

CURRICULUM VITAE

NAME Jyoti Kumar Chandel
DATE OF BIRTH October 9, 1972
GENDER Male
PRESENT ADDRESS Birla Institute of Technology, 27, Malviya Industrial Area,
Jaipur, Rajasthan PIN-302017
Ph. 00918628822225, email: jkchandel@gmail.com

EDUCATION

Ph. D. in Commerce and Management Studies January 2016
Himachal Pradesh University, Shimla, India

Master of International Business Management June 1997
Himachal Pradesh University, Shimla, India

UGC NET qualified in Management

Post Graduate Diploma in Personnel Management and Labour Welfare June 1995
Himachal Pradesh University, Shimla, India

Post Graduate Diploma in Computer Applications June 1994
Himachal Pradesh University, Shimla, India

Bachelor of Science (Physics, Chemistry, Mathematics) June 1993
Himachal Pradesh University, Shimla, India

ADDITIONAL CREDENTIALS

University Grant Commission's National Eligibility Test (NET) qualified in Management (December 2000)

Diploma in Yoga, Himachal Pradesh University, Shimla, India (1994-1995)

TEACHING EXPERIENCE

September 2018 – till date Assistant Professor

Birla Institute of Technology Mesra, Jaipur Campus

October 2002 – August 2018 Assistant Professor

Waljat College of Applied Sciences, Muscat, Oman

July 2002 – September 2002 Lecturer

Birla Institute of Technology, Mesra, Ranchi, India

September 1998 – June 2002 Lecturer

MLSM College, Sundernagar, India

ADMINISTRATIVE EXPERIENCE

October 2009 - May 2017 Head, Department of Management

Waljat College of Applied Sciences, Muscat, Oman

[Successfully managed the Department of Management composed of around 900 students (BBA, MBA and EMBA) and 25 full time faculty members]

October 2005 - January 2010

Examinations in Charge

Waljat College of Applied Sciences, Muscat, Oman

[Successfully managed all Examinations related responsibilities of around 1600 students]

RESEARCH INTERESTS

Services Marketing, Technology Acceptance, Tourism, Digital Businesses

RESEARCH PAPERS

[**Total citations = 241** (Source: Google Scholar as on 31-07-2023)]

Chandel, J. K., Mohiuddin, S. A., & Mishra, G. P. (2023). The drivers of customer satisfaction and loyalty in automotive aftermarket industry. *International Journal of Business Excellence*, 29(3), 351. <https://doi.org/10.1504/IJBEX.2023.129101> [**Indexed in Scopus at the time of publication**]

Chandel, J. K. (2022). Understanding Adventure Tourists' Profile: A Case Study from Himachal Pradesh (India). *Turizam*, 26(1), 36–56. [**Indexed in UGC Approved List at the time of publication**]

Chandel, K., & Chandel, J. K. (2021). Performance Evaluation of Index and Exchange Traded Funds in India During COVID-19 Pandemic. *International Journal of Management and Social Science Research Review*, 8(8).

Chandel, J. K. (2021). Relationships Between Service Quality, Service Value, Equity, Satisfaction and Behavioural Intentions in Adventure Tourism. *International Journal of Tourism & Hotel Business Management*, 3(1), 430–434.

Mishra, G. P., Chandel, J. K., & Mishra, K. L. (2020). Leadership Role and its Effectiveness for Exploring Benefits of Implementing Human Resource Development Programs. *Orissa Journal of Commerce*, XXXI(2), 157–166 [**Indexed in UGC Approved List at the time of publication**].

Chandel, J. K., Bansal, S. P., & Gattoufi, S. (2018). Examining the Relationships among Antecedents of Behavioural Intentions in Adventure Sports Context. *Polish Journal of Sport and Tourism*, 25(1), 39–47. [**Indexed in Scopus at the time of publication**]

Chandel, J. K., Varshney, S., & Kumar, S. (2016). Perception of Host Community Towards Expansion of Tourism Activities in Oman. *Tourism Innovations*, 6(2), 1–9 [**Indexed in UGC Approved List at the time of publication**].

Chandel, J. K., & Bansal, S. P. (2014). Understanding the relationships of value, satisfaction and behavioural intentions among adventure tourists. *International Journal of Leisure and Tourism Marketing*, 4(2), 156–171.

Sharma, S. K., Chandel, J. K., & Govindaluri, M. S. (2014). Students' acceptance and satisfaction of learning through course websites. *Education, Business and Society: Contemporary Middle Eastern Issues*, 7(2/3). [**Indexed in Scopus at the time of publication**]

Sharma, S. K., & Chandel, J. K. (2013). Technology Acceptance Model for the Use of Learning Through Websites Among Students in Oman. *International Arab Journal of E-Technology*, 3(1), 44–49.

Chandel, J. K., Sharma, S. K., & Bansal, S. P. (2011). Linking The “Big Five” Personality Domains To Organizational Commitment. *International Journal of Research in Commerce, IT and Management*, 1(3), 19–24 [**Indexed in UGC Approved List at the time of publication**].

CONFERENCE PAPER PUBLICATIONS

Chandel, J. K., & Aulia, S. (2016). Investigating the structural relationships between service quality, price fairness, product quality, satisfaction and customer loyalty in automotive aftermarket industry. In *The 15th Scientific Annual International Conference for Business Sustainability and Competitiveness in Business* (pp. 185–197). Amman: AL-Zaytoonah University of Jordan.

Yadav, R., Gattoufi, S., Sharma, S. K., & Chandel, J. K. (2013). An Investigation into the acceptance of mobile banking in India. In S. Ali & R. Ashrafi (Eds.), *Information Systems for Sustainable Business Development [Proceedings of the International Information Systems Conference (iiSC) 2011]* (pp. 147–154). Florida, USA: BrownWalker Press.

Chandel, J.K. and Auliya, S. (2010) “Relationship between personality traits and organizational commitment: A study of science laboratory technicians in the Sultanate of Oman” 2nd International Conference on Applied Business & Economics (December 14-15, 2010) at Faculty of Business, Sohar University.

Becker, D., Gattoufi, S. and Chandel, J.K. (2009), “Data envelopment analysis literature: a new bibliographic database (1951-2007)” 7th International Conference on Data Envelopment Analysis (July10-12, 2009) at Fox School of Business, Temple University, Philadelphia.

Chandel, J.K., and Katoch, K. (2006), “Globalization of Higher Education in India” International Conference on Service Industry: Challenges & Opportunities (13 to 14 September 2006) at Waljat College of Applied Sciences, Muscat.

BOOK CHAPTER

Chandel, J. K., & Sharma, P. (2020). Cultural Heritage and Tourism Development : A Case Study of Rajasthan. In A. dos S. Queirós (Ed.), *Examining a New Paradigm of Heritage With Philosophy, Economy, and Education* (pp. 194–204). IGI Global. <https://doi.org/10.4018/978-1-7998-3636-0.ch014> [**Indexed in Scopus**]

BOOK CONTRIBUTION

Member, Observer Brand Council (2011) for publication of book titled as “Oman’s 180 Greatest Brands (2012-2013)”. This book was published by Oman Daily Observer.

NEWSPAPER ARTICLE

Chandel, J. K. (2018, April 1). The untapped potential of outdoor education. *Times of Oman*, p. B5. Muscat.

SPONSORED RESEARCH PROJECTS

Title: Service quality measures for tourist destination in Oman as episodes of supply chain: a new basis of competitive measurements

Budget: OMR 4950/

Funded by: Sultan Qaboos University, Muscat, Oman

Position: Research Assistant

Date of commencement: 05-03-2008

Date of completion: 25-02-2011

Title: Strategic orientation of tourism in Oman, the application of a modified Delphi approach and development of a working mechanism of a future Tourism Advisory Board

Budget: OMR 4950/

Funded by: Sultan Qaboos University, Muscat, Oman

Position: Research Assistant

Date of commencement: 05-03-2008

Date of completion: 25-02-2011

CONFERENCE PARTICIPATION

Participated in 2nd International Conference 2010 of Indian Tourism Congress on “Contemporary Tourism: Practices and Innovation” (September 10-13, 2010) at Dubai, UAE.

CONFERENCE ORGANISING

Member, Conference Advisory and Scientific Committee, International Conference on Innovations in Management Practices, Tourism and Entrepreneurship: Opportunities and Challenges, Maharaja Agrasen University, India (April 23-24, 2016)

Joint Organising Secretary, International Conclave on Innovations in Engineering & Management (Oman Vision 2020: Opportunities & Challenges), Waljat College of Applied Sciences, Muscat (February 24-25, 2016)

International Conference on Knowledge Management and Resource Sharing-2012 (February 27-28, 2012)

Member, Conference Advisory Committee, 7th International Conference of Indian Tourism and Hospitality Congress, Manali, India (6th – 8th February, 2015)

Member, Advisory Committee, International Conference on “Contemporary Issues in International Business, Tourism and Sustainability: Opportunities and Challenges” Maharaja Agrasen University, India (April 18-19, 2015)

SHORT TERMS TRAINING PROGRAMMES/ WORKSHOPS ATTENDED

Professional Development Workshop on Digital Creativity Skills organized by Adobe Express and AICTE [July 2023]

Training in “Compression Only Life Support (COLS)” organized by Indian Resuscitation Council [Certificate Number – C110093049, Date Completed: 27-11-2022]

FDP on “Inculcating Universal Human Values in Technical Education” organized by All India Council for Technical Education (AICTE) from 18th July to 22nd July 2022

Placement Officers Workshop for Excellence in Recruitment (September 17, 2021), NSE Academy

Faculty Development Programme on R (May 11-15, 2020). Organized by Birla Institute of Technology Mesra, Noida Campus in association with Spoken Tutorial Project, IIT Bombay

Faculty Development Programme on “Advanced Multivariate Techniques using SPSS & Structural Equation Modeling” (September 10-14, 2017). Organized by Waljat College of Applied Sciences, Muscat

Workshop on “Use of Technology for Enhancing Student Learning” (June 14, 2017). Organized by Waljat College of Applied Sciences, Muscat

Workshop on “Learning Business from case Study and Research” (May 3, 2017). Organized by Waljat College of Applied Sciences, Muscat

“Introduction to ITC’s market Analysis Tools: Trade Map, Market Access Map and Standards Map” organized by International Trade Centre and Ithraa (The Public Authority for Investment Promotion and Export Development, Oman) (March 7 - 8, 2016)

Faculty Development Program on “Research Methodology and Innovative Teaching Methods” (August 30 - September 13, 2015). Organized by Waljat College of Applied Sciences, Muscat

“Dale Carnegie Immersion Course” organized by Dale Carnegie (February 6 - 8, 2015)

Faculty Development Programme on “Advanced Data Analysis for Management Research” (July 23-29, 2012), Atal Bihari Vajpayee - Indian Institute of Information Technology & Management, Gwalior, India

Faculty Development Program on “Effective Communication” June 26, 2012 at Waljat College of Applied Sciences, Muscat, Sultanate of Oman

Faculty Development Programme on “Multivariate Data Analysis” July 04-09, 2011 at Indian Institute of Technology, Kharagpur.

Programme on “Leadership Development” January 25-26, 2011 at Safer Ball Room, Muscat, Sultanate of Oman

Workshop on “Research Proposal and Thesis Writing” December 16-17, 2009 at WCAS, Muscat in collaboration with SQU.

Workshop on “Case Method of Teaching” November 4-5, 2009 at WCAS, Muscat in collaboration with IBS, Ahmedabad.

WEBINARS ATTENDED

Intellectual Property Awareness/Training program under Intellectual Property Office, India on April 28, 2022

Corporate Governed Universities Summit on Reimagining Admissions & Marketing Strategies for Higher Education Institutions on March 10, 2021

International Webinar entitled “Context-Based Pedagogy and Assessment in Higher Education” held on June 03, 2020 and organized by School of Education, Central University of Haryana, Mahendergarh, India

Two-Day International Webinar on “COVID-19 and Emotional Wellness” held on May 15-16, 2020 and organized by Central University of Jammu, Jammu

Two-Day International Webinar on “Education and Leadership During A Crisis” held on May 7-8, 2020 and organized by Central University of Jammu, jammu

RESOURCE PERSON/WORKSHOPS CONDUCTED/WEBINARS DELIVERED

Webinar on “Plagiarism and Reference Management” delivered on 29-05-2020 and organized by Birla Institute of Technology

Organized Workshop on “Learning Business from case Study and Research” (May 3, 2017) at Waljat College of Applied Sciences, Muscat

Resource person for Faculty Development Program on “Research Methodology and Innovative Teaching Methods” (August 30 - September 13, 2015) at Waljat College of Applied Sciences, Muscat

Workshop for Working Executives on “Self Awareness-Know yourself” (January 2, 2006) at Waljat College of Applied Sciences, Muscat

Workshop for working executives on “Goal Setting & Time Management” (June 06, 2006) at Waljat College of Applied Sciences, Muscat

Workshop on “Team Building” (August 9, 2006) at Waljat College of Applied Sciences, Muscat

Executive Development Programme on "Effective Leaders and Decision Makers" (February 27-28, 2007) at Waljat College of Applied Sciences, Muscat

Workshop on “Managerial Skills” (January 16, 2008) at Waljat College of Applied Sciences, Muscat

RESPONSIBILITIES IN COMMITTEES /CLUBS /BOARDS /COUNCILS

Member, Internal Quality Assurance Cell, BIT Jaipur (from 25-05-2022)

Member, Coordination Committee, Annual Sports Event 2022, BIT Jaipur

Member, Institution-Industry Cell, BIT Jaipur (from 22-02-2022)

Member, Coordination Committee, CAVORTS 2020 (Annual Sports Event), BIT Jaipur [22-01-2020 to 24-01-2020]

Member, Coordination Committee, Annual Sports Event 2018, BIT Jaipur

Member, Coordination Committee, Annual Techno-Management Fest (Techvibes – November 5-6, 2019), BIT Jaipur

Member, Training & Placement Advisory Committee, BIT Jaipur (from 16-10-2019)

Coordinator, Adventure Club, WCAS Muscat (20-9-2014 to 21-08-2018)

Member Secretary, Board of Studies (UG Programmes), WCAS Muscat [September 2012 to May 2017]

Chairman, Academic Council, Department of Management, WCAS Muscat (April 2012 to May 2017)

Member, Library Committee, WCAS Muscat (October 2009 – May 2017)

Member, College Council, WCAS Muscat (November 2012 to May 2017)

Member, Quality Assurance Steering Committee, WCAS Muscat (April 2014 to May 2017)

Internal Quality Auditor, WCAS Muscat (November 8 – 19, 2015)

Chairman, Library Stock Assessment Committee, WCAS Muscat (July 2014)

Chairman, Process Development Committee, WCAS Muscat (December 2011 to April 2014)

Chairman, Screening Committee, WCAS Best Project Award, WCAS Muscat (July 2014)

Member, Advisory Committee, WCAS Career Fair 2014 (WCAS Muscat)

Member, Advisory Committee, WCAS Career Fair 2013 (WCAS Muscat)

Chairman, Screening Committee, WCAS Best Project Award, WCAS Muscat (July 2013)

Chairman, Committee for “At-Risk Students”, WCAS Muscat (February 2011 to June 2013)

Member, Academic Advisory Board, WCAS Muscat (February 2011 to November 2012)

Chairman, Academic Advisory Board, Department of Management, WCAS Muscat (September 2010 to September 2012)

CERTIFICATIONS

Social Media Certified – HubSpot Academy (Dec. 20, 2018 – Jan. 18, 2018)

Content Marketing Certified – HubSpot Academy (Dec. 8, 2018 – Jan 6, 2018)

Digital Learning - Faculties and Course Designers by TCS iON

Basics of Wealth Management by TCS iON (Cert. ID.: 71230-7058071-1016, Dated: 26 Apr 2020)

Introduction to Soft Skills by TCS iON (Cert. ID.: 66790-7058071-1016, Dated: 26 Apr 2020)

Telephone Etiquette by TCS iON (Cert. ID.: 66788-7058071-1016, Dated: 02 May 2020)

Email Etiquette by TCS iON (Cert. ID.: 66785-7058071-1016, Dated: 03 May 2020)

Business Etiquette by TCS iON (Cert. ID.: 66794-7058071-1016, Dated: 03 May 2020)

Accounting Fundamentals by TCS iON (Cert. ID.:71234-7058071-1016, Dated: 08 May 2020)

Presentation Skills by TCS iON (Cert. ID.: 66756-7058071-1016, Dated: 08 May 2020)

Communication Skills by TCS iON (Cert. ID.:91306-7058071-1016, Dated:17 May 2020)

Resume Writing & Cover Letter by TCS iON (Cert. ID.: 66792-7058071-1016, Dated: 17 May 2020)

Group Discussion by TCS iON (Cert. ID.: 66787-7058071-1016, Dated: 17 May 2020)

Interview Skills by TCS iON (Cert. ID.: 66789-7058071-1016, Dated: 18 May 2020)

NSE's Certification in Financial Markets (NCFM)

Urdu Correspondence Course – Jamia Millia Islamia (1986)

COMMUNITY SERVICE/ VOLUNTEERING

Observer, National Testing Agency	2022, 2023
Mendeley Advisor	2019- till present
Convener, Indian Social Club Oman – HW	23-11-2016 to 17-08-2018

EXTRA CURRICULAR ACTIVITIES

Participated in “The Great Thar Desert National Cycling Cum Training Expedition” [YHAI, December 23-28, 2018]

Advance Course in Paragliding (December 2016)

Foundation Climber (Level-1) – Muscat Diving and Adventure Centre

Trekking Course [NAF/UGC, September 1-10, 1996]

Basic Skiing Course [NAF/UGC, January 5-11, 1995]

NSS (2 Years) - Attended Special Camp (December 25, 1992 to January 3, 1993)

Basic Water Sports Course [NAF/UGC, July 1-14, 1992]

Participated in H.P. State Volleyball Championship (November 4-6, 1988)

NCC (2 Years) - Certificate “A” (August 27, 1987)

NCC Annual Training Camp (June 18-27, 1986)

PROFESSIONAL MEMBERSHIP

Member, Adventure Travel Trade Association

PEER REVIEW ACTIVITIES

International Journal of Information Management [Scopus and SSCI indexed, Elsevier platform]

Reviewer for International Journal of Educational Management [Scopus indexed, Emerald platform]

Transforming Government: People, Process and Policy [Scopus indexed, Emerald platform]

Reviewer for Journal of Reliability and Statistical Studies

International Scientific Journal – Turizam

EDITORIAL BOARD

Member, Journal of Tourism and Sports Management

Jyoti Kumar Chandel

Date: 17-01-2024