

Prof. Dr. Mukhles Mansour Ahmad Al-Ababneh
Professor of Hospitality and Tourism Management

Current position: *Dean of Petra College for Tourism & Chair of the Department of Hotel and Tourism Management*

Business Address: Al-Hussein Bin Talal University
Petra College for Tourism and Archaeology
Department of Hotel and Tourism Management
Ma'an, Jordan, P.O Box (20) Postal Code (71111)

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Research Links: [Google Scholar](#) . [ResearchGate](#) . [Scopus](#) . [SSRN](#). [ResearcherID](#) .

Academic Qualifications:

Year	Degree
2008 – 2011	Doctor of Philosophy (Ph.D.) Degree in Management Studies\International Hospitality Management. <i>Faculty of Business, Economics and Law, University of Surrey, UK.</i> Thesis Title: [<i>An Exploration of the Effect of Total Quality Management (TQM) Implementation on Organisational Creativity in Jordanian Resort Hotels</i>].
2008 – 2010	Master of Philosophy (M.Phil) leading to Ph.D. Degree in Management Studies\International Hospitality Management. <i>Faculty of Business, Economics and Law, University of Surrey, UK.</i> Thesis Title: [<i>Developing a Conceptual Framework for the Effect of Total Quality Management (TQM) Implementation on Organisational Creativity in the Hotel Industry</i>].
2005 – 2007	Master of Science (M.Sc.) Degree with Merit in International Hospitality Management. <i>School of Food, Consumer, Tourism and Hospitality Management, Manchester Metropolitan University, UK.</i> Dissertation Title: [<i>The Impact of Managerial Leadership Styles on Employees' Job Satisfaction in Jordanian Resorts</i>].
2004 – 2005	Postgraduate Diploma (PgDip) Degree in International Hospitality Management. <i>University Centre César Ritz, Switzerland.</i>
2002 – 2003	Master (M.A) Degree in Strategic Management for Sustainable Development. <i>School of Economics, Management, and Statistics, Bologna University, Italy.</i> Dissertation Title: [<i>The Externalities of Energy in Italy and the Region of Emilia Romagna</i>].
1997 – 2001	Bachelor (B.Sc.) Degree in Business Administration with Honors (1 st ranking). <i>School of Business, Mu'tah University, Jordan.</i>

Language Proficiencies:

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| <ul style="list-style-type: none"> • Arabic (Native) • English (Full Professional Proficiency) | <ul style="list-style-type: none"> • Italian (Beginner) • French (Beginner) |
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Professional Skills:

- Academic Administrative Skills
- Study Plans Development Skills
- Curriculum Development Skills
- Teaching and Training Skills
- Research & Reporting Skills
- Data Analysis Skills
- Consulting and Development Skills
- Education Quality and Accreditation Skills

Computer Skills:

- Quantitative Analysis: SPSS (Statistical Package for Social Sciences) Programme
- Qualitative Analysis: Content and Thematic Analysis
- Modeling Analysis:
 - AMOS Programme (Structural Equation Modeling-SEM)
 - Partial Least Squares-Structural Equation Modeling (PLS-SEM)

Teaching Experience:	
Date	Position
Oct. 2022 – Present	Professor in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
March 2017- Oct. 2022	Associate Professor in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
Jan 2012-March 2017	Assistant Professor in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
Sep. 2007-Sep. 2008	Full-time Lecturer in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
Professional Experience:	
Date	Position
Oct. 2022 – Present	Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
June 2022- Oct. 2022	Acting Dean of Petra College for Tourism and Archaeology
July – August 2021	<i>AL-Hussein Bin Talal University, Jordan</i>
July – August 2016	
May 2013	
Dec. 2020 -Oct. 2022	Vice Dean of Petra College for Tourism and Archaeology
Sep. 2015 -Sep. 2016	<i>AL-Hussein Bin Talal University, Jordan</i>
August 2021	Director of Princess Basma Center for Intangible Cultural Heritage <i>AL-Hussein Bin Talal University, Jordan</i>
Dec. 2020 - Oct. 2022	Dean Assistant for Development Affairs and Quality Assurance <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
Oct. 2019 – Present	Chair of the Department of Hotel and Tourism Management
June 2012 –Sep. 2015	<i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
July- August 2016	Acting Chair of the Department of Hotel and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
July 2016	Acting Chair of the Department of Archaeology <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
Oct. 2005-March 2006	Cost Control Supervisor at Institut Hôtelier “César Ritz”, Bouveret, Switzerland
Jan. 2004 -Oct. 2004	Administrative Officer at The University of Jordan, Jordan
Nov. 2002-Feb. 2003	Researcher in the Externalities of Energy in Italy and the Region of Emilia-Romagna. ARPA(Environment Organisation), Bologna, Italy
May 1999- April 2002	Administrative Officer at Ministry of Health, Jordan
University’s Boards, Committees and Professional Service at Petra College for Tourism and Archaeology\AL-Hussein Bin Talal University, Jordan:	
Date	Board\Committee
26 Oct. 2022- Present	Member, Council of Postgraduate Studies, Al-Hussein Bin Talal University
6 Oct. 2022- Present	Member, Council of University’s Deans, Al-Hussein Bin Talal University
6 Oct. 2022- Present	Chair, Petra College for Tourism and Archaeology Council
6 Oct. 2022- Present	Chair, Scientific Research Committee at Petra College
6 Oct. 2022- Present	Chair, Committee of Postgraduate Studies at Petra College
20 Jan. 2021-Present	Member, Committee of Communication with Industry
8 Oct. 2019 - 6 Oct. 2022	Member, Committee of Comprehensive Exam for Master Degree in Tourism Management
6 Oct. 2019- Present	Member, Committee of Postgraduate Studies in Archaeology Department
2 Oct 2018- 6 Oct. 2022	Member, Scientific Research Committee at Petra College
8 Oct 2019- 21 Oct 2020	Member, Committee of Postgraduate Studies at Petra College

15 Oct 2021- 6 Oct. 2022	Member, Students' Disciplinary Committee at Petra College
8 Oct 2019-21 Oct 2020	
21 January 2018	Member, Committee of Academic Promotion Evaluation at Petra College
28 Nov 2017	Member, Committee of Eurasia & Erasmus Projects
21 Aug 2017-1 Dec 2020	Quality Liaison Officer in Petra College at Petra College
1 May 2017	Member, Curriculum and Study Plans Committee in Tourism Management
11 April 2017	Member, TedQual Committee at Petra College
Nov 2016	Member, Curriculum and Study Plans Committee in Hotel Management
18 August 2016	Chair, Academic Appointments Committee at Petra College
March 2016-Sep 2016	Member, Representative Committee at Petra College
Jan 2016- Sep 2016	Member, Strategic Plan Committee at Petra College
Dec 2015- Sep 2016	Member, Study Plans Committee at Petra College
Oct 2015-Sep 2016	Chair, The University Competence Exam Committee at Petra College
17-19 May 2015	Chair of Session in the 1 st International Petra Conference on Cultural Tourism (PCCT) at Petra College\Al-Hussein Bin Talal University at Petra, Jordan
March 2015 – Sep 2016	Member, Training Hotel Committee at Petra College
March 2015 – Sep 2016	Member, Guiding Study Plans Committee in Hotel and Tourism Management
Feb 2015	Chair of Session in the Workshop of “National Fund for Tourism Risks”-Petra College\Al-Hussein Bin Talal University at Petra, Jordan
Sep 2014 – Sep 2016	Chair, Technical Diploma Committee in Hotel and Tourism Management
Sep 2014 – Sep 2016	Member, Scientific Committee of Master Degree in Tourism Management
Sep 2014 – May 2015	Member, Logo Contest “Made in Petra” Committee
Sep 2014 – May 2015	General Coordinator, 1 st International Petra Conference on Cultural Tourism (PCCT) at Petra College\Al-Hussein Bin Talal University at Petra, Jordan
Sep 2014 – May 2015	Member, Higher Committee, The PCCT Conference, Petra Collage
14Oct 2012– 24 Feb 2014	Chair, TedQual Committee at Petra College for Tourism and Archaeology
15 Oct 2021 – 6 Oct 2022	Member, The University Council
17 Oct 2018–30 Sep 2019	(Representative of Petra College for Tourism and Archaeology)
5 Sep 2012 – 8 Sep 2013	
Oct 2015 – Sep 2016	Chair, Students' Disciplinary Committee at Petra College
5 Sep 2012 – 8 Sep 2013	
1 Oct 2019 – 6 Oct. 2022	Member, Petra College for Tourism and Archaeology Council
3June 2012 – 18Sep 2016	
3June 2012 – 18Sep 2016	Member, Students' Excuses Committee in Final Exams at Petra College
1 Oct 2019 – Present	Chair, Department of Hotel and Tourism Management Council
3 June 2012 – 5 Sep 2015	
3 June 2012 – 5 Sep 2015	Chair, Curriculum and Study Plans Committee in Hotel & Tourism Management
3 June 2012 – 5 Sep 2015	Chair, Students' Field Training Programmes Committee in Hotel and Tourism Management
2 Jan 2012 – 3 June 2012	Member, Department of Hotel and Tourism Management Council
6 Sep 2015- 30 Sep 2019	

Professional Memberships:

Date	Committee
12 Sep. 2022	External Reviewer for Accrediting a Specialisation: Main Theme “Tourism”/Sub Theme “Managing Reservation and Travel” (Bachelor Programme) at An-Najah National University, Palestine.
7 Sep. 2022	External Reviewer for Accrediting a Specialisation: “Tourism Guidance and Archaeology” (Bachelor Programme) at Al-Quds University, Palestine.
5 Nov 2019	Chair, The Committee for Accrediting a Specialisation: Tourism and Heritage Sites Management (Master Programme) at the Hashemite University, Jordan.
2017	Member of Curriculum Development Committee for high schools education of

20 Oct 2016–10 Jan 2019	hotel education stream: nominated by Al-Hussein Bin Talal University to the Ministry of Education, Jordan. Member, The Council of Centre of Studies, Consultations & Community Development, Al-Hussein Bin Talal University, Jordan.
Feb 2015– June 2015	Member, “Destination Management Committee in Petra”, a joint program between Al-Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.
Feb 2015– June 2015	Member, “Tourism Marketing and Promotion Committee in Petra”, a joint program between Al-Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.
15 January 2014	Member, The Committee for Accrediting (Privet Accreditation) a Specialisation: Hotel Management (Diploma Programme) at Jordan Applied University College of Hospitality and Tourism Education, Amman, Jordan.
Dec 2013 – Present	Member, Hotel Management Education Committees & Quality Criteria Consultant, the Higher Education Accreditation Commission (HEAC), Jordan.
Dec 2013 – Nov. 2018	Volunteer Consultant and Trainer, INJAZ, Jordan.
Oct 2013 – Oct 2014	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, Jordan.
Oct 2013 – Oct 2014	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, Jordan.
Oct 2013 – Oct 2014	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, Jordan.
September 2009	Member, The International Student Office’s welcome team for new students, University of Surrey, UK.
June 2008 – June 2009	General Secretary, Saudi International Conference 2009, University of Surrey, UK.

Steering & Scientific Committees:

Date	Committee
Sep 2014 – Feb 2015	Member, Scientific Committee in Workshop “ <i>National Fund for Tourism Risks</i> ” Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
Sep 2014 – May 2015	Member, Scientific Committee in the <i>1st Petra International Conference on Cultural Tourism (PCCT)</i> , 17-19 May 2015, Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
January- May 2015	Member, Scientific Committee in the <i>Jordan Second International Conference on Tourism and Hospitality</i> , Yarmouk University, Jordan, 12 -16 May 2015.
January 2018– Sep 2018	Member, Scientific Committee in <i>International Symposium on Advancements in Tourism, Recreation and Sports Sciences (ATRSS)</i> ”, Podgorica, Montenegro, 5 – 8 September 2018.
Nov 2018 – Sep 2019	Member, Scientific Committee in <i>International Symposium on Advancements in</i>

Dec 2019 – Nov 2020	<i>Tourism, Recreation and Sports Sciences (ATRSS)</i> , Eskişehir, Turkey, 12 – 15 June 2019. Member, Scientific Committee in <i>Global 2020 Congress on Economics, Business, Management and Financial Sciences</i> , Aqaba, Jordan, 13-15 November, 2020.
Oct 2020 – April 2021	Member, Scientific Committee in <i>the Conference on Managing Tourism Across Continents</i> , Turkey, 1-3 April, 2021.
Jan 2021 – May 2021	Member, Scientific Committee in <i>Global Conference on Services and Retail Management (GLOSERV 2021)</i> , University of South Florida, USA & University of Naples Federico II, Italy, 11-13 May, 2021.
Jan 2022 – March 2022	Member, Scientific Committee in <i>the 7th International Conference of the Faculty of Tourism and Hotel Management Entitled “Tourism and Hospitality in a Changing World”</i> , Yarmouk University, Jordan, 30-31 March, 2022.
Oct 2022 – May 2023	Member, Steering Committee in <i>the Third International Conference in Tourism Management Heritage Conservation</i> , Hashemite University, Jordan, 23-26 May, 2023.
Organising Committees:	
Date	Committee
Sep 2014 – May 2015	Member, Organising Committee in <i>The 1st Petra International Conference on Cultural Tourism (PCCT)</i> , 17-19 May 2015, Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
Dec 2019 – Nov 2020	Chair, Organising Committee in <i>Global 2020 Congress on Economics, Business, Management and Financial Sciences</i> , Aqaba, Jordan, 13-15 November, 2020.
June –August 2022	Chair, The 1 st Annual Conference on “ <i>The role of Media on Tourism Promotion and Entrepreneur Business and Small Projects</i> ”, 17-18 August 2022, Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
Professional Affiliations:	
Date	Affiliation
July 2018 – Present	Association of North America Higher Education International-ANAHEI.
April 2017–Present	International Society for Development and Sustainability (ISDS), Japan.
April 2016 –Present	Member, Masters International Research and Development Center (MIRDEC).
Feb. 2015 – Present	Vice-President, “Jordanian Tourism Experts Society” (JTES), Jordan.
Feb. 2015 – Present	Founding Member, “Jordanian Tourism Experts Society” (JTES), Jordan.
Editorial Responsibilities	
Editor-in-Chief:	
Jan 2020 – Present	<i>International Journal of Hospitality and Tourism Studies (IJHTS)</i> – <i>Refaad</i>
Journal Executive Editor:	
June 2014-Sep.2021	<i>International Journal of Tourism and Hospitality Reviews (IJTHR)</i>
Journal Associate Editor:	
March 2018-Present	<i>International Journal of Tourism and Hospitality Management in the Digital Age– IGI Global</i>
May 2018 – Present	<i>Hospitality & Tourism Management International Journal-Medcrave</i>
Journal Article Editor:	
Nov. 2014 – Present	<i>SAGE Open – SAGE Journals</i>
Oct. 2017 – Present	<i>Journal of Tourism & Hospitality – Longdom Publishing SL</i>
Sep. 2018 – Present	<i>Journal of Hotel and Business Management – Longdom Publishing SL</i>

Hospitality Section Editor:

Sep. 2021 – Present	<i>International Journal of Tourism and Hospitality Reviews (IJTHR)</i>
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Journal Editorial Board Member:

International Journal of Economics, Commerce and Management (IJECM) | EDUVED International Journal of Interdisciplinary Research | European Academic Research | European Journal of Academic Essays (EJAE) | Journal of Tourism Management Research –PAK Publishing | Journal of Business Administration and Management Sciences Research-APEX Journals | International Journal of Business & Management Science- EPH | International Journal of Research in Tourism and Hospitality-ARC Publications | American Research Journal of Business and Management- ARJ | Journal of Tourism & Hospitality– Longdom Publishing SL | International Review of Management and Business Research (IRMBR) | International Journal of Research in Business Studies and Management-Sryahwa | International Journal of Emerging Trends in Social Sciences (IJETSS) | Journal of Tourism and Hospitality Management (JTHM)-David Publishing | International Journal of Culture, Hospitality and Tourism Research- AI Publications | International Journal of Scientific Engineering and Science (IJSES) | Journal of Research in Business, Economics and Management (JRBEM) | Journal of Tourism Management Research- Conscientia Beam | International Journal of Management and Sustainability-Conscientia Beam | Journal of Hotel and Business Management – Longdom Publishing SL | International Journal of Recent Research and Review | Science Journal of Business and Management-Science Publishing Group | Asian Development Policy Review-Asian Economic and Social Society | Open Journal of Human Resource Management –SRYAHWA | Journal of Advance Research in Medical & Health Science | Environment and Social Psychology-Whioce | International Journal of Hospitality and Tourism Management-Science PG | Journal of Research in International Business and Management | GSI Journals-Global Science Institute | Serie A: Advancements in Tourism, Recreation and Sports Sciences (ATRSS) | International Journal of Tourism & Hotel Business Management)-SciTech Central Inc., USA | IOJPH – International open Journal of Business & Management Science | Journal of Global Business Insights (JGBI), University of South Florida, USA | International Journal of Contemporary Hospitality Management (IJCHM)-Emerald | Modern Management Forum – Universe Scientific Publishing Pte. Ltd., Singapore | Energy Resource Environmental and Sustainable Management, UK | Journal of Tourism & Sports Management (IJTHM)- SciTech Central Inc., USA | Journal of Global Hospitality and Tourism-University of South Florida, USA | Journal of Business and Technology Management- Holy Knight Publication, UK | Global Journal of Sociology and Anthropology | International Journal on Economics, Finance and Sustainable Development (IJEFS) | NHI Hospitality International Journal | International Suleiman Journal |

Journal Editorial Review Board Member (Ad hoc Reviewer):

The Service Industries Journal (Taylor & Francis) | International Journal of Contemporary Hospitality Management (IJCHM) (Emerald) | Tourism and Hospitality Research (THR) (Sage) | International Journal of Tourism Cities (Emerald) | Journal of Destination Marketing & Management (Elsevier) | European Research on Management and Business Economics (Elsevier) | Journal of Hospitality & Tourism Research (Sage) | International Journal of Management and Commerce Innovations (Research Publish Journals) | European Journal of Tourism Research (Varna University of Management) | American Journal of Applied Science (Science Publications) | International Journal of Tourism and Hospitality Management in the Digital Age (IGI Global) | e-Review of Tourism Research (eRTR) | Almatourism- Journal of Tourism, Culture and Territorial Development | Journal of Management Research (Macrothink Institute) | Global Journal of Management and Business Research (GJMBR) | Journal of Tourism and Hospitality Management (JTHM) (David Publishing) | Management and Organizational Studies (MOS) (Sciedu Press) | International Research Journal of Public and Environmental Health (IRJPEH) | Tourism and Management Studies | Open Science Journal | OALib Journal | Intangible Capital (Omnia Science) | International Journal of Economic and Business Management | International Journal of Political Science and Development | Journal of Applied Management Science | Pakistan Journal of Society, Education & Language | Academy of Marketing Studies Journal (Allied Journals) | International Journal of Economics Management and Social Science (IJEMSS) (Salewangang Indonesia) | Modern Applied Science Journal (Canadian Center of Science and Education) | Business and Management Research Journal | Enlightening Tourism-A Pathmaking Journal (Huelva University) | International Journal of Arts, Humanities, Literature and Science (IAHLS) | Journal Dirasat: Human and Social Sciences (University of Jordan) | Employee Responsibilities and Rights Journal (Springer) | Frontiers Psychology (Frontiers) | Sustainability (MDPI) | Iranian Journal of Management Studies (IJMS) | Applied Sciences (MDPI) |

External Reviewer:

Date	Symposium \ Conference \ University
May 2015	The Jordan Second International Conference on Tourism and Hospitality, Yarmouk University,

November 2015	Jordan, 12 -16 May 2015.
March 2016	<i>Deanship of Research</i> , Sultan Qaboos University, Oman.
April 2016	<i>The First International Conference of Tourism Management & Heritage Conservation</i> , Hashemite University, Jordan, 15-18 March 2016.
June 2017	<i>International Conference on Tourism</i> , Prague—Czech Republic, 19-21 July 2016.
December 2017	<i>Global Conference on Hospitality, Tourism, Event and Leisure Management</i> . Florida International University’s Biscayne Bay Campus, North Miami, Florida, USA, 14-17 March 2018.
December 2017	<i>The 4th Edition of International Symposium on Tourism in the Arab World (ISTAW-4). The Nationals Tourism: Experiences, Practices And Development Opportunities</i> . Algiers, University of Sciences and Technology Houari Boumediene (USTHB), 20-22 October 2018.
January 2018	<i>The 47th European Marketing Academy (EMAC) Annual Conference “People Make Marketing”</i> . University of Strathclyde, Glasgow, UK, 29 May-1 June 2018.
April 2018	<i>The 9th EMAC Regional Conference “Marketing Challenges, Innovations and Trends in Emerging Markets”</i> , Prague, Czech Republic, 12-14 September 2018.
June 2018	<i>International conference “Our Heritage between Sustainability and Crises”</i> , Mutah University and Al-Hussein Bin Talal University, Jordan. 9-11 April 2018.
October 2018	<i>TMS ALGARVE 2018- Tourism & Management Studies International Conference</i> . Algarve, Portugal, 14-17 November 2018.
Sep 2019	<i>The 48th European Marketing Academy (EMAC) Annual Conference</i> . Universitat Hamburg, Hamburg, Germany, 28-31 May 2019.
Jan 2020	<i>The 49th European Marketing Academy (EMAC) Annual Conference</i> . Corvinus University, Budapest, Hungary, 27-29 May 2020.
Sep 2020	<i>The EMAC 2020 Regional Conference</i> , Zagreb, Croatia. 16-19 September 2020.
March 2021	<i>The 50th European Marketing Academy (EMAC) Annual Conference</i> . Madrid, Spain, 25-28 May 2021.
August 2021	<i>The EMAC 2021 Regional Conference</i> , Warsaw, Poland. 22 -24 September 2021.
March 2022	<i>The EMAC Annual Conference 2022</i> , Budapest, Hungary, 24-27 May, 2022.
Sep. 2022	<i>The 7th Conference of the Faculty of Tourism and Hotel Management Entitled “Tourism and Hospitality in a Changing World”</i> , Yarmouk University, Jordan. 30-31 March, 2022.
	<i>The EMAC Annual Conference 2023</i> , Odense, Denmark 23-26 May, 2023.

Attended Seminars \Conferences \Workshops \Professional Certificates:

Date	Seminar \Conference \Workshop \Certificate
23 January 2009	“Academic Writing: Writing the Literature Review” organised by Postgraduate Skills Development Programme, University of Surrey \UK
27 January 2009	“Analysing Data Using Excel” organised by Postgraduate Skills Development Programme, University of Surrey \UK
28 January 2009	“Basic Presentation Skills” organised by Postgraduate Skills Development Programme, University of Surrey \UK
29 January 2009	“PowerPoint for Presentations” organised by Postgraduate Skills Development Programme, University of Surrey \UK
9 February 2009	“PhD Project Management (Online)” organised by Postgraduate Skills Development Programme, University of Surrey \UK
15 February 2009	“How to achieve what do you want” organised by University of Surrey, Guildford, UK
17 February 2009	“Academic Writing: Adapting Texts for presentations” organised by Postgraduate Skills Development Programme, University of Surrey \UK
27 March 2009	“Academic Writing: Paraphrasing, Summarising & Referencing” organised by Postgraduate Skills Development Programme, University of Surrey \UK
16-17 April 2009	“Effective Researcher Programme” organised by University of Surrey & Vitae \UK
4 June 2009	“International Business Protocol” organised by Lausanne Hospitality Consulting \Switzerland
25 February 2010	“Taking Your Research to the Public” organised by Postgraduate Skills Development Programme, University of Surrey \UK

3 November 2010	<i>"Poster Presentations"</i> organised by Postgraduate Skills Development Programme, University of Surrey \UK
11 November 2010	<i>"Getting Published"</i> organised by Postgraduate Skills Development Programme, University of Surrey \UK
15 November 2010	<i>"Saying 'No' Positively"</i> organised by Postgraduate Skills Development Programme, University of Surrey \UK
22 November 2010	<i>"Academic Writing: Introductions and Conclusions"</i> organised by Postgraduate Skills Development Programme, University of Surrey \UK
30 November 2010	<i>"Academic Writing: Writing a Conference Paper"</i> organised by Postgraduate Skills Development Programme, University of Surrey \UK
12 February 2014	<i>"Crisis Management in Tourism"</i> organised by Petra College for Tourism and Archaeology, Petra, Jordan.
10-14 May 2014	Siyaha Program: <i>"Educate Educators in Tourism Research"</i> organised by USAID, Amman, Jordan.
30 July 2014	<i>"Leadership Consortium"</i> organised by International CHRIE's Career Advancement Academy, Sand Diego, California, USA
30 July-1 Aug. 2014	<i>Attending the International CHRIE Annual Conference in Sand Diego, California\USA</i> (As Jordan Representative supported by USAID, Jordan)
October 2014	<i>"Company Start-Up"</i> Program organised by INJAZ, Aqaba, Jordan
February 2015	<i>"National Fund for Tourism Risks"</i> organised by Petra College for Tourism and Archaeology, Petra, Jordan.
10 March 2015	<i>"Company Start-Up"</i> Program organised by INJAZ, Petra, Jordan
10 March 2015	<i>"We are Social Leaders"</i> (WASL) Program organised by INJAZ, Petra, Jordan
26 March 2015	<i>"The role of society in preservation Petra"</i> organised by Petra College for Tourism and Archaeology, Petra, Jordan.
4 April 2015	<i>"Cosmic healing Tourism in Petra"</i> organised by Petra College for Tourism and Archaeology, Petra, Jordan.
26-27 October 2015	<i>"HERE Seminar on ICT-based learning: Opportunities for higher education learning and teaching"</i> organised by Al-Hussein Bin Talal University-Petra College, Petra, Jordan.
2 March 2016	<i>"Rebounding from Tourism Crisis: Managing Jordan's International Image"</i> organised by Dar Al-Diafa for Tourism Human Resources Development Consultancy, Amman, Jordan
12 May 2016	<i>Attending "Jordan Tourism Day"</i> , Ministry of Tourism and Antiquities, Amman.
8 September 2016	<i>Attending The Second Ministerial Regional "Culture under Threat" Conference</i> , Amman, Jordan.
26-27 October 2016	<i>Attending Regional Conference "Investing in Tourism for an Inclusive Future: Challenges and Opportunities"</i> , Petra, Jordan.
12 March 2017	<i>Attending "Quality Assurance" Workshop</i> organised by Higher Education Accreditation Commission (HEAC), Al Hussein Bin Talal University, Jordan.
30 July- 1 Aug. 2017	<i>Attending "End Note" Workshop</i> , Al Hussein Bin Talal University, Jordan.
13-14 Nov. 2017	<i>Attending Regional Conference "Tourism in MENA Cities: Competitiveness for Sustainable Growth"</i> , Amman, Jordan.
23-27 Aug. 2020	<i>ICDL Course (36 Training hours)</i> , Al-Shalabi Academy for Training & Development, Irbid, Jordan.
2 Nov.-14 Dec. 2020	<i>"Post-Crisis Hospitality Management Certificate"</i> organised by University of South Florida, Muma College of Business, School of Hospitality and Tourism Management, Florida, USA.
23 March 2021	<i>Attending "Electronic Education using Advanced Microsoft Teams" Workshop</i> , Academic Development and Quality Assurance Center at Al Hussein Bin Talal University, Jordan.
6-7 Apr. 2021	<i>Attending "Principles of Academic Quality Assurance" Workshop</i> , Academic Development and Quality Assurance Center at Al Hussein Bin Talal University, Jordan.

9 Apr. 2021	<i>"Post-Crisis Hospitality Management Certificate" organised by University of South Florida, Muma College of Business, School of Hospitality and Tourism Management, Florida, USA.</i>
24 March-5 May 2021	<i>"Diversity, Equity and Inclusion in the Workplace Certificate" organised by University of South Florida, Muma College of Business, School of Hospitality and Tourism Management, Florida, USA.</i>
24 May 2021	<i>Attending "Academic exchange program with European universities- Erasmus+" Workshop, Academic Development and Quality Assurance Center at Al Hussein Bin Talal University, Jordan.</i>
21 April 2021	<i>Attending "Mediterranean Tourism Crisis Management during the COVID-19 Era: The Experience of the Mediterranean Tourism Sector" Workshop, UNIMED referent for the SubNetwork on Mediterranean Tourism. Mediterranean Universities Union, Rome, Italy.</i>
27 July 2021	<i>"Tourism Management at UNESCO World Heritage Sites (vol. 3)" Certificate organised by Université Paris1 Panthéon-Sorbonne, France.</i>
6-10 Sep. 2021	<i>Attending "European IFITT MasterClass on eTourism (EIFMeT) event" University of Eastern Finland</i>
15 Sep. 2021	<i>International Computer Driving License (ICDL) Certificate –Specto, Amman, Jordan.</i>
9 Sep.-12 Oct 2021	<i>Effective Teaching and Learning in Higher Education (Certificate) organised by Queen Rania Teacher Academy, Amman, Jordan.</i>
20 Oct 2021	<i>Foundation of Project Management (Certificate) organised by Coursera.</i>
31 Oct-28 Nov 2021	<i>Engagement in Virtual Learning Environment (Certificate) organised by Queen Rania Teacher Academy, Amman, Jordan.</i>
26 July 2022	<i>Attending "Using Turnitin Software for Checking Plagiarism" Workshop, Academic Development and Quality Assurance Center at Al Hussein Bin Talal University, Jordan.</i>
1-2 August 2022	<i>Attending "Introduction to Research Writing by using LaTeX Software" Workshop, Academic Development and Quality Assurance Center at Al Hussein Bin Talal University, Jordan.</i>
30 Dec. 2022	<i>Research Study Design Certificate -CITI Program</i>
1 Jan. 2023	<i>Human Subjects Research- Social Behavioral Educational Researchers Certificate -CITI Program</i>
4 Jan. 2023	<i>Social and Behavioral Responsible Conduct of Research Certificate -CITI Program</i>
5 Jan. 2023	<i>IPS: Information Privacy Security Certificate -CITI Program</i>

Activities:

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

12 November 2018	A lecture in “ <i>the Business Leaders Campaign</i> ”, INJAZ, Petra, Jordan.
Sep 2019- March 2020	Supervisor in Pilot project “Visitor Tracking & Survey at the Temple of the Winged Lions, Petra” is initiated by ACOR’s <i>Temple of the Winged Lions Cultural Resource Management (TWLCRM) Initiative and supported by the USAID Sustainable Cultural Heritage Through Engagement of Local Communities Project (SCHEP)</i> .
30 Nov 2019	A lecture in “ <i>Jordan Tourism</i> ”, Wadi Mousa Secondary School for Girls, Petra, Jordan.
12 Oct 2020	A lecture in “ <i>Woman and the Tourism Sector in Petra</i> ”, Ministry of Youth, Al-Taybeh Young Women Center, Petra, Jordan.
18 Feb 2021	Keynote Speaker in “ <i>The Fourth Tourism Forum</i> ” under the title “ <i>Virtual Tourist Destinations: Sustainability and the Power of Attraction</i> ”, the College of Arts, Humanities and Social Sciences at the University of Sharjah branch in Al Dhaid city.
8 April 2021	A lecture in “ <i>Tourism Challenges and Sustainable Development</i> ”, Ministry of Youth, Al-Taybeh Young Women Center, Petra, Jordan.
21 April 2021	A lecture in “ <i>Woman and the Tourism Industry</i> ”, Ministry of Youth, Al-Taybeh Young Women Center, Petra, Jordan.
13-14 Oct. 2021	Keynote Speaker in “1st Petra Forum for Vocational and Technical Education - Hotel and Tourism Field” under the title “ <i>The role of Petra College for Tourism and Archaeology in preparing trained qualifications for a job market</i> ”, Ministry of Education, Petra, Jordan.
30-31 March 2022	Chair of Session in the 7 th <i>International Conference of the Faculty of Tourism and Hotel Management Entitled “Tourism and Hospitality in a Changing World”</i> , Yarmouk University, Jordan.
6-10 March 2023	Delivering lectures on Jordan Tourism and its Location, Types of Jordan Tourism, Jordan as a Unique Destination, and Economic Impacts of Jordan Tourism to students at Polytechnic Institute of Cávado and Ave (IPCA) in Barcelos, Portugal (as a part of Erasmus+ -Staff Mobility).

Letters Of Gratitude & Appreciation:

11 December 2012	President of Al-Hussein Bin Talal University, Prof. Taha Al-Khamis
4 October 2016	President of Al-Hussein Bin Talal University, Prof. Ali Alqaisi

Courses Taught: Al-Hussein Bin Talal University:

• **B.Sc. Undergraduate Courses: Hotel Management & 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. Scientific Research Skills. 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. Quality Management in Hotels. Housekeeping Lab. Food and Beverage Service Lab. Modern Kitchen Lab.

- **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 Programme at Petra Collage for Tourism & Archaeology, Jordan:

Year	Courses
2013, 2015	<i>Medical Tourism. Tourism Legislation</i>
2017, 2018	<i>Medical Tourism. Tourism Legislation. Global Tourism Ethics.</i>
2019, 2020	<i>Medical Tourism. Tourism Legislation. Global Tourism Ethics. Jordan Tourism and its Geography.</i>

Master Theses Supervision:

- **Current Master Thesis Supervision:**

1. “*The Most Important Challenges Encounter Tourism and its Impacts on Tourism Performance: Petra as a Case Study*”, Tourism Department, Al-Hussein Bin Talal University, Jordan, In Progress.

- **Completed Master thesis I have supervised:**

1. 2020, Fayez AlSalameen: *The Impact of Empowerment on Technical Performance of Restaurants Staff in Petra.* Tourism Department, Al-Hussein Bin Talal University, Jordan.
2. 2020, Ail Ajarmeh: *The Impact of Human Resource Management Practices on Employee Turnover in Five-Star Hotels in Amman- Jordan.* Tourism Department, Al-Hussein Bin Talal University, Jordan.
3. 2021, Firas Daradkeh: *The Impact of Marketing Mix Application on Hotel Performance (Service Quality, Tourist Satisfaction, and Tourist Trust) in the Hotel Industry in Aqaba City.* Tourism Department, Al-Hussein Bin Talal University, Jordan.

Master Theses Defense Committee Member:

- **Head of Examination Committee: MSc Thesis in Tourism Management, Al-Hussein Bin Talal University, Jordan.**

1. The title of thesis: “*The Impact of Empowerment on Technical Performance of Restaurants Staff in Petra*” by Fayez AlSalameen, 19 May 2020.
2. The title of thesis: “*The Impact of Human Resource Management Practices on Employee Turnover in Five-Star Hotels in Amman- Jordan*” by Ail Ajarmeh, 20 May 2020.
3. The title of thesis: “*The Impact of Marketing Mix Application on Hotel Performance (Service Quality, Tourist Satisfaction, and Tourist Trust) in the Hotel Industry in Aqaba City*” by Firas Daradkeh, 7 April 2021.

- **Internal Examiner: MSc Thesis in Tourism Management, Al-Hussein Bin Talal University, Jordan.**

1. The title of thesis: “*Analysing the Impact of the Application of Management Style by Objectives on Organisational Performance in the Hotel Sector in Petra*” by Mohammed Twaissi, 9 Dec. 2019.
2. The title of thesis: “*Leadership and Woman in the Tourism Industry in Jordan*” by Obaida Hasanat, 9 Dec. 2019.
3. The title of thesis: “*The Impact of Event Tourism on Tourist Satisfaction in Jordan*” by Mohammed Alfarajat, 21 May 2020.
4. The title of thesis: “*The Impact of Knowledge on Food and Beverage employee’s practices in serving Disability guests: Field study four and five-star hotels in Amman-Jordan*” by Raeda Abusamra, 8 April 2021.

- **External Examiner: MSc Thesis in Tourism Management**

1. The title of thesis: “*Factors Influencing Employees' Job Performance and their Intentions to Quit the Work in Jordanian Hotels; A New Measurement of the Role of Internal Marketing*” by Saleh Malkawi. Tourism Department, **Yarmouk University, Jordan.** 14 June 2020.
2. The title of thesis: “*The Image of Universities as Perceived by Conference Participants: Yarmouk University-Jordan as a Case Study*” by Naser Alghadi. Tourism Department, **Yarmouk University, Jordan.** 8 June 2021.
3. The title of thesis: “*Corporate Social Responsibility and Community Development: The Case of Dead Sea Hotels*” by

Ghaith Malkawi. Tourism Department, **Yarmouk University, Jordan**. 5 August 2021.

- The title of thesis: “*Destination Marketing through Conference Tourism: The Case Study of Jordan*” by Maysoun Alghazo. Tourism Department, **Yarmouk University, Jordan**. 13 January 2022.
- The title of thesis: “*Modeling Domestic Tourists’ Loyalty towards Aqaba Hotels: Moderating Effect of Price Theory*” by Mohammed Alananbeh. Tourism Department, **Yarmouk University, Jordan**. 2 June 2022.

● **External Examiner: PhD Thesis in Hospitality and Tourism Management**

- The title of thesis: “*Feminist leadership in hospitality industry in Hainan, China: The moderating effect of cultural attributes on the relationship between personality traits and transformational leadership*” by Wu Liujie. School Of Hospitality, Tourism & Events, **Taylor’s University, Malaysia**. 20 June 2022.

List of Publications:

Refereed Journal Articles:

- Al-Sabi, S.M., [Al-Ababneh, M.M.](#), Masadeh, M.A., Elshaer, I.A. (2023). Enhancing Innovation Performance in the Hotel Industry: The Role of Employee Empowerment and Quality Management Practices. *Administrative Sciences*, 13(66), 1-17.
- Al-Shakhsheer, F.J., [Al-Ababneh, M.M.](#), Habiballah, M.A. & Hsieh, M.-T. (2022). The Influence of Related Product Diversification on the Competitiveness and Revenue Generation Potential of Individual Hotels: Empirical Evidence from the Jordanian Hotel Industry. *Business Management Dynamics*, 12(2), 1-15.
- [Al-Ababneh, M.M.](#), Al-Shakhsheer, F.J., Habiballah, M.A. & Al-Badarneh, M.B. (2022). Assessing the impact of the COVID-19 pandemic on tourism workers’ health and well-being in Jordan. *Tourism & Management Studies*, 18(2), 19-38.
- [Al-Ababneh, M.M.](#), Al-Shakhsheer, F.J., Al-Badarneh, M.B. & Masadeh, M.A. (2022). The Role of Total Quality Management Practices in Improving Service Recovery Performance through Service Innovation in Jordan’s Five-Star Hotels. *African Journal of Hospitality, Tourism and Leisure*, 11(1), 169-189.
- [Al-Ababneh, M.M.](#), Masadeh, M.A.; Al-Sabi, S.M.; Al-Badarneh, M.B. (2021). Achieving Service Recovery through Service Innovation in the Hotel Industry: The Critical Role of Employee Empowerment. *Enlightening Tourism. A Pathmaking Journal*, 11(1), 40-88.
- Rawashdeh, A.A. and [Al-Ababneh, M.M.](#) (2021). Hotel Guests’ Perceptions of Environmentally Friendly Practices in Jordan. *Journal of Environmental Management and Tourism*, (Volume XII, spring), 1(49), 107-124.
- [Al-Ababneh, M.M.](#) (2021). The implementation of Total Quality Management (TQM) in the hotel industry. *International Journal of Tourism and Hospitality*. 1(1), 25-34.
- Alajarmeh, A.M., [Al-Ababneh, M.M.](#) (2020). The impact of human resource management practices on employee turnover in five-star hotels in Amman- Jordan. *International Journal of Hospitality and Tourism Studies*, 1(2), 64-98.
- Masadeh, M., [Al-Ababneh, M.M.](#), Al-Sabi, S. M. (2020). A Comprehensive Research on Empowerment and Service Recovery Performance at Five-Star Hotels in Jordan. *American International Journal of Contemporary Research*, 10(3), 18-36.
- Habiballah, M.; Alhelalat, J.; Masadeh, M. [Al-Ababneh, M.M.](#) (2020). Use of the Health Belief Model (HBM) to Examine Food Handlers' Practices in Five Stars Hotels at Petra City, Jordan. *Journal of International Business and Economics*, 8(1), 32-39.
- [Al-Ababneh, M.M.](#) (2020). Creative Cultural Tourism as a New Model of the Relationship between Cultural Heritage and Tourism. *International Journal of Hospitality and Tourism Studies*, 1(1), 39-44.
- Masadeh, M., Alhammad, F., [Al-Ababneh, M. M.](#), Al-Sabi, S. (2020). Exploring the Role of Training Abroad Programs for Department Head Managers of International Hotel Chains in Jordan: Perceptions and Attitudes. *International Journal of Academic Research in Business and Social Sciences*, 10(6), 872–891.

- **Al-Ababneh, M. (2020).** Linking Ontology, Epistemology and Research Methodology. *Science & Philosophy-Journal of Epistemology, Science and Philosophy*, 8(1), 75-91.
- **Al-Ababneh, M. (2020).** The Concept of Creativity: Definitions and Theories. *International Journal of Tourism & Hotel Business Management (IJTHBM)*, 2(1), 245-249.
- Al-Sabi, S.; **Al-Ababneh, M.**; Masadeh, M. (2019). The Role of Job Satisfaction on Employees' Innovation Performance in the Jordanian Hospitality Industry. *Journal of Tourism and Hospitality Management*, 7(2), 186-201.
- Al-Badarneh, M.; Magablih, K.; Alananzeh, O.; **Al-Ababneh, M.** (2019). Comparative Assessment of Residents' Behaviour towards Tourism in Nature Reserves. *African Journal of Hospitality, Tourism and Leisure*, 8(5), 1-16.
- Masadeh, M.; Al-Sabi, S.; **Al-Ababneh, M.** (2019). Understanding the Impact of Empowerment on Employees Innovation Performance: Evidence from the Jordanian Hotel Industry. *Journal of Tourism, Hospitality and Sports*, 44, 7-22.
- **Al-Ababneh, M.**; Masadeh, M. (2019). Creative Cultural Tourism as a New Model for Cultural Tourism. *Journal of Tourism Management Research*, 6(2), 109-118.
- Masadeh, M.; **Al-Ababneh, M.**; Al-Sabi, S.; Habiballah, M. (2019). Perspectives on Gender Imbalance in Hotel Education: Reasons and Remedies. *International Journal of Business and Social Science*, 10(3), 37-49
- **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. *Journal of Spatial and Organizational Dynamics*, 6(3), 286-313.
- **Al-Ababneh, M.**; Masadeh, M.; Al-Shakhsheer, F.; Habiballah, M. (2018). The Impact of Internal Service Quality on Job Satisfaction in the Hotel Industry. *Research in Hospitality Management*, 8(1), 55-62.
- Masadeh, M.; **Al-Ababneh, M.**; Al-Sabi, S.; Habiballah, M. (2018). Female Tourist Guides in Jordan: Why so Few? *European Journal of Social Sciences*, 56(2), 89-102.
- 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. *Business Management Dynamics*, 7(6), 19-33.
- Al-Shakhsheer, F.; Habiballah, M.; **Al-Ababneh, M.**; Al-Sabi, S. (2017). Financial Implications of Competitive Pricing Strategies: Evidence from the Jordanian Hotel Industry. *Business Management Dynamics*, 7(5), 16-26.
- Habiballah, M.; Al-Shakhsheer, F.; **Al-Ababneh, M.** (2017). Restaurant Employees' Food Handling Practices in Irbid City, Jordan. *Journal of Tourism and Hospitality Management*, 5(1), 81-89.
- 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. *European Journal of Business and Management*, 9(11), 135-151.
- Al-Sabi, S.; Masadeh, M. Maaiah, B.; **Al-Ababneh, M.** (2017). Foreign Training in Jordan's International Hotel Chains: A Quantitative Investigation. *Tourism & Management Studies*, 13(2), 41-51.
- **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. *International Business Research*, 10(3), 133-147.
- **Al-Ababneh, M.** (2016). Employees' Perspectives of Service Quality in Hotels. *Research in Hospitality Management*, 6(2), 189-193.
- **Al-Ababneh, M.** (2016). Community Perspectives to Tourism Impacts in Petra. *Journal of Tourism Research & Hospitality*, 6(2), 1-5.

- Masadeh, M.; [Al-Ababneh, M.](#); Al-Sabi, S.; Maaiah, B. (2016). Focus Groups in Hospitality Research: Why are they not used in Jordan? *European Scientific Journal*, 12(20), 348-373.
- Rawashdeh, A. and [Al-Ababneh, M.](#) (2016). An Exploration of the Eco-Label Practices in Hotels in Jordan. *Ecology, Environment and Conservation*, 22(1), 99-107.
- [Al-Ababneh, M.](#) (2014). Employees' Service Innovation Behaviour and New Service Development in Four-and Five-Star Hotels. *International Journal of Tourism and Hospitality Reviews*, 1(1), 13-22.
- [Al-Ababneh, M.](#) (2014). Classifying Jordanian Hotels based on Total Quality Management Implementation. *DIRASAT: Administrative Sciences*, 41(2), 482-496.
- [Al-Ababneh, M.](#) (2013). Leadership Style of Managers in Five-Star Hotels and its Relationship with Employee's Job Satisfaction. *International Journal of Management & Business Studies*, 3(2), 93-98.
- [Al-Ababneh, M.](#) (2013). Service Quality and its Impact on Tourist Satisfaction. *Interdisciplinary Journal of Contemporary Research in Business*, 4(12), 164-177.

Editorial and Opinion Articles:

- [Al-Ababneh, M.](#) (2017). Creative Tourism. *Journal of Tourism and Hospitality*. 6(2), 282.
- [Al-Ababneh, M.](#) (2017). Service Quality in the Hospitality Industry. *Journal of Tourism and Hospitality*. 6(1), e133.

Books & Book Chapters:

- [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.

Encyclopedia Article:

- [Al-Ababneh, M.](#) (2022). Hospitality Service Innovations. In D. Buhalis (Ed.), *Encyclopedia of Tourism Management and Marketing* (pp. 563-566). Edward Elgar Publishing.
<https://doi.org/10.4337/9781800377486>
- [Al-Ababneh, M.](#) (2018). Focus Groups. In M. Bornstein (Ed.), *The SAGE Encyclopedia of Lifespan Human Development* (pp. 889-891). Thousand Oaks, CA: SAGE Publications, Inc.
<https://www.doi.org/10.4135/9781506307633.n331>

Refereed Conference Papers:

- [Al-Ababneh, M.](#) (2022). *The Role of Virtual Tourism in Marketing and Developing Tourism*. In: The 1st Annual Conference Entitled "The role of Media on Tourism Promotion and Entrepreneur Business and Small Projects", 17-18 August 2022, Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
- [Al-Ababneh, M.](#) (2022). *The Impact of the COVID-19 Pandemic on the Tourism Industry in Jordan*. In: The First International Conference of the College of Business Administration and Economics Entitled "Financial and Business Environment and Sustainable Development amid Coronavirus Pandemic", Al-Hussein Bin Talal University, Jordan, 16-18 May 2022, PP. 279-286.
- [Al-Ababneh, M.](#) (2022). *Assessing the Impact of Work Environment Factors on Employee Creative Performance in Jordanian Hotels*. In: The 7th International Conference of the Faculty of Tourism and Hotel Management Entitled "Tourism and Hospitality in a Changing World", Yarmouk University, Jordan, 30-31 March 2022.
- [Al-Ababneh, M.](#) (2021). *Impact of Hotel Service Innovation on Customer Satisfaction from Tourist Perspective*. In: TOURMAN 2021, 4th International Scientific Conference "Restarting tourism, travel and hospitality: The day after", Thessaloniki, Greece, 21-23 May 2021.
- [Al-Ababneh, M.](#) (2021). *Measuring Service Quality and Customer Satisfaction: The Case of Hotels in Jordan*. In: Managing Tourism across Continents Conference (MTCO), Turkey, 1-3 April 2021.
- [Al-Ababneh, M.](#) (2019). *Creative Cultural Tourism as a New Model of the Relationship between Cultural Heritage*

and Tourism. In: International Humboldt-Kolleg Conference - Cultural Heritage: At the Intersection of the Humanities and Sciences, Von Humboldt Foundation & Faculty of Archaeology and Anthropology - Yarmouk University, Jordan, 16-18 April 2019.

- **Al-Ababneh, M. (2017).** *Tourists' Perspectives of the Quality of Tourism Facilities and Activities: A Case Study of Wadi Rum.* In: The Jordanian Tourism Conference IV, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan, 9-11 July 2017.
- **Al-Ababneh, M. (2017).** *Shifting from Traditional Culture Tourism to Creative Culture Tourism in the Arab Region.* In: The First International Conference "Arab Tourism: Reality and Future Prospects", College of Social Sciences, Mutah University, Jordan, 3-6 April 2017.
- **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.
- **Al-Ababneh, M. (2016).** *From Traditional Culture Tourism to Creative Culture Tourism.* In: The Third Conference of Heritage Tourism and the Collective National Identity, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan, 4-5 April 2016.
- **Al-Ababneh, M. (2015).** *Community Perspectives to Tourism Impacts in Petra.* In: The 1st Petra International Conference on Cultural Tourism (PCCT), Petra College for Tourism and Archaeology-Al-Hussein Bin Talal University, Jordan, 17-19 May 2015.
- **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), Faculty of Tourism and Hotel Management, Yarmouk University, Jordan, 12 -16 May 2015.
- **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), Faculty of Tourism and Hotel Management, Yarmouk University, Jordan, 10-11 November 2013.
- **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, ISBN: 978-960-287-139-3, 31 May-3 June 2012.
- **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.
- **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.
- **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, Amsterdam, Netherlands, 25-28 October 2010.
- **Al-Ababneh, M. (2010).** *Total Quality Management and Organisational Creativity in the Hotel Industry.* In: 1st Faculty Doctoral Students Conference, University of Surrey, Guildford, UK, 21 June 2010.
- **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, Surrey, United Kingdom, 5-7 May 2010.

Financial Supported Projects (Grants):

- Project "An Exploration of the Eco-Label Practices in Hotels in Jordan"- supported by the Deanship of Scientific Research and Graduate Studies at the Yarmouk University, Jordan under No (18/2014).