

Faculty Profile

Name: **Dr. Musarrat Shaheen**
Designation: Assistant Professor
Teaching Areas: Strategic HRM, Organizational Behavior, Competency Mapping, Leadership & Change Management, Managerial Psychology
Research Interests: Psychological Capital, Work Behavior, Work Engagement, Customer Delight



Education: Ph.D., IBS Hyderabad, IFHE (Deemed University), 2017
Diploma in General Insurance (Licentiate), Insurance Institute of India, 2009
MBA, ICFAI (Deemed University), Dehradun, 2008
B.A (English Hons), Calcutta University, 2006

Professional Experience: (9 Years)

Since 2013: IBS Hyderabad, IFHE University.
2012-2013: DARCL Logistics Pvt. Ltd., Kolkata.
2010-2012: Delta Engg. & Construction Ltd, Kolkata.
2008-2010: IFFCO-TOKIO General Insurance Ltd. (ITGI), Chennai & Kolkata.

Research/Selected Publications

1. Gupta, M., Shaheen, M., & Reddy, P.K. (Edited Book; in-press). *Qualitative Techniques for Workplace Data Analysis*. IGI Global Publisher, USA.
2. Shaheen, M., Zeba, F., & Mohanty, P. (2017). Can Engaged and Positive Employees Delight Customers?. *Advances in Developing Human Resources*, 20 (1). <https://doi.org/10.1177/1523422317741886> [Sage, ABDC-C, SCOPUS]
3. Gupta, M., Shaheen, M., & Reddy, P. K. (2017). Impact of psychological capital on organizational citizenship behavior: mediation by work engagement. *Journal of Management Development*, 36(7), 973-983. [Emerald, ABDC-C, SCOPUS].
4. Shaheen, M., & Zeba, F. (2017). *Entrepreneur-Venture Capitalist's Equation @ Housing.Com*, Case reference No. 817-0038-1. *The Case Centre, UK*.
5. Shaheen, M., Gupta, R., & Kumar, Y. L. N. (2016). Exploring Dimensions of Teachers' OCB from Stakeholder's Perspective: A Study in India. *The Qualitative Report*, 21(6), 1095-1117. [Nova Southeastern University, USA; SCOPUS, Thomson Reuters]