# **Data Alchemy in the Insurance Industry**

This page intentionally left blank

# Data Alchemy in the Insurance Industry: The Transformative Power of Big Data Analytics

#### EDITED BY

## SANJAY TANEJA

Graphic Era Deemed to be University, India

## **PAWAN KUMAR**

Chandigarh University, India

## **REEPU**

Chandigarh University, India

## MOHIT KUKRETI

University of Technology and Applied Sciences-Ibri, Sultanate of Oman

## **AND**

## ERCAN ÖZEN

University of Uşak, Turkey



Emerald Publishing Limited Emerald Publishing, Floor 5, Northspring, 21-23 Wellington Street, Leeds LS1 4DL

First edition 2025

Editorial matter and selection © 2025 Sanjay Taneja, Pawan Kumar, Reepu, Mohit Kukreti and Ercan Özen.

Individual chapters © 2025 The authors.

Published under exclusive licence by Emerald Publishing Limited.

#### Reprints and permissions service

Contact: www.copyright.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Center. Any opinions expressed in the chapters are those of the authors. Whilst Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

#### **British Library Cataloguing in Publication Data**

A catalogue record for this book is available from the British Library

ISBN: 978-1-83608-583-6 (Print) ISBN: 978-1-83608-582-9 (Online) ISBN: 978-1-83608-584-3 (Epub)



## **Contents**

About the Editors	vii
About the Contributors	ix
Foreword	xvii
Preface	xix
Introduction of the Book	xxi
Chapter 1 Data Alchemy in Insurance: A Catalyst for Improving Financial Inclusion Levels and Insurance Penetration  Muskan Singh, Rajat Sharma and Mukul Bhatnagar	1
Chapter 2 Unlocking the Power of Big Data in Insurance: The Role of Data Analytics  Divya Singh and Amit Gautam	13
Chapter 3 AI-Driven Personalized Risk Management in the Insurance Sector  Anshul Agrawal, Tanya Kumar, Rachit Agarwal and Ashish Gupta	27
Chapter 4 Ethical Considerations in Data Analytics: Challenges, Principles, and Best Practices  Kapil Sharma, Pawan Kumar and Ercan Özen	41
Chapter 5 Analyzing Two and a Half Decades of Health Insurance and Big Data Analytics Research: A Bibliometric Study  Vartika Bisht, Priya, Sanjay Taneja and Amar Johri	49

Chapter 6 Workers' Compensation in the Remote Work Era: Proactive Risk Management Through HR Policies and Data	
Alchemy Practices	65
Mehul Miglani and Bhupinder Pal Singh Chahal	
Chapter 7 The Philosopher's Stone: Applications of Data Alchemy—Customer Personalization, Profiling, and Retention	77
Kaushal Kishore Mishra, Pawan Pant, Harvinder Singh and Sunil Kant Mishra	
Chapter 8 Impact of Employee-Performance Data Management on Job Satisfaction in the Insurance Sector	97
Munish Gupta, Vikas Sharma and Nasima Mohamed Hoosen Carrim	
Chapter 9 Revolutionizing Insurance Practices Through Advanced Data Alchemy	119
Sanjay Taneja, Vartika Bisht and Mohit Kukreti	
Chapter 10 The Future of Alchemy: Emerging Trends and	
Technologies Metaverse in Insurance – A Virtual Customer Experience	133
Azmee Zaheer, Animesh Singh, Kaushal Kishore Mishra, Reepu and Luan Vardari	
Chapter 11 Trends and Patterns in Insurance Research: A Bibliometric Analysis (2020–2024)	153
Khem Chand, Ajay Chandel, Rajesh Tiwari and Abshishek Singh Chauhan	
Chapter 12 Transformative Data Practices in the Insurance	
Industry: Addressing Benefits, Challenges, Exploring Emerging Trends, and Utilizing Advanced Technologies	183
Swati Gupta, Navpreet Kaur Sidhu and Dixit Kalra	100
Chapter 13 Chatbots and Virtual Assistants in Insurance Decision Support	197
Sonal Purohit and Rakhi Arora	
Chapter 14 Risk Assessment Models for the Health Insurance Sector	211
Reepu, Pawan Kumar and Mandeep Singh	

## **About the Editors**

Sanjay Taneja is an Associate Professor in Research at Graphic Era University in Dehradun, India, and an Affiliate Professor at Uşak University in Turkey. With a focus on areas such as Banking Regulations, FinTech, Sustainable Finance, and Environmental Finance, he holds a double Master's degree in management with a specialization in green finance and marketing. He completed his PhD in Banking and Finance and his postdoctoral degree on the impact of the European Green Deal on Carbon Emission in Turkey. He has published extensively in Scopus/Web of Science/SCI/ABDC/UGC Care Journals, with over 50 publications, including research papers, e-books, text books, and edited books. He has also published cases in Case Center, ABDC-B, and Scopus journals, and holds several patents. Dr Taneja has a strong academic record, with citations on Google Scholar and Scopus, and a history of participation in conferences and FDPs. He is frequently invited as a speaker and has served as a session chair, resource person, and judge at various conferences. He is known for his dynamic and positive approach, with a commitment to personal and professional growth.

**Pawan Kumar** has academic experience of 18 years and has done his PhD from Kurukshetra University, Kurukshetra. He has published more than 30 papers in national and international journals and has presented 35 papers in national and international seminars and conferences. He is also a Guest Editor in three journals (special issue of) indexed in Scopus. Furthermore, he has eight projects for the call for chapters from reputed publishing houses.

**Reepu** is an accomplished Associate Professor at Chandigarh University, India, with a PhD in Finance and a decade of academic expertise. Her extensive research contributions are showcased through numerous international and national conference presentations. Driven by innovation, she holds patents reflecting her commitment to advancing knowledge. Additionally, her publications in reputable journals indexed by Scopus, ABDC, and UGC CARE underscore her scholarly impact. With a rich blend of academic and research accomplishments, Dr Reepu is a dedicated professional who contributes significantly to the academic community and the field of finance.

**Mohit Kukreti** holds a PhD in Human Resource Development (HRD), with over 25 years of international expertise in roles such as higher education administration, academic quality assurance, and strategic planning for higher education institutions (HEIs). With a rich career, he has held academic leadership positions

in Nepal, Ethiopia, and Sultanate of Oman. He had served as the Head of Departments, Program Director for the IBA Program at the Directorate General of six CAS Colleges in the Ministry of Higher Education in the Sultanate of Oman. He is presently associated with the recently established government's University of Technology and Applied Sciences (College of Economics and Business Administration-Ibri). Dr Kukreti's academic contributions extend to numerous articles and chapters published in peer-reviewed, ABDC and Scopus-indexed international Q1 journals and international books. His has participated and presented at conferences in the various countries. He has conducted various workshops, served as a session chair in conferences, undertaken editorial roles, and presently working as a reviewer for esteemed journals publishers such as Emerald, Routledge, IGI, and Inderscience. He has delivered talks at various universities, colleges and to the Ministry of Tourism officials, Government of India. His expertise extends to HEI quality assurance, HEI strategic Management, curriculum and courses designing at both undergraduate and postgraduate levels. He has lent his expertise as a PhD examiner at several universities in India. His research areas span HRD, Business Management, HEI's strategy development and quality assurance, entrepreneurship, and tourism.

Ercan Özen received his BSc in Public Finance (1994), MSc in Business-Accounting (1997), PhD in Business Finance (2008) from University of AfyonKocatepe. Now, he is a Professor of finance in department of Finance and Banking, Faculty of Applied Sciences, University of Uşak, Türkiye (Turkey). His current research interests include different aspects of finance. He served as the co-editor for books by eminent international publishing houses. And have publications more than 100, participated in many international conferences. He is a board member of five international conferences and workshops. Besides, chair of International Applied Social Sciences Congress. Co-editor of two international journals (Journal of Corporate Governance, Insurance, and Risk Management (JCGIRM) and Opportunities and Challenges in Sustainability (OCS)). The editor is also a certificated accountant, member of Agean Finance Association and member of TEMA (Turkey Combating Soil Erosion, for Reforestation and the Protection of Natural Resources Foundation).

## **About the Contributors**

**Anshul Agrawal** is an Assistant Professor currently working at GNIOT Institute of Management Studies, India. She has a robust background encompassing eight in academia and corporate sectors, along with a dedicated tenure in research. Her specialization lies in finance, econometrics, time series analysis, security and derivative markets, and financial modeling. She has published her work in Scopus-indexed and ABDC category journals. She is proficient in various analytical tools such as SPSS, E-Views, Minitab, Microsoft Project Planner, and Advanced Excel.

**Rachit Agarwal** is working as an Assistant Professor at University School of Business, Chandigarh University, Mohali. He has more than 7 years of work experience in teaching and research. His areas of interest are financial analysis, investment behavior analysis, and behavioral study. He has published various papers in national and international journals including Scopus and ABDC listed journals. He has also organized many workshops and faculty development programs on Research Methodology and on different statistical tools.

Rakhi Arora is currently working as an Associate Professor of Finance at University School of Business, Chandigarh University, India. She has published research papers in ABDC category journals, Scopus-indexed journals, peer-reviewed journals, and chapters in Scopus-indexed edited books. She has a doctorate in Economics and Finance from University of Rajasthan, Jaipur. She has 15 years of experience in the Financial Services and Management Education Domain. Her area of specialization is finance and areas of interest in research are behavioral finance, financial services, and consumer behavior. She is a life member of Indian Commerce Association. She has presented papers in various national and international conferences and seminars. She has also attended national/international workshops and faculty development programs.

**Mukul Bhatnagar** is working as an Assistant Professor, University School of Business, Chandigarh University, Mohali, India. His areas of study are finance, banking, and insurance. He has more than 10 papers in Scopus and WOS database.

**Vartika Bisht** is a doctoral student at University School of Business, Chandigarh University, Mohali. She received her Master's of Commerce degree from Panjab University, Chandigarh. Her areas of interest are commerce and management,

and she is engaged in research in the domain of marketing. She has participated in more than 70 workshops/FDPs and webinars. She has presented research papers at 12 national and international conferences till date and has 2 book chapters published with ISBNs.

Nasima Mohamed Hoosen Carrim is an Associate Professor at the University of Pretoria and the Chair for the Diversity and Inclusion Committee at the Economic and Management Sciences Faculty. She is also the President Elect (2023–2024) for the Society for Industrial and Organizational Psychology in South Africa (SIOPSA). Her research focuses on diversity and inclusion from an intersectionality and identity perspective. She has authored many articles in international journals such as in Gender, Work and Organization, The Journal of Men's studies among others. She has also published several book chapters in international publications such as in the Handbook on Diversity and Inclusion Indices: A Research Compendium, Research handbook on new frontiers of Equality and Diversity at work and others, including encyclopedia entries in The Wiley Blackwell Encyclopedia of Race, Ethnicity and Nationalism, and Oxford Research Encyclopedia of Business and Management. Prof Carrim sits on the Editorial Review Board for Equality, Diversity and Inclusion: An International Journal and is the Associate Editor for the Africa Journal of Management as well as the Section Editor for South African Journal of Industrial Psychology. She was a convenor for the Gender, Work and Organization conference that was held in Stellenbosch, South Africa, in 2023.

Bhupinder Pal Singh Chahal serves as an Adjunct Professor of Marketing at Yorkville University in Vancouver, BC, Canada, and concurrently holds roles as Faculty Administrator and Professor at Granville College, Vancouver. With a distinguished career spanning over 15 years in the realm of management education, he has established himself as a dedicated, accomplished, and respected academician and researcher. Dr Chahal's wealth of experience extends to conducting training and capacity-building programs at the national level. His innate expertise lies in team building, survey implementation, data analysis, competency enhancement, and strategic planning. With two international patents to his credit, Dr Chahal has demonstrated exceptional accomplishments in the realms of research and innovation.

**Khem Chand** is working as an Associate Professor in Mittal School of Business, Lovely Professional University, Phagwara, Jalandhar (Punjab). He has above 15 years' experience of academics and research. He holds an MCom, MBA (Marketing and HR), UGC-NET, JRF, and PhD in Management. He has completed PhD in regular mode from Guru Jambheshwar University of Science and Technology, Hisar (Haryana). He has worked as HOD in APIIT SD India, Panipat. He has published research papers in national and international journals.

**Ajay Chandel** is an Associate Professor at Mittal School of Business, Lovely Professional University, Punjab, who specializes in strategy and brand management. With 14 years of experience, he focuses on strategic management, business simulation, brand management, knowledge management, and social entrepreneurship.

He's contributed to Scopus and ABDC listed journals in topics like blockchain, branding, social media marketing, service quality, e-commerce, and consumer behavior. Additionally, he's published cases on SMEs and social entrepreneurship. He reviews for various journals including *The Case Journal, International Journal of Quality & Reliability Management*, and *Global Business Review*. He's developed E-content for MOOC on tourism marketing by EPG Pathshala and has undertaken consulting projects for companies like August Bioscience, Haveli Heritage Group, and VdoHire.

**Abhishek Singh Chauhan** is working as an Assistant Professor in Department of Management Studies, Graphic Era (Deemed to be University), Dehradun. He has extensive experience in teaching. He has published research papers in national and international journals.

Amit Gautam is an awardee of the Most Admiring Professor at the World Marketing Congress, Mumbai, 2021, and working as a Professor at Banaras Hindu University with a rich experience of more than 24 years in teaching, research, and consultancy. He has presented and contributed more than 60 research papers and articles in reputed national and international publications. He has completed various projects funded by UGC, Indian Oil, IOE BHU, and AICTE and has also published 10+ books from PHI, Himalaya Publishers, Excel Publishers, and ABC Publishing House. He is a reviewer of international publishers of repute, namely Sage, Emerald, Inderscience, and so forth.

Ashish Gupta is an Assistant Professor in the Department of Business Management, Maharishi University of Information Technology, Noida, UP. He has completed his PhD in Commerce, Department of Commerce, University of Lucknow, Lucknow, U.P (NAAC A++). He has qualified UGC-JRF in Commerce and UGCNET in Management. He has done MCom as well as MBA (Financial Management). He has published 18 research papers in different areas of commerce and management and has published in various national and international journals. He has been a resource person in many commerce- and management-related workshops. He is in the teaching profession for more than 6 years.

Munish Gupta is an Associate Professor at Chandigarh University's University School of Business. He focuses on behavioral studies, particularly in technology adoption. His research navigates people's and organizations' intricate decisions when encountering new technologies. He blends psychology, sociology, and economics to unravel these complex processes. Central to his studies is the cognitive aspect of adopting technology. He explores how people's thoughts, feelings, and beliefs shape their readiness to embrace new technological tools. His multidisciplinary approach combines information systems, psychology, and marketing knowledge to offer a well-rounded view of the factors influencing technology adoption. His work, documented in various studies, underscores the significance of usability, perceived benefits, and social influence in guiding decisions to adopt technology.

Swati Gupta is a dynamic individual with a doctoral degree and over 9 years of professional experience across various educational institutions and universities in diverse locations. She specializes in teaching subjects such as Consumer Behavior, Market Research, Marketing Management, Organizational Behavior, Sales and Distribution Management, Services Marketing, and Retail Management. Known for her energy and dedication, she possesses excellent analytical, problem-solving, and decision-making skills. Currently, she is working as an Assistant Professor at Chitkara Business School, Chitkara University, Punjab, India. Having served as the Editor for various books under renowned publishing houses including NOVA, Emerald, IGI Global, and AAP, she has contributed significantly to the academic field. Additionally, she has undertaken the role of a reviewer for IGI Global and has chapters indexed in Scopus covering topics in marketing, digital marketing, green business management, and consumer behavior, among others. Furthermore, she holds patent and copyrights under her name.

Amar Johri is an Assistant Professor in the College of Administrative and Financial Sciences at Saudi Electronic University, Dammam, Kingdom of Saudi Arabia since September 2019. He has more than 16 years of experience in academics. He obtained his doctorate (PhD) from Graphic Era University, Dehradun, Uttarakhand, India. His research interests include financial services, financial market, banking, investment, and accounting.

Dixit Kalra is an academician. He holds MBA and MCom degrees and is currently pursuing his PhD in Management from Punjabi University, Patiala, India. He has successfully cleared the UGC-National Eligibility Test for Lectureship (NET) twice. He has presented research papers at national and international conferences. In addition to it, he has written book chapters for international publishing houses and is also a reviewer with IGI Global. His research interests include AI in marketing, organic farming, sustainable marketing practices, and consumer behavior. He also contributed four book chapters on various topics.

**Pawan Kumar** has academic experience of 18 years and has done his PhD from Kurukshetra University, Kurukshetra. He has published more than 30 papers in national and international journals and has presented 35 papers in national and international seminars and conferences. He is also a Guest Editor in three journals (special issue of) indexed in Scopus. Furthermore, he has eight projects for the call for chapters from reputed publishing houses.

Sanjeet Kumar is an accomplished academician and researcher with a wealth of experience in the field of Business Administration. Dr Kumar currently serves as a Professor in the Department of Business Administration at Chaudhary Devi Lal University, Sirsa (India). In addition to his teaching responsibilities, he also holds significant administrative roles as the Director of the Incubation Center and the Director of Career Counseling and Industry Cell at the university. With over 16 years of experience in academia, Dr Kumar has made significant contributions to research and scholarship. He has successfully completed two research projects funded by the University Grants Commission, New Delhi. His dedication to

research is evident through the publication of 46 research papers and the presentation of 33 papers at various national and international conferences and seminars. He has supervised nine PhD scholars to completion and is currently supervising three more. His commitment to academia, extensive research contributions, and dedication to student welfare makes Dr Sanjeet Kumar a respected figure in his field.

**Tanya Kumar** is working as an Assistant Professor at University School of Business, Chandigarh University, Mohali. She has work experience in teaching and research. She has completed her PhD in the area of Commerce from MAU, Baddi. Her areas of interest are financial analysis, investment behavior analysis, and behavioral study. She has published various papers in national and international journals including Scopus and ABDC listed journals.

Mehul Miglani is a dedicated Assistant Professor with a profound commitment to the higher education industry, demonstrated through continuous academic and professional achievements, currently serving at Chandigarh University. He has been significantly involved in research and teaching since December 2019. Mehul holds an M Com in Marketing and is pursuing a PhD in Commerce (HR) from the same university. He is a certified UGC NET JRF recipient, highlighting his expertise in commerce. Mehul's accolades include leading various academic workshops and seminars and contributing research papers focused on sustainable development and labor welfare. His strengths lie in communication, leadership, and maintaining high professional competence, which makes him an asset to his institution and his students.

Kaushal Kishore Mishra is working as a Professor of Marketing at the University School of Business, Chandigarh University, Mohali, Punjab. He has published 34 national and international research papers including five in Scopus-indexed journals, six book chapters Scopus indexed, and presented 29 papers at national and international conferences. He has four patent rights and three copyrights in his name. He has 24 years of teaching and research experience. He did his PhD in "Strategy formulation for marketing of services in rural Uttar Pradesh" from Uttar Pradesh Rajarshi Tandon University, Allahabad. He has guided two PhD scholars under his supervision.

**Sunil Kant Mishra** is working as a Professor in the Department of Commerce, CMP Degree College, University of Allahabad, Prayagraj, Uttar Pradesh, India. He specializes in HR and finance. He has more than 24 years of teaching experience.

**Pawan Pant** is working as an Associate Professor of Management at the University School of Business, Chandigarh University, Mohali, Punjab. He has published two research papers, one national and one international journal. He has 9 years of teaching experience and worked as an Assistant Manager (Purchase) at Pacific Industries Ltd., Udaipur (Rajasthan) for one year. His area of specialization is economics.

**Priya** is currently pursuing her PhD from Chandigarh University as a JRF research scholar. She has done her Bachelor degree as well as Master degree from Kurukshetra University Kurukshetra. She worked as an Assistant Professor for four years. She has attended and presented papers in more than 15 national and international conferences. She is an active researcher continuously contributing in the research field with her manuscripts.

Sonal Purohit, PhD, is an Associate Professor at Symbiosis Institute of Business Management in Marketing. She has served in several prestigious institutions in India over a period of 12 years. She has research publications in reputed journals such as the *Journal of Travel Research*, *Journal of Business Research*, *Technological Forecasting and Social Change*, *Journal of Retailing and Consumer Services*, and *Journal of Consumer Behavior*, among others. Her research interests include student engagement, technology adoption, services marketing, bottom of the pyramid marketing, teaching innovation, and social entrepreneurship.

**Reepu** is an accomplished Associate Professor at Chandigarh University, India, with a PhD in Finance and a decade of academic expertise. Her extensive research contributions are showcased through numerous presentations at both international and national conferences. Driven by innovation, she holds patents reflecting her commitment to advancing knowledge. Additionally, her publications in reputable journals indexed by Scopus, ABDC, and UGC CARE underscore her scholarly impact. With a rich blend of academic and research accomplishments, Dr Reepu stands as a dedicated professional contributing significantly to the academic community and the field of finance.

**Kapil Sharma** has more than 10 years of experience in teaching and administration and has completed the PhD in the year 2023 in Marketing. He has published more than five research papers in Scopus indexed journals.

**Rajat Sharma** is an Assistant Professor at Graphic Era Deemed to be University. He has achieved silver medal in Master's in Business Administration in the year 2021. He has several research papers and 7 patents published, and two are under the process of grant. His areas of interest include intellectual capital, mental wellbeing, psychology, etc.

Vikas Sharma is currently holding the position of Associate Professor at the University School of Business in Chandigarh University. His academic journey includes a specialized Master's in Business Administration (MBA) focusing on Finance, followed by a PhD in Management concentrated on Finance and Accounting, with a cumulative experience of 15 years in academia and professional spheres. His contributions encompass impactful research publications, showcasing his dedication to generating insightful content. In addition to his academic endeavors, he has cultivated competencies in administrative support and adeptly handles data analysis. He is actively pursuing an engaging opportunity within the finance sector to apply further and expand upon his expertise and capabilities.

Navpreet Kaur Sidhu is an Assistant Professor in Finance working at Chitkara Business School, Chitkara University, Punjab, India. A Former Banker who worked on the PAN India Project and represented it globally. Handled HNW1 clients and business houses and worked for business banking operations at Head Office in India. She is currently pursuing a Doctorate of Philosophy in Finance. She has presented research papers at national and international conferences and has written book chapters for international publishing houses and has also been a reviewer with IGI Global. She has also written and published an article for national newspapers and international journals. Her interest areas of research are climate finance, AI, machine learning, blockchain, and the like. Her dual experience in academia and industry puts her in a unique position to examine the integration of technology, particularly robo-advisors, into modern management approaches.

Animesh Singh is an Assistant Professor at the University School of Business, MBA department, Chandigarh University, Gharuan, Punjab. He has completed his MCom (Pure) and PhD from Lucknow University. He has also qualified for UGC NET (Commerce). He has more than eight years of work experience in finance. He has delivered lectures in more than 10 different institutions. He has also contributed to various research journals and books and has participated in multiple national and international seminars.

Divya Singh is currently working as a research scholar at Institute of Management Studies, Banaras Hindu University. She has authored a book entitled "Export Management". She has done MBA in International Business from Devi Ahilya University, Indore, Madhya Pradesh. She has qualified UGC NET and is also an ICSSR fellow. She has done research publications in journals of repute and presented research papers in various national and international conferences. She is dedicated towards conducting quality research and aspires to pursue her academic career in the field of international business.

Harvinder Singh is working as an Assistant Professor of Finance at the University School of Business, Chandigarh University, Mohali, Punjab. He has published eight national and international research papers including one in web of science indexed journals and one in an indexed book chapter and presented five papers at national and international conferences. He has 12 years of teaching and research experience. He did his PhD in Financial Inclusion from CT University, Ludhiana, Punjab. He has qualified for UGC–NET in Management as well as in Commerce.

Mandeep Singh is working as an Associate Professor, CSE, AIT APEX Chandigarh University, Mohali, India. His areas of research are computer sciences, management, and technology. Dr Mandeep Singh is an accomplished academician and technologist with a rich blend of academic and industry experience. With 14 years of dedicated service in academia, he has contributed significantly to the field of computer science education. Prior to his academic career, Dr Singh honed his skills in software development during his three-year stint in the industry. His expertise extends to system administration, where he spent another three years ensuring smooth operations in IT environments. Dr Singh's academic journey is

distinguished by his prolific research output, with over 10 publications in Scopus-indexed journals. His academic qualifications include a Master's in Computer Applications (MCA), a Master's in Technology (MTech), and a Doctorate (PhD), reflecting his commitment to advancing knowledge in his field. Currently serving as an Associate Professor at Chandigarh University, Dr Singh continues to inspire and mentor the next generation of computer scientists while actively contributing to research and academic discourse.

Muskan Singh is a dedicated PhD scholar at Graphic Era University, specializing in a field yet to be explored. With a passion for research and a thirst for knowledge, she delves deep into her chosen subject, aiming to make significant contributions to academia. Her journey is marked by relentless curiosity, meticulous attention to detail, and an unwavering commitment to excellence. Outside academia, she is known for her creativity, resilience, and compassionate nature. Through her work, she aspires to inspire others and leave a lasting impact on her field. Muskan embodies the spirit of innovation and academic pursuit, shaping the future through her intellect and determination.

Rajesh Tiwari is working as a Professor, Academic Coordinator, and Chair Head-Finance in Graphic Era (Deemed to be University), Dehradun. He has over 20 years of rich experience in academics and industry. He holds an MBA (Finance), is a Chartered Financial Analyst (CFA), UGC-NET, and holds a PhD in Management. He has previously worked as Director in Indus University, Ahmedabad, United Group-Greater Noida (Affiliated to Guru Gobind Singh Indraprastha University, New Delhi), Sai Balaji Group-Pune. He has been Academic Coordinator for Management Programs of Staffordshire University, UK, and other reputed B Schools. He has published research papers in national and international journals.

Luan Vardari is an Assistant Professor of Finance in the Faculty of Economics at University "UKSHIN HOTI" Prizren. He received his Master's degree (MA) in Finance (Balkan Countries Stock Markets) in 2012 from Trakya University and finished his PhD in Business Administration at Trakya University in 2019. He teaches finance courses at graduate and undergraduate levels. His research interests include financial markets and institutions, portfolio optimizations, and international finance. Vardari is the Founder and the Editor-In-Chief of Prizren Social Science Journal and the Editor of book chapters and articles in national and international journals.

Azmee Zaheer is an Assistant Professor at the University School of Business, MBA department, Chandigarh University, Gharuan, Punjab. She has completed her PhD and MPhil in Management from Babasaheb Bhimrao Ambedkar University (A Central University) Lucknow, Uttar Pradesh. She received a Gold Medalist for MPhil's exemplary work. She has four years of research experience, 3.5 years of corporate experience in marketing, and 1.5 years of academic experience in marketing. She has also contributed to various research journals like Scopus, Web of Sciences, UGC Care, and Edited Book and has participated in multiple national and international seminars.

## **Foreword**

I am excited and delighted to present "Data Alchemy in the Insurance Industry: The Transformative Power of Big Data Analytics." The insurance sector is poised for a significant upheaval in a time of unparalleled data proliferation and quickening advancements in technology. The capacity to leverage extensive data analyses' revolutionary potential has become an essential objective for insurers as they contend with changing client needs, competitive challenges, and regulatory demands.

A broad group of professionals and thought leaders wrote this groundbreaking book, which provides a thorough road map for negotiating the tricky nexus between data science and insurance. Each chapter offers priceless insights and doable techniques for realizing the complete potential of data analytics within the insurance ecosystem, from analyzing cutting-edge applications and developing patterns to comprehending the fundamentals of data alchemy.

Using cases, efficient methods, and valuable examples from the real world, "Data Alchemy in the Insurance Industry" gives readers the skills and information they require to thrive in a world that is becoming more and more data-driven. Whether the reader is a veteran looking to keep on top of things or a novice keen to learn how things work, this book provides a plethora of information and motivation for fostering creativity, improving judgment, and providing customers with real value.

I congratulate the writers for their commitment, knowledge, and enthusiasm in expanding the subject of data analytics in insurance as we start this amazing adventure together. This book will be a source of wisdom and motivation for policymakers, practitioners, researchers, and insurers as we use data alchemy's revolutionary potential to create a more robust, customer-focused, and profitable future for the insurance sector.

Dr Sanjeet Kumar Professor Chaudhary Devi Lal University, India This page intentionally left blank

## **Preface**

Welcome to "Data Alchemy in the Insurance Industry: The transformative power of Big Data Analytics." The insurance sector continues to evolve, and big data analytics has the potential to be highly revolutionary in this dynamic field where risk assessment, client interaction, and operation effectiveness are crucial. This book "Data Alchemy in the Insurance Industry: The transformative power of Big Data Analytics" explores the complex relationship between insurance and data science, revealing the alchemist techniques that transform unstructured data into valuable information and competitive advantages.

The insurance industry is facing never-before-seen data volumes, making utilizing this capability imperative rather than just advantageous. This book provides direction for industry experts, researchers, and others by using data analytics to shed light on how data may transform all aspects of insurance processes.

Each chapter examines the alchemy dynamics in action, including real-life instances, standards of excellence, and novel developments. Whether you're a seasoned finance professional, a data scientist, or an executive seeking to unlock new avenues for business optimization, this book provides an extensive outline for utilizing big data analytics to spur innovation, improve decision-making, and mold insurance prospects.

Moreover, by utilizing the knowledge of leading professionals, scholars, and scientists at the pinnacle of innovation based on data in insurance, this book builds a bridge between theorizing and doing. Readers obtain useful advice and state-of-the-art research synthesized into tactics for implementing data analytics solutions in their enterprises.

Eventually, "Data Alchemy in the Insurance Industry" is far greater than simply a book; it's a platform for creativity, an appeal to embrace statistics, and a guide for realizing the power of data analyses' fullest potential. Let's use the revolutionary potential of data alchemy to reimagine what is feasible in the insurance sector as we collectively set out on this adventure.

This page intentionally left blank

## Introduction of the Book

Sanjay Taneja, Department of Management Studies, Graphic Era Deemed to be University, Dehradun, India Reepu, Department of Management, Chandigarh University, Punjab, India

In an unprecedented digital revolution, the insurance industry has become a hub for innovative projects and prospects. Deriving relevant conclusions from the profusion of data — which is increasing in volume, pace, and diversity at an unfathomable rate — has become a critical strategic requirement for insurers worldwide. The blend of big data and analytics has surfaced as a transformative force in an ever-evolving terrain, enabling insurers to rethink conventional methods, streamline operations, and provide unmatched consumer value.

This book provides an extensive handbook for negotiating the complexities of innovation powered by data in the insurance industry against this background. This book reveals the alchemical methods that transform unprocessed data into tactical gold, empowering insurers to discover novel sources of worth, reduce risk, and promote economically viable expansion. It does this by synthesizing theoretical frameworks, case studies from the real world, and practical discernment.

This introduction lays the groundwork by examining the underlying theories of data alchemy and how it has revolutionized the insurance sector. We analyze the primary forces and patterns influencing the use of data analytics in various fields, including underwriting and more, drawing on the knowledge of notable experts and business pioneers.

In addition, this introduction presents readers with an overview of the book's organization and highlights the significant chapters and learning goals they might anticipate. Each chapter provides information and practical solutions for maximizing the transformative potential of big data analytics in the insurance industry, from comprehending the fundamental ideas of data science to navigating real-world obstacles and ethical dilemmas.

We warmly encourage readers to accompany us on this voyage of inquiry and revelation as we unravel the mysteries of data alchemy. We welcome a future in which data-driven innovation catapults the insurance sector to unprecedented resilience and success. By working together, being curious, and having an unwavering dedication to quality, we can fully utilize big data analytics to create a more promising future for insurers and insureds.