

PERSONAL INFORMATION

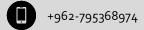
Nationality Jordanian

Marital status Married

Date of Birth 10-Apr-1973

CONTACT INFORMATION







PERSONAL SKILLS

Teamwork	
Communication	
Creativity	
Initiative	
Adaptability	

COMPUTER SKILLS			
MS. Word			
MS. Excel			
MS. Teams			
Zoom			

LANGUAGES

ARABIC LANGUAGE

Writing Listening Speaking



Suleiman Ibrahim Shelash Mohammad

PROFILE

Sulieman Ibraheem Shelash Al-Hawary is a Professor of Business Management, Faculty of economics and Administrative sciences at the Al al-Bayt University, Jordan. He has been teaching in the Department of Business Administration for about 19 years. He has published more than 90 research papers, most of them in prestigious journals. He received his PhD in Financial Management from the Rajasthan University, Jaipur, India. He possesses a MCom from the University of Rajasthan, Jaipur, India, and a bachelor's in commerce from the Yarmouk University in Jordan. His research interests are supply chain, TQM, service quality, brand, innovation, and HRM.

EDUCATIONAL QUALIFICATIONS

Degree	University	Country	GPA	Graduated Year
Ph.D. in Business Administration	University of Rajasthan	India		2002
MBA of Financial Management	University of Rajasthan	India	Excellent	1999
BA of Banking and Financial sciences	Yarmouk University	Jordan	70.7	1994

TRAINING COURSES RECEIVED

Subject	Center	Year
Methods of Quantitative analysis	Al Al-Bayt University	2006
e-learning course	Al Al-Bayt University	2005
Statistical analysis through SPSS program	Al Al-Bayt University	2003
Alpha administrative and accounting	Al Al-Bayt University	
applications	.,,	2003
Teaching and evaluation methods	Al Al-Bayt University	2003
Comprehensive Computer skills Course	Al Furqan Centre	1996

PRACTICAL EXPERIENCES

ACADEMIC AFEILIATIONS

Organization	Position	From	То
Al Al-Bayt University	Head of department	2014	2015

ACADEMIC AFFILIATION	13			
University	Acade	mic rank	From	То
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Al Al-Bayt University	Professor of Business Administration	2015	Till now
American University of Madaba	Associate professor of Business Administration	2013	2014
Al Al-Bayt University	Associate professor of Business Administration	2008	2013
Al Al-Bayt University	Assistant professor of Business Administration	2002	2008

TEACHING EXPERIENCE

Subjects Levels

Undergraduate level

I taught the following courses for undergraduate students at Business Administration Department, Al al-Bayt University: Financial Management, Materials Management, Organization Theory, Marketing for Non-Profit Organizations, Research Methodology, Marketing Research, Marketing Management, Marketing, Business Communications, Pricing Management, Principles of Business Management, Management Systems, strategic management, Banking Information Management, and Operation Research.

Post graduate level

I taught the following courses for Post graduate students at Business Administration Department, Al al-Bayt University: Advanced Marketing Management, Advanced Organization Theory, Advanced Human Resources Management, Management Information Systems, Advanced Financial Management, Advanced Strategic Management and Seminar in Management, Research Methods.

RESEARCH EXPERIENCE

Published in English Language

- Abbad, J., & Al-Hawary, S. I. (2014). Measuring Banking Service Quality In Jordan: A Case Study of Arab Bank. Abhath Al-Yarmouk, 27(3), 2179–2198.
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- Al-Hawary, S. I. (2011). Human Resource Management Practices in ZAIN Cellular Communications Company Operating in Jordan. Perspectives of Innovations, Economics and Business, 8(2), 26–34. https://doi.org/10.15208/pieb.2011.25
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- Patient's Perspective: A Comparative Study between Jordan and Saudi Arabia. *African Journal of Business Management*, 6(22), 6516–6529. https://doi.org/10.5897/AJBM11.2878
- Al-Hawary, S. I. (2013). The Role of Perceived Quality and Satisfaction in Explaining Customer Brand Loyalty: Mobile Phone Service in Jordan. *International Journal of Business Innovation and Research*, 7(4), 393–413. https://doi.org/10.1504/IJBIR.2013.054848
- Al-Hawary, S. I. (2013). The Roles of Perceived Quality, Trust, and Satisfaction in Predicting Brand Loyalty: The Empirical Research on Automobile Brands In Jordan Market. *International Journal of Business Excellence*, 6(6), 656–686. Retrieved from https://ideas.repec.org/a/ids/ijbexc/v6y2013i6p656-686.html
- Al-Hawary, S. I. (2015). Human Resource Management Practices as a Success Factor of Knowledge Management Implementation at Health Care Sector in Jordan. *International Journal of Business and Social Science*, 6(11/1), 83–98. Retrieved from http://ijbssnet.com/view.php?u=http://ijbssnet.com/journals/Vol_6_No_11_1 November 2015/10.pdf
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- Al-Hawary, S. I., & Alajmi, H. M. (2017). Organizational Commitment of the Employees of the Ports Security Affairs of the State of Kuwait: The Impact of Human Recourses Management Practices. *International Journal of Academic Research in Economics and Management Sciences*, 6(1), 52–78. https://doi.org/10.6007/IJAREMS/v6-i1/2570
- Al-Hawary, S. I., & Aldaihani, F. M. (2016). Customer Relationship Management and Innovation Capabilities of Kuwait Airways. *International Journal of Academic Research in Economics and Management Sciences*, 5(4), 201–226. https://doi.org/10.6007/IJAREMS/v5-i4/2463
- Al-Hawary, S. I., Alghanim, S., & Mohammad, A. (2011). Quality Level of Health Care Service Provided by King Abdullah Educational Hospital from Patient's Viewpoint. *Interdisciplinary Journal of Contemporary Research in Business*, 2(11), 552–572.
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- Al-Hawary, S. I., & Al-Kumait, Z. (2017). Training Programs and their effect on the employees Performance at King Hussain Bin Talal Development Area at Al-Mafraq Governate in Jordan. *International Journal of Academic Research in Economics and Management Sciences*, 6(1), 258–274. https://doi.org/10.6007/IJAREMS/v6-i1/2711
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- Empirical Study on Algerian Higher Educational Institutions. Global Journal of Human Social Science Research, 17(8), 21–30. Retrieved from https://socialscienceresearch.org/index.php/GJHSS/article/view/2369
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 - Shopping and its Effect on Consumer Purchasing Decision in Jordan/lin ks/5c8a3d22a6fdcc381752fa74/Determinants-of-E-Shopping-and-its-Effect-on-Consumer-Purchasing-Decision-in-Jordan.pdf
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Accepted papers for Publishing

Impact of Green Supply Chain Management on extractive industries Performance of Jordan. Int. J. of Business Excellence

The Impact of Entrepreneurial Leadership on Organizational Performance: Does Innovation Management matter. Int. J. of Services and Operations Management

The Impact of Green Supply Chain Management Practices on the Organizational Performance: Moderating Role of Supply Chain Traceability and Institutional Pressure. Int. J. of Business Excellence

Electronic Archiving Quality and Employees' Performance: The Mediating Role of Organizational Development. Int. J. of Business Innovation and Research

The mediating effect of digital supply chain management among the relationship between lean management and supply chain operations. Int. J. of Economics and Business Research

The Impact of Digital Inbound Marketing on Digital Marketing Performance. Int. J. of Business Information Systems

Customers' Acceptance of Digital Marketing Techniques: The Impact of Search Engine, E-mail, and Social Media Marketing. Int. J. of Business Innovation and Research

The Usefulness of Online Learning on Quality of Education During Covid-19 Pandemic: Evidence from Jordanian Universities' Students. Int. J. of Business Innovation and Research

Moderating Effect of Customer Relationship Management on the Relationship between Electronic Marketing and Effectiveness of Integrated Model of Marketing Communication. Int. J. of Business Information Systems

The Moderating effect of Organisational Power on the relationship between Green Human Resources Practices and Achieving Strategic Objectives. Int. J. of Business Information Systems

SCIENCE CONFERENCES

IISES 29th International Academic Conference in Rome, April 5 - 8, 2017, Best Western Hotel Universo, Via Principe Amedeo 5/B, 00185, the title of the paper "The Impact of Electronic Human Resources Management Practices on Organizational Learning Capabilities of the commercial Banks Working in Jordan".

International Conference on Business & Management (ICBMM), 24-26th November 2016, Royal Mirage Deluxe Hotel, Marrakech – Morocco, the title of the paper "The Impact of Islamic Banks' Service Quality Perception on Jordanian Customers Loyalty".

Interdisciplinary Knowledge Advancement: Past Experience and Future Agenda- February 16th - 17th, 2015, Federal Hotel, Kuala Lumpur, the title of the paper "A Study of the Strategic Performance of Shareholding industrial organizations in Jordan: Using Z- Score Model"- Best Paper Award.

World Business and Social Science Research Conference - Crowne Plaza Hotel Republique, Paris, France - 14-16 April 2014, the title of the paper "Effect of Banking Service Quality on Customer Satisfaction of Islamic Banks in Jordan: Structural Equation Modeling".

World Islamic Banking, Finance and Investment Conference- Hotel Istana, Kuala Lumpur, Malaysia- 17-18 December 2012, the title of the paper "The Impact of Perceived Service Quality on Customer Loyalty of Islamic Banks in Jordan"- Best Paper Award-award certificate and fellowship certificate from the World Business Institute.

SUPERVISION OF MASTER THESIS

Evaluation of e-Marketing Effectiveness for Jordanian firms through the internet.

Trends of Commercial Bank Managers Towards Marketing of Banking Service Through Internet in Jordan.

The Impact of Service Quality on Customer Satisfaction of Jordan Telecom Group.

Social Responsibility of Jordanian Telecom Companies.

The Impact of Organizational Culture on Marketing Effectiveness (Field Study on Pharmaceutical and Clothing Industrial Organizations).

Determinants of e-Shopping and Its Impact on Purchasing Decision.

Effect of Internal Marketing Practices on the Service Quality Provided by Jordanian Commercial Banks.

Factors Affecting Jordanian Customer Loyalty Toward Cellular Devices Products: Field Study.

The Influence of Product Innovation on Jordanian Consumer Purchase Intent: Field Study.

Total Quality Practices and Service Quality in Mobile Telecommunications Companies in Jordan.

The Impact of Using Information Technology on Administrative Development in The Jordanian Public Universities.

The Role of Information Systems in Enhancing Competitive Strategy in Jordanian Industrial Organizations: A Field Study.

The Impact of Change Management in Achieving Competitive Advantage of Jordan Telecom Group.

The Impact of Human Resources Management Practices on Organizational Commitment: A Field Study on Private hospitals in The Capital of Yemen, Sanaa.

The Impact of Using MIS for Achieving Competitive Advantage for Jordanian Business Organizations.

Strategic Planning: Analysis of External Environment and Its Impact on Organizational Performance: A Field Study on Large Organizations in Kuwait.

Influence of Leadership Style in Organizational Commitment: A Field Study on Kuwaiti Communication Companies.

The Impact of Using MIS on the Effectiveness of Direct Commercial Credit Facilities on Jordanian Commercial Banks.

Dividend Policy and Its Impact on Market Value of stock: A Field Study in Amman Stock Exchange.

Cash-Flow Management Role in The Efficiency of Investing Money in Libyan Commercial Banks.

The Use of Electronic Credit Cards and Their Impact on Banks Profitability: Rate of Return of Ownership Sample, Filed Study on Commercial Banks Operating in Jordan.

Effect of Banking Governance on Banking Performance: An Empirical Study on Jordanian Commercial Banks.

The impact of Market Orientation on Product Innovation: A Field Study on Cellular Communications Companies in Jordan.

Impact of Supply Chain Practices on the Competitive Advantage of Al Rajhi Cement in Jordan.

The Impact of Market Orientation on Customer Satisfaction and Loyalty: An Empirical Study on Jordanian Commercial Banks.

Effect of Organizational Factors on the Effectiveness of Local Councils in Iraq: An Empirical Study of Anbar Governorate.

The Impact of Organizational Learning on Innovation on IT Sector in Jordan.

Administrative Creativity and Competitive Advantage in the Jordanian Universities.

Supply Chains Flexibility Aspects and their Impact on Customers Satisfaction of Pharmaceutical Industry in Jordan.

Effect of Motivations on the Performance Private Hospitals Nurses in Jordan.

The Impact of the Electronic Service Quality on the Customer Satisfaction of Islamic banks in Jordan.

The Impact of E-HRM Practices on Organizational Learning Capabilities in Commercial Banks Operating in Jordan.

The Effect of Adoption Information Technology Elements on the Employee's Performance Ministry of Interior - Kuwait.

Impact of Human Resource Management Practices on Employee Satisfaction: A Field Study on Al Rajhi Cement Factory.

Customer Relationship Management and Creative Capabilities of Kuwait Airways.

Employers Satisfaction Level of Workers Performance in Irbid Industrial City.

Why Knowledge Management Application Succeeded in Jordanian Public Universities.

The Use of Information Technology and Administrative Creativity in Central Agency for Information Technology – Kuwait.

The Impact of Strategic Thinking Patterns on Enhancing the Competitiveness of Commercial Banks in Jordan.

How Talent Management Effect on Creativity of Faculty Members in Jordanian Official Universities.

The Impact of Electronic Banking Services on the Customers Loyalty of Commercial Banks Operating in Jordan.

Impact of Time Management on Job Stress of Employees in Private Hospitals in Jordan.

The Impact of the Green Supply Chain Management Practices on the Social Performance of the Extractive Industries in Jordan.

The Impact of Human Resources Management strategies on Employees Satisfaction through Organizational Learning: An Applied Study on National Guard Employees in Kuwaiti State.

Determinants of Efficiency: A Case Study of Boubyan Bank in Kuwait.

Impact of Knowledge Management on Administrative Innovation among Private Schools in Jordan.

The Effect of Human Resource Strategies on Organizational Learn in Kuwaiti Islamic Banks "Kuwaiti Finance House".

The Effect of Strategic Learning for Human Resources on Dynamic Capabilities of Airlines Companies in Kuwait.

Impact of Internal Marketing Practices on Employees Turnover of the Jordanian Commercial Sector: Organizational Commitment as a Mediate Variable.

The Impact Human Resource Management Practices on Productivity of Employees at Jordanian Commercial Banks: The Mediating Role of Organizational Commitment.

Environmental Analysis and its Impact on the Competitive Capabilities: A Field Study on the Commercial Banks Operating in Jordan.

The Impact of Strategic Human Resources Management on Organizational Health through Perceived organizational support: Field Study on Private Hospitals in Kuwait.

Impact of Strategic Intelligence on Organizational Effectiveness through Organizational Power of Royal Jordanian Airlines.

Impact of Organizational Learning Capabilities on Service Quality Through Job Satisfaction at Communication Companies Working in Jordan.

The Impact of Customers' Perception of Corporate Social Responsibility on Customer Retention in Extractive Industries in Jordan: The Moderating Role of Corporate Image.

Impact of Green Human Resources Practices on Strategic Objectives: Organizational Power as a Mediate Variable- "A Case Study of Arab Open University"

The Moderating Effect of Business Process Re-Engineering between Electronic Human Resources Management Practices and Organizational capabilities at Airlines Companies in Jordan.

The Impact of the Quality of Medical Information Systems on the Performance of Workers in Jordan's Private Hospitals.

The Moderating Effect of Business Intelligence Capabilities between E-Human Resources Management Practices and Organizational Ambidexterity in Kuwait Communication Companies.

The Effect of Electronic Human Resources Management on Job Intention to Leave Through Employees Satisfaction in Private Hospitals in Jordan.

Effect of Banking Service Quality between Electronic Customer Relationship Management and Customer Satisfaction of Commercial Banks Working in Jordan.

Online Consumer Reviews and their Impact on Purchasing Intention Using Brand Trust as a Mediating Variable in Jordan.

Impact of Internal Marketing Practices on the Organizational Commitment of Commercial Banks in Jordan: Intention to Stay as a mediate variable.

The Impact of Green Supply Chain Management Practices on Business Performance: The Mediating Role of Just in Time Manufacturing in the Industrial Companies Listed in Amman Stock Exchange.

SUPERVISION OF PhD THESIS

PhD Thesis Supervisor in Ouargla University - Algeria: The Relative Importance of Brand Equity Sources According to Product Categories.

PhD Thesis Supervisor in Ouargla university - Algeria: The Impact of Agricultural Marketing on Improving Food Security.

Supervisor of PhD Thesis in Jinan University – Lebanon: Human Resources Practices and Total Quality Management from the Manager's Point of View "A Comparative Study of Telecommunications Companies Operating in Jordan".

Supervisor of PhD Thesis in Jinan University – Lebanon: The Impact of Leadership Practices in the Organizational Culture in the Hospitals of the Central Region in Jordan "A Comparative Field Study".

Supervisor of PhD Thesis in Omdurman – Sudan: The Impact of Administrative Leadership on Organizational Development in Jordanian Universities "From Deans of the Faculties and Heads of the Academic Departments Point of Views".

Supervisor of PhD Thesis in Jinan University – Lebanon: Planning and Designing an Economically Competitive Technology Model for Supply Chain "Jordanian Clothing Company as a Case".

TRAINING COURSES DELIVERED

Planning and Organization of Managers Works, Managers of Managerial Units, University of Al al-Bayt.

Communication Skills among Leaders and Subordinates, Senior Management, University of Al al-Bayt.

Communication Skills, Mayors, Al -Mafraq Governorate.

Communication Skills and Dealing with Others, University Guards.

Time Management and Meetings, Senior Management, University of Al al-Bayt.

Procurement management and tendering advanced- petrol company – Kuwait.

Time Management and Meetings, Middle Management, University of Al al-Bayt.

Self-Management and Dealing with Others, Middle Management, University of Al al-Bayt.

Executive Secretary and Office Management, University of Al al-Bayt.

Management of Tenders and Procurement, Chamber of Commerce.

Financial Management for Non-Financial Individuals, Chamber of Commerce.

Contract Management, Chamber of Commerce.

The Management of Purchasing Process.

Financial Accounting, Financial Investment Corporation, Libya.

Advanced Portfolio Management, Financial Investment Corporation, Libya.

Total Quality Management, Senior Management, University of Al al-Bayt.

Project Procurement and Sourcing Management, University of Al al-Bayt.

Feasibility Studies and Project Evaluation.

Financial Analysis, Libyan Oil Companies.

The Art and Skills of Negotiation.

Formulation of Strategies by Using Methodology and Tools of Balanced Score	cards.
Strategic Planning.	
Leadership in 21 Century.	
Tendering Management	
Excellent in Service and Customer Care Performance.	
Selling Skills.	

Customer Service Skills.

Development of Sales Skills.

Advanced Techniques in Accounting.

COMMITTEES' MEMBERSHIPS

• Al-Bayt University

Member of the committees in the Faculty of economic and Business administrative:

-	Committee on	Con	ferences	and	Seminars.
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_	Committee on Comerences and Seminars).
_	Library Committee.	
_	Social Committee.	
_	Training and applications on the compute	r.
_	Trademark Audit Committee.	
_	Student Disciplinary Committee.	
_	Job Description Committee	

• Other Universities

Examinations Committee.

- Member of the High Committee for the Proficiency Test for the master's degree (MPA).
- Prepare the proficiency test questions for the MPA for the academic year 2006 in relation to financial management.
- Member of the Research Group (Quality Management), King Saud University, Saudi Arabia.
- Member of the accreditation committee in the accreditation body for the purpose of adopting master's programs in Jordanian universities.
- Member of the accreditation committee in the accreditation body for the purpose of verifying compliance with the accreditation criteria for the Bachelor of Business Administration program at Jordanian universities.

Discussion committees

A Member of several discussion committees of master's Thesis for not less than 200 Master Thesis as well as 8 PhD thesis in the following universities, Al Al-Bayt University, University of Jordan, Al Yarmouk University, Al Balgaa University, Jadara University, Middle East University, Islamic University.

Journal Reviewer

Working as a reviewer for national and international journals:

- Al-Manara Journal- Al ALBayt university Jordan
- Abhath Al-Yarmouk University Jordan
- Muata For Research Muata University Jordan

- Research Center- King Saudi University King Saudi Arabia
- International Journal of Health Quality
- Scientific Research and Essays
- Journal of South African Development
- African journal of marketing
- Int. J. of Learning and Intellectual Capital
- MENA J. of Cross-Cultural Management
- Int. J. of Business and Systems Research
- Int. J. of Strategic Change Management
- European J. of International Management