



أ.د هيثم حمود الشبلي

Prof Haitham Hmoud Alshibly

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| www     | Academia                                  | <a href="https://al-balqa.academia.edu/haithamalshibly/Papers?s=nav#add/close">https://al-balqa.academia.edu/haithamalshibly/Papers?s=nav#add/close</a>   | Google Scholar                         | <a href="https://scholar.google.com/citations?user=qw-RVR0AAAAJ&amp;hl=ar">https://scholar.google.com/citations?user=qw-RVR0AAAAJ&amp;hl=ar</a> |
|         | AD Scientific Index:                      | <a href="https://www.adscientificindex.com/scientist/-haitham-hmoud-alshibly-/462774">https://www.adscientificindex.com/scientist/-haitham-hmoud-alshibly-/462774</a>                           | Research Gate                          | <a href="https://www.researchgate.net/profile/Haitham_Alshibly">https://www.researchgate.net/profile/Haitham_Alshibly</a>                       |
|         | ORCID                                     | Haitham Alshibly (0000-0002-9442-6672) (orcid.org)  | Web of Science                         | <a href="https://www.webofscience.com/wos/author/rid/GYJ-5206-2022">https://www.webofscience.com/wos/author/rid/GYJ-5206-2022</a>               |
|         | LinkedIn                                  | LinkedIn: <a href="https://www.linkedin.com/in/prof-dr-haitham-alshibly-2bb86779/?originalSubdomain=jo">https://www.linkedin.com/in/prof-dr-haitham-alshibly-2bb86779/?originalSubdomain=jo</a> |  |   |

### Short Biography

Professor of Management Information Systems at Al-Balqa Applied University (BAU) in Jordan, he currently serves as the Vice President of Quality Assurance and Centers Affairs at the BAU. Dr. Alshibly obtained his bachelor's degree and MBA from the University of Jordan. He then earned his PhD in information systems from the University of Newcastle in Australia. He has over 20 years of experience in academic management, Prior to his current role, Dr. Alshibly served as Dean of the Faculty of Business and Vice President at TAG-UCB in Bahrain from 2016 to 2020. Before that, he was acting dean of Amman University College for Financial and Administrative Sciences from 2012 to 2016. From 2008 to 2012, Dr. Alshibly directed the Development and Quality Assurance Center at BAU. For four years, from 2012 to 2016, he served on Jordan's Accreditation and Quality Assurance of Higher Education Institutions Council. During this time, he also chaired several quality assurance committees in higher education institutions. Dr. Alshibly research interests include electronic human resource systems, customer empowerment, e-commerce, e-government, e-marketing, decision support systems, and evaluating and deploying electronic document management systems. He has published over 50 academic works, including books, book chapters, journal articles, and conference papers.

### السيرة المختصرة

استاذ نظم المعلومات الإدارية في جامعة البلقاء التطبيقية، الأردن، مع أكثر من 20 عامًا من الخبرة الأكاديمية والإدارية والفنية والاهتمام العملي بضمان الجودة في التعليم، يشغل حاليًا منصب نائب الرئيس لشؤون ضمان الجودة والمراكز بالجامعة. حصل على درجة البكالوريوس والماجستير في إدارة الأعمال من الجامعة الأردنية ودرجة الدكتوراه في نظم المعلومات من جامعة نيوكاسل، أستراليا. للأستاذ الشبلي خبرة تمتد لأكثر من 15 عامًا في المناصب الإدارية العليا لمؤسسات التعليم العالي قبل تعيينه في منصب نائب رئيس الجامعة، حيث شغل منصب عميد كلية الأعمال بجامعة البلقاء، ونائب رئيس وعميد كلية طلال أبو غزالة الجامعية للأعمال في البحرين لمدة 4 سنوات وعميد كلية عمارة الجامعية للعلوم المالية والإدارية بجامعة البلقاء لمدة 4 سنوات ومدير مركز التطوير وضمان الجودة لمدة 4 سنوات، عضوًا في مجلس هيئة الاعتماد وضمان الجودة في مؤسسات التعليم العالي لمدة 4 سنوات وترأس العديد من اللجان المعنية بضمان الجودة في التعليم العالي، نشر أكثر من 50 بحثًا في مواضيع متعلقة بأنظمة الموارد البشرية الإلكترونية، وتمكين العملاء، والتجارة الإلكترونية، والحكومة الإلكترونية، والتسويق الإلكتروني وأنظمة دعم القرار، والعمل عن بُعد وله العديد من الكتب وأوراق المؤتمرات.

الرُّتَبُ الأكاديميَّة  
Academic Ranks

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| <ul style="list-style-type: none"> <li>• Professor of management information systems, Al-Balqa Applied University, 27/9/2015</li> <li>• Associate Professor of management information systems, Al-Balqa Applied University, 9/2011-27/9/2015.</li> <li>• Assistance professor of management information systems, Al-Balqa Applied University, 7/2007-9/2011.</li> <li>• Lecturer, Management information systems, Al-Balqa Applied University, 9/2001-1/2003.</li> </ul> | <ul style="list-style-type: none"> <li>• أستاذُ نُظْمِ المَعْلُومَاتِ الإِدَارِيَّةِ، جَامِعَةُ البَلْقَاءِ التَّطْبِيقِيَّةِ، 2015 / 9</li> <li>• أستاذُ مُشَارِكِ نُظْمِ المَعْلُومَاتِ الإِدَارِيَّةِ، جَامِعَةُ البَلْقَاءِ التَّطْبِيقِيَّةِ، 2015 / 9 - 2011 / 9.</li> <li>• أستاذُ مُسَاعِدِ نُظْمِ المَعْلُومَاتِ الإِدَارِيَّةِ، جَامِعَةُ البَلْقَاءِ التَّطْبِيقِيَّةِ، 2011 / 9 - 2007 / 7.</li> <li>• مُدَرِّسُ نُظْمِ المَعْلُومَاتِ الإِدَارِيَّةِ ، جَامِعَةُ البَلْقَاءِ التَّطْبِيقِيَّةِ ، 2003 / 1 - 2001 / 9</li> </ul> |
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المُؤَهَّلَاتُ العِلْمِيَّةُ  
Academic Qualifications

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| <p><b>Ph.D. in Information Systems</b>, University of Newcastle- Newcastle, Australia</p> <ul style="list-style-type: none"> <li>• Recipient of a Full Academic Scholarship from BAU (2003)</li> <li>• Thesis Title: <i>Customer Satisfaction and Empowerment as the Prerequisite for Web-Based Electronic Commerce Systems Success.</i></li> </ul> <p><b>Master of Business Administration</b> (MBA)/Marketing, The University of Jordan, Jordan, 06/2000</p> <p><b>Bachelor of Business Administration</b> , The University of Jordan, Jordan, 1/1997</p> | <p>دَرَجَةُ الدُّكْتُورَاهِ فِي نُظْمِ المَعْلُومَاتِ الإِدَارِيَّةِ، جَامِعَةُ نِيُوكَاسِلْ، أَسْتْرَالِيَا، 2007 / 3 / 7</p> <ul style="list-style-type: none"> <li>• (بِعَنْتِ جَامِعَةُ البَلْقَاءِ التَّطْبِيقِيَّةِ إِلَى جَامِعَةِ نِيُوكَاسِلْ الأَسْتْرَالِيَّةِ، 2003)</li> </ul> <p>دَرَجَةُ المَاجِسْتِيرِ فِي إِدَارَةِ الأَعْمَالِ، الجَامِعَةُ الأُرْدُنِيَّةُ، الأُرْدُنْ، 2000 / 6 / 29</p> <p>دَرَجَةُ البكالوريوس فِي إِدَارَةِ الأَعْمَالِ ، الجَامِعَةُ الأُرْدُنِيَّةُ ، الأُرْدُنْ ، 1997 / 1 / 26</p> |
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المنصب الحالي  
نائب الرئيس لشؤون ضمان الجودة والمراكز

Current position

**Vice Chancellor for Quality Assurance and Affiliated Outreach Centres**

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| <ul style="list-style-type: none"> <li>• Serves as a senior leader responsible for oversight and management of academic centres, campuses, outreach centres and colleges affiliated with Al Balqa Applied University.</li> <li>• Overseeing quality assurance processes and accreditation activities across the university and affiliated colleges. This includes ensuring that educational programs and degrees meet the quality standards set by accrediting bodies and the university.</li> <li>• Monitoring the quality of teaching, learning and research at affiliated colleges and ensuring alignment with the university's quality standards. This may involve periodic audits, reviews and inspections of the colleges.</li> <li>• Providing guidance and support to affiliated colleges to help them strengthen their quality assurance mechanisms and achieve accreditation. This could include organizing training programs for faculty and staff.</li> <li>• Reviewing proposals for new affiliated colleges and programs and making recommendations to approve or deny them based on quality criteria.</li> <li>• Addressing any quality concerns or complaints related to affiliated colleges and ensuring corrective actions are taken.</li> <li>• Proposing and implementing new initiatives, policies and procedures to continuously improve quality across the university and affiliated colleges.</li> <li>• Representing the university in engagements with accrediting bodies and government agencies on matters related to quality assurance and affiliated colleges.</li> <li>• Monitor performance metrics and key performance indicators for continuous improvement</li> </ul> |
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- Provide guidance and support to faculty and staff on quality assurance processes
- Evaluate the effectiveness of quality assurance and improvement initiatives

### الخبرات الأكاديمية والإدارية

#### Academic and administrative experiences

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| - 2022/9/4<br><b>Present</b>   | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | نائب الرئيس لشؤون ضمان الجودة والمراكز (رئيس بالوكالة عدة مرات)<br>Vice Chancellor for Quality Assurance and Affiliated Outreach Centres.<br>Acting President (Multiple Occasions)           |
| -2022/3/1<br>2022/9/3  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | عميد كلية الأعمال<br><b>Dean, Faculty of Business</b>  |
| -2016 / 8/1<br>2020/7/31   | كلية طلال أبو غزالة لإدارة الأعمال- مملكة البحرين<br>Talal Abu-Ghazaleh University<br>College of Business- Bahrain                                   | نائب الرئيس وعميد الكلية وأستاذ في نظم المعلومات الإدارية<br><b>Vice president and Dean at TAG-UCB</b>   |
| -2021/9/9<br>2016/8/1  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | عميد كلية عمان الجامعية للعلوم المالية والإدارية<br><b>Dean, Amman University College for Financial and Administrative Sciences</b>  |
| -2012/8/30<br>2016/8/1   | هيئة اعتماد مؤسسات التعليم العالي الأردنية<br>Accreditation and Quality Assurance Commission for Higher Education Institutions<br>(AQACHEI) – Jordan | عضو مجلس هيئة<br><b>AQACHEI Board Member</b>   |
| -2008/9/22<br>2012/8/9   | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | مدير مركز التطوير وضمان الجودة/مدير وحدة التخطيط والتطوير والجودة<br><b>The Director of Development and Quality Assurance Centre/The Director of Planning, Development, and Quality Unit</b> |
| -2007/9/20<br>2008/9/21  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | مساعد عميد كلية التخطيط والإدارة لشؤون التخطيط والتطوير والجودة<br>Dean's assistance for planning, development, and quality affairs  |
| - 2006 / 12<br><b>Present</b>  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | أستاذ في نظم المعلومات الإدارية<br>Professor of management information systems   |
| -2008/8<br><b>2012/9</b>   | كلية إدارة الأعمال / الجامعة الأردنية  | محاضر غير متفرغ<br>Part time lecturer  |
| - 2009/ 2<br><b>2012/9</b>   | أكاديمية الأمير حسين بن عبد الله الثاني للحماية المدنية<br>Prince Al-Hussein Bin Abdullah II<br>Academy of Civil Protection                          | محاضر غير متفرغ<br>Part time lecturer  |
| -2003/2<br>2006/10   | University of Newcastle- Australia   | مساعد بحث وتدریس<br>Research and teaching assistant  |
| -2001/9<br>2003/1  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | مدرس<br>Lecturer   |
| -1997/9<br>1999/9  | كلية الأعمال / الجامعة الأردنية<br><b>School of Business</b>   | مساعد بحث وتدریس<br>Research and teaching assistant  |
| <b>الخبرات الإدارية واللجان العلمية</b><br>Administrative Experiences and Committees |  |  |
| -2022/11/17<br><b>Present</b>  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | عضو مجلس جامعة<br>University Council Member  |

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| -2022-3/17<br>– Present | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو مجلس عمداء<br>Deans Council Member  |
| 2022/10/30<br>– Present | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس اللجنة العليا للإشراف على برامج المسارات المهنية والتقنية في الجامعة<br>Chairman of the University's Higher Committee for Supervising Vocational and Technical Track Programs  |
| -2022/10/30<br>Present  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة البعثات العلمية<br>Member of the Academic Scholarship Committee  |
| -2023/4/11<br>Present   | هيئة اعتماد مؤسسات التعليم العالي الأردنية<br>Accreditation and Quality Assurance Commission for Higher Education Institutions (AQACHEI).                       | عضو لجنة التعليم الثنائي في المملكة الأردنية الهاشمية<br>Member of the Jordanian Dual Study Committee (JDSC).   |
| -2023/4<br>present      | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة التعيين والترقية<br>Member of the Academic Recruitment and Promotion Committee   |
| -2023/4<br>Present      | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس مجلس المركز الوطني للتدريب وتأهيل المدربين<br>Chairman of the National Training Institute's Council  |
| 2022/11/1               | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس لجنة توظيف أعضاء هيئة التدريس في التخصصات في الجامعة<br>Chair of the faculty specialization allocation committee   |
| 2022/12/1               | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس لجنة اعتماد المجلات العلمية للترقية<br>Chair of the Scientific Journal Evaluation Board for Promotion  |
| 2022/12/7               | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة انشاء كلية العلوم الطبية المساندة<br>Member of the Launch Committee for the Faculty of Allied Health Professions   |
| 2022/11/17              | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس لجنة اعداد دليل السياسات والعمليات في الجامعة<br>Leader of the Institutional Policy Manual Drafting Group  |
| 2023/1/9                | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة اعداد تعليمات البعثات العلمية<br>Member of the committee for Developing Guidelines for Research Expeditions  |
| 2022/9                  | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس لجنة الجامعة لقياس مدى امتثال الجامعة لمؤشر النزاهة الوطني ومعايير النزاهة الوطنية<br>Head of the Institutional Compliance Review Board for National Integrity Standards       |
| -2023/1<br>Present      | جامعة البلقاء التطبيقية<br>هيئة تنمية وتطوير المهارات المهنية والتقنية<br>Al-Balqa Applied University<br>Technical and Vocational Skills Development Commission | ضابط ارتباط جامعة البلقاء التطبيقية مع هيئة تنمية وتطوير المهارات المهنية والتقنية<br>The University's Representative to the Technical and Vocational Skills Development Commission |
| -2023/1<br>Present      | جامعة البلقاء التطبيقية<br>هيئة تنمية وتطوير المهارات المهنية والتقنية<br>Al-Balqa Applied University<br>Technical and Vocational Skills Development Commission | ممثل الجامعة في مناقشة واعداد الاسرراتيجية الموحدة لقطاع التعليم والتدريب المهني والتقني في الأردن<br>University Contributor to the Proposed Strategy for Jordan's TVET Sector      |

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| -2022-3/17<br>2022/9/3 | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس مجلس كلية الاعمال<br>Chairman of the Business College Council   |
| 2022/3/31              | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة تطوير تعليمات الترقية<br>Member of the Working Group for Promotion Procedure Formation  |
| 2022/5/11              | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | مقرر لجنة وضع تعليمات الامتحانات المحوسبة<br>Director of the Committee for Creating Guidelines for Computer-Based Testing  |
| -2016/8/1<br>2020/7/31 | كلية طلال أبو غزاله الجامعية للأعمال في البحرين<br>Talal Abu-Ghazaleh University College of Business (TAG-UCB) in Bahrain.  | نائب رئيس مجلس كلية طلال أبو غزاله لإدارة الاعمال<br>Vice President of the Council of TAG-UCB of Business Administration<br><b>Acting President (Multiple Occasions)</b>   |
| -2016/8/1<br>2020/7/31 | كلية طلال أبو غزاله الجامعية للأعمال في البحرين<br>Talal Abu-Ghazaleh University College of Business (TAG-UCB) in Bahrain.  | مقرر وعضو العديد من اللجان الأكاديمية والإدارية في الكلية<br>Committee Participant serving on multiple Academic and Administrative Boards  |
| -2012/9<br>2016/8      | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو مجلس عمداء جامعة البلقاء التطبيقية<br>Member of the Council of Deans of Al-Balqa Applied University  |
| - 2008/9<br>2016/8     | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو مجلس جامعة البلقاء التطبيقية<br>Member of the Council of Al-Balqa Applied University   |
| -2012/9<br>2016/8      | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | رئيس مجلس كلية عمان الجامعية<br>Chairman of the Amman University College Council   |
| 2015-2014              | Amman University College/Al Balqa Applied University (ISSN: 2392-5272) for the period of April 27-29, 2015,<br>جامعة البلقاء التطبيقية<br>Al-Balqa Applied University | رئيس اللجنة العليا والتخصيرية للمؤتمر العلمي الدولي<br>المُحكَم منظمات الأعمال / التَّحدِّياتِ وَالْفُرصِ وَالْأفاقِ<br>Conference Chair for the International Scientific Conference on Business Organizationse (Opportunities, Challenges, and Aspirations) |
| 2016-2015              | هيئة اعتماد مؤسسات التعليم العالي الأردنية<br>Accreditation and Quality Assurance Commission for Higher Education Institutions (AQACHEI).                             | رئيس لجنة امتحان الكفاءة الوطني لبرنامج التخصصات الإدارية ولبرنامج التخصصات المَعْلُومَاتِيَّة لِلْعَامِ 2015<br>Chair of the National Proficiency Exams for Administrative and IT Programs (2015)   |
| -2011-8<br>2016/8      | جامعة البلقاء التطبيقية بالتعاون مع جامعة فلوريدا الأمريكية<br>Al-Balqa Applied University in cooperation with Florida Atlantic University                            | عضو اللجنة التنفيذية لبرنامج ماجستير الحكومة الالكترونية ونظم المعلومات الإدارية<br>Member of the Steering Committee for the E-Government and MIS Graduate Program   |
| -2012/5<br>2013/5      | منظمة الاعتماد الدولية - هيوستن - تكساس الولايات المتحدة الأمريكية<br>International Accreditation Organization  | نائبا لرئيس منظمة الاعتماد الدولية في منطقة الشرق الاوسط وشمال افريقيا<br>Vice-President of the International Accreditation Organization for the Middle East and North Africa  |
| -2007/4<br>2008/8      | الجامعة الأردنية بالتعاون مع جامعة أوهايو الأمريكية<br>Al-Balqa' Applied University in cooperation with Florida Atlantic University                                   | مستشار أكاديمي لبرنامج الدبلوم العالي في الحكومة الالكترونية<br>Program advisor for the E-Government Higher Diploma  |

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| -2012<br>2016/8       | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | مديرا لمنطقة امتحان عمان الاولى \ الامتحان الشامل<br>Director of 1st Amman District Area /<br>Comprehensive Examination  |
| -9/2013<br>9/2014     | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو في مجلس مركز الاستشارات والدراسات والتدريب<br>Member of the Council of the Center for<br>Consultations, Studies, and Training  |
| -2012/9<br>2016/8     | كلية عمان / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University    | رئيس لجنة الخطط الدراسية<br>Chair of the Curriculum Development<br>Committee   |
| -2012/9<br>2016/8     | كلية عمان / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University    | رئيس لجنة ضمان الجودة والاعتماد<br>the Quality Assurance and Accreditation<br>Chairman Committee   |
| -2012/9<br>2016/8     | كلية عمان / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University    | رئيس اللجنة الاستشارية للدورات<br>Courses Advisory Committee Chairman  |
| -2012/9<br>2014/9     | كلية عمان / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University    | رئيس لجنة خدمة المجتمع المحلي<br>Community Service Committee Chairman  |
| -2012/9<br>2016/8     | كلية عمان / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University    | رئيس لجنة الامتحان الشامل لطلبة الدراسات العليا<br>Chairman of the Postgraduate Examination<br>Committee   |
| -2012/9<br>2016/8     | كلية عمان / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University    | رئيس لجنة البحث العلمي في كلية عمان<br>Amman College's Scientific Research<br>Committee Chairman   |
| -2011/9<br>2012/9     | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو مجلس كلية الأعمال<br>College of Business Council member  |
| -2011/9<br>2016/8     | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University | عضو مجلس قسم نظم المعلومات الإدارية<br>Management Information Systems<br>Department Board Member   |
| - 2006 / 12<br>2011/7 | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University | عضو مجلس قسم العلوم الإدارية<br>Member of the Administrative Sciences<br>Department Council  |
| —2007/4<br>2011/9     | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University | المشرف على قسم نظم المعلومات الإدارية<br>Supervisor of the Department of Management<br>Information Systems   |
| -2007/8<br>2012/9     | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University | مقرر لجنة الاعتماد الخاص لتخصصات العلوم الإدارية<br>Chairperson of the Accreditation Committee<br>for Business Administration majors   |
| -2010/12/21<br>2011/9 | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو في المجلس التأديبي الخاص بأعضاء الهيئة الإدارية<br>Administrative Disciplinary Council Member  |
| - 2008/9<br>2012/9    | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | ضابط الارتباط جامعة البلقاء التطبيقية مع هيئة اعتماد<br>مؤسسات التعليم العالي الأردنية<br>Al-Balqa Applied University's contact officer<br>with the Jordanian Higher Education<br>Accreditation Commission |
| -2010/11<br>2011/9    | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو لجنة المؤتمرات والندوات في الجامعة<br>Member of the conferences and seminars<br>committee at the university  |
| -2010/11/24<br>2012/9 | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو لجنة الخطة الدراسية في الجامعة<br>Member of the study plan committee at the<br>university  |
| -2010/10/25<br>2012/9 | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو لجنة الخطط الدراسية<br>Member of the study plans Review and<br>Improvement Committee   |
| -2010/12/27<br>2011/9 | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University                | عضو لجنة تحديد رؤية الجامعة<br>University Vision and Mission Committee   |

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| -2011/1/20<br>2011/9   | جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   | عضو لجنة تعليمات التدريس الإضافي  |
| -2009/12/20<br>2010/12/29  | وزارة العمل الأردنية<br>Jordanian Ministry of Labor  | عضو لجنة البرامج والمشاريع ذات التأهيل التقني والتكنولوجي رفيع المستوى<br>Member of the High-level Technical and Technological Programs and Projects Committee  |
| -2009-7-16<br>2011/9   | مجلس التشغيل والتدريب والتعليم المهني والتقني<br>Employment, Training and Vocational and Technical Education Council | عضو لجنة الإعداد لإطار عام للمؤهلات الوطنية<br>Member of the Preparation Committee for the national qualifications framework  |
| -2010/2/14<br>2012/9   | وزارة التعليم العالي الأردنية<br>Ministry of higher education  | مُمَثِّلُ الْجَامِعَةِ فِي اللُّجْنَةِ الْمُكَلَّفَةِ بِتَنْفِيزِ تَوْصِيَّاتِ الْمُؤْتَمَرِ الْأَوْطَنِيِّ لِتَطْوِيرِ الْخُطَطِ الدِّرَاسِيَّةِ وَأَسَالِيبِ التَّعْلِيمِ وَالتَّعَلُّمِ وَالْبَحْثِ الْعِلْمِيِّ فِي الْمَمْلَكَةِ.<br>Representative of the university in the committee charged with implementing the recommendations of the national conference for the development of education and scientific research in Jordan |
| - 2008/9/24<br>2009/9/24   | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة خدمة المجتمع والاتصال مع الصناعة<br>Member of the Community Service and Industry Liaison Committee   |
| - 2008/9/24<br>2009/9/24   | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة البحث العلمي في الكلية<br>Member of the scientific research committee in the college   |
| - 2007/10/3<br>2008/8/24   | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة الخطة في الكلية<br>Study plans committee member  |
| - 2007/10/3<br>2008/8/24   | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو لجنة مشاريع التخرج في الكلية<br>Graduation projects committee member  |
| - 2008/9/15<br>2009/8/24   | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | عضو اللجنة العلمية في الكلية<br>Member of the college's scientific committee  |
| - 2007/10/4<br>2008/8/24   | كلية الاعمال / جامعة البلقاء التطبيقية<br>Al-Balqa Applied University  | مقرر لجنة التدريب الميداني<br>Rapporteur of the Field Training Committee  |
| - 2007/10/3<br>2008/8/24   | الجامعة الأردنية<br>University of Jordan   | عضو اللجنة التنفيذية لبرنامج الحكومة الالكترونية<br>Member of the Executive Committee of the E-Government Program   |
| -1997/9<br>2000/10   | Safeway  | مدير دائرة التسويق<br>Director of the Marketing Department  |
| <b>الجوائز العلمية والبعثات وأهم الإنجازات العملية</b><br><b>Scientific awards, academic scholarship and the most important practical achievements</b> |  |   |
| International Business Information Management association, USA   |  | جائزة أفضل ورقة في مؤتمر تكنولوجيا المعلومات والمنظمات في القرن الحادي والعشرين: التحديات والحلول<br>The best paper award at Information Technology and Organizations in the 21st Century: Challenges & Solutions conference, 2004  |
| جامعة البلقاء التطبيقية<br>Al-Balqa Applied University   |  | بعثة جامعة البلقاء التطبيقية إلى جامعة نيوكاسل الأسترالية<br>Recipient of a Full Academic Scholarship from BAU (2003)   |
| هيئة اعتماد مؤسسات التعليم العالي الأردنية<br>Accreditation and Quality Assurance Commission for Higher Education Institutions (AQACHEI).              |  | الاعتماد المؤسسي لجامعة البلقاء التطبيقية وكلياتها<br>Institutional accreditation of Al-Balqa Applied University and its colleges, 2008   |

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|---|--|
| هيئة اعتماد مؤسسات التعليم العالي الأردنية<br>Accreditation and Quality Assurance Commission<br>for Higher Education Institutions (AQACHEI).  | الاعتماد البرامجي لبرامج جامعة البلقاء التطبيقية<br>الأكاديمية<br>Program accreditation for Al-Balqa Applied<br>University academic programs,2011  |
| International accreditation organization , USA  | الاعتماد الدولي لجامعة البلقاء التطبيقية<br>2012<br>International accreditation of Al-Balqa<br>Applied University and its colleges, 2012   |
| International accreditation organization<br>www.iao.org   | نائب لرئيس منظمة الاعتماد الدولية في منطقة الشرق<br>الاطوسط وشمال أفريقيا<br>2013-2012<br>Vice-President of the International<br>Accreditation Organization in the Middle East<br>and North Africa 2012-2013 |
| <b>الإنتاج العلمي: البحوث والمؤتمرات والكتب</b>   |  |
| <b>Publications</b>   |  |
| <b>البحوث المنشورة في مجلات علمية محكمة</b>   |  |
| <b>Publications in Refereed Journals</b>  |  |
| <ol style="list-style-type: none"> <li>1. Haitham Alshibly (2022)”, Unlock The Black Box of Remote E-Working Effectiveness and E-HRM Practices Effect On Organizational Commitment”, Cogent Business &amp; Management, under publication. SCOPUS- SNIP: 2.9 (2021) Cite Score (Scopus) Q2 (2021).</li> <li>2. Haitham Alshibly (2020)”, Investigating the Effectiveness of Business Intelligence Systems: A PLS-SEM Approach”, International Journal of Management Sciences and Business Research, Sep-2020 ISSN (2226-8235), Volume (9), No (9).</li> <li>3. Haitham Alshibly, Raymond Chiong, and Yukun Bao (2017)” Investigating the Critical Success Factors for Implementing Electronic Document Management Systems in Governments: Evidence from Jordan”, Information Systems Management Journal. , Volume (89), No (1). Thomson Reuters (ISI)-IF: 1.490, SCOPUS- Q2 SNIP: 1.249. DOI:10.1080/10580530.2016.1220213</li> <li>4. Alshibly, H, and R. Chiong (2015), “Customer Empowerment: Does it Influence Electronic Government Success? A Citizen-Centric Perspective,” Electronic Commerce Research and Applications, Volume (14), No (6). ISSN 1567-4223. Thomson Reuters (ISI): IF 2.34. SCOPUS-SNIP: 2.203. IPP: 2.042. DOI: 10.1016/j.elerap.2015.05.003</li> <li>5. Alshibly, H, and R. Chiong and Bao, Yukun (2015),” Investigating the Critical Success Factors for Implementing Electronic Document Management Systems in Governments: Evidence from Jordan”, Information Systems Management Journal, Accepted on30-Oct-2015. ISSN. 1058-0530. Thomson Reuters (ISI): IF 0.580. SCOPUS- SNIP: 1.13. IPP: 0.97</li> <li>6. Alshibly, H, (2015), the Role of E-Marketing Front End Applications on Customer Retention: Evidence from Jordan”, Journal of Theoretical and Applied Information Technology, Volume (78), No (1). SCOPUS- SNIP: 0.655. IPP: 0.343. DOI: 10.13140/RG.2.1.2855.1844</li> <li>7. Alshibly, H, (2015), “Investigating Decision Support System (DSS) Success: A Partial Least Squares Structural Equation Modeling Approach” Journal of Business Studies Quarterly (JBSQ), Volume (6), No (4). ISSN 2152-1034</li> <li>8. Alshibly, H, (2015), “Exploring the Key Factors for Establishing Electronic Commerce Loyalty”, Wulfenia Journal, 22 (3), pp. 357-380. Thomson Reuters (ISI): IF 2.0. SCOPUS- SNIP: 0.116. DOI: 10.13140/RG.2.1.2295.4401</li> <li>9. Alshibly, H, (2015), “Customer Perceived Value in Social Commerce: an Exploration of its Antecedents and Consequences.” Journal of Management Research, Vol. 7 No.1: pp. 17-37. DOI: 10.5296/Jmr.V7i1.6800</li> <li>10. Alshibly H. &amp; Others (2015), “The Effect of E-Financial Services in Achieving Competitive Advantage For Commercial Banks in Jordan ”Arab Journal Of Informatics Sciences, Vol. 5, No. 1. pp. 190-228. (In Arabic). DOI: 10.13140/RG.2.1.1509.0084.</li> </ol> |  |



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12. Alshibly H. & Others (2015), "The Effect of Electronic Documentation Systems Effectiveness on Performance Improvement", Economical and Human Resources Development, Vol. 10, December, pp. 181-202. (In Arabic). DOI: 10.13140/RG.2.1.3827.3446.
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14. Alshibly H. & Others (2014), " Artificial Intelligence in Law Enforcement, A Review", International Journal of Advanced Information Technology (IJAIT) Vol. 4, No. 4, August 2014, pp. 1-9. DOI: 10.5121/Ijait.2014.4401
15. Alshibly H. & Others (2014), " The Impact of E-Ticketing Technique on Customer Satisfaction: An Empirical Analysis", Journal of Information Systems and Technology Management (JISTEM), Vol. 11, No. 3. pp. 519-532. DOI: 10.4301/S1807-17752014000300001. 2-Year Scielo Impact Factor:0.033
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17. Alshibly H. (2014), " A Free Simulation Experiment to Examine the Effects of Social Commerce Web Site Quality and Customer Psychological Empowerment on Customers Satisfaction", Journal of Business Studies Quarterly (JBSQ), Volume (5), No (4).pp21-40. DOI: 10.13140/RG.2.1.1920.9286/1
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31. Alshibly H. & Others (2010), "Assessing Electronic Government Systems Success -An Integrated Framework -". Administrative Sciences, Dirrrasat, Volume (37), No (2). DOI: 10.13140/RG.2.1.4392.5923
32. Alshibly H. (2009), "A Characterization of Consumer Empowerment Drawn From Three Views of Power", ABAC Journal, Volume (29), No (3) (September-December, 2009). DOI: 10.13140/RG.2.1.4023.9522.
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#### الْبُحُوثُ الْمُنَشُورَةُ فِي مُؤْتَمَرَاتٍ دَوْلِيَّةٍ عِلْمِيَّةٍ مَحْكَمَةٍ

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40. Alshibly H. (2015) & others, "The Effect of Creativity Orientation in Achieving Competitive Advantage for Jordan Telecom Group", The International Conference on Business Organizations: opportunities, challenges, and horizons (ICBO2015), At Amman- Jordan, Volume: ISSN: 2392-5272. DOI: 10.13140/RG.2.1.4522.6404.
41. Alshibly H. (2015) & others, "Assessing the quality of electronic services in the Jordanian ministries sites", The International Conference on Business Organizations: opportunities, challenges, and horizons (ICBO2015), At Amman- Jordan, Volume: ISSN: 2392-5272. DOI: 10.13140/RG.2.1.3299.9843.

42. Alshibly H. (2015) & others, “The impact of procedures simplification on the development of the employee’s performance”, Gulf university Journal.
43. Alshibly H. (2015) & others, “ Management information systems Effectiveness and their impact on decision-making "A field study in the Jordanian press institutions” ”. The International Conference on Business Organizations: opportunities, challenges, and horizons (ICBO2015), At Amman- Jordan, Volume: ISSN: 2392-5272.  
**DOI:10.13140/RG.2.1.4882.8962**
44. Alshibly H. (2007), “an integrated framework for assessing human resources management information Systems Success”, The 2007 International Business Information Management Conference, July 4-6, Ireland. **DOI: 10.13140/RG.2.1.2455.1848**
45. Alshibly H. (2007), “prerequisites of electronic documentation management system (EDMS) success”, The 2007 International Business Information Management Conference, July 4-6, Ireland. **DOI: 10.13140/RG.2.1.3503.7603**
46. Alshibly H. (2006) & others, A Characterization of Consumer Empowerment Drawn from Three Views of Power “the 2006 Academy of Marketing Science Annual Conference May 24-27 at the Hyatt Regency in San Antonio, Texas, USA. **DOI:10.13140/RG.2.1.4159.1205**
47. Alshibly, H., Aisbett, J., and Pires, G. (2004) “customer empowerment and electronic commerce success”, the 2004 International Business Information Management Conference: Information Technology and Organizations in the 21st Century: Challenges & Solutions, July 4-6, Amman –Jordan. P.P. 51-61 (This paper awarded the best paper award).  
**DOI: 10.13140/2.1.1772.5762**
48. Alshibly, (2004) “exploring the impact of customer empowerment on marketing strategy and information systems effectiveness”, The Fourth International Conference on Performance Measurement and Management, Cranfield, England: Centre for Business Performance, Cranfield School of Management, Edinburgh, UK, 2004, pp. 11-19.  
**DOI: 10.13140/RG.2.1.3765.9043.**

**الْبُحُوثُ الْمُنَشُورَةُ كَفَصَلٍ فِي كِتَابٍ**  
**Publications as Book Chapters**

49. Alshibly, H., Aisbett, J., & Pires, G. (2015), “a characterization of consumer empowerment drawn from three views of power”. In Revolution in Marketing: Market Driving Changes (pp. 208-213). Springer International Publishing. **DOI: 10.1007/978-3-319-11761-4\_99.**

**الكتب**  
**Books**

- إدارة المنشآت المعاصرة، الطبعة رقم 1، لـ هيثم حمود الشبلي ، 2008/11/27. دار صفاء للطباعة والنشر والتوزيع
- 50. Alshibly, (2008), “Modern establishment management”. In Arabic. Dar Safaa Publishing.
- إدارة مخاطر الاحتيال في الاتصالات، الطبعة رقم 1، لـ هيثم حمود الشبلي، دار صفاء للطباعة والنشر والتوزيع،  
2009/01/22
- 51. Alshibly, (2009), “Telecom fraud risk”. In Arabic. Dar Safaa Publishing.
- تصميم مواقع الويب والنشر على الإنترنت 2002 - الطبعة رقم 1، لـ هيثم حمود الشبلي (، دار صفاء للطباعة والنشر والتوزيع،  
2009/01/22
- 52. Alshibly, (2009), “Front page 2002”. In Arabic. Dar Safaa Publishing.
- الحاسوب نماذج وتطبيقات في إدارة الأعمال والتسويق، الطبعة رقم 1، لـ هيثم حمود الشبلي، دار صفاء للطباعة والنشر والتوزيع ،  
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**رِسَائِلُ الْمَاجِسْتِيرِ الَّتِي أُشْرِفْتُ عَلَيْهَا**

**Thesis and Dissertations Advised (Partial list)**

1. Determining Electronic Cheque Clearing System Users Attitudes (Field Study on Jordanian Commercial Banks), by Yahya A. A. Alsoof - the University of Jordan-2008
2. The effect of the deception in the marketing mix elements, on the consumer attitudes in Amman city and the metropolitan area, by Rizeq Yousef Alsaaidah, 2009
3. Service Quality and its Impact on Guest's Satisfaction: Applied Study on Five Stars Hotels in the Hashemite Kingdom of Jordan: by Amer Abd Al-Ghani Al-Husami, 2010

4. Job stress sources among nurses working in mental health settings." Exploratory study: national center for mental health hospital " by Magbola Al Mufleh, 2011
5. The Impact of Applying Electronic Document Management Systems on performance Enhancement, by Morad Alabady 2011
6. The adoption and use of social networking sites and its impact on the purchasing decisions by Hamzeh Salameh 2011
7. The Impact of management information systems effectiveness and the creative environment availability on the levels of managerial innovation: Applied Study on Housing and Urban Development Corporation by Abu Baker Hiarri, 2011
8. The impact of risk management on construction project's success by Mohammed Hiassat, 2011
9. Management information systems Effectiveness and their impact on decision-making "A field study in the Jordanian press institutions " by Mohammad al-Nsour,2012
10. The impact of human resources information systems on the employee's performance, by Saleh Al-Naimat,2012
11. Effectiveness of E-Marketing in Influencing the Customers Behavior in Jordanian Banks, by Lina Al-Bqour,2013
12. Modeling the Impact of Strategic Planning in improving the Effectiveness of Administrative Assessment in Jordanian Companies (An Empirical Study on the Construction Sector Companies), by Suhad Alazab,2013
13. The Impact of Organizational Memory on the Human resources Auditing, Ethar Homisat,2014
14. The Impact of Customer Relationship Management in the Improvement of the Organization Creativity and Ability in Airline Sector Capital Amman: (Case Study: Royal Jordanian), Agatha Alokeli, 2014
15. The Effect of Using Electronic Clearing Systems on the Quality of Banking Services Provided, by Saba Fakhoury, 2014
16. The Effect of Creativity Orientation in Achieving Competitive Advantage for Jordan Telecom Group, by Mohammed Ajaj, 2015
17. The Impact of E-Human Resource Management on Organizational Creativity / A Field study on Information Technology Companies , by Ashraf AL.Kasasbeh, 2015
18. The Impact of Human Resources Management Functions on the Total Quality Management Implementation Case Study: Royal Jordanian, by Shaden Al-Faleh, 2016.
19. Measuring the Success of Business Intelligence Systems in Project Management/ Field Study: (Engineering Companies in Amman), by Sohair Abu sa'ada,2016
20. The Strategic dimension of intelligence decision support Systems, PhD thesis, Jenan University, Ahmmad alsmadi, 2015.
21. Electronic Human Resource Management Practices and its Impact on Organizational Commitment: the Mediating Role of Job Satisfaction (An Empirical Study on the Jordanian Islamic Banks), Ayman Hosni Ayyasra,2020
22. The Impact of Artificial Intelligence Applications on Organizational Performance, the Mediating Role of Administrative Decisions Quality: An Applied Study on the Jordanian Commercial Banks, Basmah Alttayeb,2021
23. The Effect of Employee Well-Being on Job Loyalty: the mediating role of job satisfaction (An applied study in Jordan Telecommunications companies),2022
24. The Impact of Digital Transformation on Human Resources Management Functions: An Applied Study on the Jordanian Income and Sales Tax Department,2023
25. Supervising more than 40 graduation projects

#### البرامج التدريبية وأوراق العمل والورش والمؤتمرات

#### Training programmes, working papers, workshops and conferences

حُضُورٌ وَتَقْدِيمُ أَوْراقٍ فِي أَكْثَرِ مِنْ 50 وَرَشَّةِ عَمَلٍ وَنَدْوَةٍ وَمُؤْتَمَرَاتٍ مَحَلِّيَّةٍ وَدَوْلِيَّةٍ فِي مَجَالَاتٍ نَظَمَ الْمَعْلُومَاتِ وَالْحُكُومَةِ الْإِلِكْتُرُونِيَّةِ وَتَخْطِيطِ التَّنْمِيَّةِ وَالذَّراسَاتِ الْمَالِيَّةِ وَدِراسَاتِ الْجَدْوَى وَالنَّخْطِيطِ الْإِسْتِرَاتِيجِيِّ وَمَنْهَجِيَّاتِ الْبَحْثِ وَبِنَاءِ الْعَمَلِ الْجَمَاعِيِّ وَتَقْيِيمِ إِحْتِياجاتِ التَّدْرِيبِ وَسُوقِ الْعَمَلِ تَحْلِيلِ وَتَحْدِيدِ الْمَشَارِيعِ وَتَقْيِيمِهَا وَإِدَارَةَ الْجُودَةِ وَضَمَانِهَا ، وَمُدْرَبٌ لِلْعَدِيدِ مِنَ الدُّورَاتِ الْإِدَارِيَّةِ فِي الْأُرْدُنِ

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| <p>Participated in over 50 local and international workshops, seminars and conferences related to:</p> <ul style="list-style-type: none"> <li>• Information systems • Electronic government • Development planning • Financial and feasibility studies • Strategic planning • Research methodologies • Training needs assessment and labor market analysis • Project identification and appraisal • Quality management and assurance</li> </ul> <p>At these events, the author presented papers on topics within these fields. The conferences and workshops were held in Jordan and other countries. The topics presented on include:</p> <ul style="list-style-type: none"> <li>• Development and application of information systems</li> <li>• Utilization of electronic government systems</li> <li>• Planning and evaluation methods for development initiatives</li> <li>• Analysis and development of business cases and feasibility studies</li> <li>• Formulating and implementing strategic plans</li> <li>• Research design and data collection methods</li> <li>• Assessing training needs based on labor market trends</li> <li>• Evaluating potential projects</li> <li>• Ensuring and improving quality in organizations and initiatives</li> <li>• Designing and delivering management training programs</li> </ul> |
| <ul style="list-style-type: none"> <li>• Attending the event titled "Transforming Learning and Teaching Practices in Higher Education: Jordan-UK Perspectives - A Policy Dialogue" organized jointly by the British Council and Jordan's Higher Education Ministry on March 13, 2023.</li> </ul> <p>The event brought together higher education leaders and policymakers from Jordan and the UK to discuss:</p> <ul style="list-style-type: none"> <li>• Innovations in teaching, learning and assessment practices at universities</li> <li>• Strategies to develop graduates with the skills needed for a changing job market</li> <li>• Approaches for integrating technology and blended learning models to enhance student experience</li> <li>• Quality assurance and accreditation of evolving higher education programs</li> <li>• Areas for potential collaboration between Jordanian and UK universities</li> </ul>   |
| <ul style="list-style-type: none"> <li>• البرنامج التدريبي الإداري لتطوير التعليم التقني في جامعة البلقاء التطبيقية من قبل وكالة التعاون الدولي الكورية وجامعة Dong-Eu بكوريا الجنوبية، 2022/22 / 10-2022 / 11/10</li> </ul> <ul style="list-style-type: none"> <li>• Attending the managerial training program for developing technical education at Al-Balqa Applied University from October 11 to 22, 2022. The program was organized jointly by the Korea International Cooperation Agency and Dong-Eu University in South Korea.</li> </ul> <p>The goal of the program was to help improve the management of technical education at Al-Balqa Applied University. The program covered topics such as:</p> <ul style="list-style-type: none"> <li>• Best practices for managing technical and vocational education programs</li> <li>• Teaching methods and curricula for job-oriented technical disciplines</li> <li>• Partnerships with industry to align technical education with market needs</li> <li>• Use of new technologies and facilities to enhance hands-on learning.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• ورشة عمل تدريب المراجعين المحليين، 2018 / 6 / 27 - 26، هيئة جودة التعليم والتدريب، البحرين</li> </ul> <ul style="list-style-type: none"> <li>• Attending the workshop "Training Local Auditors" hosted by the Education and Training Quality Authority in Bahrain on June 26-27, 2018.</li> </ul> <p>The aim of the workshop was to develop the skills of participants to serve as external auditors for the Authority. The workshop covered topics such as:</p> <ul style="list-style-type: none"> <li>• The role and responsibilities of education auditors</li> <li>• Requirements and competencies to qualify as an education auditor</li> <li>• Standards and criteria used in evaluating educational institutions</li> <li>• Procedures for conducting an external audit, including onsite visits and interviews</li> <li>• Methods for writing comprehensive, accurate and objective audit reports</li> </ul>   |
| <ul style="list-style-type: none"> <li>• رئيس اللجنتين العليا والتحضيرية للمؤتمر العلمي الدولي المحكم (منظمات الأعمال - الفرص والتحديات والتطلعات) كلية عمان الجامعية-جامعة البلقاء التطبيقية-ISSN: 2392-5272-- للفترة 2015/4/29-27-عمان-الاردن.</li> </ul> <ul style="list-style-type: none"> <li>• Chaired The International Conference on Business Organizations: opportunities, challenges, and horizons (ICBO2015) held in Amman, Jordan on April 27-29, 2015.</li> </ul> <p>The objectives of the ICBO2015 conference were to:</p>  |

- Bring together researchers, academics and practitioners to share knowledge on current issues and future directions for business organizations
- Provide a platform for presenting and discussing cutting-edge research on various aspects of business management
- Explore opportunities and solutions to challenges facing different types of organizations worldwide.

• محاضرة بعنوان "تقارير التقييم الذاتي للبرامج الأكاديمية وفقا لمعايير الاعتماد السعودية"، ندوة "الاعتماد الأكاديمي" جامعة الباحة. 2014- الباحة-المملكة العربية السعودية.

- Delivered a lecture entitled "Self-Evaluation Reports of Academic Programs According to Saudi Accreditation Standards" at the "Academic Accreditation" Symposium organized by Al-Baha University in Al-Baha, Saudi Arabia in 2014. The lecture focused on:
  - Requirements for self-evaluation reports that academic programs at Saudi universities must submit as part of the accreditation process
  - Standards set by the Saudi National Commission for Academic Accreditation and Assessment that programs are evaluated against
  - Components and structure of a high-quality self-evaluation report that comprehensively assesses a program's performance
  - Strategies for utilizing self-evaluation findings to develop an action plan for continuous improvement.

• المشاركة في تنظيم المؤتمر الدولي تكامل مخرجات التعليم مع سوق العمل في القطاع العام والخاص 1-2012...3/

- Participated in organizing the international conference titled "Integration of Education Outcomes with the Labor Market in the Public and Private Sectors", held on March 1, 2012 at Al-Balqa Applied University.

The conference aimed to bring together researchers, educators, policymakers and industry representatives to discuss:

- Strategies for aligning higher education programs and outcomes with the needs of the job market and economy
- Mechanisms for strengthening collaboration and partnership between universities and the private sector
- Ways to develop curricula that cultivate the skills and competencies demanded by employers
- Practices for facilitating students' transition from academia to employment

• تنظيم ورشة عمل " آليات الاعتماد الخاص لبرامج مؤسسات التعليم العالي " وبالتعاون مع هيئة اعتماد مؤسسات التعليم العالي-2010-11-23

- Organizing a workshop titled "Mechanisms of Special Accreditation for Programs of Higher Education Institutions" in cooperation with the Higher Education Institutions Accreditation Commission at Al-Balqa Applied University on November 23, 2010.

The aim of the workshop was to provide guidance to faculty members and academic program administrators at Al-Balqa Applied University regarding the accreditation process.

The workshop covered:

- Requirements and standards for program-level accreditation set by the Higher Education Institutions Accreditation Commission
- The procedures for academic programs to undergo specialized accreditation, including self-study reports and external evaluation visits
- Strategies for developing action plans to sustain and improve program quality based on accreditation feedback
- Best practices for maintaining accredited status over time.

• ورقة بعنوان " التدريب الإلكتروني" في المؤتمر العربي الثالث للموارد البشرية والتدريب والورش المصاحبة بعنوان "رأس المال البشري وتحديات الأزمة العالمية" عمان 4-8/10/2009

- Served as a keynote speaker at the third Arab Conference on Training and Human Resources held in Amman, Jordan from October 4-8, 2009. The title of the keynote lecture was "E-Training: Requirements, Methods and Future Prospects". The lecture focused on:
  - Competencies and skills required for effectively designing and delivering e-training programs

- Various methods and technologies used in virtual training, including learning management systems, video conferencing, social learning and simulations
- Advantages and limitations of e-training compared to traditional face-to-face training
- Emerging trends and future potential for leveraging technology to enhance workforce learning and development

• ورقة بعنوان "تقييم المحتوى المعلوماتي لمواقع الحكومة الإلكترونية الأردنية". ورشة العمل المجتمع المعلوماتي---06-08-2008

- Presented a paper titled "Assessing the Informational Content of the Jordanian E-Government Websites" at the Information Society Workshop held at Al-Balqa Applied University on August 6, 2008.

The aim of the paper was to evaluate the quality of information provided on Jordanian e-government websites based on select criteria.

The paper assessed:

- The comprehensiveness of information, in terms of coverage of relevant topics and services offered
- The transparency of information, including clarity, objectivity and openness
- The currency of information, meaning how frequently content is reviewed and updated
- The accessibility of information to the general public, considering technical and language factors

By analyzing a sample of Jordanian governmental ministry websites based on these informational criteria, the paper found several gaps and areas for improvement in the quantity, quality and accessibility of online content. Recommendations arising from the research included:

- Expanding the range of information and services available on e-government websites
- Developing guidelines for writing clear, consistent and impartial content
- Establishing schedules and procedures for maintaining up-to-date information
- Optimizing websites for mobile devices and ensuring readability for diverse audiences

• المشاركة في فعاليات مؤتمر "حالة الإدارة العربية وتحديات العولمة الإدارية وتطبيقاتها في الأردن-من حيث الإصلاح والحكم والرشد" الذي نظمه مركز العقول النيرة لتنمية الموارد. 2009/4/26

- Attending the conference "The State of Arab Administration and the Challenges of Administrative Globalization and Its Applications in Jordan - In Terms of Reform, Governance and Rationalization" organized by the Bright Minds Center for Resource Development in Amman, Jordan on April 26, 2009. The aim of the conference was to discuss:

- The current state of public administration in the Arab world
- The implications of globalization and technological change for government management and reform in Jordan
- Strategies for modernizing Jordan's public sector through governance, transparency and efficiency initiatives

• تنظيم مؤتمر الشراكة بين سوق العمل ومؤسسات التعليم التقني العربي بالتعاون مع الاتحاد العربي للتعليم ال تقني 2009/4/

- Organize the conference "Partnership between the Labor Market and Arab Technical Education Institutions" in cooperation with the Arab Union for Technical Education at Al-Balqa Applied University on April 20, 2009.-

The goal of the conference was to foster closer collaboration between technical universities and industry in Arab countries. The conference focused on:

- Strategies for engaging industry representatives in developing technically-oriented curricula that meet market needs
- Initiatives to provide students with practical training and work experience opportunities during their studies

- Mechanisms for technical universities to secure industry funding, equipment donations and faculty participation
- Ways for the private sector to influence the creation of specialized technical programs that match skills gaps

• تنظيم ورشة عمل تحسين جودة التعليم التقني والتدريب المهني في الأردن بالتعاون مع مكتب اليونسكو في الأردن -10-08-2009

- Organize a workshop to improve the quality of technical education and vocational training in Jordan in cooperation with the UNESCO office in Jordan at Al-Balqa Applied University on August 10, 2009.

The aim of the workshop was to bring together stakeholders from technical education institutions, industry and government to discuss strategies to enhance the quality and relevance of technical and vocational training in Jordan. The workshop focused on topics such as:

- Aligning technical curricula and programs with the competencies and skills required by employers
- Utilizing the latest technologies, facilities and teaching methods in technical education
- Strengthening partnerships between technical schools, colleges and private sector companies
- Developing workforce training programs to meet the needs of specific industries
- Assessing learning outcomes to ensure graduates have Job market-relevant qualifications and abilities.

• المشاركة في ورشة توجيهات وأراء المجتمع الأردني بالتشغيل والتدريب والتعليم المهني والتقني – مجلس التشغيل والتدريب والتعليم المهني والتقني – عمان 2010/4/12

- Attending a workshop on "The Orientations and Opinions of the Jordanian Society Regarding Employment, Vocational and Technical Education and Training" hosted by the Council of Employment, Training and Vocational and Technical Education in Amman, Jordan on April 12, 2010.

The workshop aimed to gather input and perspectives from stakeholders to inform policymaking related to:

- Employment support and job creation initiatives
- Vocational and technical education programs
- Workforce training offerings

The workshop discussions focused on:

- Gaps between the outputs of TVET institutions and the needs of the labor market
- Ways to make TVET and training programs more relevant and responsive to employer demands
- Initiatives or reforms needed to increase employment opportunities for TVET graduates
- Potential strategies to strengthen awareness and perceptions of technical careers among the public

• المشاركة في ورشة المؤتمر الخامس مستقبل إصلاح التعليم العربي لمجتمع المعرفة "تجارب ومعايير ورؤى، المركز العربي للتعليم والتنمية، القاهرة 13-15/7/2010.

- Attending the workshop entitled "The Future of Arab Education Reform for the Knowledge Society: Experiences, Standards and Visions", held as part of the Fifth Arab Education Conference organized by the Arab Center for Education and Development in Cairo, Egypt from July 13-15, 2010.

The workshop aimed to bring together Arab educators, researchers and policymakers to discuss reforms needed in Arab education systems to build knowledge societies and economies. The discussions focused on:

- Aligning education policies and programs with the demands of the knowledge economy and digital era
- Integrating information and communication technologies into teaching and learning in schools and universities



- Improving the quality of teaching to develop students' critical thinking, innovation and other high-level skills
- Promoting interdisciplinary, active learning and competence-based education

المشاركة في ورشة " معايير تصنيف الجامعات والإجراءات الخاصة بها " هيئة اعتماد مؤسسات التعليم العالي، عمان، 2010/8/9.

- Attending in the workshop entitled "University Classification Standards and Procedures" hosted by the Accreditation Commission for Higher Education Institutions in Amman, Jordan on August 9, 2010.

The aim of the workshop was to provide information to university leaders and administrators about:

- The Accreditation Commission's classification system that categorizes higher education institutions based on a set of criteria and indicators
- The standards and methodology used to assign universities to categories ranging from developing to excellent
- The procedures that universities undergo for classification, including submitting documents, hosting evaluation visits and responding to recommendations
- Various benefits of classification for universities, including improved reputation, funding opportunities and the ability to compete for national awards or accreditation

المشاركة في ورشة " الإدارة الجامعية والتخطيط الاستراتيجي والبحث العلمي "، جامعة عمان العربية، 2010/12/29-28.

- Attending a two-day workshop on "University Administration, Strategic Planning and Scientific Research" at Amman Arab University on December 28-29, 2010.

The objective of the workshop was to provide information and professional development for university administrators and faculty regarding:

- Effective models and principles of university management
- Strategic planning processes tailored to the needs of higher education institutions
- Ways to develop a research culture and strengthen research capacities within universities

المشاركة في ورشة " الاعتماد وضبط الجودة في التعليم العالي، 2008/10/20، جامعة الزرقاء الأهلية.

- Attending the "Accreditation and Quality Control in Higher Education" workshop held at Zarqa Private University on October 20, 2008.

The objective of the workshop was to provide information on:

- The role of accreditation and quality assurance in enhancing higher education institutions
- National and international quality standards that universities must meet to achieve and maintain accredited status
- The accreditation process, including assessing adherence to standards through self-studies and external evaluations
- Strategies for establishing robust internal quality assurance systems that facilitate accreditation
- Benefits of accreditation for universities in areas such as accountability, performance improvement, project funding and international recognition

تنظيم ورشة "إدارة الجودة، جامعة البلقاء التطبيقية 2009/4/9.

- Organize a workshop titled "Quality Management" at Al Balqa Applied University on April 9, 2009.

The purpose of the workshop was to provide information and professional development for faculty and staff regarding quality management approaches and applications within universities.

The workshop covered topics such as:

- Quality management concepts, principles and philosophies.
- Quality standards and frameworks relevant for higher education institutions
- Strategies for applying quality management concepts and tools to improve key university processes and functions

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| <ul style="list-style-type: none"> <li>• The role of quality management in enhancing university performance, efficiency and stakeholder satisfaction.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• المشاركة في ورشة "الالتزام بمعايير اعتماد مؤسسات التعليم العالي طريق رشيد نحو الجودة" هيئة اعتماد مؤسسات التعليم العالي 2009/5/10، جامعة آل البيت.</li> <li>• Attending the workshop "Commitment to Accreditation Standards for Higher Education Institutions, A Rational Path Towards Quality" hosted by the Higher Education Accreditation Commission on October 5, 2009 at Al al-Bayt University. The workshop focused on: <ul style="list-style-type: none"> <li>• Accreditation standards for higher education institutions</li> <li>• Quality requirements and practices in higher education</li> <li>• Strategies for institutions to systematically meet accreditation standard</li> </ul> </li> </ul>   |
| <ul style="list-style-type: none"> <li>• المشاركة في ورشة "التدريب على إجراءات دراسة التقييم الذاتي كأحد المكونات الرئيسية لمنح شهادة ضمان الجودة"، هيئة اعتماد مؤسسات التعليم العالي، 2009/10/ 29-28.</li> <li>• Attending the workshop "Training on Self-Study Procedures as One of the Main Components for Granting a Certificate of Quality Assurance" hosted by the Higher Education Accreditation Commission on October 28-29, 2009. The workshop focused on: <ul style="list-style-type: none"> <li>• The self-study process required by the Higher Education Accreditation Commission as part of institutional accreditation</li> <li>• Preparing and conducting a high-quality self-study report that reflects an institution's true characteristics and meets accreditation requirements</li> <li>• Using self-study to identify areas of strength and improvement to guide strategic planning and quality enhancement initiatives</li> </ul> </li> </ul>   |
| <ul style="list-style-type: none"> <li>• المشاركة في ورشة "إعداد السياسة والاستراتيجية العلمية والتكنولوجية الوطنية للأعوام (2011-2015) المجلس الأعلى للعلوم والتكنولوجيا، جامعة الأميرة سمية للتكنولوجيا، 2010/1/25.</li> <li>• Attending the workshop "Preparing the National Scientific and Technological Policy and Strategy for the Years (2011-2015)" hosted by the Supreme Council for Science and Technology at Princess Sumaya University for Technology on January 25, 2010.</li> </ul> <p>The aim of the workshop was to gather input and recommendations from experts, stakeholders and interested parties to inform the development of Jordan's next science, technology and innovation policy and strategy. The workshop discussions focused on:</p> <ul style="list-style-type: none"> <li>• National priorities for science, technology and innovation to support Jordan's development goals</li> <li>• Mechanisms and initiatives to strengthen linkages between universities, research centers and the private sector</li> <li>• Incentives and funding instruments needed to promote knowledge creation, transfer and commercialization</li> <li>• Approaches to develop and attract highly skilled human capital for research and innovation sectors</li> <li>• Strategies to enhance capacity for frontier and multidisciplinary research</li> </ul> |
| <ul style="list-style-type: none"> <li>• المشاركة في ورشة "استخدامات التصنيف العربي المعياري للمهنيين 2008" مجلس التشغيل والتدريب والتعليم المهني والتقني، 2010/2/11، عمان.</li> <li>• Attending the workshop "The Uses of the Standard Arab Classification for Professionals 2008" hosted by the Council for Employment, Training and Vocational and Technical Education in Amman, Jordan on November 2, 2010.</li> </ul> <p>The aim of the workshop was to provide information to stakeholders regarding:</p> <ul style="list-style-type: none"> <li>• The new Standard Arab Classification for Professionals (SACP) developed by the Arab League</li> <li>• The structure and features of the SACP, which groups occupations into families, groups, subgroups and units based on skill level and job tasks</li> <li>• Applications of the SACP within Arab countries to support workforce planning, education and training initiatives, and labor market information systems</li> <li>• The benefits of adopting a standard classification system to improve comparability of data across Arab nations and institutions.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• المشاركة في ورشة " InWEnt-Corporate social Responsibility and sustainable Competitiveness – Blended Learning Course - القاهرة. 24/3/2009.</li> </ul>   |

- Attending the workshop "Corporate Social Responsibility and Sustainable Competitiveness - Blended Learning Course" organized by InWEnt in Cairo on March 24, 2009.

The aim of the workshop was to raise awareness about the concepts of corporate social responsibility and sustainable competitiveness and how they can be applied in business practices and policies. The workshop covered topics such as:

- Defining corporate social responsibility and its objectives
- Measuring the impact of CSR and sustainable competitiveness on business performance and reputation
- Developing CSR policies and strategies for companies and organizations

### تَحْكِيمُ الْأَبْحَاثِ

#### Reviewer for Scientific Journals and conferences

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| <ul style="list-style-type: none"> <li>• A reviewer and member of conference advisory committee of the sixth IBIMA Conference, 11 – 18, December 2006, Portugal.</li> <li>• A reviewer for The ICT conference, Uganda, 21 October 2006.</li> <li>• A reviewer and a member of conference advisory committee for the fifth IBIMA Conference, Egypt, 13 – 15 December 2005, Cairo.</li> <li>• A reviewer and a member of conference advisory committee for the fourth IBIMA Conference, 17 – 21 November 2004, Germany.</li> <li>• A reviewer and member at conference advisory committee for the 5th IBIMA Conference, 13 – 15 December 2005, Cairo,</li> <li>• A reviewer and member at conference advisory committee for the 4th IBIMA Conference, 17 – 21 November 2004, Jordan</li> <li>• The 2004 International Business Information Management Conference</li> </ul> | <ul style="list-style-type: none"> <li>• Interdisciplinary Journal of Information, Knowledge, and Management (IJIKM), USA.</li> <li>• The South African Journal of Information Management, South Africa.</li> <li>• Jordan Journal of Business Administration, Jordan</li> <li>• Journal of Information, Information Technology, and Organizations, USA.</li> <li>• The Electronic Journal of e-Government, UK</li> <li>• American Journal of Applied Sciences, USA.</li> <li>• Conference chair, The International Conference on Business Organizations: opportunities, challenges, and horizons (ICBO2015) (ISSN: 2392-5272), Amman, Jordan on 27-29 April 2015.</li> </ul> |
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### الْمَقَرَّرَاتُ الَّتِي تَمَّ تَدْرِيسُهَا

#### Advanced Courses Taught (Partial list):

#### برامج الدكتوراه

#### Ph.D. level courses

- Advanced Seminar in Total Quality Management
- Advanced Seminar in Entrepreneurship and small business strategies.
- Advanced Seminar in Business research methods.

#### برامج الماجستير

#### MBA courses (Partial list)

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Advanced e-government information systems</li> <li>• Advanced decision support systems</li> <li>• Advanced human resources information systems</li> <li>• Advanced electronic commerce</li> <li>• Total quality management in e-government</li> </ul> | <ul style="list-style-type: none"> <li>• Advanced research methods for Business.</li> <li>• Advanced management information systems research methods</li> <li>• Advanced management information systems</li> <li>• Advanced management information systems analysis and design</li> </ul> |
|--|---|

- Advanced strategic management
- Advanced project management
- Advanced organizational theory
- Advanced strategic information systems
- Advanced information systems project management

البرامج التدريبية المغطاة

**Consulting and Training Specializations (Partial list)**

Designing, developing, and delivering several training courses for business sector enterprises in: Business Strategy and Strategic Management, Balance Score Card Project Management, Electronic Management, Electronic Government. Electronic Business, Electronic Marketing, Electronic Commerce Project Management, Total Quality Management. Marketing Management, Strategic Management, Systems Analysis, and Design. o IT Risk Management, Electronic Documentation Systems (Achieving systems)

**Skills**

**Research:**

- Extensive experience conducting research using both quantitative and qualitative methods
- Skilled in gathering, analyzing and interpreting research data

**Statistics and Data Analysis:**

- Proficient in statistical analysis using software such as Partial Least Squares Structural Equation Modeling (PLS-SEM) and SPSS
- Able to perform a wide variety of statistical tests and analyze research data

**Technology:**

- Strong proficiency with research tools and software packages
- Advanced computer skills for efficient work productivity

**Teamwork:**

- Works well independently or collaboratively in a team environment
- Able to fulfill either a leadership or supportive team member role effectively

**Communication:**

- Clear and succinct writing skills for reporting on research findings
- Strong verbal communication and interpersonal skills

**Adaptability:**

- Flexible and willing to take on a variety of tasks and responsibilities
- Quickly learns new skills and systems as needed

**Efficiency:**

- Highly organized approach to managing work and meeting deadlines
- Meticulous and thorough in all tasks performed

## My Teaching Philosophy



I feel that, as an instructor, it is my responsibility to:

- **Focus on student understanding:**

The most important responsibility is determining the key knowledge and skills students should gain from the course and helping every student achieve that level of understanding.

- **Build meaningful connections with students:**

Students should remember that I cared about them as individuals and valued their contributions and perspectives.

- **Create an inspiring learning environment:**

The classroom environment should inspire learning and foster a sense of personal responsibility for one's own education.

- **Facilitate active learning:**

My role is to facilitate active learning by providing opportunities for students to discuss debate, question and build knowledge together.

- **Assess learning in a meaningful way:**

Assessment methods should gauge not just, what students have memorized, but also their ability to think critically, apply knowledge and develop skills.

- **Continual improvement:**

I should continually reflect on teaching effectiveness, solicit student feedback and make improvements to enhance student learning outcomes

### References

References are available upon request.