

Dr. Mukhles M. A. Al-Ababneh

Associate Professor of Management Studies \ International Hospitality Management

Business Address:

Department of Hotel and Tourism Management
Petra College for Tourism and Archaeology
Al-Hussein Bin Talal University
Jordan
Email: mukhles.ababneh@gmail.com

Academic Qualifications:

Oct 2008 – Dec 2011	Doctor of Philosophy (Ph.D.) Degree in Management Studies \ International Hospitality Management <i>University of Surrey, United Kingdom</i>
Oct 2005 – May 2007	Master of Science (M.Sc.) Degree in International Hospitality Management <i>Manchester Metropolitan University, UK</i>
Oct 2004 – Oct 2005	Postgraduate Diploma (PGD) Degree in International Hospitality Management <i>University Centre César Ritz, Switzerland</i>
March 2002-Feb 2003	Master (MA) Degree in Strategic Management for Sustainable Development <i>Bologna University, Italy</i>
Oct 1997 – June 2001	Bachelor Degree (BA) in Business Administration (<i>Hons</i>) <i>Mutah University, Jordan</i>
Oct 1995 – July 1997	Diploma Degree of Medical Rays (<i>Hons</i>) <i>Institute of Medical profession, Jordan</i>
Sep1994- June1995	General Secondary in Scientific Stream (Tawjihi) <i>Ministry of Education, Jordan.</i>

Language Proficiencies:

- Arabic (Native)
- English (Full Professional Proficiency)

Computer Skills:

- | | |
|--|--|
| <ul style="list-style-type: none">• MS Office (Word, Excel, PowerPoint)• SPSS Programme (Quantitative Analysis)• Content Analysis (Qualitative Analysis) | <ul style="list-style-type: none">• AMOS Programme (Structural Equation Models)• Website Design |
|--|--|

Other Skills:

- | | |
|---|--|
| <ul style="list-style-type: none">• Academic Administrative Skills• Study Plans Development Skills• Curriculum Development Skills | <ul style="list-style-type: none">• Teaching Skills• Training Skills• Researching & Editing Skills |
|---|--|

Teaching and Professional Experience:

30 Sep 2019- Present	Head of the Department of Hotel and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
----------------------	---

27 March 2017- Present	Associate Professor of Hospitality and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
6 Sep 2015–18 Sep 2016	Vice Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
10 July - 27 August 2016	Acting Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
10 July- 27 August 2016	Acting Head of the Department of Hotel and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
10 July - 31 July 2016	Acting Head of the Department of Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
5 May – 11 May 2013	Acting Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
3 June 2012 – 5 Sep 2015	Head of the Department of Hotel and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
2Jan.2012–26 March 2017	Assistant Professor of Hospitality and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
16 Sep 2007- 14 Sep 2008	Full-time Lecturer in Tourism and Hotel Management <i>AL-Hussein Bin Talal University, Jordan</i>
1 Oct 2005 -31 March 2006	Cost Control Supervisor <i>Institut Hôtelier “César Ritz”, Bouveret, Switzerland</i>
19 Jan 2004 - 1Oct 2004	Administrative Officer The University of Jordan
14 Nov 2002- 14 Feb 2003	Researcher in the externalities of energy in Italy and the region of Emilia-Romagna. <i>ARPA(Environment Organisation), Bologna, Italy</i>
2 May 1999- 1 April 2002	Administrative Officer <i>Ministry of Health, Jordan</i>

Boards, Committees and Professional Service at Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan:

8 Oct 2019 – Present	Member, Committee of Comprehensive Exam for Master in Tourism Management at Petra College for Tourism and Archaeology
8 Oct 2019 – Present	Member, Committee of Postgraduate Studies at Petra College for Tourism and Archaeology
8 Oct 2019 – Present	Member, Students' Disciplinary Committee
6 Oct 2019 - Present	Member, Committee of Postgraduate Studies in Archaeology Department at Petra College for Tourism and Archaeology
6 Oct 2019 - Present 2 Dec 2018 – 5 Oct 2019	Member, Scientific Research Committee at Petra College for Tourism and Archaeology.
17 Oct 2018- 30 Sep 2019	<i>Member, The University Council, Representative of Petra College for Tourism and Archaeology.</i>
21 Aug 2017-Present	<i>Quality Liaison Officer</i>
Nov 2016 – Present	<i>Member, Curriculum and Study Plans Committee in Hotel Management</i>
18 August 2016	<i>Chair, Academic Appointments Committee</i>
March 2016- Sep 2016	<i>Member, Representative Committee</i>
Jan 2016 – Sep 2016	<i>Member, Strategic Plan Committee</i>
Dec 2015 – Sep 2016	<i>Member, Study Plans Committee</i>

Oct 2015 – Sep 2016	<i>Chair, The University Competence Exam Committee</i>
Oct 2015 – Sep 2016	<i>Chair, Students' Disciplinary Committee</i>
March 2015– Sep 2016	<i>Member, Training Hotel Committee</i>
March 2015– Sep 2016	<i>Member, Guiding Study Plans Committee in Hotel and Tourism Management</i>
Sep 2014– Sep 2016	<i>Chair, Technical Diploma Committee in Hotel and Tourism Management</i>
Sep 2014– Sep 2016	<i>Member, Scientific Committee of Master Degree in Tourism Management</i>
Sep 2014– May 2015	<i>Member, Logo Contest "Made in Petra" Committee</i>
Sep 2014– May 2015	<i>General Coordinator, The 1st Petra International Conference on Cultural Tourism (PCCT)</i>
Sep 2014– May 2015	<i>Member, Scientific Committee, The PCCT Conference</i>
Sep 2014– May 2015	<i>Member, Higher Committee, The PCCT Conference</i>
Sep 2014– May 2015	<i>Member, Organizing Committee, The PCCT Conference</i>
Sep 2014– Feb 2015	<i>Member, Scientific Committee for Workshop "National Fund for Tourism Risks"</i>
14 Oct 2012-24 Feb 2014	<i>Chair, TedQual Committee</i>
5 Sep 2012- 8 Sep 2013	<i>Member, The University Council, Representative of Petra College for Tourism and Archaeology.</i>
5 Sep 2012- 8 Sep 2013	<i>Chair, Students' Disciplinary Committee</i>
3 June 2012-18 Sep 2016	<i>Member, Petra College for Tourism and Archaeology Council.</i>
3 June 2012-18 Sep 2016	<i>Member, Students' Excuses Committee in Final Exams</i>
3 June 2012–5 Sep 2015	<i>Chair, Department of Hotel and Tourism Management Council</i>
3 June 2012–5 Sep 2015	<i>Chair, Curriculum and Study Plans Committee in Hotel and Tourism Management</i>
3 June 2012–5 Sep 2015	<i>Chair, Students' Field Training Programmes Committee in Hotel and Tourism Management</i>
2 Jan. 2012- Present	<i>Member, Department of Hotel and Tourism Management Council</i>
Professional Memberships:	
20 Oct 2016 – 10 Jan 2019	<i>Member, The Council of Centre of Studies, Consultations & Community Development, Al-Hussein Bin Talal University.</i>
Feb 2015– June 2015	<i>Member, "Destination Management Committee in Petra", a joint program between Al-Hussein Bin Talal University and Petra Development and Tourism Region Authority.</i>
Feb 2015– June 2015	<i>Member, "Tourism Marketing and Promotion Committee in Petra", a joint program between Al-Hussein Bin Talal University and Petra Development and Tourism Region Authority.</i>
Jan 2015 – May 2015	<i>Member, Scientific Committee, the Jordan Second International Conference on Tourism and Hospitality 2015, Yarmouk University.</i>
15 January 2014	<i>Member, The Committee for Accrediting (Privet Accreditation) a Specialisation: Hotel Management (Diploma Programme) at Jordan Applied University College of Hospitality and Tourism Education, Amman.</i>
Dec 2013 – Present	<i>Member, Specialised Committees, the Higher Education Accreditation Commission (HEAC), Jordan.</i>
Dec 2013 – Present	<i>Volunteer Consultant and Trainer, INJAZ, Jordan.</i>

Oct 2013 – Oct 2014	<i>Vice President, Petra Marketing Committee in Arab Countries within “Petra Program for Tourism Development”, a joint program between Al Hussein Bin Talal University and Petra Development and Tourism Region Authority.</i>
Oct 2013 – Oct 2014	<i>Member, Petra Conference Committee within “Petra Program for Tourism Development”, a joint program between Al Hussein Bin Talal University and Petra Development and Tourism Region Authority.</i>
Oct 2013 – Oct 2014	<i>Member, Creative Ideas for Tourism Development Committee in Petra within “Petra Program for Tourism Development”, a joint program between Al Hussein Bin Talal University and Petra Development and Tourism Region Authority.</i>
September 2009	<i>Member, The International Student Office’s welcome team for new students, University of Surrey, UK.</i>
June 2008 - June 2009	<i>General Secretary, Saudi International Conference 2009, University of Surrey, UK.</i>
Professional Affiliations:	
22 April 2017–Present	International Society for Development and Sustainability (ISDS), Japan
Feb. 2015 – Present	Vice-President, “Jordanian Tourism Experts Society” (JTES).
Professional Responsibilities:	
Journal Executive Editor:	
June 2014 - Present	<i>International Journal of Tourism and Hospitality Reviews (IJTHR)</i>
Journal Editorial Board Member:	
Jan 2014 - Present	<i>International Journal of Economics, Commerce and Management (IJECM)</i>
April 2014 - Present	<i>EDUVED International Journal of Interdisciplinary Research</i>
July 2014 - Present	<i>European Academic Research</i>
July 2014 - Present	<i>European Journal of Academic Essays</i>
June 2015 - Present	<i>Journal of Tourism Management Research</i>
Oct 2015 - Present	<i>Journal of Business Administration and Management Sciences Research</i>
Dec. 2016 - Present	<i>International Journal of Management Science</i>
Feb 2017- Present	<i>International Journal of Research in Tourism and Hospitality</i>
Feb 2017- Present	<i>American Research Journal of Business and Management</i>
Feb 2017- Present	<i>Journal of Tourism & Hospitality</i>
Ad hoc Reviewer:	
Oct 2013 - Present	<i>The Service Industries Journal</i>
Jan 2014 - Present	<i>International Journal of Management and Commerce Innovations</i>
Dec. 2014 - Present	<i>European Journal of Tourism Research -Varna University of Management</i>
Feb.2015 - Present	<i>OALib Journal</i>
March 2015-Present	<i>American Journal of Applied Science</i>
Dec 2015 -Present	<i>International Journal of Contemporary Hospitality Management (IJCHM)</i>
Feb 2016 -Present	<i>International Journal of Tourism and Hospitality Management in the Digital Age (IJTHMDA)</i>

March 2016-Present	<i>Tourism and Hospitality Research (THR)</i>
May 2016 -Present	<i>e-Review of Tourism Research (eRTR)</i>
Sep. 2016 –Present	<i>Almatourism</i>
Dec 2016 – Present	<i>Journal of Management Research</i>
Jan 2017 - Present	<i>Global Journal of Management and Business Research (GJMBR)</i>
Feb 2017- Present	<i>International Journal of Tourism Cities</i>
External Reviewer:	
May 2015	<i>The Jordan Second International Conference on Tourism and Hospitality, Yarmouk University, Jordan, 12 -16 May 2015.</i>
November 2015	<i>Deanship of Research, Sultan Qaboos University, Oman.</i>
March 2016	<i>The First International Conference of Tourism Management & Heritage Conservation, Hashemite University, Jordan (2016).</i>
Attended Seminars/Conferences/Workshops:	
23 January 2009	<i>“Academic Writing: Writing the Literature Review” at Postgraduate Skills Development Programme (PSDP), University of Surrey \UK</i>
27 January 2009	<i>“Analysing Data Using Excel” at (PSDP), University of Surrey \UK</i>
28 January 2009	<i>“Basic Presentation Skills” at (PSDP), University of Surrey \UK</i>
29 January 2009	<i>“PowerPoint for Presentations” at (PSDP), University of Surrey \UK</i>
9 February 2009	<i>“PhD Project Management (Online)” at (PSDP), University of Surrey \UK</i>
15 February 2009	<i>“How to achieve what do you want” at Guildford, UK</i>
17 February 2009	<i>“Academic Writing: Adapting Texts for presentations” at (PSDP), University of Surrey \UK</i>
27 March 2009	<i>“Academic Writing: Paraphrasing, Summarising & Referencing” at Postgraduate Skills Development Programme, University of Surrey \UK</i>
16-17 April 2009	<i>“Effective Researcher Programme” at University of Surrey & Vitae \UK</i>
4 June 2009	<i>“International Business Protocol” at Lausanne Hospitality Consulting \Switzerland</i>
25 February 2010	<i>“Taking Your Research to the Public” at (PSDP), University of Surrey \UK</i>
3 November 2010	<i>“Poster Presentations” at (PSDP), University of Surrey \UK</i>
11 November 2010	<i>“Getting Published” at (PSDP), University of Surrey \UK</i>
15 November 2010	<i>“Saying ‘No’ Positively” at (PSDP), University of Surrey \UK</i>
22 November 2010	<i>“Academic Writing: Introductions and Conclusions” at (PSDP), University of Surrey \UK</i>
30 November 2010	<i>“Academic Writing: Writing a Conference Paper” at (PSDP), University of Surrey \UK</i>
12February 2014	<i>“Crisis Management in Tourism” at Petra College for Tourism and Archaeology, Petra, Jordan.</i>
10-14 May 2014	<i>“Educate Educators in Tourism Research” at USAID, Amman, Jordan.</i>
30 July 2014	<i>“Leadership Consortium” at International CHRIE’s Career Advancement Academy, Sand Diego, California, USA</i>
30 July– 1 August 2014	<i>Attending the International CHRIE Annual Conference in Sand Diego, California \USA (As Jordan Representative supported by USAID, Jordan)</i>
October 2014	<i>“Company Start-Up” Program at INJAZ, Aqaba, Jordan</i>
February 2015	<i>“National Fund for Tourism Risks” at Petra College for Tourism and</i>

	Archaeology, Petra, Jordan.
10 March 2015	"Company Start-Up" Program at INJAZ, Petra, Jordan
10 March 2015	"We are Social Leaders" (WASL) Program at INJAZ, Petra, Jordan
26 March 2015	"The role of society in preservation Petra" at Petra College for Tourism and Archaeology, Petra, Jordan.
4 April 2015	"Cosmic healing Tourism in Petra" at Petra College for Tourism and Archaeology, Petra, Jordan.
26-27 October 2015	"HERE Seminar on ICT-based learning: Opportunities for higher education learning and teaching" at Al-Hussein Bin Talal University-Petra College, Petra, Jordan.
2 March 2016	"Rebounding from Tourism Crisis: Managing Jordan's International Image" at Dar Al-Diafa for Tourism Human Resources Development Consultancy, Amman, Jordan
12 May 2016	Attending "Jordan Tourism Day", Ministry of Tourism and Antiquities, Amman.
8 September 2016	Attending The Second Ministerial Regional "Culture under Threat" Conference, Amman, Jordan.
26-27 October 2016	Attending Regional Conference "Investing in Tourism for an Inclusive Future: Challenges and Opportunities", Petra, Jordan.
12 March 2017	Attending Workshop "Quality Assurance" organised by Higher Education Accreditation Commission (HEAC), Al Hussein Bin Talal University, Jordan.

Activities:

9 December 2013	A lecture in "the Business Leaders Campaign", INJAZ, Petra.
8 April -8 May 2014	Workshop "Business Ethics" Program at Petra College for Tourism and Archaeology – INJAZ, Petra.
3 March -17 May 2015	Workshop "Company Start-Up" Program at Petra College for Tourism and Archaeology – INJAZ, Petra.
13 December 2015	A lecture in "the Business Leaders Campaign", INJAZ, Petra.
22 March – 5 May 2016	Workshop "Communication Skills" Program at Petra College for Tourism and Archaeology – INJAZ, Petra.
22 March– 5 May 2016	Workshop "We are Social Leaders" (WASL) Program at Petra College for Tourism and Archaeology – INJAZ, Petra.
25 September 2017	Workshop "Training for Trainers" (TOT), Ministry of Youth, Petra, Jordan
30 October 2017	A lecture in "the Business Leaders Campaign", INJAZ, Petra.
6 March 2018	A lecture in "Small Business Management and Feasibility Study", Ministry of Social Development, Petra, Jordan.
12 November 2018	A lecture in "the Business Leaders Campaign", INJAZ, Petra, Jordan.

Courses Taught, Al-Hussein Bin Talal University:

- B.Sc. Undergraduate Courses: Hotel Management, Hotel Management\Marketing, Tourism Management

Resort Management. Hotel Operations Management. Tourism Security. Total Quality Management in the Hotel Industry. Quality Management in Hotels. Introduction to Tourism. Introduction to

Hospitality Science. Practical Training (1,2&3) in Hotel Management. Eco Tourism. Management of Travel and Tourism Companies. Tourism Geography. Computer Applications in Hospitality Management. Research Methods. Project Management and Feasibility Study. Research Methodology in Tourism. Human Resource Management in Hospitality. Hospitality Assets Management. Graduation Project in Tourism Management. Hotel Accounting. Housekeeping. Graduation Project in Hotel Management. Tourism Marketing Research. Crisis Management in Tourism and Hospitality. Public Relations in Tourism. Tourist Villages Management. Financial Analysis in Hotels. Practical Training in Tourism Management. Medical Tourism. Practical Training in Hotel Management\Marketing. Tourism Legislations. Public Relations in Tourism and Hospitality. Spa Management. Leisure Places Management. Research Methods and Graduation Project in Hotel Management\Marketing. Tourist Villages Management. Jordan Tourism. Art of Hospitality and Etiquette. Tourism Project Management and Feasibility Study. Graduation Project in Tourist Guidance. Communication Skills. Principles in Tourism and Hospitality Management. Tourism Communication Skills and Etiquette Art.

• M.Sc. Graduate Courses: Tourism Management

Research Methods in Tourism. Tourism Marketing. Tourism Development. Strategic Management in Tourism. Tourism Destinations Management. Human Resource Management in Tourism. Intercultural Communication Skills.

Tour Guiding Programme, Ministry of Tourism, Jordan:

- Tour Guiding Trainer, Tour Guiding Programmes at Petra Collage for Tourism & Archaeology, Jordan:

Year	Courses
2013	Medical Tourism. Tourism Legislation
2015	Medical Tourism. Tourism Legislation.
2017	Medical Tourism. Tourism Legislation. Global Tourism Ethics.
2018	Medical Tourism. Tourism Legislation. Global Tourism Ethics.
2019	Medical Tourism. Tourism Legislation. Global Tourism Ethics. Jordan Tourism and its Geography.

Research Interests:

• Hospitality Management	• Total Quality Management
• Service Quality	• Hotel Management
• Work Environment	• Creative Work Environment
• Innovation	• Ecotourism and Green Hotels
• Leadership Style	• Organisational Creativity
• Tourism Studies	• Service Innovation Performance
• Tourism Development	• Empowerment
• Tourism Management	• Service Recovery
• Creativity	• Customer (Tourist) Satisfaction
• Resort Management	• Hotel Performance
• Quality Management	• Employee's Job Attitudes
• Cultural Tourism	(i.e. job satisfaction, motivation, commitment)
• Eco-label Hotels	• Creative Tourism

List of Publications:
Refereed Journal Articles:
<ul style="list-style-type: none"> • Al-Ababneh, M.; Masadeh, M. (2019). Creative Cultural Tourism as a New Model for Cultural Tourism, <i>Journal of Tourism Management Research</i>. ISSN(e): 2313-4178, ISSN(p): 2408-9117, Vol. 6, No. 2, pp. 109-118. DOI: 10.18488/journal.31.2019.62.109.118
<ul style="list-style-type: none"> • Masadeh, M.; Al-Ababneh, M.; Al-Sabi, S.; Habiballah, M. (2019). Perspectives on Gender Imbalance in Hotel Education: Reasons and Remedies, <i>International Journal of Business and Social Science</i>. ISSN 2219-1933(Print), 2219-6021(Online), Vol. 10, No. 3, PP. 37-49. DOI:10.30845/ijbss.v10n3p4
<ul style="list-style-type: none"> • Al-Ababneh, M.; Al-Sabi, S.; Al-Shakhsheer, F.; Habiballah, M. (2018). Mediating Role of Empowerment between Total Quality Management (TQM) and Service Recovery Performance in the Hotel Industry, <i>Journal of Spatial and Organizational Dynamics</i>. ISSN: 2183-1912, Vol.6, No.3, PP. 286-313.
<ul style="list-style-type: none"> • Al-Ababneh, M.; Masadeh, M.; Al-Shakhsheer, F.; Habiballah, M. (2018). The Impact Of Internal Service Quality On Job Satisfaction In The Hotel Industry, <i>Research in Hospitality Management</i>. ISSN: 2224-3534 (Print) 2415-5152 (Online), Vol.8, No.1, PP. 55-62, DOI: 10.1080/22243534.2018.1501182
<ul style="list-style-type: none"> • Masadeh, M.; Al-Ababneh, M.; Al-Sabi, S.; Habiballah, M. (2018). Female Tourist Guides in Jordan: Why So Few?, <i>European Journal of Social Sciences</i>. ISSN 1450-2267 Vol. 56, No 2, March 2018, PP.89-102.
<ul style="list-style-type: none"> • Al-Shakhsheer, F.; Habiballah, M.; Al-Ababneh, M.; Alhelalat, J. (2017). Improving Hotel Revenue through the Implementation of a Comprehensive Dynamic Pricing Strategy: A Conceptual Framework and Empirical Investigation of Jordanian Hotels, <i>Business Management Dynamics</i>. ISSN: 2047-7031, Vol.7, No.06, Dec 2017, PP. 19-33.
<ul style="list-style-type: none"> • Al-Shakhsheer, F.; Habiballah, M.; Al-Ababneh, M.; Al-Sabi, S. (2017). Financial Implications of Competitive Pricing Strategies: Evidence from the Jordanian Hotel Industry, <i>Business Management Dynamics</i>. ISSN: 2047-7031, Vol.7, No.05, Nov 2017, PP.16-26.
<ul style="list-style-type: none"> • Habiballah, M.; Al-Shakhsheer, F.; Al-Ababneh, M. (2017). Restaurant Employees' Food Handling Practices in Irbid City, Jordan, <i>Journal of Tourism and Hospitality Management</i>, ISSN: 2372-5125 (Print), 2372-5133 (Online), Vol. 5, No.1, PP. 81-89.
<ul style="list-style-type: none"> • Al-Sabi, S.; Al-Ababneh, M.; Habiballah, M.; Masadeh, M. (2017). The Impact of Total Quality Management Implementation on Employees' Service Recovery Performance in Five-Star Hotels in Jordan, <i>European Journal of Business and Management</i>, ISSN 2222-1905 (Paper), ISSN 2222-2839 (Online), Vol.9, No.11, PP.135-151.
<ul style="list-style-type: none"> • Al-Sabi, S.; Masadeh, M. Maaiah, B.; Al-Ababneh, M. (2017). Foreign training in Jordan's international hotel chains: A quantitative investigation. <i>Tourism & Management Studies</i>, ISSN: 2182-8466 (Online), 2182-8458 (Print),13(2), PP. 41-51.
<ul style="list-style-type: none"> • Al-Ababneh, M.; Al-Sabi, S.; Al-Shakhsheer, F.; Masadeh, M. (2017). The Influence of Employee Empowerment on Employee Job Satisfaction in Five-Star Hotels in Jordan, <i>International Business Research</i>, ISSN 1913-9004 E-ISSN 1913-9012, Vol.10, No.3, PP.133-147.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2016). Employees' perspectives of service quality in hotels, <i>Research in Hospitality Management</i>, ISSN: 2224-3534 (Print) 2415-5152 (Online), Vol. 6, No. 2, PP.189-193.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2016). Community Perspectives to Tourism Impacts in Petra, <i>Journal of Tourism Research & Hospitality</i>, ISSN: 2324-8807, Vol. 6, No. 2., PP. 1-5.

<ul style="list-style-type: none"> • Masadeh, M.; Al-Ababneh, M.; Al-Sabi, S.; Maaiah, B. (2016). Focus Groups in Hospitality Research why are they not used in Jordan?, <i>European Scientific Journal</i>, ISSN: 1857 – 7881(Print) e-ISSN 1857- 7431, Vol. 12, No. 20, PP.348-373.
<ul style="list-style-type: none"> • Rawashdeh, A. and Al-Ababneh, M. (2016). An Exploration of the Eco-Label Practices in Hotels in Jordan, <i>Ecology, Environment and Conservation</i>, ISSN 0971-765X, Vol. 22 ,No. 1, PP. 99-107.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2014). Employees’ Service Innovation Behaviour and New Service Development in Four-and Five-Star Hotels, <i>International Journal of Tourism and Hospitality Reviews (IJTHR)</i>, e-ISSN: 2395-7654, Vol.1, No.1, PP. 13-22.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2014). Classifying Jordanian Hotels based on Total Quality Management Implementation, <i>DIRASAT: Administrative Sciences</i>, ISSN: 1026-373X, Vol. 41, No. 2, PP. 482-496.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2013). Leadership Style of Managers in Five-Star Hotels and its Relationship with Employee’s Job Satisfaction, <i>International Journal of Management & Business Studies</i>, ISSN: 2230-9519 (Online) ISSN: 2230-2463 (Print), Vol. 3, No. 2, PP. 93-98.
<ul style="list-style-type: none"> • Al-Ababneh, M.(2013). Service Quality and its Impact on Tourist Satisfaction, <i>Interdisciplinary Journal of Contemporary Research in Business</i>, ISSN 2073 -7122, Vol.4, No. 12, PP. 164-177.
<p>Editorial and Opinion Articles:</p>
<ul style="list-style-type: none"> • Al-Ababneh, M. (2017). Creative Tourism, <i>Journal of Tourism and Hospitality</i>, ISSN: 2167-0269, Vol.6, No. 2, P. 282.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2017). Service Quality in the Hospitality Industry, <i>Journal of Tourism and Hospitality</i>, ISSN: 2167-0269, Vol.6, No. 1, e133.
<p>Books & Book Chapters:</p>
<ul style="list-style-type: none"> • Al-Ababneh, M. (2012). TQM and Organisational Creativity in the Hotel Industry: An Exploration of the Effect of Total Quality Management Implementation on Organisational Creativity in Jordanian Resort. ISBN 978365920420. Saarbrücken, Germany: LAP Lambert Academic Publishing GmbH & Co. KG.
<p>Encyclopedia Article:</p>
<ul style="list-style-type: none"> • Al-Ababneh, M. (2018). "Focus Groups" in <i>The SAGE Encyclopedia of Lifespan Human Development</i>, PP.889-891. Print ISBN: 9781506307657, Online ISBN: 9781506307633. Thousand Oaks: SAGE Publications, Inc.
<p>Refereed Conference Papers:</p>
<ul style="list-style-type: none"> • Al-Ababneh, M. (2019). Creative Cultural Tourism as a New Model of the Relationship between Cultural Heritage and Tourism. In: <i>International Humboldt-Kolleg Conference - Cultural Heritage: At the Intersection of the Humanities and Sciences</i>, 16-18 April 2019, Von Humboldt Foundation & Faculty of Archaeology and Anthropology -Yarmouk University, Jordan.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2017). Tourists’ Perspectives of the Quality of Tourism Facilities and Activities: A Case Study of Wadi Rum. In: <i>The Jordanian Tourism Conference IV</i>, 9-11 July 2017, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2017). Shifting From Traditional Culture Tourism to Creative Culture Tourism

<p>in the Arab Region. In: The First International Conference “Arab Tourism: Reality and Future Prospects”, 3-6 April 2017, College of Social Sciences, Mutah University, Jordan.</p>
<ul style="list-style-type: none"> • Al-Ababneh, M. (2016). The Challenges of Tourism in Jordan during the Arab Spring Revolutions. In: ATLAS Annual Conference (Tourism, Lifestyles and Locations), Canterbury, United Kingdom, 14-16 September 2016.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2016). From Traditional Culture Tourism to Creative Culture Tourism. In: The Third Conference of Heritage Tourism and the Collective National Identity, 4-5 April 2016, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2015). Community Perspectives to Tourism Impacts in Petra. In: The 1st Petra International Conference on Cultural Tourism (PCCT), 17 -19 May 2015, Petra College for Tourism and Archaeology-Al-Hussein Bin Talal University, Jordan.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2015). Service Quality of Four- and Five- Star Hotels in Jordan from Employees’ Perceptions. In: The Second Jordanian Tourism and Hospitality Conference (SJTHC), 12 -16 May 2015, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2013). Internal Service Quality and Employee’s Job Satisfaction in Jordanian Five-Star Hotels. In: The First Jordanian Tourism and Hospitality Conference (FJTHC), 10 -11 Nov. 2013, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan.
<ul style="list-style-type: none"> • Al-Ababneh, M. and Lockwood, A. (2012). Implementing Total Quality Management in the Hotel Industry. In: 2nd Advances in Hospitality and Tourism Marketing and Management Conference, Corfu Island, Greece, 31 May -3 June, 2012. ISBN: 978-960-287-139-3.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2011). The Level of Total Quality Management Implementation in Hotels. In: 2nd Faculty Doctoral Students Conference, University of Surrey, Guildford, United Kingdom, 23 May, 2011.
<ul style="list-style-type: none"> • Al-Ababneh, M. and Lockwood, A. (2011). Investigating Total Quality Management Implementation Practices in the Hotel Industry. In: 20th CHME Annual Research Conference, Leeds, UK, 11-12 May, 2011.
<ul style="list-style-type: none"> • Al-Ababneh, M. and Lockwood, A. (2010). The Influence of Managerial Leadership Style on Employee Job Satisfaction in Jordanian Resort Hotels. In: 28th EuroCHRIE Annual Research Conference, 25-28 October 2010, Amsterdam, Netherlands.
<ul style="list-style-type: none"> • Al-Ababneh, M. (2010). Total Quality Management and Organisational Creativity in the Hotel Industry. In: 1st Faculty Doctoral Students Conference, 21st June 2010, University of Surrey, Guildford, UK.
<ul style="list-style-type: none"> • Al-Ababneh, M. and Lockwood, A. (2010). Developing a Conceptual Framework: An Exploration of the Effects of Total Quality Management Implementation on Organisational Creativity in the Hotel Industry. In: 19th CHME Annual Research Conference, 5-7 May 2010, Surrey, United Kingdom.