

Samina Quratulain

Associate Professor
Human Resource Management/ Organizational Behavior
Department of Management,
College of Business Administration
University of Sharjah,
P.O. Box 27272, Sharjah
Office No: +971 65050561
squratulain@yahoo.com, squratulain@sharjah.ac.ae



Education:

- **PhD** in Management, IAE d'Aix en Provence, Université Aix-Marseille, France (2010)
 - Areas of Research: Organizational Justice, Organizational Citizenship Behavior, Individual level Cultural Values, Public Service Motivation, Red Tape, Role perceptions, Reciprocity Norms, Diversity management, Negotiation, Pay for Performance Plans, Training Transfer
- **Master of Research** (Management), IAE d'Aix en Provence, Université Aix-Marseille, France (2007)
- **Master of Business Administration** (Finance), Punjab University, Lahore, Pakistan. (1997)

Teaching Experience:

- University of Sharjah, United Arab Emirates, Associate Professor, Department of Management, College of Business Administration, **January 2020 – to date.**
- University of Sharjah, United Arab Emirates, Assistant Professor, Department of Management, College of Business Administration, **September 2016 – December 2019.**
- University of Fujairah, United Arab Emirates, Assistant Professor, Department of Business Administration, August 2015 – August 2016
- Lahore University of Management Sciences, Pakistan, Assistant Professor, Suleman Dawood School of Business, March 2012 – August 2015
- University of Central Punjab, Lahore, Pakistan, Assistant Professor, Faculty of Management Studies, March 2011 – February 2012
- Lahore College Women University Pakistan, Lecturer in Business Studies, September 2001- February 2005

Research Work:

Journal Articles

1. **Quratulain, S.,** & Al-Hawari, M. A. (2021). Interactive effects of Supervisor Support, Diversity Climate and Employee Cynicism on Adjustment and Performance. *International Journal of Hospitality Management*, doi.org/10.1016/j.ijhm.2020.102803 (**Scopus Q1, Impact factor=6.701, ABDC= A***)
2. Bani-Melhem, S., **Quratulain, S.,** & Al-Hawari, M. A., (2021). Does Employee Resilience Exacerbate the Effects of Abusive Supervision? A Study of Frontline Employees' Self-Esteem, Turnover Intention, and Innovative Behaviors. *Journal of Hospitality Marketing & Management*, doi.org/10.1080/19368623.2021.1860850 (**Scopus Q1, Impact factor=4.489, ABDC= A**)
3. Bani-Melhem, S., Al-Hawari, M. A., & **Quratulain, S.** (2020). Leader-Member Exchange and Frontline Employees' Innovative Behaviors: The Roles of Employee Happiness and Service Climate. *International Journal of Productivity and Performance Management*, doi.org/10.1108/IJPPM-03-2020-0092 (**Scopus Q1, ABDC= B**)
4. Bani-Melhem, S., Mohd. Shamsudin, F., Abukhait, R., & **Quratulain, S.** (2020). Paranoid personality and frontline employee proactive work behaviours: A moderated mediation model of empathetic leadership and perceived psychological safety. *Journal of Service Theory and Practice*, 31(1), 113-135 (**Scopus Q1, Impact factor=3.512, ABDC= A**)
5. Al-Hawari, M. A., Bani-Melhem, S., & **Quratulain, S.** (2020). Abusive Supervision and Frontline Employees' Attitudinal Outcomes: The Multilevel Effects of Customer Orientation. *International Journal of Contemporary Hospitality Management*, 32(3), 1109-1129 (**Scopus Q1, Impact factor=5.667, ABDC= A**)
6. **Quratulain, S.,** Al-Hawari, M. A., Bani-Melhem, S. (2020). Perceived Organizational Customer Orientation and Frontline Employees' Innovative Behaviors: Exploring the Role of Empowerment and Supervisory Fairness. *European Journal of Innovation Management*, doi.org/10.1108/EJIM-08-2019-0233 (**Scopus Q2, Impact factor=2.613, ABDC= C**)
7. Al-Hawari, M. A., Bani-Melhem, S., & **Quratulain, S.** (2020). Do frontline employees cope effectively with abusive supervision and customer incivility? Testing the effect of employee resilience. *Journal of Business and Psychology*, 35(2), 223-240 (**Scopus Q1, Impact factor=3.289, ABDC= A**)
8. Bani-Melhem, S., **Quratulain, S.,** & Al-Hawari, M. A., (2020). Customer incivility and frontline employees' revenge intentions: interaction effects of employee empowerment and turnover intentions. *Journal of Hospitality Marketing & Management*, 29(4), 450-470 (**Scopus Q1, Impact factor=4.489, ABDC= A**)
9. **Quratulain, S.** (2020). Trust Violation and Recovery Dynamics in the Context of Differential Supervisor-Subordinate Relationships: A Study of Public Service Employees. *Public Integrity*, 22(2), 111-133. (**Scopus Q2**)

10. **Quratulain, S.,** Khan, A. K., Sabharwal, M., & Javed, B. (2019). Effect of Self-Efficacy and Instrumentality Beliefs on Training Implementation Behaviors: Testing the Moderating Effect of Organizational Climate. *Review of Public Personnel Administration*, DOI/10.1177/0734371X19876676 (**Scopus Q1, Impact factor=2.837, ABDC= B**)
11. **Quratulain, S.,** Khan, A.K., & Sabharwal, M. (2019). Procedural Fairness, Public Service Motives and Employee Work Outcomes: Evidence from Pakistani Public Service Organizations. *Review of Public Personnel Administration*, 39(2), 276-299 (**Scopus Q1, Impact factor=2.837, ABDC= B**)
12. Javed, B., Khan, A. K., & **Quratulain, S.** (2018). Inclusive Leadership and Innovative Work Behavior: Examination of LMX Perspective in Small Capitalized Textile Firms. *The Journal of psychology*, 152(8), 594-612. (**Scopus Q2, Impact factor=1.548**)
13. **Quratulain, S.,** Khan, A.K., Crawshaw, J. R., Arain, G. A., & Hameed, I. (2018). A study of employee affective organizational commitment and retention in Pakistan: The roles of psychological contract breach and norms of reciprocity. *International Journal of Human Resource Management*, 29(17), 2552-2579. (**Scopus Q1, Impact factor=3.040, ABDC= A**)
14. Khan, A. K., Moss, S., **Quratulain, S.,** & Hameed, I. (2018). When and how subordinates' performance leads to abusive supervision: a social dominance perspective. *Journal of Management*, 44(7), 2801-2826. (**Scopus Q1, Impact factor=8.880, , ABDC= A***)
15. Khan, A. K., Bell, C. M., & **Quratulain, S.** (2017). The two faces of envy: Perceived opportunity to perform as a moderator of envy manifestation, *Personnel Review*, 46(3), 490-511. (**Scopus Q2, Impact factor=2.074, , ABDC= A**)
16. Khan, A. K., **Quratulain, S.,** & Crawshaw, J. R. (2017). Double jeopardy: Subordinates' worldviews and poor performance as predictors of abusive supervision. *Journal of Business and Psychology*, 32 (2), 165-178. (**Scopus Q1, Impact factor=3.289, ABDC= A**)
17. **Quratulain, S.,** Khan, A. K., Manville, C., & Serrano Archimi, C. (2015). Impact of intensity of supervisor's mistreatment on employee attitudes. 10.5465/AMBPP.2015.151. In John Humphreys (Ed.), *Best Paper Proceedings of the Seventy-fifth Annual Meeting of the Academy of Management*. Online ISSN: 2151-6561.
18. **Quratulain, S.,** & Khan, A. K. (2015). How Does Employees' Public Service Motivation Get Affected? A Conditional Process Analysis of the Effects of Person–Job Fit and Work Pressure. *Public Personnel Management*, 44(2), 266-289 (**Scopus Q2, Impact factor=0.897, ABDC= B**)
19. **Quratulain, S.,** & Khan, A. K. (2015). Red Tape, resigned satisfaction, public service motivation and negative employee attitudes and behaviors: Testing a model of moderated mediation. *Review of Public Personnel Administration*, 35(4), 307-332. (**Scopus Q1, Impact factor=2.837, ABDC= B**)

20. Khan, A. K., **Quratulain, S.**, & Bell, C. M. (2014). Episodic envy and counterproductive work behaviors: Is more justice always good? *Journal of Organizational Behavior*, 35 (1), 128-144 (**Scopus Q1, Impact factor=5.026, ABDC= A***)
21. Khan, A. K., **Quratulain, S.**, & Crawshaw, J. R. (2013). The mediating role of discrete emotions in the relationship between injustice and counterproductive work behaviors: A study in Pakistan. *Journal of Business and Psychology*, 28 (1), 49-61. (**Scopus Q1, Impact factor=3.289, ABDC= A**)

Conference Papers

- **Samina Quratulain** (2019). Effect of Corporate Social Performance on Organizational Attractiveness: Investigating the Moderating Role of Prospective Employees' Gender, 8th Asian Management Research and Case Conference (AMRC), United Arab Emirates University, March 24-26 in Al-Ain UAE.
- **Samina Quratulain**, Abdul Karim Khan, Meghna Sabharwal (2017). Procedural Fairness, Public Service Motives and Employee Work Outcomes, Divisional paper session at the Academy of Management Meeting, August 4-8 in Atlanta, Georgia, USA.
- Abdul Karim Khan, and **Samina Quratulain** (2017). Supervisor's Machiavellianism, subordinate performance and abusive supervision, Divisional paper session at the Academy of Management Meeting, August 4-8 in Atlanta, Georgia, USA.
- Aqsa Ejaz, **Samina Quratulain**, Delphine Lacaze (2017) Political skill, proactive work behaviour, need satisfaction, and perceived organizational politics, Divisional paper session at the Academy of Management Meeting, August 4-8 in Atlanta, Georgia, USA.
- **Samina Quratulain**, Abdul Karim Khan, Jonathan Crawshaw, Ghulam Ali Arain, and Imran Hameed (2016). A study of employee affective organizational commitment and retention in Pakistan: The roles of psychological contract breach and norms of reciprocity, Divisional paper session at the Academy of Management Meeting, August 5-9 in Anaheim, California, USA.
- **Samina Quratulain**, Abdul Karim Khan, Caroline Manville and Carolina Serrano (2015). Impact of Intensity of Supervisor's Mistreatment on Employee Attitudes, Divisional paper session at the Academy of Management Meeting, August 7-11 in Vancouver, Canada. (**Selected for the best paper proceedings of the 75th Annual Meeting of the Academy of Management.**)
- Abdul Karim Khan, **Samina Quratulain** (2015). How and when subordinate's worldviews lead to abusive supervision? Integrating motivational goal schema and victim precipitation perspectives. 60th Annual ICSB World Conference 6th – 9th June, Dubai, UAE
- **Samina Quratulain**, Abdul Karim Khan, Stephen Condrey, David Ammons, Kendra Stewart, Ethel Williams (2015). A Panel discussion on " ASPA and NASPAA Cooperation: Helping Prepare for a 21st Century Pakistan". American Society of Public Administration Annual Convention. Chicago IL, 6-10 March.
- **Samina Quratulain**, Abdul Karim Khan (2015). How Does Employees' Public Service Motivation Get Affected? A Conditional Process Analysis of the Effects of Person–Job Fit and Work Pressure, 4th Asian Management Research and Case Conference (AMRC), January 10-12, Penang, Malaysia.

- Chris Bell, **Samina Quratulain**, Abdul Karim Khan(2014) Negotiation, frames and culture, presented in a Divisional Paper session at the Academy of Management Meeting, August 1-5 in Philadelphia, Pennsylvania, USA.
- Abdul Karim Khan, **Samina Quratulain**, Imran Hameed (2014) When high performers become victim of abusive supervision, presented in a Divisional Paper session at the Academy of Management Meeting, August 1-5 in Philadelphia, Pennsylvania, USA.
- Anwar Khurshid, Abdul Karim Khan, and **Samina Quratulain** (2014) A Panel discussion on "Change Management and Public Service Challenges in Pakistani Public Service". American Society of Public Administration Annual Convention. Washington DC, 14-18 March.
- **Samina Quratulain** and Abdul Karim Khan (2013) Moderating effects of individual level cultural values and role definition effects on social exchange relationships. The International Research Conference on Contemporary Management Practices. SDSB LUMS, Lahore, 16-17 January.
- Abdul Karim Khan, Chris Bell, **Samina Quratulain** (2012). Benign envy and malicious envy: Role of relative deprivation, anomie, and perceived opportunity. Paper presented in Discussion Paper session (OB division) at the **Academy of Management Annual Meeting**, August 3-7, Boston, MA, USA.
- Abdul Karim Khan, **Samina Quratulain**, Chris Bell (2011). "Envy and Counterproductive Work Behaviors: Is More Justice Always Good?", paper presented in Divisional Paper session (OB division) at the 2011 **Academy of Management Annual Meeting**, August 12-16, San Antonio, Texas, USA.
- **Samina Quratulain**, Abdul Karim Khan, Peretti Jean-Marie (2010). "Employees' perceived exchange relationships based on Sahlins' (1972) reciprocity continuum," paper presented in Divisional Paper session (OB division) at the 2010 **Academy of Management Annual Meeting**, August 6-10, Montreal, Canada
- Abdul Karim Khan, **Samina Quratulain**, Jean-Marie Peretti (2010). "Justice, emotions and counterproductive work behaviors", Poster presented in an interactive session at 25th annual conference of "**Society for Industrial and Organizational Psychology**" held at, Atlanta (USA) from 8-10 April.
- Abdul Karim Khan, Jean-Marie Peretti, and **Samina Quratulain** (2009), Envy and counterproductive work behaviors: Is more fairness always preferred? Paper presented at 20th **AGRH conference held at Toulouse, France** from 9-12 September, 2009.
- Abdul Karim Khan, **Samina Quratulain**, Sultana Naheed, and Peretti Jean-Marie (2009), Emotional reactions to perceived injustice: Anger, Envy, or sadness? Paper presented at 4th **interdisciplinary social sciences conference** held at Athens, Greece from 8-11 July, 2009.
- **Samina Quratulain** (2009), Individual-level Cultural values and Workplace Attitudes and Behaviors: Examining the moderating effects of individual-level cultural values on social exchange relationships. Paper presented at **workshop for research advances in organizational behavior and**

human resource management. University of Toulouse 1 – IAE – CRM/LIRHE & GRACCO CNRS Toulouse, FRANCE - May 18 to 20.

- **Samina Quratulain** and Abdul Karim Khan(2009), Examining the moderating effects of individuallevel cultural values on social exchange relationships involving organizational justice (OJ) and organizational citizenship behaviour (OCB) in Pakistani organizations. Paper presented at first Doctoral Workshop of the CEMS Cross Cultural Management Faculty Group in conjunction with VIII IACCM Conference 2009, 24-26 June, 2009, WU Vienna, Austria.
- **Samina Quratulain** (2008), Effects of work-unit ethnic composition on unit level outcomes: A review of existing research. Paper presented at “**Quatrieme rencontres international de la diversité**”, IAE Corse, 1-3 October.

Professional Seminars/Courses:

<i>Title</i>	Global Colloquium on Participant centered Learning
<i>Institute</i>	Harvard Business School , Boston, USA
<i>Date</i>	5-11, July, 2015
<i>Title</i>	Case Method Teaching Workshop
<i>Institute</i>	REDC, Lahore University of Management Sciences, Lahore, Pakistan
<i>Date</i>	5-8 May, 2013

Research Grants:

1. Part of research team (as Co-Investigator) which secured AED 235,000 competitive research grant from United Arab Emirates University. (2021-2023)
2. Seed Grant, University of Sharjah (AED 28,000) (2018-2020)
3. Part of research team (as Co-Investigator) which secured AED 200,000 Start-up grant from United Arab Emirates University. (2017-2019)
4. Part of a research team (as Co-Investigator) which secured a research grant of .113 Million Euros from Association National de Recherche (ANR) France, for a cross-cultural study on trust violation and recovery in leader-follower relationships. (2012-2015)
5. Secured a grant (as Principal Investigator) of 6000 USD from Lahore University of Management Sciences (LUMS) Pakistan, faculty initiative fund for a study on cultural frames for negotiations. (2013-2014)

Languages:

Urdu	Maternal
English	Excellent
French	Functional
Arabic	Introductory

References:

1. Dr. Jonathan R. Crawshaw
Lecturer in Human Resource Management and Organizational
Behavior Aston Business School, Aston University, United Kingdom
j.r.crawshaw2@aston.ac.uk +44(0)121 204 3130
2. Dr. Chris Bell
Associate Professor of Organization Studies
Schulich School of Business
York University, Canada
cbell@schulich.yorku.ca
(416)736 2100 ext. 77912
3. Dr. Carolina Serrano Archimi
Associate Professor (Maitre de Conferences)
IAE Aix-Marseille Graduate School of Management
Aix en Provence, France
Carolina.serrano@iae-aix.com
0442280808