

DR. MUHAMMAD ZEESHAN SHAUKAT

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OBJECTIVE

My main objective is to work as a member of a team in a well-reputed and dynamic organization where I can broaden my horizon by complementing my theoretical knowledge with practical experience which has the potential to unearth individual excellence. An organization that provides me with the opportunity to apply my research, management, decision-making and communication skills to produce satisfying, innovative and successful solutions to problems that may be faced. I am eager to share, transfer and apply every bit of knowledge and skills I learned throughout my life.

PROFESSIONAL EXPERIENCE

ASSOCIATE PROFESSOR

MAY 2022- TILL DATE

- Hailey College of Commerce University of the Punjab, Lahore, Pakistan

ASSOCIATE PROFESSOR

MAR 2020- MAY 2022

- University of Central Punjab, Lahore, Pakistan

ASSISTANT PROFESSOR

AUG 2017- MAR 2020

- Institute of Business & Management, University of Engineering & Technology, Lahore, Pakistan

HEAD OF DEPARTMENT (ASSISTANT PROFESSOR)

SEP 2016- AUG 2017

- Imperial College of Business Studies, Lahore, Pakistan

LECTURER

OCT 2008-DEC 2011

- Hailey College of Commerce University of the Punjab, Lahore, Pakistan

RESEARCHER

DEC 2007-FEB 2012

- Institute of Research Promotion, Lahore, Pakistan

VISITING FACULTY MEMBER

- IBA, University of the Punjab, Lahore, Pakistan
- Comsats University, Lahore, Pakistan
- University of Sargodha, Lahore, Pakistan
- Law College, University of the Punjab, Lahore, Pakistan
- University of Veterinary & Animal Sciences, Lahore, Pakistan
- Riphah International University, Lahore, Pakistan

REVIEWER/ EDITORIAL BOARD

- Member Review Board, Academy of Management.
- Member Review Board, International Journal of Islamic and Middle Eastern Finance and Management.
- Member Review Board, Journal of Commerce, University of the Punjab.
- Member Review Board, Business Management Dynamics.
- Member Review Board, Asian Journal of Business and Management Sciences.

ACADEMIC BACKGROUND

Ph.D. (Management)

2012-2016

- University Technology Malaysia.

MS/M Phil. (Human Resource Management)

2009-2011

- Pakistan Institute of Quality Control, Lahore, Pakistan.

Master of Electronic Commerce (MECOM)

2005-2007

- Punjab University College of Information Technology, University of the Punjab, Lahore, Pakistan.

Bachelor of Commerce

2003-2005

- Hailey College of Commerce, University of the Punjab, Lahore, Pakistan.

CITATIONS

Citations: 2022

h-index: 18

i10-index: 20

RESEARCH & PUBLICATIONS

1. (2021). Analyzing the Stressors for Frontline Soldiers Fighting against COVID-19 Pandemic. *Frontiers in Psychology*, doi: 10.3389/fpsyg.2021.751882 (**Frontier publishers - impact factor 2.990 HEC W Category**).
2. (2021). Structural Modeling on the Determinants of Effectiveness of SOPs Containing COVID-19 in Mass Gatherings. *Frontiers in Psychology*, doi: 10.3389/fpsyg.2021.755221 (**Frontier publishers - impact factor 2.990 HEC W Category**).
3. (2021). Evaluating the Immediate Response of Country-Wide Health Systems to the Covid-19 Pandemic: Applying the Gray Incidence Analysis Model. *Frontiers in Public*

Health, 09: 635121. doi: 10.3389/fpubh.2021.635121 (**Frontier publishers - impact factor 3.709 HEC W Category**).

4. (2021). Evaluation of Global Goals Promoting Sustainability: A Study of Selected Sixty-Eight Countries. *Elementary Education Online* 2021, 20 (1): 2821-2833. doi: 10.17051/ilkonline.2021.01.314 (**HEC X Category**)
5. (2021). Analyzing the Underlying Structure of Online Teaching during COVID-19 Pandemic Period: An Empirical Investigation of Issues of Students. *Frontiers in Psychology*, 12: 605138. doi: 10.3389/fpsyg.2021.605138605138 (**Frontier publishers - impact factor 2.990 HEC W Category**).
6. (2021). Deciphering the Global Private Financial Flows. *Journal of Accounting and Finance in Emerging Economies*, 7(1), 233-240. (**HEC Y Category**)
7. (2021). Evaluation of Climate of Selected Sixty-six Countries using Grey Relational Analysis: Focus on Pakistan. *Journal of Business and Social Review in Emerging Economies* 7(1), 51-62. (**HEC Y Category**)
8. (2020). How Can Entrepreneurial Self-Efficacy, Proactivity and Creativity Enhance Sustainable Recognition Opportunity? The Effect of Entrepreneurial Alertness Is to Mediate the Formation of Sustainable Entrepreneurial Intention. *Revista Argentina de Clínica Psicológica*, 29(5), 1004-1023. (**Impact factor 0.508**)
9. (2020). "Do Good, Have Good": A mechanism linking CSR with customers' perceptual, attitudinal and behavioral outcomes. *Frontiers in Psychology*, 11: 598. doi: 10.3389/fpsyg.2020.00598 (**Frontier publishers - impact factor 2.990, HEC W Category**).
10. (2020). Investing in CSR Pays You Back in Many Ways! The Case of Perceptual, Attitudinal and Behavioral Outcomes of Customers. *Sustainability* 2020, 12(3), 1158. (**Impact factor 3.473, HEC W Category**)
11. (2018). Safety practices in informal industrial segment of Pakistan. *Safety Science*, 110 (part A), 83-91 (**Elsevier publishers- Impact factor 4.877, HEC W Category**).
12. (2018). Computer Users' Ergonomics and Quality of Life - Evidence from a Developing Country. *International Journal of Injury Control and Safety Promotion*, 25(2), 154-161 (**Taylor & Francis-Clarivate Analytics 2018 Impact factor 0.870, HEC W Category**).
13. (2018). Occupational health and safety issues at informal economic segment of Pakistan: a survey of construction sites. *International Journal of Occupational Safety and Ergonomics*, 24(2), 240-250 (**Taylor & Francis- Clarivate Analytics 2018 Impact factor 1.377, HEC W Category**).
14. (2017). Objectives of Islamic banks: a missive from mission statements and stakeholders' perceptions. *Journal of Islamic Accounting and Business Research*, 8 (3), 284-303. (Emerlad-Emerging Source Citation Indexed & Scopus Indexed Journal **Impact factor 1.69, HEC X Category**).

15. (2014). Job satisfaction of academics in Malaysian public sector universities. *Procedia-Social and Behavioral Sciences*, 114 (2014), 154 – 158 (Elsevier Publications, UK).
16. (2013). Mission statements readability: an insight into Islamic banks. *Journal of Islamic Accounting and Business Research*, 4(2), 132–150 (Emerlad–Emerging Source Citation Indexed & Scopus Indexed Journal **Impact factor 1.69, HEC X Category**).
17. (2013). Social Exchange Relations at Work: A Knowledge Sharing and Learning Perspective. *World Journal of Management and Behavioral Studies* 1 (1), 33-35.
18. (2012). Moderating Role of HRD Practices between Employee's Engagement and Citizenship Behavior. *Middle-East Journal of Scientific Research*, 12(5), 589-597.
19. (2012). An exchange perspective of job satisfaction: A study of banking sector of Pakistan. *Business management dynamics*, 1(12), 59-65.
20. (2012). Action Learning: A Positive Predictor of Motivation and Commitment for Bankers in Pakistan. *International journal of business and management*, 2(7), 252-259.
21. (2011). Impact of Job Involvement on Organizational Citizenship Behavior (OCB) and In-Role Job Performance: A Study on Banking Sector of Pakistan. *European Journal of Social Sciences*, 24(4), 494-502.
22. (2011). The Way Human Resource Management (HRM) Practices Effect Employees Performance: A Case of Textile Sector. *International Journal of Economics and Management Sciences*, 1(4) 112-117
23. (2011). Are Employee Motivation, Commitment and Job Involvement Inter-related: Evidence from Banking Sector of Pakistan. *International Journal of Business and Social Science*, 2(17), 226-233.
24. (2011). Impact of Customer Satisfaction on Customer Loyalty and Intentions to Switch: Evidence from Banking Sector of Pakistan. *International Journal of Business and Social Science*, 2(16), 263-270.
25. (2011). Determinants of satisfaction and repurchase intentions of users of short messaging services (SMS): A Study of Telecom Sector of Pakistan. *International Journal of Management*, 28(3), 763-772.
26. (2010). A mediation of customer satisfaction relationship between service quality and repurchase intentions for telecom sector in Pakistan: A case study of study of university students. *African Journal of Business Management*, 4(16), 3457-3462. (**JCR, 2011 IF 1.105**)

27. (2010). Personality Does Affect Conflict Handling Style: Study of Future Managers. *International Journal of Trade, Economics and Finance*, 1(3), 268-270.
28. (2010). Deciphering the DNA of a Do-Good Company: Expedition 206; Coca-Cola Finds a New Way to Become Socially Responsible. *The Journal of Commerce*, 2(1), 66-72.
29. (2010). Does service quality affect students' performance? Evidence from institutes of higher learning. *African Journal of Business and Management*, 4(12), 2527-2533. (JCR, 2011 IF 1.105)
30. (2010). Service Quality SERVQUAL MODEL in Higher Educational Institutions, What factors are to be considered? *Interdisciplinary Journal of Contemporary Research in Business*, 2(5), 281-291.
31. (2010). Style of faculty members as predictor of satisfaction and extra effort: Evidence from institutes of higher learning. *European Journal of Social Sciences*, 15(2), 44-50.
32. (2010). Determinants of students' entrepreneurial career intentions: evidence from Business Graduates. *European Journal of Social Sciences*, 15(2), 14-22.
33. (2010). How Organizations Evaluate their Trainings? An evidence from Pakistani Organizations. *Interdisciplinary Journal of Contemporary Research in Business*, 2(5), 162-179.
34. (2010). Impact of demographical factors and extent of usage of short messaging service on customer satisfaction and retention, An empirical study of cellular companies. *Interdisciplinary Journal of Contemporary Research in Business*, 2(1), 159-168.
35. (2010). Impact of service quality on customer satisfaction, An empirical study of cellular companies of Pakistan. *Interdisciplinary Journal of Contemporary Research in Business*, 1(12), 98-113.
36. (2010). Impact of service quality of short messaging service on customers' retention, An empirical study of cellular companies of Pakistan. *International Journal of Business and Management*, 5(6), 154-160.
37. (2010). Effects of Motivational factors on Job satisfaction, A case study of University of the Punjab. *International Journal of Business and Management*, 5(3), 70-80.

INTERNATIONAL CONFERENCES

1. (2020). Session Chair at 5th International Conference on Banking, Insurance & Business Management, 17-18 December, 2020, Hailey College Banking & Finance, University of the Punjab, Lahore, Lahore, Pakistan.
2. (2020). Session Chair at International Conference on Business and Commerce, 24-25 November, 2020, Hailey College of Commerce, University of the Punjab, Lahore, Pakistan.
3. (2019). Session Chair at 9th International conference on Management Research (ICMR), 30th November to 1st December, 2019, Superior University, Lahore, Pakistan
4. (2018). Stage Secretary and organizer of International conference on Management, Business & Technology (ICMBT), 10-12 December, 2018, Institute of Business and Management, University of Engineering & Technology, Lahore, Pakistan
5. (2018). Session Chair at 8th International conference on Management Research (ICMR), 9-10 November 2018, Superior University, Lahore, Pakistan
6. (2013). Job satisfaction of academics in Malaysian public sector universities. *Presented in 4th World Conference on Psychology, Counselling and Guidance (WCPCG-2013)*, 23-24 May, 2013, Istanbul Kultur University, Istanbul, Turkey.
7. (2012). Mission Statements Readability: An exploration. *Presented in International Engineering and Management Conference (EMC 2012)*, 24-25 Oct, 2012, arranged by International online knowledge service provider (IOKSP): <http://emc.ioksp.com>
8. (2011). 2nd Regional Conference on Educational Leadership and Management (RCELAM), 4-7 July 2011, Institute Aminuddin Baki, Ministry of Education Malaysia, Jitra, Kedah, Malaysia.
9. (2011). Do external factors influence student's entrepreneurial inclination? An evidence based approach. *presented in International Management Conference (IMaC)*, 16-17 April 2011, Faculty of Business Management and Accountancy, Sultan Zainal Abidin University, Terengganu, Malaysia.
10. (2010). What matters the most for SMS users' satisfaction and retention, an evidence from telecom sector of Pakistan. *presented in international conference on Industrial Engineering and Business Management (ICIEBM, 2010)*, 12-13 October 2010, Department of Industrial Engineering, UIN Susan Kalijaga, Yogyakarta, Indonesia.

CONFERENCE PROCEEDINGS

1. (2012). Mission Statements Readability: An exploration. *Presented in International Engineering and Management Conference (EMC 2012), 24-25 Oct, 2012, arranged by International online knowledge service provider (IOKSP): <http://emc.ioksp.com>.*
2. (2010), What matters the most for SMS users' satisfaction and retention, an evidence from telecom sector of Pakistan. *published in proceedings of international conference on Industrial Engineering and Business Management (ICIEBM, 2010), 12-13 October 2010, Department of Industrial Engineering, UIN Susan Kalijaga, Yogyakarta, Indonesia, 133-138 (ISBN-978-602-97809-0-1).*
3. (2010), Role of faculty members in nurturing future leaders, an empirical study of institutes of higher learning. *Published in proceedings of International Conference on Education and New Learning Technologies (EduLEARN10), July 05-07, International Association of Technology, Education and Development (IATED), Barcelona, Spain, 2311-2319 (ISBN-978-84-613-9386-2).*

BOOK CHAPTERS PUBLISHED

1. (2013). *Mission Statements' readability: An exploration*, in Nejadi, M. *Frontiers of Business, Management and Economics*. Florida, USA. Universal Publishers. pp.169-173 (ISBN: 978-1-61233-265-9).

TRAININGS & WORKSHOPS

- (2016). Keynote Speaker, Workshop on SPSS: Analysis and Interpretation of Data, Workshop Organized by Faculty of Management, Universiti Teknologi Malaysia (UTM).
- (2016). Data Analysis through AMOS and Smart PLS, Organized by Faculty of Management, Universiti Teknologi Malaysia (UTM).
- (2015). Smart PLS Workshop, Organized by Iranian Student Center, Universiti Teknologi Malaysia (UTM).
- (2015). Workshop on Qualitative Data Analysis using NVivo Software, organized by IB and M, UET and HEC.
- (2015). Seminar on "Research Methodologies; Breaking the myths and Benefits of Patents" at Hailey College of Commerce, University of the Punjab
- (2015). One Day Workshop on Structural Equation Modelling, Organized by Faculty of Management, Universiti Teknologi Malaysia (UTM).

- (2014). Characteristics of Good Literature Review, Organized by Faculty of Management, Universiti Teknologi Malaysia (UTM).
- (2013). Workshop on Mixed Methods Research using SPSS & NVivo Software, organised by Office of Research Innovation & Commercialization (ORIC), University of the Punjab, Lahore.

EVALUATOR/EXAMINER

- Paper Setter and External Examiner, Sargodha University.
- External Examiner, University of the Punjab.
- Additional Head in Central Paper Marking, University of the Punjab.

AREAS OF INTEREST

- Human Resource Management
- Organizational Behavior
- Management
- Research Methods
- Leadership
- Marketing
- Total Quality Management
- E-Commerce

INTERESTS & HOBBIES

- Net Surfing, Book Reading, Research, Adventures, poetry, travelling, updates about latest technology and trends.

IT & STATISTICAL PACKAGES

- **Statistical Packages:** Amos, Smart PLS, SPSS
- **Databases:** Microsoft SQL Server, MS Access, Oracle
- **Languages:** JSP, PHP, HTML, CSS, JavaScript, XML, WML
- **Tools:** MS Project, Rational Rose, MS Office Pack XP
- **Operating System:** Window 98, Windows 2000-Professional, Windows XP, Windows VISTA, Windows 7, Windows 8, Windows 10, Linux

REFERENCE

- May be furnished if required.