



## Faculty Details Proforma



Title	Ms.	First Name	Shivangi	Last Name	Dhawan	Photograph
Designation	Assistant Professor					
Address						
Date of Birth	31-03-1993					
Phone No Office						
Mobile						
Email	shivangidhawan@sbs.du.ac.in					
Web-Page						
<b>Educational Qualifications</b>						
Degree	Institution				Year	
Class X	James Douglas Tytler School (CBSE Board)				2009	
Class XII	James Douglas Tytler School (CBSE Board)				2011	
B. Com (H)	SGTB Khalsa College, University of Delhi				2014	
M.Com	Shri Ram College of Commerce, University of Delhi				2016	
M.Phil.	Department of Commerce, Delhi School of Economics, University of Delhi				2022	
Ph.D. (Pursuing)	Department of Commerce, Delhi School of Economics, University of Delhi				2023-Present	
<b>Career Profile</b>						
<p><b>I. Shaheed Bhagat Singh College, University of Delhi (Present)</b> Period: January'2021 – Present; Position: Assistant Professor</p> <p><b>II. Shaheed Bhagat Singh College (Evening), University of Delhi</b> Period: January'2025-April'2025; Position: Guest Lecturer</p> <p><b>III. Rukmini Devi Institute of Advanced Studies, GGSIPU</b> Period: November'2020 - January'2021; Position: Assistant Professor</p> <p><b>IV. SGTB Khalsa College, University of Delhi</b> Period: September'2016 - April'2019 and January'2020- April'2020; Position: Guest Lecturer</p> <p><b>V. Deen Dayal Upadhyaya College, University of Delhi</b> Period: August'2019- September'2019; Position: Assistant Professor on Ad-hoc basis (Leave Vacancy)</p> <p><b>VI. Guru Nanak Institute of Management- GGSIPU</b> Period: Aug'2016 – April'2018; Position: Guest Lecturer</p> <p><b>VII. School of Open Learning (SOL) – Delhi University</b> Period: December'2017- March' 2019; Position: Lecturer</p>						

<b>Areas of Interest / Specialization</b>
Organization Behavior and Development, Financial Management, Higher Education, Service Quality, Learning, Sustainability
<b>Papers Taught</b>
Computer Applications in Business, Business Tax Procedures and Management, Tally erp9, Financial Accounting, Business Mathematics, Income Tax e-filing, Economics of Regulation of Domestic and Foreign Exchange Markets, Financial Management (Theory + Practical), Tutorials for Business ethics and Corporate Governance, HTML, Cost Accounting, Income Tax, Corporate Accounting, Management Accounting, Retail Management, Business Ethics and Corporate Governance, Indirect Taxes, International trade policy & Framework and International Trade Practices, Procedures and Documentation, Principles of Marketing, Micro Economics, Human Resource Management, International Business.
<b>Research Guidance</b>
<ol style="list-style-type: none"> <li>1. Guided a student from “The International School Bangalore” on a research project.</li> <li>2. Deepika (IGNOU: Regional Centre Delhi. School of Journalism and New Media Studies): MA in Journalism and Mass Communication Dissertation Title: Social Networking Inculcates Stress in Young Students: Myth or Fact?</li> </ol>
<b>Publications Profile</b>
<ol style="list-style-type: none"> <li>1.Title- Whistle Blowing: Facing Challenges in India, Journal- Asian Journal of Management, Volume-8, Issue-3, ISSN- 0976-495X (Print) and 2321-5763 (Online).</li> <li>2.Title- Mobile Applications: A Boon to Human, Journal- Asian Journal of Management, Volume-8, Issue-3, ISSN- 0976-495X (Print) and 2321-5763 (Online).</li> <li>3.Title- E-Cab Hailing: A Study on Consumer Behaviour, Journal- ELK Asia Pacific Journals of Marketing (EAPJMRM), Volume 9, Issue 3, ISSN- 2349-2317 (Online).</li> <li>4.Title- Workplace Discrimination Against Women and Anti-discrimination Laws, Journal- Journal of Emerging Technologies and Innovative Research (JETIR), Volume 6, Issue 2, ISSN- 2349-5162 (Online).</li> <li>5.Title- Online P2P Lending Platforms in India: Performance and Growth, Journal- International Journal of Research and Analytical Reviews (IJRAR), Volume 6, Issue 1, ISSN- 2348-1269 (Online) and 2349-5138 (Print).</li> <li>6.Title- Green HR Practices and Environment Sustainability: A Study of Indian Companies, Journal- Journal of Emerging Technologies and Innovative Research (JETIR), ISSN- 2349-5162 (Online).</li> </ol>

7. Title- Online Learning: A Panacea in the Time of COVID-19 Crisis, Journal: Journal of Educational Technology Systems, Sage Publications, DOI: 10.1177/0047239520934018

8. Title- Corporate Social Responsibility in India: Issues and Challenges, IIMS Journal of Management Science, Volume 11, Issue 2, 91-103 DOI: 10.5958/0976-173X.2020.00008.1

9. Title- Artificial Intelligence in Higher Education: Promises, Perils, and Perspective, OJAS, Issue: July-December 2020, 11-22.

10. Title- Quality Dimensions of Higher Education Institutions and Student Satisfaction: A Meta-Analysis, 3rd International Conference- Recent Advances in Management & Technology (ICRAMT-2020), Conference Paper.

11. Title- Teachers' Satisfaction with Online Teaching: A Study of Private Senior-Secondary Schools in Delhi, Global Journal of Enterprise Information System, 13 (4), 30-42.

12. Title- Education for sustainable development: Empirical evidence from Delhi university students. Journal of Education: Rabindra Bharati University, 25 (3(iii)), 22-39.

13. Title- Higher Education Quality and Student Satisfaction: Meta-Analysis, Subgroup Analysis and Meta-Regression. Metamorphosis (IIM-Lucknow Journal). 2022;21(1):48-66.

14. Title- Emerging Concept of Learning Analytics in Educational Settings: A SWOC Analysis. Journal of Education: Rabindra Bharati University, 25 (7 (II)), 112-126.

#### **Google Scholar**

Citations: 8500 Plus

H-index: 5

#### **Research Gate**

Reads: 95000 Plus

Citations: 5900 Plus

#### **Publons**

Reviews: 4

**Orcid ID:** <https://orcid.org/0000-0002-6102-4941>

**Altmetric Score:** 68

#### **Conference/ workshop Organized**

- Successfully organized “International e-conference on Advances in Business & Management-IECBM-2022” at Shaheed Bhagat Singh College, University of Delhi.
- Successfully organized “International e-conference on Advances in Business & Management-IECBM-2021” at Shaheed Bhagat Singh College, University of Delhi.
- Successfully organized 4th Annual International Commerce Convention 2015 on “Corporate Governance and CSR: Retrospect and Prospects at Department of Commerce, DU.
- Successfully organized First DU “M.COM Annual Alumni Meet-2015” inaugurated by Dr. Harsh Vardhan (Hon’ble Union Minister, Ministry of Science and Technology)

- Represented Department of Commerce at “ANTARDHWANI”-The annual DU Festival and received Certificate for the same.
- Was invited as a guest speaker by Team Metvy to deliver a master class on “Writing a Research Paper”.
- Organized a Training Session on “Stand up against Street Harassment by Ms Bisma Javed” on 06-08-2021 at Shaheed Bhagat Singh College, University of Delhi.

#### **Paper Presentations and Conferences Attended**

- Presented a paper titled “Corporate Social Responsibility in India: Issues & Challenges” in Vivekananda International Conference 2020 on “Sustainability, Governance & Responsibility” held in Jan’2020 at VIPS, Delhi.
- Presented a paper titled “Higher Education Institution’s Quality and Student Satisfaction a Meta and Sub-Group Analysis” in One Day International E-Conference on “Roles of Human Resources and Organizational Behavior for Business Sustainability in Current Scenario” organized by IPEM in collaboration with GAD-TLC, SGTB Khalsa College, University of Delhi under PMMMNMTT of Ministry of Education. (27th Feb 2021)
- Participated in “International E-Conference on Advances in Business & Management” as a faculty coordinator for the Marketing Session of paper presentations. (4-6th March, 2021)
- Participated in “World Education Conference (WEC-2021)” in collaboration with The Policy Times & Shiv Nadar University from 15-17th Jan, 2021.
- Certificate for active participation in 7th Global Education and Skill Summit 2021 held on 26-27 May, organised by Think Unique in association with International Chamber for Service Industry and Making Education Relevant.
- Presented a paper titled “Quality Dimensions of HEIs and Student Satisfaction: A Meta-Analysis” in the 3rd International Conference on Recent Advances in Management & Technology (ICRAMT-2020) organized by Faculty of Management, Invertis University in association with Livingstone College, Salisbury, NC, USA; Johnson C. Smith University, Charlotte, NC, USA & The Institute of Company Secretaries of India on 8th & 9th Jan 2021.
- Presented a paper titled “Service Quality and Student Satisfaction in Higher Education Institutions: A Bibliometric Study (1993-2021)” at the international e-Conference on Advances in Business and Management-2022, Organized by the Department of Commerce, Shaheed Bhagat Singh College, University of Delhi in collaboration with Department of Commerce, Faculty of Commerce and Business, Delhi School of Economics and University of Beira Interior, Portugal.
- Presented a paper titled “Exploring the Intellectual, Conceptual, and Social Dimensions of Higher Education for Sustainable Development (HESD): A Bibliometric Study” at the GRFCG 4th International Conference In Collaboration with Loughborough University, London, UK 11-13 September, 2024.

#### **Awards and Distinctions**

- Successfully completed “Learning to Teach Online” an online 6-week, non-credit course authorized by UNSW Sydney (The University of New South Wales) and offered through Coursera. Grade Achieved- 91.30%.

- Successfully completed Online-One Week FDP on “Data Analysis using SPSS” (Teaching Learning Centre- Ramanujan College, University of Delhi) from 25-31 May, 2021 and obtained Grade A+.
- Cleared UGC NET December 2015 Examination and qualified for lectureship.
- Certificate of appreciation from Department of Commerce for successfully organizing International Commerce Convention, 2015.
- College Topper at graduation Level with 85.56% marks.
- Awarded cash prize and Sultanchand memorial Award for being 1st year topper of SGTB Khalsa College.
- Awarded cash prize and Sultanchand memorial Award for being 2nd and 3rd year topper of SGTB Khalsa College.
- Awarded Certificate and medal for academic excellence by Delhi University Student Union (DUSU).
- Certificate of merit for securing highest percentage in English (Girls) in class 10th.
- Principal’s Award for securing highest percentage in class 12th (Girls Topper).
- Principal’s Award for securing highest percentage in class 10th.

#### **Association With Professional Bodies**

- Lifetime member of Indian Accounting Association (IAA)-Membership ID: DH-431
- Lifetime member of Indian Commerce Association (ICA)- Membership ID: D545
- Member of the Shri Ram College of Commerce Alumni Portal

#### **Other Activities**

- Nominated as an expert in the subject of HRM by the Ministry of Education, Government of India, National Testing Agency (NTA) and have set papers for the said subject for competitive examinations in January, 2025.
- Convenor, SEC VAC AEC Courses Committee at Shaheed Bhagat Singh College.
- Convenor, The Financial Literacy Society at Shaheed Bhagat Singh College.
- Convenor, The Young Entrepreneur’s Society at Shaheed Bhagat Singh College.
- Convenor, The Supply Chain Management Cell at Shaheed Bhagat Singh College.
- Completed the NEP 2020 Orientation & Sensitization Programme under MM-TTP of UGC organized by CPDHE (UGC MMTTC), University of Dehi from 16-07-2024 to 26-07-2024.
- Attended a special lecture by Prof. Rajendra P. Srivastava (University of Kansas, USA) on “Academic Research & Publication: A Researcher & Journal Perspective” organized by the Department of Commerce. Delhi School of Economics, University of Delhi on 16th November, 2024.
- Attended a special lecture by Prof. Sanjay Singh (University of Dundee, UK) on “Publishing in Internationally Recognized Journal: An Editor’s Perspective” organized by the Department of Commerce. Delhi School of Economics, University of Delhi on 12th December, 2024.

- Nominated by college to participate in the XXVI Annual International Conference on the topic “Global Peace & Sustainable Development” held on 11th & 12th January 2025 at Deen Dayal Upadhyay College, University of Delhi.
- METVY: was invited as a guest speaker by Team Metvy to deliver a master class on “Writing a Research Paper”.
- Athena Education: 7. Judged High School Research and Tech Conference - Innosphere powered by Sigma XI and Athena held on 23rd September 2023.
- Athena Education: was invited as a guest speaker to lead a workshop on “ Understanding & Harnessing Emotions in Marketing” in their annual conference titled “Innosphere”, in September 2024. Core Member of Centre for Skill Development at Shaheed Bhagat Singh College, University of Delhi.
- Core Member of Career Counselling and Guidance Cell at Shaheed Bhagat Singh College, University of Delhi.
- Represented Department of Commerce, Shaheed Bhagat Singh College, as the member of Prospectus Committee-2022.
- Represented Department of Commerce, Shaheed Bhagat Singh College, as the member of Refreshments Committee (Farewell)-2022.
- Represented Department of Commerce, Shaheed Bhagat Singh College, as the convenor of IQAC (NAAC) committee-2022.
- Core member of Alumni Society, Department of Commerce.
- Received Certificate of Reviewing from The Editors of Children & Youth Services Review, Elsevier in recognition of the review contributed to the journal.
- Received recognition from The Editors of Higher Education, Skills, and Work-Based Learning, Emerald Publishing for contributing review to the journal.
- Received recognition from Quality Assurance in Education, Emerald Publishing for contributing review to the journal.
- Received recognition from Teaching and Teacher Education, Elsevier for contributing review to the journal.
- The paper titled “Online Learning: A panacea in the times of Covid-19 crisis” is cited by two reputed policy documents i.e., by the Organization for Economic Co-operation and Development (OECD) on 24-02-2022 and by the Publications Office of the European Union on 06-01-2021.
- The paper titled “Online Learning: A panacea in the times of Covid-19 crisis” has received 3100 plus citations till now.
- Stanford University referred to the paper titled “Online Learning: A panacea in the times of Covid-19 crisis” in one of their post-doctoral program/events by Postdoc Pedagogy Journal Club.
- Received Certificate of Participation for successfully completing Basic Level *Workshop* on “Bibliometric Analysis and PLS-SEM using SmartPLS, organised by Manav Utthan Society, India in virtual mode from 23<sup>rd</sup> Feb to 01<sup>st</sup> March 2022.
- Participated in the e- workshop on “Questionnaire Designing” held from 15-16 May, organised by Researchsmiths.
- Successfully completed the one-week online FDP on “SEM using Smart PLS 3.3.2, AMOS and Process Macro” organised by Koach Scholar, New Delhi from 21-28 Jan 2021.



- Received certificate for attending E-workshop titled " Basic of Research, Parametric, Nonparametric and Regression using SPSS" from 10th November to 14th November 2021 with Dr Neeraj Kaushik as a Resource Person at LBSIM, Delhi.
- Received certificate for attending E-FDP on "Bibliometric Analysis and SmartPLS" organised by Koach Scholar, New Delhi from 22-28th November 2021.
- Attended a Faculty Development Programme on "Research Methodology" organized by the Department of Commerce, Dyal Singh College, University of Delhi from 2nd to 9th November 2020.
- Participated and successfully completed 14 days National Faculty Development Programme on "Data Analysis for Research in Social Sciences" from 17th to 30th June, 2020 organized by Ministry of Human Resource Development; PMMMNMTT, Teaching Learning Centre, Ramanujan College, University of Delhi & Indian Accounting Association, NCR Chapter.
- Participated in the Faculty development Programmed on "E-Learning & MOOCs in Higher Education & New Roles of Teachers" organized by IQAC under UGC PARAMARSH Scheme and Sri GVG Visalakshi College for Women on 18th May, 2020.
- Participated as delegate in 5-day FDP titled "Contemporary issues in management & IT research" organized by Guru Nanak Institute of Management in July 2018.
- Participated as Research Scholar in the 7th Annual International Commerce Conference on "Organizational Realities: Changing Paradigm of HR" held in Jan'2020 at Department of Commerce, Faculty of Commerce and Business, Delhi School of Economics, University of Delhi.
- Attended many webinars and seminars to remain up to date.
- Invigilated CET exams of B. Com, Law, and B. Tech for GGSIPU.
- Evaluated answer sheets of B. Com (H) for Delhi University and IP university at the Centre.
- Computer Savvy- MS Office (Spreadsheets, Presentation Software, Database Software), HTML, SPSS, PROWESS. Working Knowledge of Software like Income tax e-filing by Taxmann, Tora, Hot Potatoes, SMART-PLS, AMOS, VOS VIEWER, NVIVO.
- Well-versed with Google Meet, Google Classroom, ZOOM, Microsoft Teams, & Jio Meet.
- Author of Debut poetry collection titled "Withered, and how! – Book of Poetry": By Shivangi Dhawan, released in November'2018. Book was an Amazon best seller in first three weeks of its release.
- Co-author of the book titled "Agape" (a poetry book) compiled by Liza Patel published with ISBN-978-93-91302-59-7 by Flairs and Glairs available on Amazon.in.