THE LAHORE JOURNAL OF BUSINESS

Lahore School of Economics

Muhammad Ahmad and Mirza Ashfaq Ahmed

A Study of Customer Orientation and Customer Commitment in the Food Sector of Pakistan

Talat Islam, Zeshan Ahmer and Naeem Mushtaq Retaining Talent: The Role of the Personal and Contextual Factors

Irfan Hameed, Muhammad Babar Khan and Atif Shahab Perceived Humor and Purchase Intention: Mediating Role of Attitude towards the Advertisement and Brand Dissection of Herzberg's Two-Factor Theory to Predict Job Satisfaction: Empirical Evidence from

the Telecommunication Industry of Pakistan

Seeham Yousaf

Aasir Ali, Arshad Khushi Muhammad, Muhammad Shahid Rasheed and Rab Nawaz Lodhi Brand Loyalty versus Brand Switching: Revisiting the Concept from Young Consumers' Perspective

Volume 08, No. 02

Oct-Mar, 2020

THE LAHORE JOURNAL OF BUSINESS

Editors

Dr. Kumail Rizvi, Editor Dr. Zahid Riaz, Editor Ms. Sadia Tabassam, Assistant Editor Ms. Mariam Tariq, Copy Editor

Editorial Advisory Board

Dr. Herve Alexandre Université Paris-Dauphine

Dr. Parvinder Arora

SP Jain School of Management

Dr. Robert Brooks

Monash University
Dr. Nihel Chabrak

TELECOM SudParis
Dr. Waqar Ghani

Saint Joseph's University
Dr. Naved Hamid

Lahore School of Economics

Dr. Salma Kasbi

THEMA, University of Cergy-Pontoise

Dr. Meziane Lasfer Cass Business School Dr. Inayat Ullah Mangla Lahore School of Economics

Dr. Wayne Marr *University of Alaska*Dr. Franck Moraux

Université de Rennes

Dr. Catherine Refait-Alexandre University of Franche-Comté Dr. Virginie Vial-kilner KEDGE Business School

Dr. Rana Wajid

Lahore School of Economics

Indexing/Abstracting EBSCO Host.

Editorial Staff: Tele. No: 0092 - 42 – 111-656-111 Ext. 286

Telefax: 0092 - 42 - 36561230

URL: www.lahoreschoolofeconomics.edu.pk

E-mail: ljb@lahoreschool.edu.pk

Publisher: Lahore School of Economics, Lahore, Pakistan.

Correspondence relating to subscriptions and changes of address should be sent to *The Lahore Journal of Business*, Intersection Main Boulevard Phase VI DHA and Burki Road, Burki Lahore - 53200 – Pakistan.

Instructions to authors can be found at the end of this issue. No responsibility for the views expressed by authors and reviewers in *The Lahore Journal of Business* assumed by the Editors and the Publisher.

Copyright by: Lahore School of Economics

THE LAHORE JOURNAL OF BUSINESS

Contents	Vol. 08, No. 02, 2020
A Study of Customer Orientation and Custom the Food Sector of Pakistan Muhammad Ahmad and Mirza Ashfaq Ahmed	
Retaining Talent: The Role of the Personal and Talat Islam, Zeshan Ahmer and Naeem Mush	
Perceived Humor and Purchase Intention: Me Attitude towards the Advertisement and Bran Irfan Hameed, Muhammad Babar Khan and A	d
Dissection of Herzberg's Two-Factor Theory to Empirical Evidence from the Telecommunicat Seeham Yousaf	
Brand Loyalty versus Brand Switching: Revisi Young Consumers' Perspective Aasir Ali, Arshad Khushi Muhammad, Muhan and Rah Navaz Lodhi	

Lahore Journal of Business - Call for Papers

Aims and Scope

Lahore Journal of Business (LJB), a peer reviewed publication of Lahore School of Economics, is aimed at providing a specialized forum for dissemination of qualitative and quantitative research in various areas of business administration. LJB invites researchers, policy makers and analysts to submit competitive theoretical and empirical papers that explore and contribute to the understanding of various areas in business domain. The Journal aims at bringing together state of art research findings, particularly from emerging markets, in various business disciplines including (but not limited to) Accounting, banking, entrepreneurship, finance, human resource international management, investments, management, marketing, management, organizational behavior, supply chain operations management and strategic management.

Paper Submission and Review Process

The submission of articles will be followed by an editorial review to determine the relevance of manuscript and scope of the Journal. On editorial acceptance, there will be a double-blind review by our advisory panel that comprise of eminent international and local researchers and scholars. The recommendations/comments of the referees will be communicated to the corresponding authors. The papers are now being considered for publication. The manuscript can be submitted in electronic format (.doc and .docx only) to ljb@lahoreschool.edu.pk

Key Areas of Interest:

Accounting, banking, entrepreneurship, finance, human resource management, international management, investments, marketing, operations management, organizational behavior, supply chain management and strategic management.

Contact Info

Ms. Sadia Tabassam Assistant Editor, Lahore Journal of Business Lahore School of Economics, Lahore, Pakistan T +92 (0) 42 111-656-111 Ext. 286 ljb@lahoreschool.edu.pk

Notes for Authors

- 1. The first page of the manuscript should have the title of the paper, the names(s) of author(s), and a footnote giving the current affiliation of the author(s) and any acknowledgments.
- 2. The following page should include an abstract (maximum 400 words). The abstract should be followed by Journal of Economic Literature (JEL) classifications and keywords (minimum of two and maximum of five). Please note that JEL classifications are also available for marketing and management related topics. For more on JEL classifications please consult http://www.aeaweb.org/journal/jel_class_system.php.
- 3. The main text of the article should be single column format, double line spaced with font style of Times New Roman. All main headings should be bold with size 16, while subheadings should be bold with font size 14. The main text should be justified with size 12.
- 4. The numerals used for headings and subheadings should be 1, 1.1 and 1.1.1. It is advised to limit the level of headings within article.
- 5. Write one to nine in words, 10 and above should be in figures. Write numbers in figures (not words) for exact measurements, quantities and percentages. Use thousands, millions, billions and not crores and lakhs. In text use 'per cent'; in tables and figures '%'. In the case of decimal, use "0.8" rather than ".8". Maintain consistency in the number of decimal places after the decimal point. Thus, use either "7.8" and "10.0" or "7.89" and "10.00" throughout the article.
- 6. Give specific dates in the form "22 December 1999". Decades should be referred to as 'the 1990s'. Please spell out the "nineteenth century", etc.
- 7. Displayed formulae should be numbered consecutively throughout the manuscript as (1), (2), etc. against the right-hand margin of the page. In cases where the derivation of formulae has been abbreviated, it is of great help to the referees if the full derivation can be presented on a separate sheet (not to be published).
- 8. Do not embed "graphically designed" equations, but prepare these using the word processor's facility (Example: Microsoft equation editor).

- 9. Distinguish between figures (diagrams) and tables (statistical material) and number them in separate sequences. Each table/figure should have a brief but descriptive title. All table/figures should be as self-explanatory as possible, incorporating any necessary descriptive material in a note at the base of the table.
- 10. Do not import the tables/figures into the text file but, instead, indicate their approximate locations directly in the electronic text. **Example:** [Insert Table 1 about here], [Insert Figure 1 about here].
- 11. Footnotes should be numbered sequentially.
- 12. All references used in the text should be listed in alphabetical order of the authors' surnames at the end of the text. References in the text should include the name(s) of author(s) with the year of publication in parentheses, and all references should conform to the style of the Journal. Further information on questions of style may be obtained from the Editor, The Lahore Journal of Business, Lahore Pakistan.
- 13. To avoid unnecessary errors you are strongly advised to use the "spellchecker" function of your word processor.
- 14. Any manuscript which does not conform to the above instructions may be returned for the necessary revision.
- 15. Before publication, page proofs will be sent to the corresponding author. Proofs should be corrected carefully; the responsibility for detecting errors lies with the author.
- 16. All submissions should be in electronic format to ljb@lahoreschool.edu.pk

THE LAHORE JOURNAL

OF

BUSINESS

Lahore School of Economics

INTERSECTION MAIN BOULEVARD PHASE VI DHA AND BURKI ROAD, BURKI LAHORE, PAKISTAN. TEL: 0092-42-36561230~ FAX: 0092-42-36561230~

SUBSCRIPTION FOR PUBLICATIONS

1. Kindly enter a Economics:	subscription for the	following publicatior	of the Laho	ore School of
Publication	Yearly subscription (within Pakistan)	Yearly subscription (outside Pakistan)	Period (No. of years)	Total Payment
1. The Lahore Journal of Business	Rs. 600.00	US \$ 50		
2. The subscripti	on is to be in the foll	owing name and add	ress:	
Name:				
Address:				
	•	the sum of Pakistan e Lahore School of Eco	-	
in Economics	and Business, Laho	Lahore Journal of Busi ore School of Econor i Road, Burki Lahore,	mics, Inters	ection Main
Signature:				
Name:				
Date: -				

The Lahore School of Economics

The Lahore School of Economics (established 1993) is one of Pakistan's leading centers of learning for teaching and research in economics, finance and business administration. The Lahore School of Economics' objectives include: (i) The training of young Pakistanis as professional economists, finance managers, accountants, financial analysts, bankers and business executives, and (ii) Undertaking research in economics, management, finance and banking to further deepen understanding of major economic facts, issues and policies.

The Lahore School was granted a Charter in January, 1997 by an Act of the Provincial Assembly of the Punjab: The Lahore School of Economics Act 1997 (Act II of 1997). The Charter vests the powers of an independent degree granting institution to The Lahore School.

The Lahore School has both undergraduate and graduate programs in economics, business information systems and finance. Its postgraduate program leading to the MPhil and PhD degree is administered through the Lahore School's Centre for Research in Economics and Business (CREB). The student body and faculty comprise both national and expatriate Pakistanis and The Lahore School encourages expatriate Pakistanis to join as students or as faculty.

The Lahore School's publication program comprises The Lahore Journal of Economics, The Lahore Journal of Business (bi-annual publications), Lahore Journal of Policy Studies, a Seminar Paper Series and a Text Book Series. The Program encourages both in-house and external contributors.

For further information, please call (Pakistan 92-42-) 35870704 or 36560969 or visit the Web page: www.lahoreschoolofeconomics.edu.pk