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## ISHFAQ AHMED

*Dr. (Ph.D. Management), Associate Professor*

*HEC Approved Supervisor*

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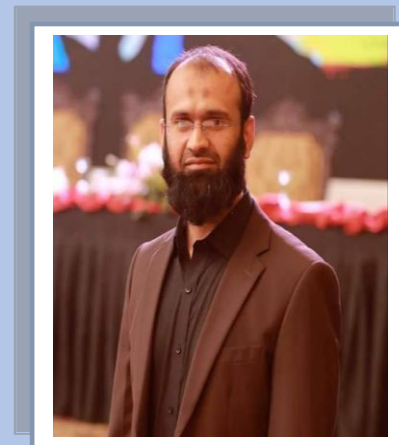
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### VISION & OBJECTIVES

Always striving for a challenging career, where there is scope for demonstration, thrive on Imagination & Passion, rigorous thinking and boundless curiosity, sets levels & standards that exceed expectations, 'have fun' attitude is everything but not taking things lightly, and **a Learner for Life.....**

### ACADEMIC POSITIONS & STATUS

**Associate Professor** (Aug 2020 – to date)

Hailey College of Commerce, University of the Punjab, Lahore

**Assistant Professor** (June 2013 – Aug 2020)

Hailey College of Commerce, University of the Punjab, Lahore

**Lecturer** (Sep 2009 – June 2013)

Hailey College of Commerce, University of the Punjab, Lahore

**Lecturer** (Feb 2009 – Sep 2009)

Hailey College of Banking & Finance, University of the Punjab, Lahore

**Lecturer** (Sep 2008 – Feb 2009)

Punjab University Gujranwala Campus, Gujranwala

### ACADEMIC QUALIFICATION

**2014** **Ph.D. Management**, Universiti Teknologi Malaysia, *Malaysia*

**2009** **MS/M.Phil. (HRM)**, Mohammad Ali Jinnah University, *Islamabad, Pakistan*

**2006** **Master of Commerce**, University of the Punjab, *Lahore*

**2004** **Bachelor of Commerce**, University of the Punjab, *Lahore*

**2000** **Diploma in Commerce**, PBTE, *Lahore*

**1998** **Matriculation**, F.B.I.S.E., *Islamabad*

### COURSES DEVELOPMENT & TEACHING

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|--|---|
| 1. Research methods/Design/Methodology | Undergraduate, graduate & post graduate level |
| 2. Academic Writing                    | Graduate level                                |
| 3. Organizational Behavior             | Undergraduate & graduate level                |
| 4. Human Resource Management           | Undergraduate & graduate level                |
| 5. Strategic Management                | Undergraduate & post graduate levels          |
| 6. Business Studies                    | Undergraduate level                           |

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|-------------------------------|---------------------|
| 7. Principles of Marketing    | Undergraduate level |
| 8. Issues in Management       | Postgraduate level  |
| 9. Leadership & Team Building | Graduate level      |
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### ACADEMIC AFFILIATIONS

1. **Member**, World Academy of Islamic Management (WAIM), Malaysia (2020 – to date)
  2. **Associate Member**, Institute of Financial Markets of Pakistan (July, 2019 – to date)
  3. **Member Board of Studies**, Faculty of Commerce, University of the Punjab, Lahore (2020 – to date)
  4. **Member Board of Studies**, University of Lahore, Sargodha Campus
  5. **Member Board of Studies**, Government College University, Lahore
  6. **Member Board of Studies & BASAR**, Institute of Islamic Banking and Finance, University of Management & Technology, Lahore, Pakistan
  7. **Member Board of Studies**, Department of Economics, Government College University, Lahore, Pakistan
  8. **Member Board of Studies**, Government College Women University, Sialkot
  9. **Member Quality Assessment Team** for program of *Masters of Commerce* at **Virtual University of Pakistan**
  10. **Member** Interview Panel in “*Punjab Public Service Commission*” in the subject of Commerce (member of interviewers’ panel for selection of subject specialist in Commerce in the province of Punjab, Pakistan).
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### ADMINISTRATIVE RESPONSIBILITIES

1. Program Coordinator for Master of Commerce Program (Aug 2020 to date)
  2. Editorial Lead/Managing Editor, Hailey Research Journals
  3. Convener of Hailey College of Commerce for Center for Quran & Sunnah, A university initiative to promote Quran and Sunnah in education.
  4. Quality Enhancement Cell, University of the Punjab – Representative for Faculty of Commerce (2018 – to date)
  5. Program Coordinator for research programs (MS & PhD) 2015–17
  6. Secretary and Member, Departmental Doctoral Program Coordination (DDPC) Committee @ Hailey College of Commerce (2014 – 2019)
  7. Semester Coordinator for Undergraduate program (B.Com. Hons) (2014 – to date)
  8. Member Examination Committee @ Hailey College of Commerce (2019 – to date)
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### RESEARCH AFFILIATIONS

1. **Editor**, Leadership & Organizational Behavior Journal, a bi-annual journal of Hailey College of Commerce (<http://journals.pu.edu.pk/journals/index.php/lobj/index>) (Since August, 2020)
2. **Editor** (field of Management), Jurnal Pengurusan (UKM Journal of Management) (Scopus indexed), Published by Universiti Kebangsaan Malaysia (Since July, 2021).
3. **Article editor**, Sage Open (Impact factor 0.750), Published by Sage publishers, UK (Since April, 2020).

4. **Member editorial review board**, *Society & Business Review* (ISSN: 1746-5680), published by Emerald Insight publishers, UK (Since June, 2021).
5. **Founding Managing Editor** in “*The Journal of Commerce*”, the Quarterly Journal of Hailey College of Commerce, University of the Punjab, Pakistan (<http://www.joc.hcc.edu.pk>) (Oct, 2010 – Oct, 2016).
6. **Managing Editor**, *International Journal of Management in Education*, Published by Inderscience Publishers, UK (Since March, 2020).
7. **Member Reviewer Panel**, *Society & Business Research*, Published by Emerald Insight, UK (Since March, 2020).
8. **Reviewer** for “*Thinking Skills and Creativity*”, Elsevier Publishers, UK (Since, 2014).
9. **Member Editorial Board**, *Lahore Journal of Business*, Published by Lahore School of Economics, Lahore.
10. **Member Editorial Board** in “*International Journal of Management in Education*” [ISSN (Print): 1750-385X, ISSN (Online): 1750--3868], a journal of Inderscience Publishers, UK.
11. **Member reviewer panel** of “*Journal of Management & Research*”, a biannual journal of School of Business and Economics, University of Management and Technology, Lahore, Pakistan.
12. **Ad hoc Reviewer** of “*International Journal of Business and Emerging Markets*” [ISSN (Print): 1753-6219, ISSN (Online): 1753-6227], a journal of Inderscience Publishers, UK.
13. **Member Reviewer Panel** in “*Journal of Business and Management*”, a journal of Science and Education Center of North America (<http://www.todayscience.org>).
14. **Member Editorial Team** in “*Business Management Dynamics*”, a journal of Society for Business and Management Dynamics (<http://www.bmdynamics.com>).
15. **Member Reviewer panel** in “*Southeast Asian Research Journal* (ISSN: 2244-2456)”, a journal of Brokenshire Institute, Philippines, available on <http://www.brokenshire.edu.ph>.
16. **Reviewer** in *Journal, Management & Marketing*, ISSN: 1841-2416, a journal of Universitia Press Craiova, Romania.

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### RESEARCH SUPERVISION (PhD/MS)

#### ***Doctoral supervision***

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| 1. Sahar Latif Rana –      | Graduated (2021)          |
| 2. Muhammad Ramzan –       | Graduated (2020)          |
| 3. Tehmina Fiaz Qazi –     | Graduated (2016)          |
| 4. Sanam Khan –            | Foreign evaluation phase  |
| 5. Muhammad Khalid –       | Analysis & write up phase |
| 6. Muhammad Suleman –      | Analysis & write up phase |
| 7. Mula Nazar Khan –       | Analysis & write up phase |
| 8. Muhammad Babar Nadeem – | Analysis & write up phase |
| 9. Muhammad Waqas Baig     | Synopsis development      |

#### ***M.Phil/MS/Masters supervision***

+50 students at Hailey College of Commerce	Graduated (2011–to date)
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#### ***Undergraduate supervision***

+100 students of Bachelors/B.Com. (Hons)

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## RESEARCH EVALUATION/EXAMINATIONS

- Has been working as *examiner of PhD/MS/Masters' level thesis* at:

### International Universities:

- North-West University, Potchefstroom, South Africa

### Local Universities:

- University of Gujrat, Gujrat
- University of Management & Technology, Lahore
- University of Central Punjab, Lahore
- National College of Business Administration & Economics (NCBA&E), Lahore
- Institute of Business & Management, University of Engineering & Technology, Lahore
- Lahore College for Women University, Lahore
- Riphah International University, Lahore Campus
- Institute of Business Administration, University of the Punjab, Lahore
- Hailey College of Banking & Finance, University of the Punjab, Lahore
- Punjab University Gujranwala Campus University of Sargodha, Canal Campus, Lahore
- University of Sargodha, Sargodha

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## BOOKS & BOOK CHAPTERS PUBLISHED

1. **Ishfaq Ahmed** (2021). *Introduction to Business Studies: Text & Cases*. Lahore: Azeem Publishers.
  2. **Ishfaq Ahmed**, Muhammad Zeeshan Shaukat, Talat Islam, Muhammad Ramzan, Muhammad Musarrat Nawaz (2013). *Mission Statements' readability: An exploration*, in Nejati, M. *Frontiers of Business, Management and Economics*. Florida, USA. Universal Publishers. pp. 169-173 (ISBN: 978-1-61233-265-9).
  3. **Ishfaq Ahmed**, Wan Khairuzzaman Wan Ismail and Salmiah Mohamad Amin (2013). *Perceived Organizational Support: A directive approach*. Saarbrücken, Germany, Lambert Academic Publishing (ISBN: 978-3-659-32678-3).
  4. **Ishfaq Ahmed**, Wan Khairuzzaman Wan Ismail and Salmiah Mohamad Amin (2012). *Perceived Organizational Support: A look at its antecedents and consequences*. Saarbrücken, Germany, Lambert Academic Publishing (ISBN: 978-3-8484-4890-6).
  5. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz and Muhammad Ramzan (2012). *Do external factors influence entrepreneurial inclination: An evidence-based approach*. Book chapter published in *Entrepreneurship-Born, made and educated*. Rijeka, Croatia. Intech publishing Inc. pp.51-58 (ISBN: 979-953-307-861-7).
  6. **Ishfaq Ahmed** (2012). *Perceived Organizational Support: A look beyond Organizational Support Theory*. Saarbrücken, Germany, Lambert Academic Publishing (ISBN: 978-3-8484-1330-0).
  7. **Ishfaq Ahmed** & Tehmina Fiaz Qazi (2011). *Mobile Phone adoption a habit or necessity: A study from student's perspective*, Saarbrücken, Germany, Lambert Academic Publishing (ISBN: 978-3-8443-8175-7).
  8. **Ishfaq Ahmed** (2010). *Training as a Viable Investment Calculating ROI of Training: An empirical Study of Textile Composite Sector of Pakistan*, Saarbrücken, Germany, VDM Verlag Dr. Müller (ISBN: 978-3-639-27970-2).
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## RESEARCH PROJECTS

1. Principal Investigator (2014–15). Framework for creativity at work. Funding of PKR 0.125 million from University of the Punjab, Lahore, Pakistan
  2. Principal Investigator (2017–19). Quality of workplace ergonomics, musculoskeletal disorders and quality of life at work. Funding of PKR 0.150 million from University of the Punjab, Lahore, Pakistan
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## ARTICLES ACCEPTED FOR PUBLICATION

3. Anum Salman, **Ishfaq Ahmed**, & Sehrish Jahangir (2021). Job insecurity and employees' safety voice behavior – a managerial dilemma caused by COVID-19. Accepted for publication in *Asia-Pacific Journal of Business Administration* (**Emerald insight publishers, HEC recognized X category journal**)
  4. **Ishfaq Ahmed** & Talat Islam (2021). I regret as my family follows my entrepreneurial self-efficacy! Evidence from the male sample of an emerging economy (Pakistan). Accepted for publication in *Entrepreneurship Research Journal* (**De Gruyter publishers, Impact factor 1.943**).
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## PUBLICATIONS IN INTERNATIONAL REFERRED JOURNALS

### *Impact Factor/Clarivate Analytics/Web of Science Indexed journals*

1. Talat Islam, Dildar Hussain, **Ishfaq Ahmed**, Misbah Sadiq (2021). Ethical leadership and environment specific discretionary behavior. The mediating role of green HRM and moderating role of individual green values. Available in early cites in *Canadian Journal of Administrative Science* (**Wiley, 2020 impact factor 1.689**)
2. Talat Islam, **Ishfaq Ahmed**, Ahmad Usman & Muhammad Ali (2021). Abusive supervision and knowledge hiding: The moderating roles of future orientation and Islamic work ethics. *Management Research Review*, available in early cites (**Emerald Insight - HEC recognized X category journal**).
3. Abdul Majeed, **Ishfaq Ahmed**, & Abdul Rasheed (2021). Investigating influencing factors on consumer's choice behavior and their environmental concerns while purchasing green products in Pakistan. Available in early cites *Journal of Environmental Planning & Management* (**Taylor & Francis, 2020 impact factor 2.735**)
4. **Ishfaq Ahmed**, Talat Islam, Samina Ahmad, Ahmad Kaleem (2021). A COVID-19 contextual study of customers' mistreatment and counterproductive work behavior at coffee cafés. Available in early cites *British Food Journal* (**Emerald Insight - 2020 impact factor 2.518**)
5. **Ishfaq Ahmed**, Ahmad Usman, Waqas Farooq, Muhammad Usman (2021). Shariah board, web-based information and branding of Islamic financial institutions. Available in early cites at *Journal of Islamic Marketing*, (**Emerald publishers, HEC recognized W category journal**).
6. Talat Islam, Mubbsher Munawar Khan, **Ishfaq Ahmed**, Khalid Mahmood & Muhammad Ali (2021). Promoting in-role and extra-role green behavior through ethical leadership: Mediating role of green HRM and moderating role of individual green values. Available in early cites *International Journal of Manpower* (**Emerald publishers, 2020 impact factor 1.753**).
7. Talat Islam, **Ishfaq Ahmed**, Zeeshan Ahmed, Muhammad Ali, & Bushra Usman (2021). Understanding despotic leadership through the lens of Islamic work ethics. Available in early cites of *Journal of Public Affairs*, (**Wiley publishers, HEC recognized X category journal**).

8. Asim Faheem, **Ishfaq Ahmed**, Insya Ain, and Zanaira Iqbal (2021). Authentic leadership and followers' role ethicality: the role of leaders' ethical voice and ethical culture. *International Journal of Ethics and Systems*, 37(3), 422-441 (**Emerald Insight, HEC recognized W category**)
9. **Ishfaq Ahmed**, Rabia Afzal, Siti Zaleha Abdul Rasid (2021). Employees' task performance and propensity to take charge: The role of LMX and leaders' task orientation. *Journal of Management Development*, 40(3), 224-239 (**Emerald Insight - HEC recognized W category journal**).
10. **Ishfaq Ahmed**, Talat Islam & Ahmad Usman (2021). Predicting entrepreneurial intentions through self-efficacy, family support, and regret: a moderated mediation explanation. *Journal of Entrepreneurship in Emerging Economies*, 13(1), 26-38 (**Emerald Insight - ESCI**).
11. **Ishfaq Ahmed**, Muhammad Asim Faheem (2021). How effectively safety incentives work? A randomized experimental investigation. *Safety and Health at Work*, 12(1), 20-27. (**Elsevier publishers - 2020 impact factor 2.707**).
12. **Ishfaq Ahmed**, Talat Islam, Siti Zaleha Abdul Rasid, Farooq Anwar, Arooj Khalid (2020). As you sow, so shall you reap: finding customer-based outcomes of socially responsible coffee cafés. *British Food Journal*, 122 (9), 3009-3025 (**Emerald Insight - 2019 impact factor 2.102**).
13. **Ishfaq Ahmed**, Sajid Nazir, Imran Ali, Arooj Khalid, Muhammad Zeeshan Shaukat & Farooq Anwar (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 - 2019 impact factor 2.067**).
14. Talat Islam, Mubbsher Munawar Khan, **Ishfaq Ahmed**, Ahmad Usman, Muhammad Ali (2020). Work-family conflict and job dissatisfaction among police officers: Mediation of threat to family role and moderation of role segmentation enhancement. *Policing: An international journal*, 43(2), 403-415 (**Emerald Insight - 2019 impact factor 1.185**).
15. **Ishfaq Ahmed**, Sajid Nazir, Imran Ali, Mohammad Nurunnabi, Arooj Khalid & Muhammad Zeeshan Shaukat (2020). Investing in CSR pays you back in many ways! the case of perceptual, attitudinal and behavioral outcomes of customers. *Sustainability*, 12(3), 1158. <http://doi.org/10.3390/su12031158> (**MDPI - 2019 impact factor 2.576**).
16. Talat Islam, **Ishfaq Ahmed**, Ghulam Ali & Zeshan Ahmer (2019). Emerging trends of coffee cafés in Pakistan: Factors affecting revisit intentions. *British Food Journal*, 121(9), 2132-2147 (**Emerald insight - 2018 impact factor 1.717**).
17. Talat Islam, Rashid Ahmed, **Ishfaq Ahmed** & Zeshan Ahmer (2019). Police work-family nexus, work engagement and turnover intentions: Moderating role of person-job fit. *Policing: An International Journal*, 42(5), 739-750 (**Emerald insight - 2018 impact factor 1.350**).
18. Talat Islam, **Ishfaq Ahmed**, Ghulam Ali (2019). Effects of ethical leadership on bullying and voice behavior among nurses: Mediating role of organizational identification, working conditions and workload. *Leadership in Health Services*, 32(1), 2-17 (**Emerald-ESCI & Scopus Indexed Journal**).
19. Farooq Anwar, **Ishfaq Ahmed**, Muhammad Waqas, Wan Khairuzzaman Wan Ismail and Talat Islam (2019). Effects of external prestige on emotional labor: mediation by organizational identification and moderation by perceived organizational support. *Middle East Journal of Management*, 6(2), 186-203 (**Inderscience-ESCI**).
20. Sadaf Ehsan, Mian Sajid Nazir, Mohammad Nurunnabi, Qasim Raza Khan, Samya Tahir and **Ishfaq Ahmed** (2018). A multimethod approach to assess and measure corporate social

responsibility disclosure and practices in developing economy. *Sustainability*, 10(8), <http://doi.org/10.3390/su10082955> (**MDPI - 2018 impact factor 2.592**).

21. **Ishfaq Ahmed**, Ahmad Usman, Mian Sajid Nazir & Muhammad Zeeshan Shaukat (2018). Safety practices in informal industrial segment of Pakistan. *Safety Science*, 110 (part A), 83-91 (**Elsevier publishers-2018 impact factor 3.615**).
22. **Ishfaq Ahmed** & Muhammad Zeeshan Shaukat (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-2018 impact factor 0.870**).
23. **Ishfaq Ahmed**, Muhammad Zeeshan Shaukat, Ahmad Usman, Musarrat Nawaz & Mian Sajid Nazir (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-2018 impact factor 1.377**).
24. **Ishfaq Ahmed**, Wasim ul Rahman, Fouzia Ali, Ghulam Ali, Farooq Anwar (2018). Predicting Employee Performance through Organizational Virtuousness: Mediation by Affective Wellbeing and Work Engagement. *Journal of Management Development*, 37(6), 493-502 (Emerald–Emerging Source Citation Indexed & Scopus Indexed Journal).
25. Talat Islam, **Ishfaq Ahmed** (2018). Mechanism between perceived organizational support and transfer of training: Explanatory role of self-efficacy and job satisfaction. *Management Research Review*, 41(3), 296-313 (Emerald–Emerging Source Citation Indexed & Scopus Indexed Journal).
26. Talat Islam, Ghulam Ali & **Ishfaq Ahmed** (2018). Protecting healthcare through organizational support to reduce turnover intentions. *International Journal of Human Rights in Healthcare*, 11(1), 4-11 (Emerald–Emerging Source Citation Indexed & Scopus Indexed Journal).
27. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz, Rizwan Qaisar Danish, Ahmad Usman, Muhamad Zeeshan Shaukat (2017). Objective of Islamic banks: A missive from mission statements and stakeholders' perceptions. *Journal of Islamic Accounting and Business Research*, 8(3), 284-303 (Emerald–Emerging Source Citation Indexed & Scopus Indexed Journal).
28. Talat Islam, **Ishfaq Ahmed**, Ghulam Ali and Tahreem Sadiq (2016). Behavioral and Psychological Consequences of Corporate Social Responsibility: Need of the Time. *Social Responsibility Journal*, 12(2), 307-320 (Emerald–Emerging Source Citation Indexed & Scopus Indexed Journal).
29. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz (2016). An exploration of students' knowledge and understanding of Istihalah. *Journal of Islamic Marketing*, 7(2), 213-231 (**Emerald Insight-ESCI & Scopus indexed journal**).
30. **Ishfaq Ahmed** (2016). Aspirations of an Islamic Bank: An Exploration from Stakeholders' Perspective. *International Journal of Islamic & Middle Eastern Finance and Management*, 9(1), 24-45 (**Emerald-2018 impact factor 0.750**).
31. **Ishfaq Ahmed**, Talat Islam, Ghulam Ali, Muhammad Musarrat Nawaz (2016). Pillion riders' cloth related injuries and helmet wearing patterns: a study of Lahore, Pakistan. *International Journal of Injury Control and Safety Promotion*, 23(4), 388-394 (**Taylor & Francis-2015 impact factor 0.875**).
32. Talat Islam, **Ishfaq Ahmed**, Ungku Nurulkamar Ungku Ahmad (2015). The influence of organizational learning culture and perceived organizational support on employees' affective commitment and turnover intention. *Nankai Business Review International*, 6(4), 417-431 (**Emerald-ESCI & Scopus indexed journal**).

33. Talat Islam, **Ishfaq Ahmed**, Zainab Khalifah, Misbah Sadiq, Muhammad Asim Faheem (2015). Graduates' expectations gap: the role of employers and higher learning institutes. *Journal of Advances in Research in Higher Education*, 7(2), 372-384 (**Emerald-ESCI & Scopus indexed journal**).
34. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz (2015). Perceived Organizational Support: Antecedents and Outcomes of Perceived Organizational Support: A Literature Survey Approach. *Journal of Management Development*, 34(7), 867-880 (**Emerald-ESCI & Scopus indexed journal**).
35. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz, Ghulam Ali, Talat Islam (2015). Perceived Organizational Support: A Meta-Analysis of latest available literature. *Management Research Review*, 38 (7), 627-639 (**Emerald-ESCI & Scopus indexed journal**).
36. **Ishfaq Ahmed**, Wan Khairuzzaman Wan Ismail, Salmiah Mohamad Amin, Muhammad Musarrat Nawaz (2013). Social exchange perspective of individual guanxi network: Evidence from Malaysian-Chinese employees. *Chinese Management Studies*, 7(1), 127-140 (**Emerald-2012 impact factor 0.495**).
37. **Ishfaq Ahmed**, Tehmina Fiaz Qazi, Shaista Jabeen (2012). Followers' personality moderates the relationship between leaders' style and performance: evidence from institute of higher learning. *Actual Problems of Economics*, 02, 323-331 (**2011 impact factor 0.034**).
38. **Ishfaq Ahmed**, Tehmina Fiaz Qazi & Khadija Aijaz Perji (2011). Mobile phone to youngsters: necessity or addiction. *African Journal of Business Management*, 5(32), 12512-12519 (**2011 impact factor 1.105**).
39. **Ishfaq Ahmed** & Tehmina Fiaz Qazi (2011). Deciphering the social costs of social networking sites (SNSs) for university students. *African Journal of Business Management*, 5(14), 5664-5674 (**2010 impact factor 1.105**).
40. **Ishfaq Ahmed** & Tehmina Fiaz Qazi (2011). A look out for academic impacts of social networking sites (SNSs): a student-based approach. *African Journal of Business Management*, 5(12), 5022-5032 (**2010 impact factor 1.105**).
41. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz & Muhammad Ramzan (2011). Role of faculty members in improving quality image of academic institution: a student based approach. *Actual Problems of Economics*, (November), 359-366 (**2010 impact factor 0.034**).
42. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz & Muhammad Ramzan (2011). Do external factors influence students' entrepreneurial inclination? *Actual Problems of Economics*, (November), 348-355 (**2010 Impact Factor=0.034**).
43. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz, Ahmad Usman, Muhammad Zeeshan Shaukat, Naveed Ahmed & Wasim-ul-Rehman (2010). A mediation of customer satisfaction relationship between service quality and repurchase intentions for the telecom sector in Pakistan: A case study of university students. *African Journal of Business Management*, 4(16), 3457-3462 (**2011 impact factor 1.105**).
44. **Ishfaq Ahmed**, Muhammad Musarrat Nawaz, Zulfqar Ahmad, Zafar Ahmad, Muhammad Zeeshan Shaukat, Ahmad Usman, Wasim-ul-Rehman & Naveed Ahmed (2010). Does service quality affect student's performance? Evidence from institute of higher learning. *African Journal of Business Management*, 4(1), 2527-2533 (**2010 impact factor 1.105**).

**Publications in Local Journal (HEC Recognized)**

45. Majid Ali, Hafiz Abdur Rashid, **Ishfaq Ahmed**, Muhammad Usman, Muhammad Aamir & Syed Karim Haider (2021). Effects of perceived organizational support on employees' safety



compliance and safety motivation: Mediation by coworker support. *Pakistan Economic and Social Review*, 58 (2), 315-322 (HEC recognized Y category journal).

46. Sanam Khan, **Ishfaq Ahmed**, Majid Ali (2021). Qualitative job insecurity and its impact on innovative work performance and well-being: A serial mediation model. *Pakistan Social Science Review*, 5(1), 174-189 (HEC recognized Y category journal).
47. **Ishfaq Ahmed**, Majid Ali, Muhammad Usman, Karim Haider Syed, & Hafiz Abdur Rashid (2021). Customer mistreatment and Insomnia in employee: A study in context of COVID-19. *Journal of Behavioural Sciences*, 31(1), 248-271 (HEC recognized Y category journal).
48. **Ishfaq Ahmed**, Waqas Farooq, & Tariq Iqbal Khan (2021). Customers' perceptions and their responses to objectives of Islamic banks – a three-wave investigation. *Asian Economic & Finance Review*, 11(1), 43-56.
49. Farheen Rizvi, Waqas Farooq & **Ishfaq Ahmed** (2020). LMX and affective commitment to change: Moderating role of psychological empowerment. *International Journal of Business and Administrative Sciences*, 6(5), 275-285.
50. Muhammad Ramzan, **Ishfaq Ahmed**, Abdul Rafay (2020). Is auditor independence influenced by Non-audit services? A stakeholders' viewpoint. *Pakistan Journal of Commerce and Social Sciences*, 14(1), 288-408 **(HEC Recognized Y category journal)**.
51. Mian Sajid Nazir, Javaria Mahmood, Hammad Hassan Mirza, **Ishfaq Ahmed**, Rizwan Qaisar Danish and Fizza Abbas (2018). Identification of rationale bubbles in emerging markets of SAARC. *Journal of Research Society of Pakistan*, 55 (2), 232-242 **(HEC Recognized X category journal)**.
52. Mian Sajid Nazir, Muhammad Khalid Khan, Adeel Akram and **Ishfaq Ahmed** (2018). Impact of political and terrorist events on stock market returns: A case study in South Asian context. *Journal of Political Studies*, 25(1), 179-200 **(HEC Recognized X category journal)**.
53. **Ishfaq Ahmed**, Wasim ul Rehman, Muhammad Khalid Khan, Ghulam Ali & Farooq Anwar (2017). Bridging top and bottom: Multi-level model of servant leadership, identification with leader and team creativity. *Pakistan Economic and Social Review*, 55(2), 483-503 **(HEC Recognized X category journal)**.
54. Muhammad Khalid Khan, **Ishfaq Ahmed**, Rizwan Qaisar Danish & Muhammad Ramzan (2017). Necessitating Human Resource Management Model in South Asia: A Rationale Perspective. *South Asian Studies*, 32(2), 495-504 **(HEC Recognized X category journal)**.
55. **Ishfaq Ahmed**, Muhammad Khalid Khan, Ghulam Ali (2017). Linking empowering leadership, psychological empowerment, self-leadership, creative involvement and creativity: A sequential mediation model. *Lahore Journal of Business*, 5(2), 67-80 **(HEC Recognized Y category journal)**.
56. Muhammad Khalid Khan, Ghulam Ali Bhatti, **Ishfaq Ahmed** & Talat Islam (2017). Readability and understandability: A look at mission statements of selected Asian companies. *Journal of Research Society of Pakistan*, 54(2), 123-135 **(HEC recognized X category journal)**.
57. Muhammad Khalid Khan, **Ishfaq Ahmed**, & Talat Islam (2017). Readability of Mission Statements: A Look at Fortune 500. *Journal of Quality & Technology Management*, VIII (1), 01-14 **(HEC recognized X category journal)**.
58. **Ishfaq Ahmed** (2017). Linking social exchange relations and creativity through mediation of feelings of energy: an evidence from IT firms. *Journal of Management & Research*, 4(1), 28-42 **(HEC recognized Y category journal)**.

59. **Ishfaq Ahmed** and Muhammad Khalid Khan (2016). Organizational justice, counterproductive work behavior and turnover intentions relation: Mediation by dehumanization and moderation by gender. *Paradigms: A Research Journal of Commerce, Economics, and Social Sciences*, 10(2), 120-131 (**HEC recognized**).
60. **Ishfaq Ahmed**, Muhammad Khalid Khan (2015). Predicting work motivation through job satisfaction and turnover intentions: the explanatory role of heavy work investment. *The Lahore Journal of Business*, 4(1), 75-89 (**HEC recognized**).

***Publications in other International Journals (Scopus Indexed & others)***

61. **Ishfaq Ahmed**, Wan Khairuzzaman Wan Ismail, Salmiah Mohamad Amin (2014). Employees' reciprocation of Organizational Support and Leader-Member Exchange. *Management Research Review*, 37(11), 930-943 (Emerald Insight- Scopus).
62. **Ishfaq Ahmed**, Wan Khairuzzaman Wan Ismail, Salmiah Mohamad Amin (2014). Overcoming Ostracism at work: A remedial role of positive exchange relations. *Nankai Business Review International*, 5(3), 275-289 (Emerald-Scopus).
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organizational commitment and reduce turnover intentions. *The Learning Organization*, 20(4/5), 322-337 (Emerald – Scopus).

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1. Iqra Dilshad, **Ishfaq Ahmed**, Abdul Majeed & Rizwan Qasim Danish (2021). E-service quality, E-WOM and Foodpanda App: serial mediation of customer satisfaction and engagement. Presented at 1<sup>st</sup> International Conference on Business Administration (ICBA, 2021), held at Institute of Business Administration on June 11-12, Lahore, Pakistan.
2. Faheem Akram, **Ishfaq Ahmed**, Abdul Majeed & Rizwan Qasim Danish (2021). Impact of consumers' long term orientation and safety consciousness on word of mouth about functional food. Presented at 1<sup>st</sup> International Conference on Business Administration (ICBA, 2021), held at Institute of Business Administration on June 11-12, Lahore, Pakistan.
3. Javariya Javed, **Ishfaq Ahmed**, Abdul Majeed & Rizwan Qasim Danish (2021). Customer trust and citizenship behavior on foodpanda App: serial mediation of customer engagement and brand attachment. Presented at 1<sup>st</sup> International Conference on Business Administration (ICBA, 2021), held at Institute of Business Administration on June 11-12, Lahore, Pakistan.
4. Abdul Majeed, Rizwan Qasim Danish, & **Ishfaq Ahmed** (2021). Investigating influencing factors on consumers' choice behavior and their environmental concerns while purchasing green products in Pakistan. Presented at 1<sup>st</sup> International Conference on Business Administration (ICBA, 2021), held at Institute of Business Administration on June 11-12, Lahore, Pakistan.
5. Samreez Safdar, **Ishfaq Ahmed** (2021). Impact of despotic leadership on employees' psychological well-being: A sequential mediation model. Presented at 1<sup>st</sup> International

Conference on Business Administration (ICBA, 2021), held at Institute of Business Administration on June 11-12, Lahore, Pakistan.

6. Muhammad Salman, **Ishfaq Ahmed**, Hafiz Fawad Ali & Sarmad Ijaz (2021). The impact of ethical leadership on sustainable employee performance: mediating role of green HRM and moderating role of green life style. Presented at 1<sup>st</sup> International Conference on Business Administration (ICBA, 2021), held at Institute of Business Administration on June 11-12, Lahore, Pakistan.
7. Ishfaq Ahmed & Imlak Iqbal (2020). HRM in islamic financial institutions – an out stream of religion or culture? Presented at 5<sup>th</sup> Global Forum on Islamic Economics, Finance and Banking (IEFB, 2020), held at University of Management and Technology on Feb 20-21, Lahore, Pakistan
8. (2019). Corporate social responsibility, hypocrisy, and customer brand loyalty: A trust-based model. Presented at International Conference on Banking, Insurance & Business Management, held at Hailey College of Banking & Finance on 12-13 December, Lahore, Pakistan.
9. (2017). Taking charge at work: Investigating role of psychological collectivism, organizational & social support. Presented at 1<sup>st</sup> International Business Conference on 'Emerging Issues in Management Sciences (NBC, 2017)', held at Lahore College for Women University on 18-20 July, Lahore, Pakistan.
10. (2017). Workplace ergonomics and quality of life – an investigation of blue-collar office bearers. Presented at International Conference on Management, Business & Technology (ICMBT), held at Institute of Business & Management, University of Engineering and Technology on 13-15 March, Lahore, Pakistan.
11. (2016). In-group members' selection: Its personality fit, experience, gratification or something else? Presented in *International Management and Applied Sciences Conference (MASCON, 2016)*, held at Imperial College of Business Studies on 3-4 February, Lahore, Pakistan.
12. (2016). An exploratory investigation of critical success factors for Islamic Banks in Pakistan. Presented in *Global Forum on Islamic Economics, Finance and Banking* held at University of Management & Technology on 20-21 January, Lahore, Pakistan.
13. (2015). Linking empowering leadership and creativity: Mediating role of self-leadership. *First international conference on Managing the Future: Recent Innovations in Economics, Business, Information Technology & Social Sciences* on December 19-20, held at National College of Business Administration and Economics, Lahore, Pakistan.
14. (2015). Bringing Top Effects to the Bottom: A multilevel analysis of support perceptions and employees' outcomes. Presented at *International Conference on Education Research*, held at Institute of Education and Research, University of the Punjab, held on 24-26 November, Lahore, Pakistan.
15. (2015). Creating green organizations through green HRM: An exceptional role of CSR and green investment. Presented in *International Conference on Management Research (Green Economy in the Emerging Markets)*, held on Nov 05-06 at Superior University, Lahore.
16. (2015). Attendee at 1<sup>st</sup> Multi-Disciplinary Research Conference held on September 19<sup>th</sup> at Crystal Hotel, Mandi Bahauddin, Pakistan.
17. (2014). Leaders' Social Intelligence and its Effects on Followers' Feeling of Energy and Creative Work Involvement. Presented in *International Conference on Management Research*, held on Nov 20-21 at Superior University, Lahore.

18. (2014). Teachers' role in nurturing creativity: Evidence from Knowledge creation Institutions. *Presented in International Conference on Research in Education (ICORE, 2014)*, held on Nov 18-20 at Institute of Education and Research, University of the Punjab, Lahore.
19. (2014). Aspirations of an Islamic Bank: An exploration. *Presented in 1<sup>st</sup> National Conference on Islamic Banking: Perspectives in Islamic Banking, Finance and Investment*, held on September, 24 at University of Management & Technology, Lahore.
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21. (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>
22. (2011). 2<sup>nd</sup> Regional Conference on Educational Leadership and Management (RCELAM), 4-7 July 2011, Institute Aminuddin Baki, Ministry of Education Malaysia, Jitra, Kedah, Malaysia.
23. (2011). Role of faculty members in improving quality image of academic institution, a student based approach, *presented in International Management Conference (IMaC)*, 16-17 April 2011, Faculty of Business Management and Accountancy, Sultan Zainal Abidin University, Terengganu, Malaysia.
24. (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.
25. (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.
26. (2009), Impact of Personality Traits on Entrepreneurial Intentions of University Students, *presented at 14<sup>th</sup> National Research Conference*, Dec 24, Shaheed Zulfiqar Ali Bhutto Institute of Science and Technology (SZABIST), Karachi, Pakistan.
27. (2009), Determinants of Consumer Retention in Cellular Industry of Pakistan, *presented in 2<sup>nd</sup> Comsats Intl. Business Research Conference*, Nov 14, Comsats Institute of Information Technology, Lahore, Pakistan.

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### **SEMINARS & TRAINING SESSIONS**

1. Seminar conducted (Resource person) on *Know Thyself: An art of knowing yourself and influencing others*, held at Department of Business Administration, Punjab University Jhelum Campus on 18<sup>th</sup> March, 2021.
2. Attended workshop on Finance for Non-Finance Executives, organized by Executive Training & Development Cell, Hailey College of Commerce, University of the Punjab, Lahore on 3 - 4 February, 2021.
3. Certification Mutual Fund Distributors, Institute of Financial Markets of Pakistan, held in July, 2019 at Hailey College of Commerce, University of the Punjab, Lahore, Pakistan.
4. Seminar conducted (Resource Person) on Research Methodology: connecting the dots, held at University of Sargodha on 27<sup>th</sup> June, 2019.

5. Seminar conducted (Resource Person) on Entrepreneurship as a Career Choice, held at Government College for Women, Cooper Road Lahore on 16<sup>th</sup> March, 2019.
6. Training conducted (Resource Person) on Goal Setting & Achievements, held at Management & Professional Development Department, 20<sup>th</sup> November, 2018.
7. Training conducted (Resource Person) on Team-Building, Motivation & Leadership, held at Management & Professional Development Department, 20<sup>th</sup> November, 2018.
8. Training conducted (Resource Person) on *Decision Making*, held at Management & Professional Development Department, 27<sup>th</sup> December, 2016.
9. Seminar conducted (Resource person) on *Future Prospects of Research In Islamic Banking and Finance*, held at Institute of Islamic Banking, University of Management & Technology, Lahore on 30<sup>th</sup> May, 2015.
10. Training conducted (Resource Person) on *Writing Research Articles & Thesis*, held at University of Management and Technology on 14<sup>th</sup> April, 2014.
11. Participated in *Intel Entrepreneurship Basic Course* held on 12<sup>th</sup> April at Hailey College of Commerce, University of the Punjab, Lahore.
12. Participated in Two days' workshop on *Qualitative Data Analysis using NVIVO Software*, jointly organized by Institute of Business and Management, University of Engineering and Technology, Lahore and Higher Education Commission, Pakistan on 7<sup>th</sup>- 8<sup>th</sup> February at Institute of Business and Management, UET, Lahore.
13. Participated in *Research Methodologies Breaking the Myths and Benefits of Patents*, one-day workshop held at Hailey College of Commerce on February 7, 2015.
14. Organizer of one-day workshop on *Leadership in 21<sup>st</sup> Century*, held on February 14, 2015 at Hailey College of Commerce.

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### SKILLS & PROFICIENCIES

1. A middling doer of NVIVO, A qualitative data analysis tool
  2. Well acquaint with SPSS, AMOS, End Note, and MIX 2.0 Lite (a Meta-analysis software)
  3. A high-quality know-how of academic writing, plagiarism forestalling, and referencing styles
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### PERSONAL INFORMATION

S/o                Muhammad Ramzan  
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### REFERENCES

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