



Zaid Ahmed AL Abaddi

Associate professor

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Personal Information

Date of Birth: 5th May 1983

Nationality: Jordanian

Marital Status: married

Education

Ph.D. in Business Administration / Management Information System

2010- 2014 The World Islamic Sciences & Education University
Amman, Jordan.

**Dissertation Title: Effective Information System in Crisis Management:
Case Study of Al-Balqa Applied University**

Master Degree in Management Information System

2005-2007 The Arab Academy for Banking and Financial Sciences
Amman, Jordan

B.Sc. Information Technology

2001–2005 Al Balqa Applied University Amman, Jordan

Courses

CCNA Certificate

Jan - April 2005 Cisco Certificate Network Association

ICDL Certificate

Sep 2005 International Computer Driving Licence

- Training Of Trainers (TOT), Talal Abu Ghazaleh Organization, 21/12/2019-18/1/2020.
- Developing the competencies of the performance of faculty members, Faculty Development Center, Al Hussein Bin Talal University, 27/11/2017-7/12/2017.
- The correct foundations in the teaching process, Faculty Development Center, Al

Hussein Bin Talal University, 8/2/2017-14/2/2017.

- Fundamentals of Windows Server 2008 Network and Applications Infrastructure, Computer Base Center, Amman-Jordan, 2009
- Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure, Computer Base Center, Amman-Jordan, 2009
- MCSE, Microsoft Center, Amman-Jordan, 2006
- Introduction VB.NET, Computer Base Center, Amman-Jordan, 2004
- C++ Programming and Java, Internet Center, Amman-Jordan, 2002.
- Computer Maintenance, Al Balqa Applied University, Amman-Jordan, 2002.
- University classroom management and modern trends in teaching, Al-Hussein Bin Talal University, Jordan, 14-15/3/2020.
- Academic Quality Assurance Basics, Al-Hussein Bin Talal University, Jordan, 6-7/4/2020.
- Introductory course on academic exchange with European universities, Al-Hussein Bin Talal University, Jordan, 24/5/2020.

Experiences

Since December 2005 –January 2007

Information Technology Coordinator

DIP fund (Development & Investment Projects Fund)

Main responsibility (Technical and help support)

Since January 2007 –December 2010

Head Of Information Technology Unit

DIP fund

Main responsibility (Collection and analysis and provide information to decision-makers)

Since December 2010 – September 2013

Head Of Information Technology Department

DIP fund

Main responsibility (Coordinate and manage any issues related IT Department)

Since November 2013 – November 2014

Production and User Manual Supervisor & Quality and Risk Management Consulting Assistance

IPG Company

Main responsibility (build User Manual For ERP System & Coordinate activities that are required to direct and control with regard to quality For ERP System)

Since 2009-2011

Part-time Lecturer

BAU (Balqa Applied University)

Since February 2015 – September 2015

Lecturer & Trainer

Al Balqa Electronic Academy in BAU (Balqa Applied University)

Main responsibility (Lecturer & Trainer of SAP ERP System)

Since September 2015 – January 2021

Assistant professor

Al Hussien Bin Talal University

College of Business Administration & Economics

Department of Management Information System & Department of business management

Since 22-6-2017 – 16-9-2018

Head Of Management Information system Department

College of Business Administration & Economics

Al Hussien Bin Talal University

Since January 2020 – Now

Associate professor

Al Hussien Bin Talal University

College of Business Administration & Economics

Department of Management Information System & Department of business management

Since 3-10-2021 – 3-10-2022

Head Of Management Information system Department

College of Business Administration & Economics

Al Hussien Bin Talal University

Since 1-12-2022–1-12-2023

Vice Dean

College of Business Administration & Economics

Al Hussien Bin Talal University

Academic
activities

- <https://www.scopus.com/authid/detail.uri?authorId=57215433575>
- <https://orcid.org/0000-0002-0024-6604>
- <https://www.researchgate.net/profile/Zaid-Alabaddi>
- <https://scholar.google.com/citations?user=LOQpzN8AAAAAJ&hl=ar>

- **Book:**

Effective Information System in Crisis Management, dar alraya, Jordan, 2015.

- **Chapter**

Alhamad B.M., Twaissi N.M., Alabaddi Z.A., Masa'deh R. (2021) Customer's Decision to Shift to e-Purchase Through Social Media in COVID-19 Pandemic. The Effect of Coronavirus Disease (COVID-19) on Business Intelligence. Studies in Systems, Decision and Control, vol 334.

Springer, Cham. https://doi.org/10.1007/978-3-030-67151-8_9

ISSN online: 2519-9293

ISSN print: 2519-9285

Publisher: Springer

- **Academe papers :**

Articles in Refereed Journals

- Al Abaddi, zaid; et al. (2015) **Total Quality Management in Higher Education**, Information and Knowledge Management; Vol.5, No.12, Pages: 49-59. ISSN E-ISSN

ISSN online: 2224-896X

ISSN print: 2224-5758

Publisher: International Institute for Science, Technology, and Education (IISTE)

- Al Abaddi, zaid .; et al. (2016) **Blended E-Learning Constraints from the Viewpoint of Faculty Members**, International Journal of Business and Management; Vol. 11, No. 7, Pages: 180-190.

ISSN online: 1833-8119

ISSN print: 1833-3850

Publisher: The Canadian Center of Science and Education (CCSE)

- Al Abaddi, zaid .; et al. (2016) **The Implementation Of E-learning Strategy**, American Academic & Scholarly Research Journal; Vol. 8, No. 1, Pages: 48 -58. ISSN E-ISSN.

ISSN online: 2162-3228

ISSN print: 2162-321X

Publisher: American Academic & Scholarly Research Journal

- Al Abaddi, zaid .; et al. (2016) **The Success Leadership to Develop Organizations**, European Journal of Scientific Research; Vol. 139, No. 1, Pages: 70-80.

ISSN online: 1450-216X

ISSN print: 1450-202X.

Publisher: FRDN Incorporated

- Al Abaddi, zaid ; et al. (2016) **Knowledge Management and Decision Making**, Information and Knowledge Management; Vol.6, No.11, Pages: 58-64.

ISSN online: 2224-896X

ISSN print: 2224-5758

Publisher: International Institute for Science, Technology and Education (IISTE)

- Al Abaddi, zaid ; et al. (2017) **Roles of Organizational Cultural, Networks, Interpersonal Relationships, and Leadership Challenges: An Empirical Investigation of Women in Management**, Journal of Management Research, Vol.9, No.2, Pages11-30, ISSN.

ISSN online: 1941-899X

Publisher: Macrothink Institute

- Al Abaddi, zaid ; et al. (2019) **The Impact of Organizational Development on Maximizing Business Intelligence in Jordanian Joint Stock Companies**, European Journal of Business and Management, Vol.11, No.14, 2019, DOI: 10.7176/EJBM.

ISSN online: 2222-2839

ISSN print: 2222-1905

Publisher: International Institute for Science, Technology and Education (IISTE)

- Al Abaddi, zaid ; et al. (2019) **The Relative Importance of the Critical Success Factors of Enterprise Resource Planning System (ERP) in Jordanian Pharmaceutical Companies**. Journal of Engineering and Applied Sciences, vol.14.Issue: 17 | Page No.: 6465-6473.DOI: 10.3923/jeasci.2019.6465.6473.

ISSN online: 1818-7803,

ISSN print: 1816-949x

Publisher: Medwell Publications, UK

- Al Abaddi, zaid ; et al. (2019) **Libraries e-Service Quality by Education Level: Evidence and Issues**. Journal of Engineering and Applied Sciences, vol.14.Issue: 17 | Page No.: 6474-6477.DOI: 10.3923/jeasci.2019.6474.6477.

ISSN online: 1818-7803,

ISSN print: 1816-949x

Publisher: Medwell Publications

- Al Abaddi, zaid ; et al. (2019) **Risk Management of Mobile Commerce Using Social Networks in Jordan**, The International Journal Of Business & Management, Vol 7, Issue 2, DOI No.: 10.24940/theijbm/2019/v7/i2/BM1902-022.

ISSN online: 2321 8916

Publisher: Globeedu Group

- Al Abaddi, zaid ; et al. (2019) **The Impact of Performance Appraisal on Employee Performance in Banks Operating in the South of Jordan**, International Journal of Human Resource Studies, Vol 9, NO.4,doi:10.5296/ijhrs.v9i4.15317 .

ISSN online: 2162-3058

Publisher: Macrothink Institute

- Zaid AlAbaddi, ; et al. (2020)**The Relative Importance Of The Critical Success Factors Of**

Business Intelligence(Bi) Systems Implementation In Jordanian Pharmaceutical Companies.Journal of Theoretical and Applied Information Technology,Vol.98. No 12. Page:2119- 2134.

ISSN online:1817-3195

Publisher: jatit.org

- Al Abaddi, zaid ; et al. (2020) **The moderating effect of psychological factors on consumer of electric and hybrid vehicles' response purchase decisions** . Management Science Letters, vol.10.Issue: 8 | Page No.: 1649-1658. DOI: 10.5267/j.msl.2020.1.015.

ISSN online: 1923-9343,

ISSN print: 1923-9335

Publisher: Growing Science

- Al Abaddi, zaid ; et al. (2020) **Effect of system quality and information quality on crisis management-An Empirical study on Jordanian mobile telecommunications companies,** European Journal of Business and Management, Vol.12, No.1.

ISSN online: 2222-2839

ISSN print: 2222-1905

Publisher: International Institute for Science, Technology and Education (IISTE)

- Al Abaddi, zaid ; et al. (2020) **The Role of Electronic Human Resource Management on the Practices of Green Human Resource Management** , European Journal of Business and Management, Vol.12, No.1.

ISSN online: 2222-2839

ISSN print: 2222-1905

Publisher: International Institute for Science, Technology and Education (IISTE)

- Al Abaddi, zaid ; et al. (2020) **The influence of electronic service quality on relationship quality: Evidence from tourism industry,** Management Science Letters Vol. 10, No.12, Page: 2759-2768.

ISSN online: 1923-9343,

ISSN print: 1923-9335

Publisher: Growing Science

- Al Abaddi, zaid ; et al. (2021) **Scientific research approach in the presence of a mediator or moderator variables in administrative, psychological, and educational sciences,** Global Journal of Economics and Business (GJEB), Vol. 11, No. 2, Page: 268-277. DOI: 10.31559/GJEB2021.11.2.8

ISSN online: 2519-9293

ISSN print: 2519-9285

Publisher: Refaad

- Al Abaddi, zaid ; et al. (2021) **Determinants of private domestic investment in Palestine: time series analysis,** Journal of Business and Socio-economic Development, Vol. 1, No. 1, Page: 71-86. DOI:10.1108/JBSED-04-2021-0038

ISSN online: 2635-1374

ISSN print: 2635-1692

Publisher: Emerald

- Al Abaddi, zaid ; et al. (2023) **Assessing the effect of business intelligence on supply chain agility. A perspective from the Jordanian manufacturing sector,** Uncertain Supply Chain Management ,Vol. 11, No.1, Page61-70, DOI:10.5267/j.uscm.2022.11.010

ISSN online: 2291-6830

ISSN print: 2291-6822

Publisher: Growing Science

- Al Abaddi, zaid ; et al. (2023) **Exploring the effect of blockchain technology on supply chain resilience and transparency: Evidence from the healthcare industry,** Uncertain Supply Chain Management ,Vol. 11, No.2, Page100-112, doi: 10.5267/j.uscm.2023.1.001

ISSN online: 2291-6830

ISSN print: 2291-6822

Publisher: Growing Science

SUPERVISOR: I have worked as supervisor for the following students in master degree:

No.	Student name	Thesis Title	Term / Year	University
1	Bahaa Alhamad	Customer Decision-Making Depend on Social Media Usage-applied study among Petra visitors'	2nd Term 2019/2020	Al-Hussein Bin Talal University
2	Tariq Mghareez	The Impact of Intellectual Capital on Organizational Innovation- The Moderating Role of Knowledge Sharing "Empirical Study on Jordanian Insurance Companies"	2nd Term 2019/2020	Al-Hussein Bin Talal University
3	ali alhamimi	The Role of Strategic Management in Crisis Management: A Field Study on the Electricity and Water Company in the State of Qatar	2nd Term 2019/2020	Al-Hussein Bin Talal University
4	Tamara abu helaleh	The impact of transformational leadership on organizational prowess from the perspective of workers in the Jordanian Ministry of Justice	2nd Term 2021/2022	Al-Hussein Bin Talal University
5	Mervat abu helaleh	The Impact of Big Data on Crisis Management in Commercial Banks Operating in Ma'an Governorate	2nd Term 2021/2022	Al-Hussein Bin Talal University
6	Yanal Al-Mahamid	The Impact of the Quality of Electronic Services on Institutional Performance in the Greater Ma'an Municipality	2nd Term 2021/2022	Al-Hussein Bin Talal University

EXAMINER: I have worked as examiner for the following students in master degree:

No.	Student name	Thesis Title	Term / Year	University
1	Ali Alkholifi	The impact of resource planning systems on the quality of performance in the Primary Health Care Corporation in Qatar	2nd Term 2019/2020	Al-Hussein Bin Talal University
2	Eslam Abushattal	Quality Standards in TV Broadcasting Service / Jordan TV	2nd Term 2019/2020	Al-Hussein Bin Talal University
3	Zaid alzghool	The Impact of The Transformation of The Electronic Trading System on The Operational Efficiency and Financial Performance of The Amman Stock Exchange During The Period (2018-2014)	Summer Term 2019/2020	Al-Hussein Bin Talal University
4	Dana Al-Hanifat	Perceived Organizational Support and its Impact on Work Engagement: Case study at Tafila Technical University	1st Term 2020/2021	Tafila Technical University
5	Ahmad Alma'aytah	Social Responsibility Activities and their Effect on Common Shares' Market Prices at	1st Term 2020/2021	Mu'tah University

		Amman Stock Exchange : An Applied Study on the Arab Potash Company		
6	Husam alajloni	The role of green human resource management practices in improving job performance in Jordanian industrial companies	1st Term 2021/2022	Al-Hussein Bin Talal University
7	Mohamed alfanatseh	The impact of human resource practices on the financial performance of commercial banks in the southern governates of Jordan	1st Term 2021/2022	Al-Hussein Bin Talal University
8	Abdalrahman salah	The impact of the training strategy on job alienation among workers in the greater Ma'an municipality	1st Term 2021/2022	Al-Hussein Bin Talal University
9	Marah Yaseen	The Impact of Job Rotation on Organizational Commitment: The Mediating Role of Psychological Empowerment an applied Study: Aqaba Special Economic Zone Authority	Summer Term 2021/2022	Tafila Technical University
10	Ruba Damour	The Impact of Transformational Leadership "An Applied Study on the Public institution of Social Security"	1st Term 2022/2023	Al-Hussein Bin Talal University
11	Iyad Al-Hwaiti,	The Impact Of The Work Environment On Achieving Administrative Creativity For Workers In The Jordanian Customs Department	1st Term 2022/2023	Al-Hussein Bin Talal University
12	Mohammad Nabeel Ibrahim	The Impact of Obtaining Quality Certifications on Organizational Performance: A Study on a Selected Sample of Jordanian Companies in the Service Sector That Have Obtained Quality Certificates.	1st Term 2022/2023	Al-Hussein Bin Talal University
13	Ebada Abu Taha	The Impact of Operational Performance on Service Quality in the Banking Sector in Ma'an City	1st Term 2022/2023	Al-Hussein Bin Talal University
14	Hind Abu Maiteq	The effect of strategic planning on institutional Entrepreneurship: An applied study on Jordan's regular courts.	1st Term 2022/2023	Al-Hussein Bin Talal University
15	Anwar Al-Sawair	The Impact of Creative Thinking on Crisis Management in the Jordanian Ministry of Health,	1st Term 2022/2023	Al-Hussein Bin Talal University

Teaching the following subjects as part of the Master and Bachelor program in

Business administration and management information system :

Master of Business Administration courses:

- advanced Human recourse management
- advanced Strategic management
- Contemporary Issues in Management
- advanced Change Management
- Production And Operation Management

B.Sc courses :

- Management information system.
- Introduction of information technology.
- Decision support system.
- Artificial intelligence in business.

- System analysis and design
- Data Mining
- Social Media In Business
- Application Of MIS
- System security
- Knowledge management.
- Enterprise resource planning.
- Project management.
- Office Information processing.
- Meeting management.
- Financial and accounting information system
- Electronic commerce
- Principles of Electronic commerce
- Production information system
- Expert system
- Total quality management
- Services Marketing
- International Management
- Electronic Management
- Public Relation Management

Conferences

- The Third Economic Conference titled Contemporary Issues in the World of Business and Finance, Jordanian society for Scientific Research, 29/4/2017, Petra University, Jordan.
- The International Scientific Conference of the College of Business and Finance - The World Islamic Sciences and Education (WISE) University, entitled: The role of excellence and leadership in the excellence of business organizations 22-22 / 5/2013 - Amman – Jordan.
- Second Regional Conference ... Modern and Contemporary Trends in Human Resource Development, 10-9-2017, Kingdom of Knowledge. Royal Hotel, Amman, Jordan.
- Workshop to discuss the evaluation of business programs in Jordanian universities and the results of the university proficiency test for the programs - the accreditation of higher education institutions and quality assurance - 27/05/2018 Amman - Jordan.
- Policy Conference on "Employment, Education, and Housing in Jordan": Impact of Syrian Refugee Flows, Academic Seminar on the Jordanian Labor Market, Economic and Social Council and Economic Research Forum, 13 and 14/5/2018. Kempinski Hotel, Amman, Jordan.

- Specialized training workshop for Horizon 2020, Supreme Council for Science and Technology, in coordination with the European Union Mission to the Hashemite Kingdom of Jordan, 18 April 2018, Fairmont Hotel, Amman, Jordan.
- The 8 th Joint Scientific Conference Entitled: E-Business & E-Management Applications In Public and Private Organizations April 23-25, 2019 Amman /Jordan At the University of Jordan - The Faculty of Business.
- Member of Organizing Committee &Scientific Committee Of The international Conference " Financial And Business Environment And Sustainable Development Amid Coronavirus Pandemic", Al-Hussein Bin Talal University,5-2022.

Committees

- Member, University council. Al Hussien Bin Talal University 2018/2019
- Member, Faculty Council. Faculty of Business and Economics 2017/2018,2018/2019,2021/2022,2022/2023.
- secretary of the Faculty Council. Faculty of Business and Economics 2017/2018,2018/2019, ,2022/2023.
- Member, Graduate Studies Committee .Faculty of Business and Economics 2017/2018, 2022/2023.
- Member, Investigation Committee with students2017-2018,2021-2022.

Personality

- Excellent negotiation and interpersonal skills and ability to work under pressure.
- Very flexible and can easily adjust to any environment.

References

Professor Abdulsattar Mohammed Al-Ali, Canada
 Email:asmalali.alali@gmail.com, Mobile:009054840661

Objectives

- To be able to apply the knowledge that I have learned.
- To maximize my skills with the benefits of attaining my goals in life.