



MANAV RACHNA UNIVERSITY, FARIDABAD
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121004

Ms. Twinkal Dogra

Designation: Assistant professor- Public Administration Department at Faculty of Behavioral and Social Sciences (FBSS) in Manav Rachna International Institute of research and Studies

Qualifications: Ph.D. (Tourism Development and Administration)

Email : twinkal.fbss@mriu.edu.in

Experience: 03 Years



Research Interest: Public Policy, Comparative Public Administration

+ Journal Publication Details:

A. International/National Journals

- 1) Dogra, T. (2021). 'Governance in Tourism: A Study of Private Sector Hotels in Haryana'. International Journal of Governance & Development, Vol. 2, No. 2, pp.46-54.
- 2) Dogra, T. (2021). "Tourism promotion: online and offline marketing strategies used by hotels in India" Gyankosh: An Interdisciplinary Journal, ISSN: 2581-8252 Vol. 4 Issue 2021
- 3) Dogra, T. (2020). "Factors affecting customer's satisfaction and retention in hotels: a case of Panchkula, Haryana (India)" PIMT Journal OF Research (PIMT JR) ISSN: 2278-7925) Vol-13, No-1, Oct-Dec 2020 issue
- 4) Dogra, T. (2020). "Impact of COVID-19 on the tourism industry in India" International journal of advanced research (IJAR) Vol. 8, Issue 11, Nov 2020 issue
- 5) Dogra, T. (2020). "Economic and socio-cultural impact of tourism on the host community at Yadavindra gardens Panchkula" Gyankosh - An interdisciplinary e-journal Vol. 3 Issue 2020

+ Conferences:

B. International Conference

- 1) December 2019: Presented a Research Paper on the topic "Who takes the lead: Role of Government and stakeholders in Sustainable Tourism" in the International Conference on "Global Frameworks in the Local Context and Way Forward" held at Centre for Research in Rural and Industrial Development (CRRID) Chandigarh
- 2) September 2016: Presented a Research Paper on the topic 'Determining the Solar Potential of an Urban Area: A Case Study of Chandigarh (India)' in the International Institute of Administrative Sciences (IIAS) and the International Association of Schools and Institutes of Administration (IASIA) Joint Congress 2016 held in Chengdu, Peoples Republic of China
- 3) March 2017: Presented a Research Paper on the topic "Public Policies and Strategies for Tourism in India" in the International Conference on Public Policy and Administration: Issues and Concerns' organized by Department of Public Administration & Local Self Government, Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

C. National Conference

- 1) September 2016: Presented a Research Paper on the topic 'Determining the Solar Potential of an Urban Area
- 2) July 2015: Presented a Research Paper on the topic 'Citizen Charter concerns: A study of Department of Tourism, Chandigarh' in National Seminar on Trends in Public Administration: Past, Present, and Future at Kurukshetra University
- 3) March 2016: Presented a Research Paper on the topic 'Understanding Stakeholder's perspective in Haryana Tourism: Issues and Challenges' in National Seminar innovations in Governance: Multidisciplinary Perspective' organized by Department of Public Administration, USOL, Panjab University

D. Book Chapters

- 1) Dogra, T. (2017). Tourism Policies and Strategies for Tourism in India. "Public Policies and Administration: Issues and Concerns", ISBN- 978- 81-924673-5-1
- 2) Dogra, T. (2016). Understanding Stakeholder's Perspective in Haryana Tourism: Issues and Challenges. Towards Good Governance, ISBN (978-93-85000-66-9), 171-192.

+ **Certification**

E. Seminars/FDP/workshops

- 1) Certificate for Participating in "Workshop on statistical software SPSS" organized by Department of Statistics, Panjab University Chandigarh from December 4-12, 2019.
- 2) Certificate Program in Public Procurement delivered as MOOC at www.procurementinet.org organized by Governance Global Practice, The World Bank, February 7, 2019.
- 3) Certificate for Participating in Training of Trainers Workshop (TOT) / Faculty Development Program (FDP) on "Project Management" organized by Centre for Public systems Management (CPSM) LBSNAA Mussoorie, sponsored by Department of Personnel and Training, New Delhi, Government of India on February 4, 2019.
- 4) Certificate for Participating in Training of Trainers Workshop (TOT) / Faculty Development Program (FDP) on "Public Procurement" organized by Centre for Public systems Management (CPSM) LBSNAA Mussoorie, sponsored by Department of Personnel and Training, New Delhi, Government of India from January 28, 2018, to February 1, 2019.
- 5) Certificate for Participating in Training of Trainers Workshop (TOT) / Faculty Development Program (FDP) on "Data Visualization, Data Interpretation, Emerging Fields in Data uses like AI and Block Chains" organized by Centre for Public systems Management (CPSM) LBSNAA Mussoorie, sponsored by Department of Personnel and Training, New Delhi, Government of India from December 19-20, 2018.
- 6) The Fundamentals of Hotel Distribution Coursera Certificate Course, ESSEC Business School 2018.
- 7) Certificate of Completion of "Training Ambassadors of Evidence: Training of Trainers workshop" organized by Harvard Kennedy School in cooperation with Lal Bahadur Shastri National Academy of Administration Mussoorie, India from 13-15 January 2018.
- 8) Certificate for Participating in Training of Trainers (TOT) Workshop on "Case Study Writing & Teaching Method" organized by Centre for Public systems Management (CPSM) LBSNAA Mussoorie, sponsored by Department of Personnel and Training, New Delhi, Government of India from January 8th – 12th 2018.
- 9) Certificate for Participating Two Weeks Training Program on Research Methodology in Social Sciences held from February 6- 18, 2017 at ICSSR Complex, Panjab University, and Chandigarh.
- 10) Certificate of Commendation for volunteering the National Seminar on Public-Private Partnerships in Education in North-Western India held in Panjab University, Chandigarh, March 8, 2016.
- 11) Certificate of Commendation for volunteering in National Seminar innovations in Governance: Multidisciplinary Perspective' organized by the Department of Public Administration, University School of Open Learning, Panjab University, March 30-31 2016.
- 12) Certification in Personal Development & Communication Skills organized by Regional Institute of English, Chandigarh (RIE) (2011- 2012).