



Dr. Sultan Mahmoud Alshourah

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IT/ CIS

Academic Rank: Assistant Professor

Membership:

1	Member of the Jordanian Scientific Research Association
2	Member of the development of study plans in the Faculty of Business Administration - Present Teaching Staff at the Faculty of Economics and Administrative sciences (Assistant Professor). Department of Business Administration. Al-ahliyya Amman University
3	Member of the Local Community Committee, College of Business Administration, Present Teaching Staff at the Faculty of Economics and Administrative sciences (Assistant Professor). Department of Business Administration. Al-ahliyya Amman University
4	Member of the General Committee for Remote Examinations and Membership in the Faculty of Business in Rabigh - King Abdulaziz University
5	Director of the development of the study plan in the Department of Marketing and Business Administration Faculty of Business Rabigh - King Abdul Aziz University
6	Member of the development of the general strategic plan to the Faculty of Business in Rabia - King Abdulaziz University
7	Member of the Development, Quality and Academic Accreditation Unit at Rabigh Business School - King Abdulaziz University
8	Representative of the department of the service courses module in the Council of the Faculty of Economics and Administrative Sciences at Zarqa University

Qualifications:

1	PhD Dec.2012 in Business Administration- Malaysia University Utara
2	M.A 2007 in Business Administration – The Arab Academy for Financial Sciences- Amman-Jordan.
3	High Diploma 2004 in Business Administration – The Arab Academy for Financial Sciences Amman-Jordan.
4	B.A 1996 in Geography – Jordanian University



Teaching Experience:

#	From	to	
1	2012	2015	Present Teaching Staff at the Faculty of Administrative sciences (Assistant Professor). Department of Business Administration. Al-ahliyya Amman University
2	2015	2016	Present Teaching Staff at the Faculty of Economics and Administrative sciences (Assistant Professor). Rabigh Business School. King abdalaziz University
3	2018	ongoing	Present Teaching Staff at the Faculty of Economics and Administrative sciences (Assistant Professor). Department of Business Administration. Zarqa University

Publications:

السنة والاصدار	جهة النشر	عنوان البحث	ت
2012	Journal of Internet Banking and Commerce	Customer Relationship Management (CRM) in the Hotel Industry: Does the Technological Factors Influence It's Performance?	.1
2014	Australian Journal of Basic & Applied Sciences	The Roles of Customer Data and Customer Information Processing In Enhancing The Performance of Customer Relationship Management (CRM) In Hotel Industry	.2
2015	IISTE Journal of Education and Practice	The Role of Age and Gender in the Relationship between (Attitude, Subjective Norm and Perceived Behavioural Control)and Adoption of E-Learning at Jordanian Universities.	.3
2015	IISTE Journal of Education and Practice	Do The Instructors Differ in Their Behavioral Intention To Adopt El-earning Based on Age,	.4





		Gender, and Internet Experience?.	
2015	AARJSH Asian Academic Research Journal of Social Science & Humanities	Dose Influence Customer Relationship Management Dimensions on Jordanian Hotels Performance.	.5
2018	Transylvania review	The roles of Top management and Customer Orientation in Enhancing the Performance of Customer Relationship Management (CRM) in Hotel Industry	.6
2019	Journal of Resources Development and Management	Assessing the Influence Integration of Customer Relationship Management (CRM) on Financial Performance: An Empirical Study on Commercial Jordanian Banks in Amman	.7
2021	Journal of Management Information and Decision Sciences	An examination between total quality management and hotel financial performance: evidence from Jordanian international hotels	.8
2021	Management Science Letters	Total quality management practices and their effects on the quality performance of Jordanian private hospitals	.9
2021	Uncertain Supply Chain Management	Assessing the influence of total quality management practices on innovation in Jordanian manufacturing organizations	.10
2022	Journal of Management Information and Decision Sciences	Social Customer Relationship Management Capabilities and Performance Moderating Social Media Usage among SMEs Jordanian	.11
2021	Zarqa Journal for Research and Studies in Humanities	Role of Strategic orientation dimensions of green supply chain management practices in Jordanian manufacturing companies	.12

Books:

السنة	جهة النشر	عنوان الكتاب	ت
2021	Insights into Economics and Managemen	Monitoring the Total Quality Management Practices and Their Effects on the Quality Performance of Jordanian Private Hospitals	.1
			.2



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			.4
			.5
			.6

Translated Books:

#	Book Title	Publisher	Year
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Articles:

#	Article Title	Publisher	Year
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Conferences:

#	Paper Title	Organizing Institution	Conference
1.			
2.			
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5.			
6.			
7.			

Supervision of Theses:

#	Year	University	Thesis Title	Student Name
1.				
2.				
3.				
4.				
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6.				
7.				
8.				
9.				
10.				

Community Service Activities

#	Duration	Activity
1.		
2.		
3.		
4.		

Personal Information

Name	Sultan Alshourah	
Place and Date of Birth	Lib- 29-12-1973	
Nationality	jordanian	
Marital Status	Married	
Address	Madaba	
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