

CURRICULUM VITAE



PARDEEP K. Ahlawat
PhD (Management Sciences)

Professor
Institute of Management Studies and Research,
Maharshi Dayanand University, Rohtak-124001,
Haryana (India).

EDUCATIONAL QUALIFICATIONS

Ph. D.	“Managerial, Socio-Cultural, Economic and Health Dimensions of IT Professionals in Corporate Environment” from M. D. University, Rohtak.
M.B.A.	from M. D. University, Rohtak.
ADVANCED PG Dip. (Computer Applications)	from M. D. University, Rohtak.
B.Sc. (NM)	from M. D. University, Rohtak.
Matric	from Haryana School Education Board, Bhiwani.

FIELDS OF SPECIALISATION

- Information Technology
- Marketing
- E-Commerce
- Human Resource Management
- Organizational Behaviour

RESEARCH EXPERIENCE AND GUIDANCE

A)

- Twelve Ph. D. Students have been awarded, Doctoral Degrees.
- Eight M. Phil. Students have been awarded, M. Phil. Degrees.
- Currently supervising seven research scholars for Doctoral Degrees.
- Guided more than 300 research projects for MBA Degree.

B)

- Published two books.
- Book under preparation on E-Commerce and Network Fundamentals.

C)

- Published research papers in National and International journals of repute.
- Presented research papers at National and International conferences/seminars.
- Organized National Conferences.

TEACHING EXPERIENCE: (more than 25 Years)

University/College	Designation	Period
IMSAR, MDU, Rohtak	Professor	February 13, 2015 – till date
IMSAR, MDU, Rohtak	Associate Professor	February 13, 2012 – February 12, 2015
IMSAR, MDU, Rohtak	Reader	February 12, 2009 – February 12, 2012
DCRUST, Murthal, Sonapat	Reader	October 24, 2008 – February 11, 2009
Ch. Devi Lal University, Sirsa	Lecturer	July 30, 2004 – October 23, 2008
IMSAR, MDU, Rohtak	Lecturer	Sep. 12, 2000 – May 8, 2004
A.I.J.H.M. College, Rohtak	Lecturer	Jan. 4, 1999 – Mar. 14, 2000
C.R. Polytechnic, Rohtak	Lecturer	Sep.22, 1995 – Jan. 3, 1999
C.R. Polytechnic, Rohtak	Programmer	May.1, 1993 – Sep. 21, 1995

MEMBER OF PROFESSIONAL BODIES

- Life Member of **All India Association for Educational Research**, IRC Village, Bhubaneswar with Card No. 749.
- Life Member of **Suraj Mal Memorial Education Society (Regd.)**, C-4, Janak Puri, New Delhi with Membership No. 7200.
- Life Member of **M.D. University Alumni Association**, Rohtak with Membership/Receipt No. 112.
- Life Member of **IMSAR Alumni Association**, M.D. University, Rohtak with Membership/Receipt No. 172.

MEMBER OF ACADEMIC/NON-ACADEMIC BODIES

- Currently Member of Academic Council, MD University, Rohtak.
- Currently serving as Convener of the 'Unfair means/misconduct cases' Committee, MD University, Rohtak.
- Currently Member of Advisory Committee, MDU Alumni, MD University, Rohtak.
- Currently Member of the Faculty of Management Sciences & Commerce, MD University, Rohtak.
- Currently Member of PG Board of Management Studies, MD University, Rohtak.
- Currently Member of UG Board of Management Studies, MD University, Rohtak.
- Currently Member of Departmental Research Committee, IMSAR, MD University, Rohtak.
- Currently Convener of 'Unfair means/misconduct cases' Committee, MD University, Rohtak.

- Currently one Criteria Coordinator of the Steering Committee to prepare Self Study Report (NAAC), MD University, Rohtak.
- Served as Member of Steering Committee to prepare Self Study Report (NAAC), MD University, Rohtak.
- Served as Member of the 'Unfair means/misconduct cases' Committee, MD University, Rohtak.
- Served as Member of Court, CDL University, Sirsa.
- Served as Member of Academic Council, CDL University, Sirsa.
- Served as Member of Faculty of Commerce and Management, CDL University, Sirsa.
- Served as Member of PG Board of Studies in Business Administration, CDL University, Sirsa.
- Served as Member of UG Board of Studies in Business Administration, CDL University, Sirsa.
- Served as Member of Departmental Research Committee, Dept. of Business Administration, CDL University, Sirsa.
- Served as Member of Editorial Board of Student Magazine "Expressions", CDL University, Sirsa for the session 2005-06.

ADMINISTRATIVE EXPERIENCE

- Currently serving as First Appellate Authority, MD University, Rohtak.
- Currently serving as Professor (In-charge), University Computer Center, MD University, Rohtak.
- Currently serving as Director, Rashtriya Uchchar Siksha Abhiyan, MD University, Rohtak.
- Currently acting as Member of the Standing Committee to check the menace of Sexual Harassment and Violence against Women at their workplace in MD University, Rohtak.
- Currently acting as Member of Anti Ragging/Grievance Cell, IMSAR, MD University, Rohtak.
- Served as Coordinator, Internal Quality Assurance Cell, MD University, Rohtak.
- Served as Nodal Officer, NSDC, MD University, Rohtak.
- Served as Director, Corporate Resource Center, MD University, Rohtak.
- Served as Coordinator, Work Load, Time Table and Date Sheet, IMSAR, MD University, Rohtak.
- Served as Incharge, Computer Lab, IMSAR, MD University, Rohtak.
- Served as Coordinator, IPR Cell, DCR University of Sc. & Technology, Murthal.

- Served as Incharge, Training and Placement Cell, CDL University, Sirsa.
- Served as Incharge, University Web Center, CDL University, Sirsa.
- Served as Statistical Officer, CDL University, Sirsa.

CURRICULUM DEVELOPMENT AND EXTENSION ACTIVITIES

CURRICULUM DESIGNING

Contributed extensively to the curriculum designing and formulation process for MBA and M.Phil. Programmes at IMSAR, MDU, Rohtak and Department of Business Administration, CDL University, Sirsa. Also visibly contributed to the syllabus designing process of MBA (Honours), MBA 5 Year (Integrated), MBA (General) and Bachelor in Business Administration (BBA) programmes of MDU, Rohtak and MBA (Distance Learning) and M.Phil. Programmes run through distance learning mode by UCDC, CDL University, Sirsa.

LESSONS WRITING

Written more than 20 Lessons on different courses of MBA, M. Com. and BBA Courses run through distance learning mode in different universities in this region.

EXTENSION ACTIVITIES

Delivered a number of Extension Lectures in the field of Electronic Commerce, Marketing Management and General Management.

SESSION CHAIR

Chaired a number of sessions as an invited resource person at different institutions including the Defence Scientific Information and Documentation Centre (DESIDOC).

COURSES ATTENDED

3 April, 2010

- Attended one-day **Faculty Development Programme on Contemporary Issues and Challenges in Management** organised by **Maharaja Surajmal Institute, C-4, Janak Puri, New Delhi.**

13-15 July, 2007

- Attended the **three days Faculty Development Programme on Pedagogy in Management** organised by **IMSAR, M. D. University, Rohtak.**

24 May, 2006 - 20 June, 2006

- Attended the **UGC sponsored 4-week Orientation Course** organised by **Academic Staff College, Kurukshetra University, Kurukshetra** and obtained a certificate of participation with **grade 'A'**.

LECTURES DELIVERED

03 July, 2014

- Delivered extension lecture on the topic **“E-Marketing in India: Issues and Challenges”** at **University Institute of Law and Management Studies** (Maintained Institute of Maharshi Dayanand University, Rohtak), Gurgaon, Haryana, India.

25 November, 2013

- Delivered extension lecture on the topic **“Understanding the issues in Formulation of Research Problem”** in **Kedarnath Aggarwal Institute Management**, Charkhi Dadri, Haryana, India.

13 November, 2013

- Delivered extension lecture on the topic **“Understanding Concepts & foundation of e-Commerce”** in **Kedarnath Aggarwal Institute Management**, Charkhi Dadri, Haryana, India.

25 October, 2013

- Delivered extension lecture on the topic **“An Appraisal of Marketing Strategies in the Context of Virtual Organization”** in **Kedarnath Aggarwal Institute Management**, Charkhi Dadri, Haryana, India.

30 August, 2013

- Delivered extension lecture on the topic **“e-Learning Challenges in the 21st Century”** in **Kedarnath Aggarwal Institute Management**, Charkhi Dadri, Haryana, India.

11 July, 2013

- Delivered two lectures on the topic **“E-Commerce Applications: Security, Ethics and Trust related Issues”** in the UGC sponsored **Refresher Course** in Information Technology (ID for all streams) organized by UGC-ASC, GJUST, Hisar held at **Academic Staff College, Guru Jambheshwar University of Science & Technology, Hisar**.

11 July, 2013

- Delivered two lectures on the topic **“E-Commerce Applications”** in the **Orientation Programme - 14** held at **Academic Staff College, Guru Jambheshwar University of Science & Technology, Hisar**.

18 November, 2012

- Delivered two lectures on the topic **“E-Commerce Applications – Security, Ethical and Trust Issues”** in the UGC sponsored **Refresher Course** in Information Technology (ID for all streams) held at **Academic Staff College, Guru Jambheshwar University of Science & Technology, Hisar**.

18 March, 2012

- Delivered extension lecture on the topic **“The Growth & Challenges of On-Line Service”** in **Kedarnath Aggarwal Institute Management**, Charkhi Dadri, Haryana, India.

11 September, 2011

- Delivered extension lecture on the topic **“The Effective Use of e-Learning Resources”** in **Kedarnath Aggarwal Institute Management**, Charkhi Dadri, Haryana, India.

RESEARCH WORKS GUIDED (PH. D. & M. PHIL.)

Ph. D. Awarded:

Topics:

- Building Trust in E-Commerce: Adoption, Usage and Satisfaction Patterns in Virtual Market Environment
- Total Quality Management [TQM] in Technical Education: An Appraisal
- Enterprise Resource Planning [ERP]: Critical Success Factors and Benefit Realization
- HR Diversity in Indian Corporate Sector: A Comparative Study of MNCs and Domestic Companies
- Teacher Burnout Vis-à-vis Organizational Climate: A Study of Professional Institutions in Haryana
- Marketing Strategies of Car Manufacturers in India
- Store Quality, Customer Satisfaction and Defection: A Study of Retail Formats in India
- Impact of Leadership Styles, Occupational Stress, Empowerment and Workplace Dimensions on Job Attitudes among Front Office Employees in Hotel Industry
- Impact of Human Resource Management Practices on Organizational Performance of Corporate Hospitals in National Capital Region
- Occupational Stress and Burnout among Sales People: Role of Empowerment, Transformational Leadership and Social Support
- Employee Engagement Practices and Performance: A Study of Manufacturing and Service Organizations
- Impact of Organizational Citizenship Behavior on Individual and Organizational Performance: A Study of Software Professionals

Ph. D. Works in Progress:

Topics:

- Innovative Work Behavior: An Exploration of Personal, Contextual and Psychological Factors of Front Line Employees in Private Banking Sector
- Shoppers' Impulse Buying Behavior: An Assessment of Situational and Personal Predictors in Organized Retail Environment
- Guerilla Marketing and Product Acceptability: A Study of Retail Consumers' Purchase Decisions
- Impact of Website Quality, Perceived Benefits, Risk, Trust and Brand Communications on consumers' Online Shopping Intention
- Impact of Goods and Services Tax on Quick Service Restaurants
- Consumer Engagement Analysis: A Study of Social Media Interaction on Brand Equity and Purchase Intentions

- Inclusive Leadership and Employee Performance: Mediating Role of Perceived Organizational Support, Procedural Justice and Employees' Psychological Capital

M. Phil. Degrees Awarded:

Topics:

- Human Resource Outsourcing Decisions: A Strategic Intent on India of Overseas Firms
- Consumer Brand Performance with regard to Cosmetics products "A Case Study of Sirsa City"
- Financial Analysis and Various Functions of Corporate Finance of Sunbeam Auto Limited
- Doctors Expectations from Medical Representatives: A Study of Drug Prescription Preferences
- Recruitment and Retention Strategies: A Study of Domestic and Multinational Software Companies
- Competency Building – A Comprehensive Study
- Impact of New Trading Policy on the Indian Textile Industry
- An Assessment Study of e-Retail Purchasing Attitude and Behavior by Profiling Online Consumers

RESEARCH PUBLICATIONS

Book Published

- **Pardeep Ahlawat**, Managing IT Personnel in Corporate Environment, Deep and Deep Publications, New Delhi, ISBN: 81-7629-844-1, 2006.
- Satyawan Baroda, **Pardeep K. Ahlawat**, Sanjay Nandal and Naresh Kumar, Contemporary Issues in Innovations, Entrepreneurship and Business Management, Academic Publication, New Delhi, ISBN: 978-9391798-34-5, 2023.

Paper Publications in Books

- Preety and **Pardeep K. Ahlawat**, "*An Exploration of Global Trends in Digital Marketing*" published in "Contemporary Issues in Innovations, Entrepreneurship and Business Management", Academic Publication, Delhi, a book edited by Satyawan Baroda, Pardeep K. Ahlawat, Sanjay Nandal and Naresh Kumar with ISBN: 978-9391798-34-5, 2023, pp. 321-333.
- Mamta Rani, Neeraj Chauhan and **Pardeep K. Ahlawat**, "*Impulse Buying Tendencies Among Retail Shoppers*" published in "Contemporary Issues in Innovations, Entrepreneurship and Business Management", Academic Publication, Delhi, a book edited by Satyawan Baroda, Pardeep K. Ahlawat, Sanjay Nandal and Naresh Kumar with ISBN: 978-9391798-34-5, 2023, pp. 334-343.

- Mukesh Goyat and **Pardeep K. Ahlawat**, *“Employee Engagement Practices and Performance: A Theoretical Investigation”* published in *“Contemporary Issues in Innovations, Entrepreneurship and Business Management”*, Academic Publication, Delhi, a book edited by Satyawan Baroda, Pardeep K. Ahlawat, Sanjay Nandal and Naresh Kumar with ISBN: 978-9391798-34-5, 2023, pp. 399-419.
- **Pardeep Ahlawat**, *“Preferential Attributes of Prospective Employee: An Investigation of Hiring Decision in Hospitality Industry”* published in *“Researches in Business and Management”*, Wisdom Publications, Delhi, a book edited by Subhash C. Kundu, Bijender K. Punia, Shabnam Saxena and Suresh K. Mittal with ISBN: 978-93-81505-54-0, 2013, pp. 77-92.
- **Pardeep Ahlawat** and S. C. Kundu, *“Challenges of Tourism Industry: Facing through Information Technology”* published in *“International Tourism: Issues and Challenges”*, Kanishka Publications, New Delhi, a book edited by D.S. Bhardwaj and Krishna K. Kamra with ISBN: 81-7391-833-3, 2006, pp. 164-174.
- Mukesh Dhunna, Ajay Rajan and **Pardeep Ahlawat**, *“Re-orienting the Commerce Curriculum in the Wake of IT Era”* published in *“Commerce Education in the New Millennium”*, Abhishek Publications, Chandigarh, a book edited by Sunil Gupta and S.S. Narta with ISBN: 81-85733-24-4, 2002, pp. 117-134.
- Mukesh Dhunna and **Pardeep Ahlawat**, *“Tourism and Environmental Interface: An Analysis of Costs in Indian Scenario for Social, Environmental and Economic Audit”* published in *“Tourism in the New Millennium: Challenges & Opportunities”*, Abhishek Publications, Chandigarh, a book edited by Dr. S.P. Bansal with ISBN: 81-85733-29-5, 2002, pp. 351-369.

Paper Publication in International Journal

- Pankaj Kumar, **Pardeep Ahlawat**, Vaibhav Aggarwal, Parveen Kumar and Navdeep Bhoria, "Destination quality, fantasy experience and revisit intention: a study on domestic honeymoon tourism", published in 'International Journal of Quality & Reliability Management', an International Peer Reviewed Scopus Indexed Journal with ISSN: 0265-671X, 2023, <https://doi.org/10.1108/IJQRM-10-2022-0297>.
- Pankaj Kumar, **Pardeep K. Ahlawat**, Parveen Kumar and Ramesh Kumar Garg, "Neighbourhood satisfaction, quality of life and place attachment: a study on urban locations in India", published in 'International Journal of Sustainable Society', an International Peer Reviewed Scopus Indexed Journal with ISSN: 1756-2538, Vol. 15, No. 1, 2023, pp. 20-43.
- **Pardeep Ahlawat**, Pankaj Kumar and Parveen Kumar, "Antecedents of customers' attitude and intention towards online shopping of apparel in India", published in 'International Journal of Indian Culture and Business Management', an International Peer Reviewed UGC CARE Listed Journal with ISSN: 1753-0806, Vol. 26, No. 04, 2022, pp. 460-484. DOI: 10.1504/IJICBM.2021.10041518
- **Pardeep Ahlawat** and Anju, "An Empirical Study to Investigate the Impact of Personality and Commitment on OCB in Context of IT Professionals",

published in 'Shodh Sarita', an International Bilingual Peer Reviewed UGC CARE Listed Journal with ISSN: 2348-2397, Vol. 07, No. 28, October-December 2020, pp. 34-39.

- **Pardeep Ahlawat** and Anju, "Impact of Job Stress and Trust on OCB: An Analytical Study IT Professionals", published in 'PIMT Journal of Research', an International Quarterly Peer Reviewed Multidisciplinary UGC CARE Listed Journal with ISSN: 2278-7925, Vol. 13, No. 2(A), January-March 2021, pp. 67-70.
- Garima Singh, Sanjeet Kumar and **Pardeep Ahlawat**, "Effects of Personality Traits on Organizational Citizenship Behavior of Private Bank Employees", published in IJMRS's 'International Journal of Management Sciences', a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 07, No. 01, June 2019, pp. 1-9.
- Rajbir Gulia and **Pardeep Ahlawat**, "Teacher Perceptions about Principals Behaviors, Student Supportiveness and Affiliation", published in Journal of Emerging Technologies and Innovative Research (JETIR), a Refereed Open Access Indexed Journal with ISSN: 2349-5162, Vol. 6, No. 6, June 2019, pp. 1006-1018.
- Rajbir Gulia and **Pardeep Ahlawat**, "Decision Making Practices of Principals and Faculty Perceptions towards their Behavior around Participative Decision Making in Technical Education Institutions", published in Journal of Emerging Technologies and Innovative Research (JETIR), a Refereed Open Access Indexed Journal with ISSN: 2349-5162, Vol. 6, No. 6, June 2019, pp. 611-619.
- Rajbir Gulia and **Pardeep Ahlawat**, "Effects of Work Related Factors on Faculty Satisfaction and Education Quality in Technical Education Institutions of Punjab and Haryana", published in International Journal of Research and Analytical Reviews (IJRAR), a Refereed Open Access Indexed Journal with E-ISSN 2348-1269, P-ISSN 2349-5138, Vol. 6, No. 2, June 2019, pp. 836-853.
- Rajbir Gulia and **Pardeep Ahlawat**, "Employees' Organizational Commitment in Technical Education Institutes: An Empirical Investigation", published in International Journal of Innovations in Engineering and Technology (IJET), a Refereed Open Access Indexed Journal with ISSN: 2319-1058, Vol. 14, No. 04, November 2019, pp. 49-56, <http://dx.doi.org/10.21172/ijet.144.07>.
- **Pardeep Ahlawat** and Urvashi Sharma, "Human Resource Management Practices: A Study of Corporate Hospitals in National Capital Region", published in IJMRS's 'International Journal of Management Sciences', a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 6, No. 01, June 2017, pp. 1-10.
- **Pardeep Ahlawat** and Avinash, "Personality Traits and Job Attitudes: A Study of Front Office Employees in Hotel Industry", published in IJMRS's 'International Journal of Management Sciences', a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 5, No. 01, June 2016, pp. 1-6.
- Asha Chaudhary, **Pardeep Ahlawat** and Mukesh Dhunna, "Gender Differences in Occupational Stress among IT Personnel", published in 'International Journal of Computer Science & Management Studies', a Refereed Open Access Indexed Journal with ISSN: 2231-5268, Vol. 15, No.01, January 2015, pp. 1-12.

- Asha Chaudhary, **Pardeep Ahlawat** and Mukesh Dhunna, “*Burnout: Gender Differences and Organizational Size in Information Technology Companies*”, published in IJMRS’s ‘*International Journal of Management Sciences*’, a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 3, No. 04, December 2014, pp. 1-8.
- **Pardeep Ahlawat** and Pankaj Kumar, “*Impact of Customer Dissatisfaction on Complaining and Defection Behavior: An Investigation of Retail Formats in India*”, published in IJMRS’s ‘*International Journal of Management Sciences*’, a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 3, No. 03, September 2014, pp. 6-12.
- **Pardeep Ahlawat** and Jeannie Bhatia, “*Customer Satisfaction and Loyalty Intention among Compact and Midsized Car Owners in India*”, published in ‘*International Journal of Innovations in Engineering and Management*’, a Refereed Open Access Indexed Journal with ISSN: 2319-3344, Vol. 2, No. 2, July - December 2013, pp. 78-89.
- **Pardeep Ahlawat** and Jeannie Bhatia, “*SWOT Analysis of Passenger Car Industry in Post Liberalization Era in India*”, published in ‘*International Journal of Innovations in Engineering and Management*’, a Refereed Open Access Indexed Journal with ISSN: 2319-3344, Vol. 2, No. 2, July - December 2013, pp. 47-57.
- **Pardeep Ahlawat** and Mukesh Goyat, “*An Enactment of the Linkage between Employee Engagement and Organizational Performance – Revisited*”, published in ‘*International Journal of Computer Science & Management Studies*’, a Refereed Open Access Indexed Journal with ISSN: 2231-5268, Vol. 13, No.08, October 2013, pp. 19-26.
- **Pardeep Ahlawat**, “*Human Resource Management Practices and Organizational Performance: An Empirical Investigation of Nationalized Banks in India*”, published in ‘*International Journal of Engineering, Applied and Management Sciences Paradigms*’, a Refereed Open Access Indexed Journal with ISSN: 2320-6608, Vol. 06, No. 01, August 2013, pp. 68-80.
- **Pardeep Ahlawat**, “*Impact of HRM Practices on Employees’ Trusting Behavior in Indian Banks*”, published in IJMRS’s ‘*International Journal of Management Sciences*’, a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 1, No. 04, December 2012, pp. 44-55.
- **Pardeep Ahlawat**, Mukesh Dhunna and R.P. Chander, “*Workforce Diversity Phenomenon in Multinational and Domestic Companies: A Study of Employees’ Perceptions*”, published in IJMRS’s ‘*International Journal of Management Sciences*’, a Refereed Open Access Indexed Journal with ISSN: 2277-968X, Vol. 1, No. 02, June 2012, pp. 22-31.

Paper Publications in National Journals

- **Pardeep Ahlawat** and Jeannie Bhatia, “*Social and Cultural Influences on Car Buyers’ Brand Decision-Making*”, published in ‘*RMS Journal of Management and IT*’, Rohtak Matcom Education Society (Regd.), Haryana, INDIA, a Bi-Annual Indexed & Refereed Journal with ISSN: 0975-4733, Vol. 6, No. 1 & 2, January- June, 2014 and July-December, 2014, pp. 08-17.

- **Pardeep Ahlawat**, Praveen Thakur and Garima Singh, *“Occupational Burnout among Teachers in Professional Colleges: An Exploratory Study”*, published in *‘KAIM Journal of Management and Research’*, Kedarnath Aggarwal Institute of Management, M.D. University, Rohtak (Haryana), Bi-Annual Refereed Journal with ISSN: 0974-9462, Vol. 6, No. 2, April 2014, pp. 1-11.
- **Pardeep Ahlawat**, Sultan Singh and Satvir Singh, *“Technological Developments in Indian Banking Sector”*, published in *‘Journal of Business and Finance’*, Department of Financial Studies, Veer Bahadur Singh Purvanchal University, Jaunpur (U.P.), India, Vol. 1, No. 1, January-July 2008, pp. 26-35.
- **Pardeep Ahlawat** and Praveen K. Thakur, *“Teacher’s Job-satisfaction vis-à-vis Organizational Climate: An Empirical Study with Special reference to Private Professional Colleges in Western Haryana”*, published in *‘Journal of Management Practices’*, M.M. Institute of Management, M.M. University, Ambala (Haryana), Vol. 1, No. 1, December 2007, pp. 73-85.
- Mukesh Dhunna, Anil Khurana, **Pardeep Ahlawat** and Neelam Dhunna, *“Medical Tourism – Prospects and Strategies”*, published in *‘Tourism Development Journal’*, Institute of Vocational Studies, Master of Tourism Administration, H. P. University, Shimla, Refereed Journal with ISSN: 09757376, Vol. 1, No. 1, 2003, pp. 105-109.
- Ajay Rajan, Mukesh Dhunna and **Pardeep Ahlawat**, *“The Power of Employee Empowerment”*, published in *‘Kerala Personnel’*, National Institute of Personnel Management, NIPM House, Kochi, April-June, 2002, pp. 33-37.
- Mukesh Dhunna, Ajay Rajan, **Pardeep Ahlawat** and Anil Khurana, *“Reorienting the Commerce Curriculum”*, published in *‘University News’*, Association of Indian Universities, New Delhi, Refereed Journal with ISSN: 0566-2257, February 25, 2002 - Mar. 3, 2002, Vol. 40 No. 8, pp. 14-16.
- Mukesh Dhunna and **Pardeep Ahlawat**, *“Privatisation: Evolution, Challenges and Opportunities in Insurance”*, published in *‘Shimla Management Journal’*, Institute of Management Studies, Himachal Pradesh University, Shimla, Refereed Journal with ISSN: 2320-0154, Vol. 1, No. 1, November 2001, pp. 59-72.
- **Pardeep Ahlawat**, Anil Khurana, Ajay Rajan and Mukesh Dhunna, *“Role of Information Technology in Enhancing Academic Productivity”*, published in *‘University News’*, Association of Indian Universities, New Delhi, Refereed Journal with ISSN: 0566-2257, October 15-21 2001, Vol. 39 No. 42, pp. 9-13.
- Mukesh Dhunna and **Pardeep Ahlawat**, *“E-Business: Agenda for Marketers”*, published in *‘Indian Management Studies Journal’*, Department of Business Management, Patiala University, Patiala, Refereed Journal with ISSN: 0974-4355, Vol. 5, No. 1, April 2001, pp. 117-122.

Paper accepted for Publication

- Pankaj Kumar, **Pardeep K. Ahlawat**, Parveen Kumar and Jitender Kumar, *“Customer satisfaction, behavioural and pay more intentions: a study on Indian Dhabas (roadside full-service restaurants)”*, published in *‘International Journal of Services, Economics and Management’*, an International Peer

Reviewed Scopus Indexed Journal with ISSN: 1753-0830, Vol. 14, No. 1, 2023, pp. 20-41, and DOI: 10.1504/IJSEM.2022.10050121.

Papers under Preparation

- **A Study of Antecedents of Customer Satisfaction in Virtual Retail Market Environment**
- **Role of Websites in Developing and Maintaining Customer-Supplier Relationships**

International Conferences/Seminars Attended

2-3 March, 2017

- Participated and acted as a **Session Chairperson** in the **International Conference on “Startup India Recipe for Inclusive Entrepreneurship and Innovation: Issues and Challenges”**, organised by **Institute of Management Studies and Research, M. D. University, Rohtak** and also contributed papers entitled **“Women Entrepreneurship in India: Challenges and Opportunities”**.

01 March, 2014

- Participated in the **International Conference on Emerging Paradigms in Management in the Era of Globalization** organised by **Maharaja Surajmal Institute, C-4, Janak Puri, New Delhi** and also presented two papers entitled **“Impact of Globalization on Employment Opportunities in India”** and **“Attitude of Management Students towards Entrepreneurship – An Investigation”**.

05-07 December, 2013

- Participated and acted as a **Session Chairperson** in the **International Conference on Contribution of Science and Technology in the Progress of World** organised by **Defence Scientific Information and Documentation Centre (DESIDOC), Defence Research and Development Organization, Ministry of Defence, Metcalfe House, Delhi, India.**

19-20 March, 2013

- Participated in the **International Conference on Governance Issues and Corruption** organised by **Department of Economics, Maharshi Dayanand University, Rohtak under the auspices of UGC’s Special Assistance Programme** and also presented a paper entitled **“E-Governance in India: Problems, Challenges and Prospects”**.

2 February, 2013

- Participated in the **International Conference on Managing Innovations and Talent in Highly Competitive Global Business Environment** organised by **Maharaja Surajmal Institute, C-4, Janak Puri, New Delhi** and also presented a paper entitled **“Talent Management: Key Issues in Cross-Cultural Organizations”**.

28-30 March, 2005

- Participated in the **International Seminar on Global Tourism: Issues and Challenges** organised by **Department of Tourism and Hotel Management, Kurukshetra University, Kurukshetra** and also presented a paper entitled **“Challenges of Tourism Industry: Facing Through Information Technology”**.

20-21 September, 2001

- Participated in the **International Conference on Tourism in 21st Century: Challenges and Opportunities**, organised by **Institute of Vocational Studies, Master of Tourism**

Administration, H. P. University at Shimla and also presented a paper entitled "Tourism and Environment Interface".

National Conferences/Seminars/Workshops Attended

11 January, 2023

- Participated in the **Workshop on Basic Contours of NEP 2020** organised by the **Internal Quality Assurance Cell under the aegis of IDP Committee, M. D. University, Rohtak.**

26-27 November, 2022

- Participated and acted as a **Session Chairperson** in the AICTE-sponsored **National Conference on Emerging Trends in Engineering, Science and Management**, organised by the **Department of Electrical Engineering, University Institute of Engineering & Technology, M. D. University, Rohtak.**

14 November, 2022

- Participated in the **Workshop on NAAC Documentation for UTDs** organised by the **Internal Quality Assurance Cell, M. D. University, Rohtak.**

30 July, 2020

- Participated and delivered lecture as a **Speaker** in a **Two Day National Webinar on COVID-19 Lockdown: Impact on Small and Single Owner Businesses** organized by **Department of Business Management, Osmania University, Hyderabad.**

18 July, 2020

- Participated and delivered lecture as a **panelist** in a **Three Day National E-Panel Discussion on Unlocking Higher Education: Digital Transformation** organized by **DAV Institute of Management, Faridabad.**

26 March, 2019

- Participated in the **National Conference on "Emerging Trends in Management Education"** organised by **Institute of Management Studies and Research, M. D. University, Rohtak** as **President** in **Technical Session IV** and also contributed a paper entitled **"A Study on Organizational Citizenship Behaviour and its Antecedents"**.

7-8 February, 2019

- Participated and acted as a **Session Chairperson** in the **HSB 11th National Conference on Business and Management**, organised by **Haryana School of Business, Guru Jambheshwar University of Science & Technology, Hisar.**

16-17 January, 2019

- Participated and acted as a **Jury Member** for **"ANVESHAN: Students' Research Convention (North Zone)"** funded by the **Association of Indian Universities (AIU)**, and jointly organised by the **Association of Indian Universities and National Institute of Food Technology Entrepreneurship and Management at NIFTEM Campus, Sonapat, Haryana.**

10-11 December, 2018

- Participated in the **Workshop on Student Satisfaction Survey** organised by the **National Resource Centre for Education, National Institute of Education Planning and Administration, New Delhi.**

26 September, 2017

- Participated in the **National Conference on "Changing Dimensions of Business Management and Corporate Social Responsibility in Globalised Era"** organised by **Institute of Management Studies and Research, M. D. University, Rohtak** and also contributed a paper entitled **"Impact of Organizational Citizenship Behaviour"**.

28 March, 2017

- Participated and acted as a **Session Chairperson** in the **National Conference on “Digital India: Prospects and Challenges”** organised by **Institute of Management Studies and Research, M. D. University, Rohtak** and also contributed a paper entitled **“Impact of Digitization on Indian Economy”**.

8 February, 2017

- Participated and acted as a **Session Chairperson** in the **National Conference on “Emerging Issues in the Financial Sector in India”** organised by **Institute of Management Studies and Research, M. D. University, Rohtak** and also contributed a paper entitled **“A Study on E-Banking in India”**.

31 March, 2016

- Organized as Organizing Secretary and attended the **RUSA sponsored Workshop on Skill Education and Choice Based Credit System (CBCS)** organised by **M. D. University, Rohtak**.

16 February, 2016

- Attended the **National Seminar on Mentoring Aspiring Entrepreneurs for International Business** organised jointly by **IMSAR, M. D. University, Rohtak** and **Indian Institute of Management, Rohtak** under the auspices of the **Directorate General of Foreign Trade, Department of Commerce, Ministry of Commerce and Industry, Government of India**.

17 October, 2015

- Attended the **National Conference on Rural Transformation in India: Opportunities and Challenges** organised by **IMSAR, M. D. University, Rohtak** and also presented a paper entitled **“Rural Transformation in India”**.

25 April, 2015

- Attended the **National Conference on Make in India: Opportunities & Challenges** jointly organised by **IMSAR Alumni Association and IMSAR, M. D. University, Rohtak** and also presented a paper entitled **“Make in India: Opportunities and Challenges”**.

19-20 March, 2015

- Organized as Deputy Coordinator and attended the **NAAC sponsored Workshop on Quality Assurance and Accreditation** organised by **M. D. University, Rohtak**.

26 March, 2014

- Participated and acted as a **Session Chairperson** in the **National Conference on “Economic Reforms and Haryana Economy: Emerging Issues, Challenges and Prospects”**, funded by **Indian Council for Social Science Research (ICSSR)**, organised by **Institute of Management Studies and Research, M. D. University, Rohtak** and also contributed papers entitled **“Growth of Small Scale Industrial Sector in Haryana”** and **“Impact of FDI on Haryana Economy”**.

28 February, 2014

- Participated and acted as a **Session Chairperson** in the **National Conference on “Emerging Trends in Management”** organised by **Institute of Management Studies and Research, M. D. University, Rohtak** and also contributed a paper entitled **“Employee Engagement and Performance Enhancement – An Investigation of role of transformational leadership”**.

4 September, 2013

- Attended the **National Seminar on “Environment and Business Issues in Hospitality & Tourism Industry”** organised by **Institute of Hotel & Tourism Management, M. D. University, Rohtak** and also contributed a paper entitled **“Business Strategies for Hospitality & Tourism Business in India”**.

2 September, 2013

- Attended the **National Seminar on “Employment, Education and Entrepreneurship in Tourism & Hospitality”** organised by **Institute of Hotel & Tourism Management, M. D. University, Rohtak** and also contributed a paper entitled **“Challenges to Entrepreneurship in Tourism & Hospitality”**.

12 May, 2013

- Attended the **National Conference on Contours of Commerce Education in India** organised by **Department of Commerce, M. D. University, Rohtak** in collaboration with **Haryana Chapter of Indian Commerce Association** and also presented a paper entitled **“Role of ICT in Commerce Education”**.

15 December, 2012

- Attended the **National Conference on Emerging Issues in Derivative Markets in India** organised by **IMSAR, M. D. University, Rohtak** in collaboration with **Rohtak Matcom Education Society** and also presented a paper entitled **“Use of Derivatives in Risk Management Practices: A Study of Indian Financial Companies”**.

20 October, 2012

- Attended as a **Resource Person** the **National Seminar on “Interdisciplinary Approaches to Hospitality & Tourism”** organised by **Institute of Hotel & Tourism Management, M. D. University, Rohtak** and also contributed a paper entitled **“Management and Systems Approach to Hospitality & Tourism”**.

1 September, 2012

- Participated and acted as a **Resource Person** in the **National Seminar & Hospitality Summit “Shaping Youth for Hospitality & Tourism Industry”** organised by **Institute of Hotel & Tourism Management, M. D. University, Rohtak** and also contributed papers entitled **“Opportunities & Challenges before Management Students: Gearing Up for Industry”** and **“Gearing Up for Industry: Budding Managers and Youth Talent Development”**.

21 April, 2012

- Attended the **National Conference on Emerging Issues in Investment Management in India** organised by **IMSAR, M. D. University, Rohtak** in collaboration with **Rohtak Matcom Education Society** and also presented **two papers** entitled **“Emerging Trends in Business of Asset Management Companies”** and **“Investment Management in India: Opportunities and Challenges”**.

20 February, 2012

- Participated and acted as a **Session Chairperson** in the **National Seminar on “Indian Values & Culture – Role in Career Enhancement”** under the aegis of **‘Career Counseling and Placement Cell’** organised by **Institute of Hotel & Tourism Management, M. D. University, Rohtak** and also contributed a paper entitled **“Building Cultural Competence in IT Project Managers: A Study of MNCs in India”**.

2-3 February, 2012

- Attended the **National Seminar on Technology, Innovation and Entrepreneurship in 21st Century**, sponsored by the **University Grant Commission under SAP**, organised by the **Department of Management Studies, D.C.R. University of Science and Technology, Murthal** and also presented a paper entitled **“Marketing and Promoting Technological Resources for Entrepreneurial Activities”**.

4-10 December, 2011

- Attended the one week **Workshop on “Computer Applications in Research”** organised by **Department of Commerce, M. D. University, Rohtak**.

18 November, 2011

- Attended the **NAAC sponsored One Day State Level Sensitizing Workshop on Process of Accreditation** at **Bhagat Phool Singh Mahila Vishwavidyalaya, Khanpur Kalan, Sonipat.**

27 September, 2011

- Attended the **National Seminar on "Tourism – Linking Cultures"** organised by **Institute of Hotel & Tourism Management, M. D. University, Rohtak** and also presented a **paper** entitled **"Cross Cultural Management – A Critical Analysis of Tourism Profession in India"**.

12 March, 2011

- Organized and attended the **National Conference on Activity Based Learning in Professional Education** organised by **IMSAR, M. D. University, Rohtak** and also contributed **three papers** entitled **"Activity based learning in professional education – a viewpoint"**, **"Activity based learning: a students' perspective at CDLU, Sirsa"** and **"Work based learning in professional education: an illustration"**.

18 February, 2011

- Attended the **National Seminar on "Agriculture: The Backbone of Indian Economy"** sponsored by **National Bank for Agriculture & Rural Development (NABARD)** and organised by **MM Institute of Management, Maharishi Markandeshwar University, Mullana** and also presented a paper entitled **"Underpinning Indian Farming"**.

12-13 December, 2009

- Attended the **National Workshop on Research Methodology in Management** organised by **Department of Business Administration, Chaudhary Devi Lal University, Sirsa.**

18-19 December, 2008

- Attended the two days **National Workshop on Engineering Applications of Mathematics** organised by **Department of Applied Sciences, DCR University of Science & Technology, Murthal (Sonapat) Haryana.**

26 April, 2008

- Attended the **National Conference on Service Management Theme: India – An Emerging Economy: Issues & Perspectives** organised by **Maharaja Agrasen Institute of Management & Technology, Jagadhari (Haryana)** and also presented a paper entitled **"BPO/Call Center Industry and HR Issues"**.

26-27 March, 2008

- Attended the two days **National Workshop on Research Methods in Business Management** organised by **Haryana School of Business, Guru Jambheshwar University of Science & Technology, Hisar.**

8 March, 2008

- Organized and attended the **National Seminar on Indian Banking: Yesterday, Today and Tomorrow** organised by **Department of Business Administration, Chaudhary Devi Lal University, Sirsa** and also presented papers entitled **"Electronic Banking Services in India: An Appraisal of Critical Success Factors"**, **"Consumer-Based Phenomenon for Internet Adoption in Banking Services: Assessing the Classic Adoption and Intention Models for Proposing an Integrated Methodology Approach"** and **"E-Banking: Consumer based Phenomenon for Internet Adoption in Banking Services"**.

5 March, 2008

- Attended the **National Conference on Managing Growth of Indian Economy** organised by **Department of Management Studies, Jan Nayak Ch. Devi Lal Memorial College of Engineering, Sirsa (Haryana)** and also presented a paper entitled **"Emerging Issues in BPO/Call Center Industry"**.

9 February, 2008

- Attended the **National Seminar on Occupational Stress and Its Remedies in the 21st Century** organised by **Shri Atmanand Jain Institute of Management and Technology, Kurukshetra University, Kurukshetra** and also presented a paper entitled **“Stress Management: Strategy and Techniques”**.

20 March, 2007

- Attended the **National Workshop on The Changing Face of Banking Industry in India: Some Strategic Issues** organised by **Department of Business Management, Guru Jambheshwar University, Hisar** and also presented a paper entitled **“Technological Developments in Indian Banking Sector”**.

11 March, 2006

- Attended the **National Seminar on Emerging Paradigms in Human Resources Management in the Era of Globalization** organised by **Maharaja Surajmal Institute (Affiliated to G. G. S. Indraprastha University), Janak Puri, New Delhi**.

22 December, 2005

- Attended the **Seminar on Right to Information** organised by **Department of Computer Sciences, CDL University, Sirsa**.

13 December, 2005

- Attended the **Workshop on Industrial Motivation for Employment Initiatives** organised by **Small Industry Service Institute, Karnal and Department of Business Administration, CDL University, Sirsa**.

12 March, 2005

- Attended the **National Conference on Management in 21st Century** organised by **Department of Management Studies, Jan Nayak Ch. Devilal College of Engineering, Sirsa**.

5-6 November, 2004

- Attended the **National Workshop on Intellectual Property Rights: Awareness, Legal and Contemporary Challenges in WTO Regime** organised by **Department of Business Management, Guru Jambheshwar University, Hisar**.

4-5 February, 2002

- Participated in the **National Seminar on Achieving Organisation Effectiveness Through HRD Interventions**, organised by **Mody College of Management Studies in association with Jaipur HRD Network Forum at Laksmangarh, Rajasthan** and also contributed a paper entitled **“The Power of Employee Empowerment”**

5 November, 2001

- Participated in the **National Seminar on Privatization of Insurance Sector: Corporate Challenges and Strategies** organised by **IMSAR, M. D. University, Rohtak** and also contributed **two papers** entitled **“Privatization: Evolution, Challenges and Opportunities in Insurance”** and **“Privatization Challenges in Insurance: Role of e-Training”**

19-20 October, 2001

- Participated in the **National Seminar on Commerce Education in the New Millennium**, organised by **Department of Commerce, H. P. University at Shimla** and also contributed two papers entitled **“Informational Technology and E-Commerce: Agenda for Marketers”** and **“Reorienting the Commerce Curriculum in the wake of IT Era”**

24 March, 2001

- Participated in the **National Seminar on Emerging Issues in Changing Business Scenario** organised by **TITS, Bhiwani** and also presented a paper entitled **“E-Business: Envisaged Changes in Strategies for Marketers”**

PERSONAL PROFILE

FATHER'S NAME : Sh. Hari Chand Ahlawat

DATE OF BIRTH : September 21, 1969

NATIONALITY : Indian

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Dated: 20/03/2023

Place: Rohtak



(PARDEEP K. Ahlawat)