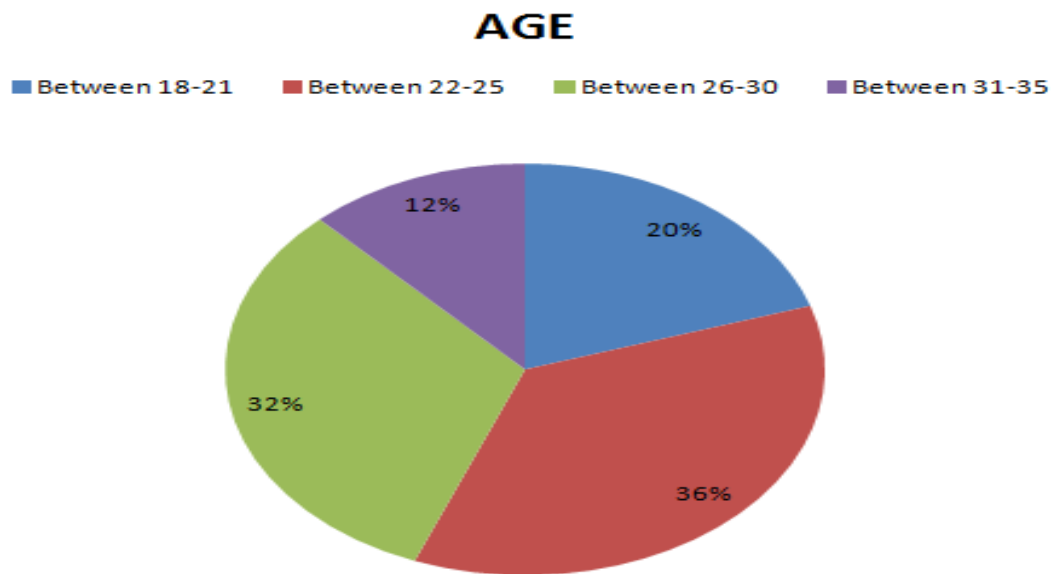
The respondents can be Male, Female or other. The study shows that majority of the respondents were female with 60% majority and 40% were male.

Q. 3. Indicate your Age?

Table No. 2

options	No. of Respondents	Percentage
Below 18	-	-
Between 18-21	5	20%
Between 22-25	9	36%
Between 26-30	8	32%
Between 31-35	3	12%
Above 35	-	-
Totals	25	100%

Graph No. 2



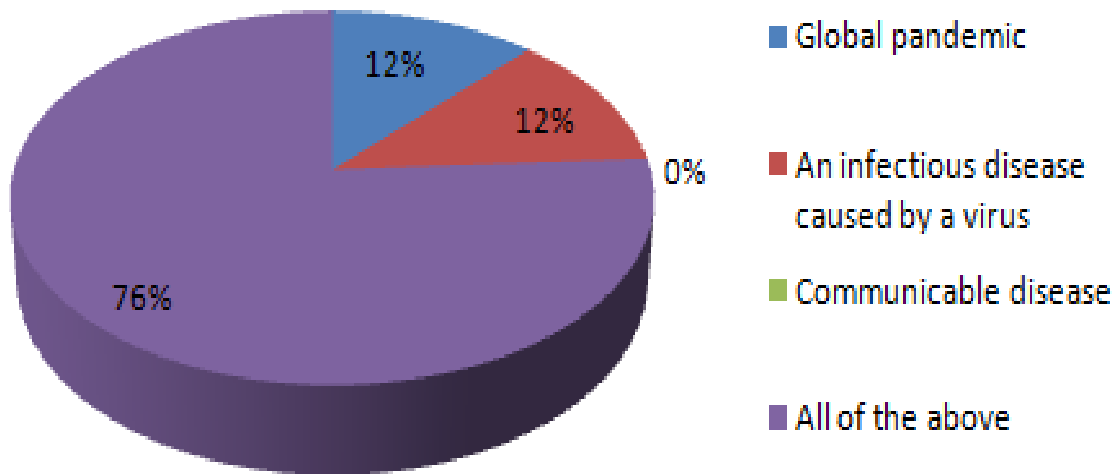
The age of the respondents lies between more than 18 years and less than 35 years. The study shows that most of the respondents belongs to the age group between 22-30 which constitute 68% followed by age group 18-21 years with 20%.

Q. 4. What is Covid-19?

Table No. 3

	No. of Respondents	Percentage
Global pandemic	3	12%
An infectious disease caused by a virus	3	12%
Communicable disease	-	-
All of the above	19	76%
Totals	25	100%

Graph No. 3



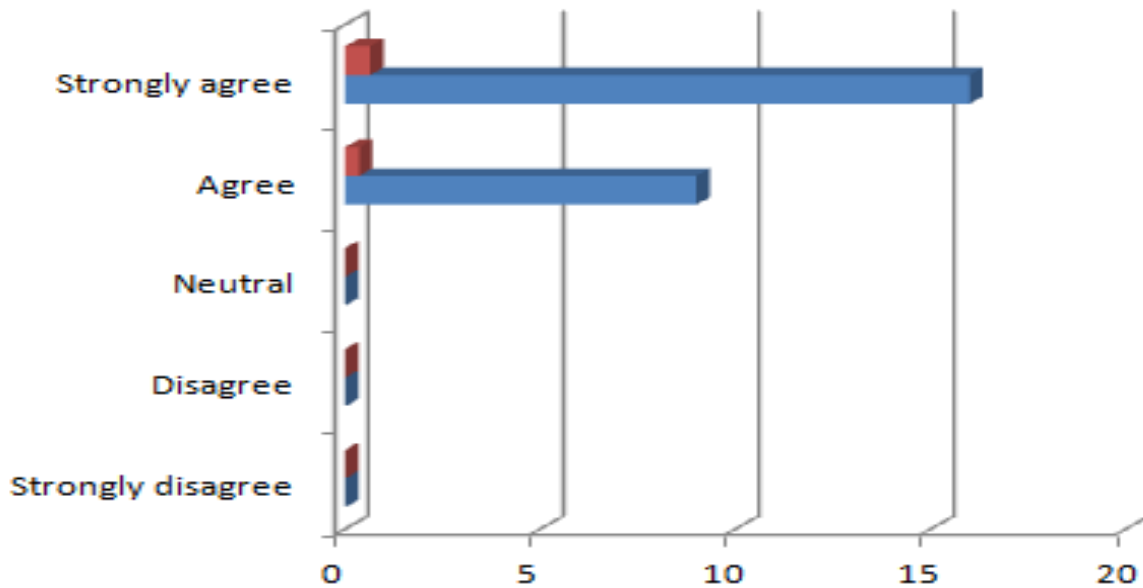
The respondents were given 4 options on their take of the pandemic Covid-19 where majority of the respondents 78% chose that it was a global pandemic which is caused by a Virus and is easily communicable.

Q.5. Has Covid-19 impacted marketing of Service Industry?

Table No. 4

options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	-	-
Agree	9	36%
Strongly Agree	16	64%
Totals	25	100%

Graph No. 4



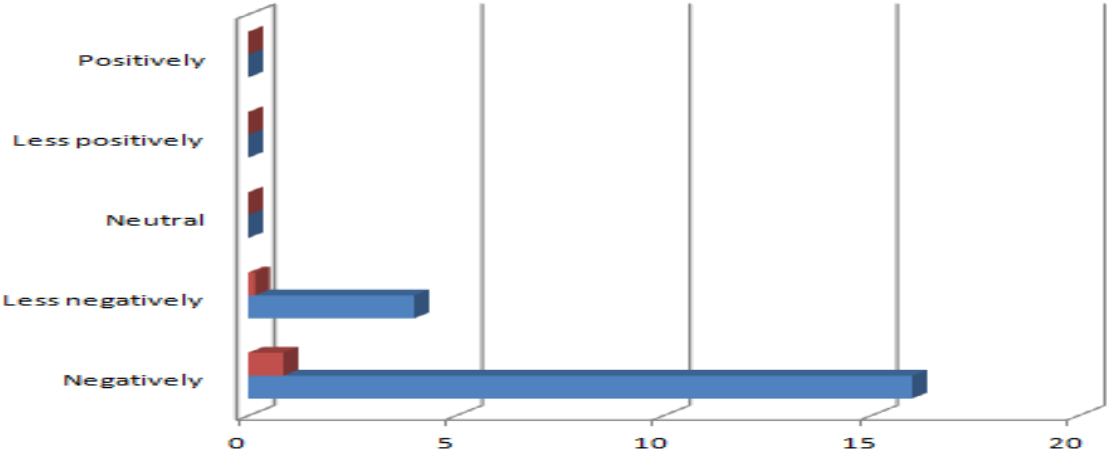
Respondents felt that due to the current pandemic the marketing of Service Industry had taken a strong hit where 64 % strongly agreed to this statement.

Q. 6. How do you think it has affected the Aviation Industry?

Table No. 6

options	No. of Respondents	Percentage
Negatively	16	84%
Less negatively	4	16%
Neutral	-	-
Less positively	-	-
Positively	-	-
Totals	25	100%

Graph No. 6



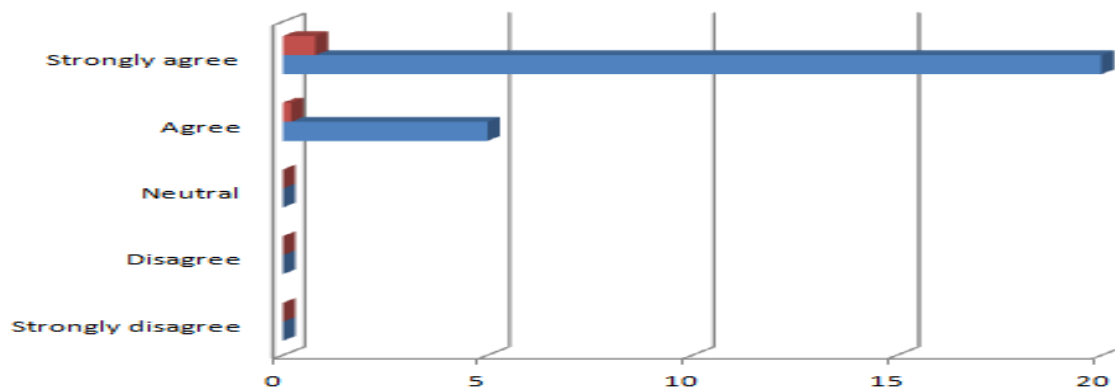
The respondents said that it has negatively impacted the Aviation Industry.

Q. 7. In your opinion, Do pandemic has large scale implications on the Aviation Industry in the long run?

Table No. 7

options	No. of Respondents	Percentage
Strongly disagree	-	-
Disagree	-	-
Neutral	-	-
Agree	5	20%
Strongly agree	20	80%
Totals	25	100%

Graph No. 7



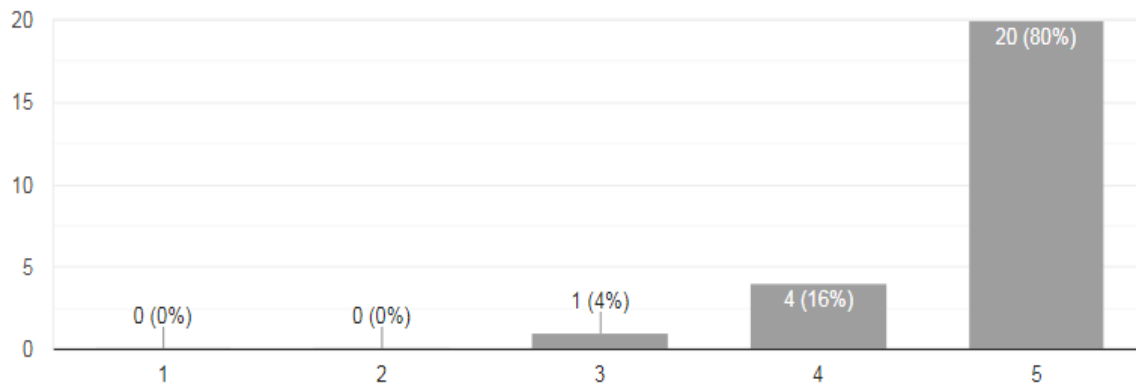
Respondents felt that the large scale implications of Covid-19 on this Aviation Industry and would be affecting them in a very negative way.

Q. 8. Do you think having a Lockdown during Covid-19 is a good option?

Table No. 8

Options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	1	4%
Agree	4	16%
Strongly Agree	20	80%
Totals	25	100%

Graph No. 8



The respondents agreed that having a lockdown during such a pandemic is a good option.

Q. 9. Do you think Air Travel is necessary for the Lockdown?

The Respondents answered that aviation sector shouldn't operate lockdown.

Q. 10. How do you think this aviation sector can keep Covid-19 under control?

The respondents felt that the aviation sector should be completely shut during the pandemic to avoid spread.

FORM - D

Impact of Covid-19 on Indian Serviceproviders in context of Perishable Services.

Q. 1. Name of Respondents?

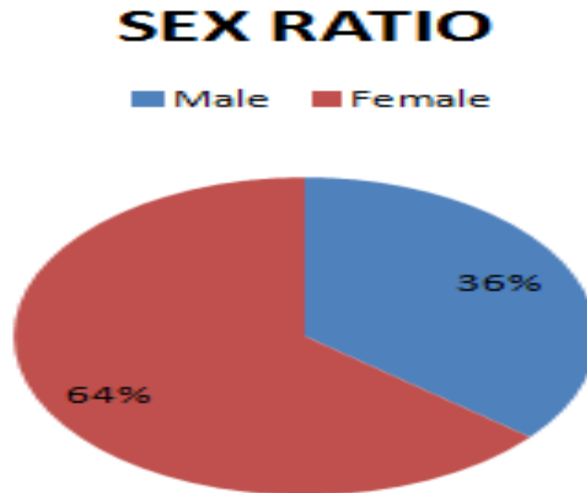
This question was asked to avoid duplicates in the data and so that we were aware of the people who were filling the forms.

Q. 2. Sex Ratio among respondents

Table No. 1

	No. of Respondents	Percentage
Male	9	36%
Female	16	64%
Totals	25	100%

Graph No. 1



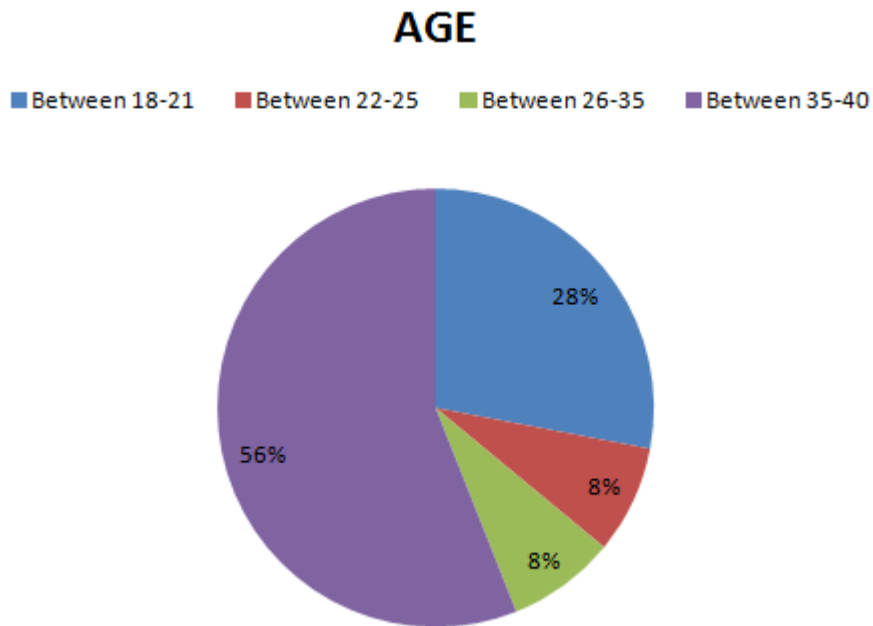
The respondents can be Male, Female or other. The study shows that majority of the respondents were female with 64 % majority and 36% were male.

Q. 3. Indicate your Age?

Table No. 2

Options	No. of Respondents	Percentage
Below 18	-	-
Between 18-21	7	28%
Between 22-25	2	8%
Between 26-35	2	8%
Between 35-40	14	56%
Above 40	-	-
Totals	25	100%

Graph No. 2



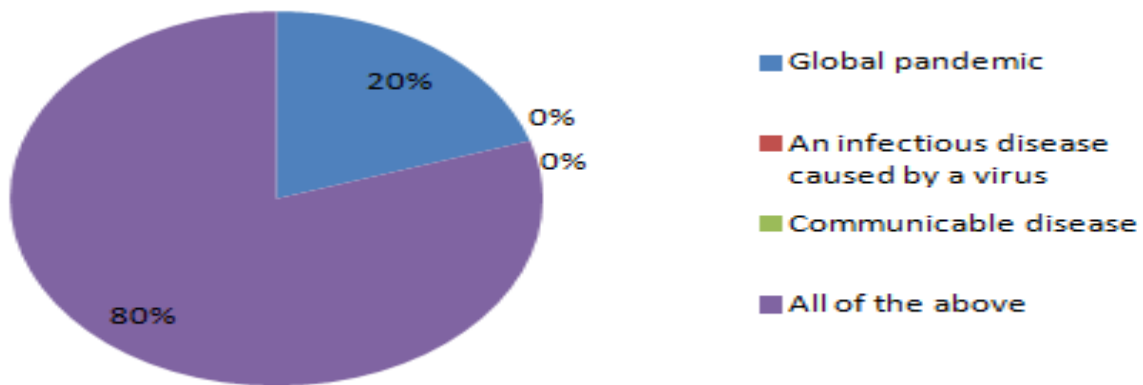
The age of the respondents lies between more than 18 years and less than 40 years. The study shows that most of the respondents belongs to the age group between 35- 40 which constitute 51% followed by age group 18-21 years with 28%.

Q. 4. What is Covid-19?

Table No. 3

	No. of Respondents	Percentage
Global pandemic	5	20%
An infectious disease caused by a virus	-	-
Communicable disease	-	-
All of the above	20	80%
Totals	25	100%

Graph No. 3



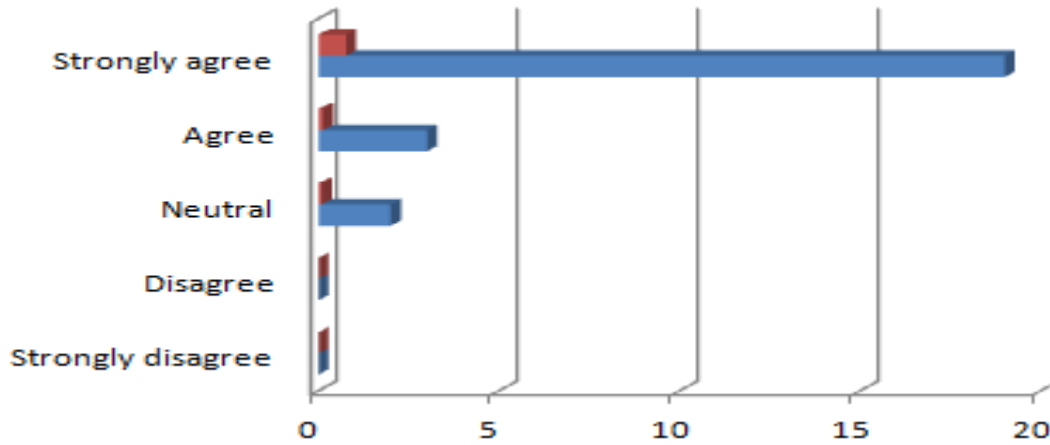
The respondents were given 4 options on their take of the pandemic Covid-19 where the majority of the respondents 80% chose that it was a global pandemic which is caused by a Virus and is easily communicable.

Q.5. Has Covid-19 impacted marketing of Service Industry?

Table No. 4

Options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	2	8%
Agree	3	12%
Strongly Agree	19	76%
Totals	25	100%

Graph No. 4



The respondents felt that due to the current pandemic the marketing of Service Industry had taken a strong hit where 76 % strongly agreed to this statement.

Q. 6. While getting a Plumber/Electrician/Hair Dresser/Beautician how to do prefer to book?

The respondents said that they didn't have a preference but wouldn't mind relying on urban company for verified and at home services.

Q. 7. Have you heard of Urban Company (Urbanclap)?

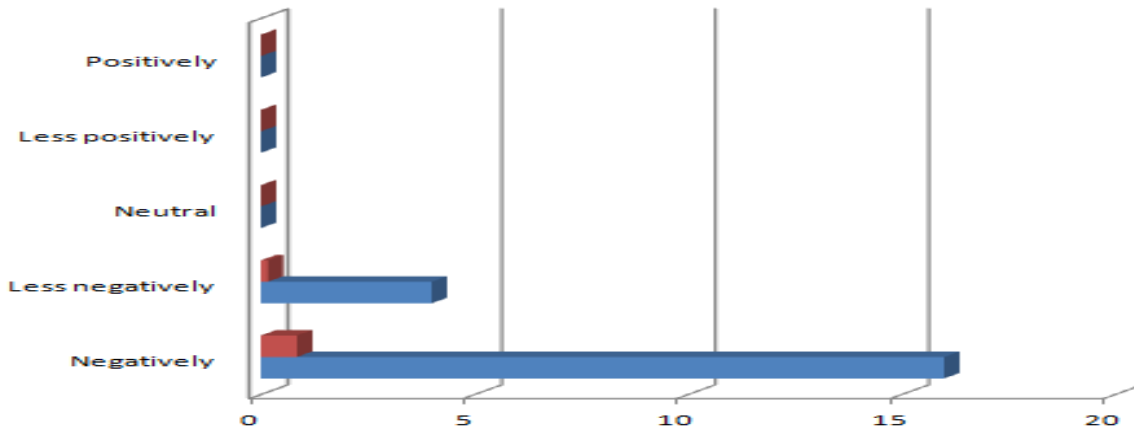
The respondents had heard of urban company the majority weighed by 94 %.

Q. 8. How do you think it has affected these Industries (Electrician/ plumber/ Hair salons)?

Table No. 5

Options	No. of Respondents	Percentage
Negatively	16	84%
Less negatively	4	16%
Neutral	-	-
Less positively	-	-
Positively	-	-
Totals	25	100%

Graph No.5



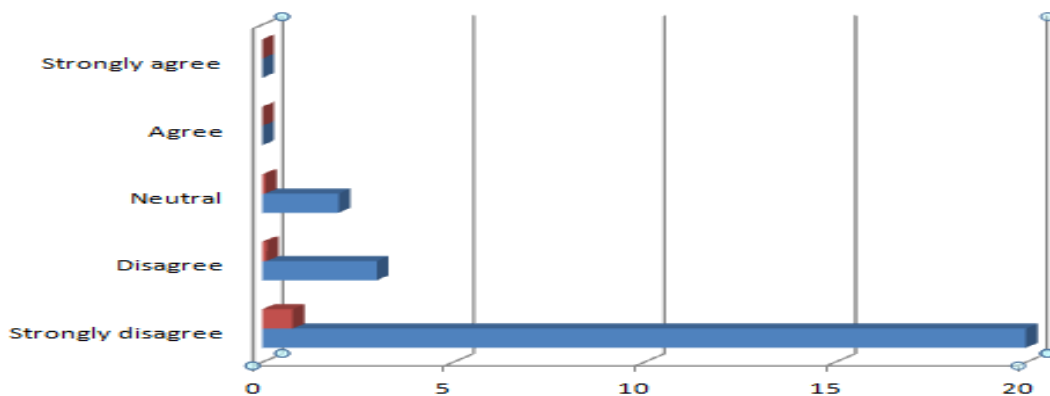
The respondents said that it has negatively impacted these Industries.

Q. 9. In your opinion, Do pandemic has large scale implications on a Plumber/ Electrician/ Hair Dresser/ Beautician in the long run?

Table No. 6

Options	No. of Respondents	Percentage
Strongly Disagree	20	80%
Disagree	3	12%
Neutral	2	8%
Agree	-	-
Strongly Agree	-	-
Totals	25	100%

Graph No. 6



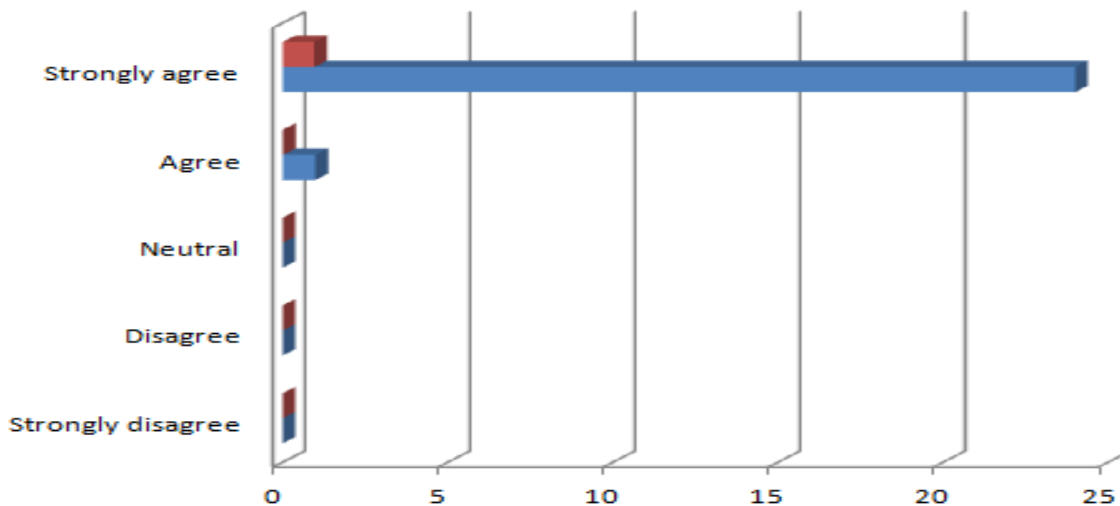
Respondents felt that there are large scale implications of Covid-19 on these Plumber/ Electrician/ Hair Dresser/ Beautician and would not be affecting them much in the long run.

Q. 10. Do you think having a Lockdown during Covid-19 is a good option?

Table No. 7

Options	No. of Respondents	Percentage
Strongly Disagree	-	-
Disagree	-	-
Neutral	-	-
Agree	1	1%
Strongly Agree	24	96%
Totals	25	100%

Graph No. 7

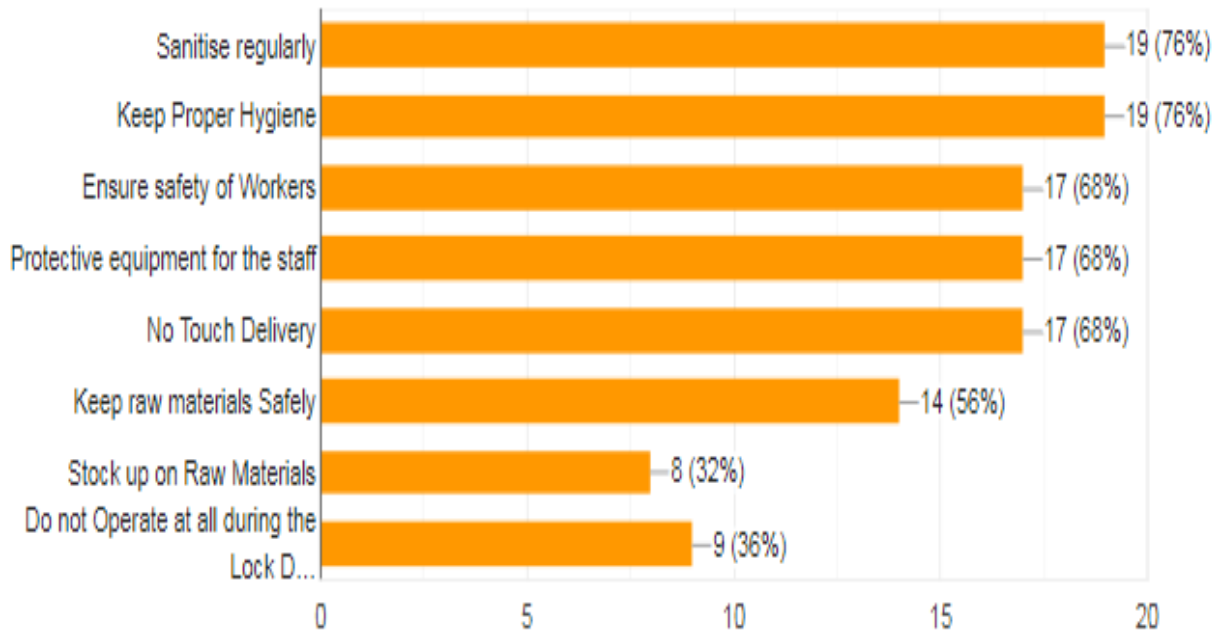


Respondents agreed that having a lockdown during such a pandemic is a good option.

Q. 11. Have you had the need for an Electrician/ plumber/ Hair salons in this Lockdown?

Majority of the respondents had a use for the above especially in the lockdown.

Q. 12. How do you think these services can keep Covid-19 under control?



Q. 12. Would you call Urban Clap if all these measures are kept in mind?

Their response was highly positive.

CHAPTER – 4

SUMMARY AND CONCLUSIONS

4.1 Finding

1. Majority of the respondents were aware of the pandemics and also about Covid-19 the current pandemic that has been going on.
2. The Majority of the respondents were male belonging in 22-30 age groups.
3. According to the questionnaires the respondents recognized Dominoes, Urban Company, DHL & Air India the major players in their respective fields.
4. As per the graphs majority of respondents felt that service sector should not stop operating during lockdown besides they should take other preventive measures during lockdown.
5. The Respondents were very faithful about Dominos as it's a brand they trust and they offered delivery in any way their customer`s felt safe with.
6. The Respondents showed a positive response towards Urban Company as they are taking various health care and sanitation protocols for providing service during lockdown like every partner of company need to show their current status on the Aarogya Setu app before entering a customer`s home.
7. Majority of respondents ordered essentials online during lockdown and they all know DHL is global market leader in logistics without companies like DHL it`s impossible for any company to provide service to customers.
8. The respondents felt that aviation sector should not be operating during lockdown to avoid spread of virus.
9. Majority of respondents felt that they should stay at home during lockdown.

CONCLUSION

The current circumstance is one that deeply affects key fragments of the economy and is not normal for anything we have found as of late. The worldwide idea of the pandemic, combined with its high power and long length, will in a general sense adjust the business scene through changing exchange streams, resource costs and utilization designs. This will affect every single key partner, including banks, money related foundations, financial specialists and corporates.

There are two sides of the coin here where one being the service industry and other the consumers. The service industry has been hit hard with Covid-19 as they were unprepared to deal with this world level pandemic.

If we look at the industries I choose the food or restaurant industry because they took the biggest hit as consumers refused to order food from outside and they had to take precautions in order to just operate. The cost of operating increased yet the returns were not significant.

Urbanclap is now operational in Delhi NCR and providing what the customers are looking for in this situation and have started to do well and have been taking adequate precautions.

DHL has started its usual operations and are keeping in check a lot of things to avoid and have started contactless delivery.

Air India on the other hand have been doing rescue operations but have stopped all kinds of services and have told the staff to be prepared for a comeback once the situation gets better.

4.2 LIMITATIONS OF STUDY

The restrictions of the study were as per the following:

- Firstly, most confinement of the examination is created from the little size of the sample. Under time and monetary imperatives, the investigation was performed distinctly with a little part of the populace for the whole populace. this may impact the generalizability of the examples and ought to get erroneous outcomes.
- Second of all, the decision of the review area includes a constraint. just Delhi NCR and noteworthy metropolitan urban areas are chosen for directing the overview. In this way, the outcome would be illustrative of the clients of the exact region rather than the objective populace as a whole on the grounds that various urban areas may reflect distinctive shopper conduct.
- Moreover, the Likert scale embraced inside the survey may restrain the scope of alternatives. These inquiries could make inclination by constraining respondents to choose between certain elective like their own perspectives on a particular subject.
- In expansion, during this examination, just the quantitative technique is utilized to attempt to the exploration and measurable investigation is utilized to take a gander at the points. In this manner, the outcome could likewise be not profundity enough. This additionally caused the conversation of discoveries may not all that precise and personally.
- However, care was taken all through the investigation to downsize the negative effect of those Restrictions basically the need for additional examination is perceived.

4.3 SCOPE & SUGGESTIONS

SCOPE OF STUDY & SIGNIFICANCE FOR STAKEHOLDERS

1. The coronavirus has sent shudders down the spine of the worldwide economy.
2. China represents near 30 per cent of worldwide fares of hardware and electronic parts. This huge reliance or, now and again, over-reliance on China is harming the worldwide economy and organizations are currently on a post for elective creation centre points.

The episode of coronavirus gives a decent chance to India to follow a fare driven model.

3. The disruptive phenomenon of corona virus will underscore the need to move to alternate, digital-friendly business models for many industries.
4. Sophisticated enterprises will want to accelerate their digital transformation initiatives for a variety of reasons – to recover lost time, to lower the cost of customer service, and to derisk their traditional business models.
5. Digital disruptors will sense weakness in their competitors and will seek to accelerate their expansion plans.
6. Covid-19 has fundamentally altered risk perception in the global services industry. Delivery models will need to be re-evaluated for their resilience to risks.
7. Cost-conscious enterprises that stayed clear of initiatives like BYOD, VDI, and cloud-based collaboration systems now have a clear business case, albeit one they didn't want or foresee.
8. Enterprises that have borne the frontal assault of the pandemic will need significant help to recover there is going to be a need for an infusion of cash and engage in deep cost-cutting also.
9. Global delivery frameworks will be scrutinized for location concentration risks, and secure ODCs will need new operating procedures. We expect almost every enterprise to be dealing with their own version of derisking.

SUGGESTIONS

1. India needs to move away from an information-based framework to a more help base framework (assembling of parts and segments) that would advance investment in the flexible chains.
2. Frenzy and social removing can obliterate economies. The legislature can relieve the impacts of a pandemic with successful correspondence and continuous interest when all is said in done turn of events and flexible monetary frameworks
3. Numerous organizations as of now participate in hazard the board and business congruity arranging, however, there is space for better correspondence with the open division and shared possibility arranging.
4. Getting cash into an influenced nation and afterwards under the control of wellbeing labourers in the field presents major calculated difficulties.
5. Numerous wellbeing frameworks segments speak to centre limits of the private area, including the board, association, information, and coordination. As nations recognize holes in their wellbeing frameworks, they could seek the private area for approaches to fill these holes.

ANNEXURE
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ANNEXURE

QUESTIONNAIRE FOR THE SURVEY

Impact of COVID-19 on Indian service providers

Form 1

Hello everyone I am Himanshu Bhardwaj a student of Delhi School of Management ,Dtu i am conducting a study on how Covid -19 or such Pandemics affect and Indian Service providers in context of restaurants.

*** Required**

1. Email address *

2. Name *

3. Gender *

Mark only one oval.

Male

Female

Prefer not to say

4. Age *

Mark only one oval.

Below 18

Between 18-21

Between 22-25

Between 25-30

Between 30 -35

Above 35

Other: _____

5. What is COVID-19? *

Mark only one oval.

- Global Pandemic
- An infectious disease caused by a virus.
- Communicable Disease
- All of the above

6. Has COVID -19 impacted marketing of Service Industry? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

7. Which of the following do you use the most for getting food from restaurants? *

Mark only one oval.

- Order online
- Directly call the restaurant
- Self Takeout
- Other: _____

8. How do you think it has affected the Restaurants? *

Mark only one oval.

	1	2	3	4	5	
Negatively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Positively

9. In your opinion, Do pandemic has large scale implications on the Restaurant sector in the long run? *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

10. Do you think having a Lockdown during COVID-19 is a good option? *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

11. Within the Lockdown did you get food from restaurants? *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

12. How do you think these restaurants can keep COVID -19 under control? *

Check all that apply.

- Sanitise regularly
- Keep Proper Hygiene
- Ensure safety of Workers
- Protective equipment for the staff
- No Touch Delivery
- Keep raw materials Safely
- Stock up on Raw Materials
- Do not Operate at all during the Lock Down

Impact of COVID-19 on Indian service providers

Form 2

Hello, everyone, I am Himanshu Bhardwaj a student of Delhi School of Management, DTU I am conducting a study on how COVID -19 or such Pandemics affect and Indian consumer in context of Logistics and Delivery?

* Required

1. Email address *

2. Name *

3. Gender *

Mark only one oval.

Male

Female

Prefer not to say

4. Age *

Mark only one oval.

Below 18

Between 18-21

Between 22-25

Between 25-30

Between 30 -35

Above 35

Other: _____

5. What is COVID-19? *

Mark only one oval.

- Global Pandemic
- An infectious disease caused by a virus.
- Communicable Disease
- All of the above

6. Has COVID -19 impacted marketing of Service Industry? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

7. How do you think it has affected the Logistics and Delivery? *

Mark only one oval.

	1	2	3	4	5	
Negatively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Positively

8. In your opinion, Do pandemic has large scale implications on the Logistics and Delivery in the long run? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

9. Do you think having a Lockdown during COVID-19 is a good option? *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

10. Do you think Logistics and Delivery during the lockdown? *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

11. How do you think these Logistics and Delivery can keep COVID -19 under control? *

Check all that apply.

- Sanitise regularly
- Keep Proper Hygiene
- Ensure safety of Workers
- Protective equipment for the staff
- No Touch Delivery
- Keep raw materials Safely
- Stock up on Raw Materials
- Do not Operate at all during the Lock Down

12. Do you feel Logistics and Delivery are necessary during the LockDown and COVID -19 Crisis? *

Mark only one oval.

1 2 3 4 5

Strongly Agreed Strongly Disagreed

Impact of COVID-19 on Indian service providers

Form 3

Hello everyone I am Himanshu Bhardwaj a student of Delhi School of Management ,DTU i am conducting a study on how Covid -19 or such Pandemics affect and Indian consumer in context of Aviation Industry.

* Required

1. Email address *

2. Name *

3. Gender *

Mark only one oval.

- Male
- Female
- Prefer not to say

4. Age *

Mark only one oval.

- Below 18
- Between 18-21
- Between 22-25
- Between 25-30
- Between 30 -35
- Above 35
- Other: _____

5. What is COVID-19 *

Mark only one oval.

- Global Pandemic
- An infectious disease caused by a virus.
- Communicable Disease
- All of the above

6. Has COVID -19 impacted marketing of Service Industry? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

7. How do you think it has affected the Aviation Industry? *

Mark only one oval.

	1	2	3	4	5	
Negatively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Positively

8. In your opinion, the pandemic has large scale implications on the Aviation Industry in the long run. *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

9. Do you think having a Lockdown during COVID-19 is a good option? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

10. Do you think Air Travel is necessary for the LockDown? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

11. How do you think these Aviation industries can keep COVID -19 under control? *

Check all that apply.

- Sanitise regularly
- Keep Proper Hygiene
- Ensure safety of Workers
- Protective equipment for the staff
- Do not Operate at all during the Lock Down

Impact of COVID-19 on Indian service providers Form 4

Hello, everyone, I am Himanshu Bhardwaj a student of Delhi School of Management, DTU I am conducting a study on how COVID -19 or such Pandemics affect and Indian Service providers in context of Perishable Services.

* Required

1. Email address *

2. Name *

3. Gender *

Mark only one oval.

- Male
- Female
- Prefer not to say

4. Age *

Mark only one oval.

- Below 18
- Between 18-21
- Between 22-25
- Between 25-30
- Between 30 -35
- Above 35
- Other: _____

5. What is COVID-19? *

Mark only one oval.

- Global Pandemic
- An infectious disease caused by a virus.
- Communicable Disease
- All of the above

6. Has COVID -19 impacted marketing of Service Industry? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

7. While getting a Plumber/Electrician/Hair Dresser/Beautician how to do prefer to book ? *

Mark only one oval.

- Urban Company(Urban Clap)
- Search someone on the internet
- Call someone who you worked previously
- Don't have a preference
- Other: _____

8. Have you heard of Urban Company(Urbanclap) ? *

Mark only one oval.

- Yes
- No
- Maybe

9. How do you think it has affected these industries (Electrician/plumber/Hair salons) ? *

Mark only one oval.

	1	2	3	4	5	
Negatively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Positively

10. In your opinion, Do pandemic has large scale implications on the Perishable Sector in the long run? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

11. Do you think having a Lockdown during COVID-19 is a good option? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

12. Have you had the need for a Electrician/plumber/Hair salons in this Lockdown *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

13. How do you think these services can keep COVID -19 under control? *

Check all that apply.

- Sanitise regularly
- Keep Proper Hygiene
- Ensure safety of Workers
- Protective equipment for the staff
- No Touch Delivery
- Keep raw materials Safely
- Stock up on Raw Materials
- Do not Operate at all during the Lock Down

14. Would you Call Urban Clap if all these measures are kept in mind? *

Mark only one oval.

- Yes
- No
- Maybe