

CURRICULMVITAE(C.V.)

DR. WASFI ABDELAZIZ ALRAWABDEH / Associate professor

Dept. of Business Administration, Faculty of Economics and Administrative Sciences, Hashemite University, Zarqa, Jordan.

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Personal Data

Nationality: Jordanian
Date of Birth:14/05/1972
Place of Birth: Jordan
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QUALIFICATIONS

- ▶ Doctor of Philosophy {PhD} in Marketing; University of Kent, Kent, UK, 2010.
- ▶ Post Graduate Certificate in Social Science Research {PGCSSR}; University of Kent, Kent, UK, 2006.
- ▶ Master of Business Administration {MBA}; University of Bridgeport, Connecticut, USA, 2000.
- ▶ Prerequisite courses equivalent to Bachelor Degree in Business Administration {BA}University of Bridgeport, Connecticut, USA, 1998.
- ▶ Bachelor Degree in Law. Mutah University, Jordan, 1994.

EXPERIENCES

		From	To
Faculty Dean		2019	present
Visitor_ Associate Professor	Bridgeport University, USA	2018	2019
		2017	2018
Sabbatical	Jordan University, Jordan		
Vice Dean	Faculty of Eco. & Adm. Science. HU	2015	2017
Department Chair,	Business Department, Hashemite University	2014	2016
Assistant Professor	Hashemite University,Zarqa, Jordan	2010	2016
Tutor	University of Kent, Kent, UK	2006	2008
Teaching and research assistance	Hashemite University, Zarqa, Jordan	2001	2003
Store Manager	. Royal plus Inc. Southington, CT. USA.	1998	2005
	.Best Buy Inc. New Britain, CT. USA.	2004	2005
	.Super Buck Southington, CT. USA	2002	2004
	.F&WInc. Hartford CT. USA	2001	2002
H&R Block Inc. Tax Services	State of Connecticut, USA	1999	2000

SKILLS

- Microsoft Office 2007 (Word, Excel, PowerPoint)
- Excellent Command in Statistical Package for Social Sciences (SPSS)
- Excellent Command in English and Arabic Languages. (Reading, Writing and Speaking)
- Completed 15 hours of training program in preparing the teaching staff held at the Hashemite University Campus, 2010
- Attended 20 hours of training at H&R Block Tax Services, State of Connecticut, USA, 1999

PUBLICATIONS

Wasfi Alrawabdeh, A (2021). "Multi-Period Age-Discriminated Perishable Inventory". *Management Systems in Production Engineering Journal*, Vol.29, Issue.2

Wasfi Alrawabdeh, A (2021). "Seasonal balancing of revenue and demand in hotel industry: the case of Dubai City". *Journal of Revenue and Pricing Management*, Vol.34, Issue.3

Alrawabdeh, Wasfi and Altai, Mohammad (2019). Advanced Communication Skills. Alwaraq Publication.

Khaled A. Alkhaledi, Wasfi A. Al-Rawabdeh, Doraid Dalalah. (2018). Newsvendor revisited: risk premiums of loss aversion. *Production & Manufacturing Research*, Vol.6, Issue.1

Al rawabdeh, Wasfi; Dalalah, Doraid. (2017). Predictive decision making under risk and uncertainty: A support vector machines model Received. *Rairo Operations Research*. Vol.51, Issue.3

Al rawabdeh, Wasfi. (2017). E-Government Diffusion in Jordan: Employees' Perceptions Toward Electronic Government in Jordan. *American Journal of Applied Sciences (AJAS)*, Vol.51, Issue.3

Dalalah, Doraid; Alrawabdeh, Wasfi. (2017). Benchmarking the Utility Theory: A Data Envelopment Approach. Benchmarking journal in Emeralds. *Benchmarking an International Journal*. Vol.24, Issue.2

Al rawabdeh, Wasfi. (2016). Factors Impact the Adoption of E-Commerce in the Microfinance Companies in Jordan. *Actual Problems of Economics*. Vol.179, Issue.5

Doraid, Dalalah; Al-Rawabdeh and, Wasfi and Hussam Alshraideh.(2016). The beta stochastic utility. *Stochastic Analysis and Applications*, Vol.34, Issue.3, 456-482

Shrafat, Fayiz; Abadneh, Hayel and Alrawabdeh, Wasfi (2015). "How Information System Investment Evaluation Being Initiated: An Actor Network Theory Perspective". *International Journal of Business Information Systems(IJBIS)*, Vol. 22, Issue. 3

Nael Sarhan; Rasha Istaiteyeh and Wasfi Alrawabdeh. (2015). "Masculinity and Femininity Cultural value and service Quality". *International Journal of Applied Business and Economic Research (IJABER)*, Vol. 13, Issue. 1

Al rawabdeh, Wasfi; Salloum Adel and Shrafat, Fayiz. (2015). "Factors Affecting the Implementation of the National Programme for Information Technology in the National Health Services: The Case of Lorenzo in the

North, Midlands and East of England Region”. *American Journal of Applied Sciences(AJAS)*, Vol. 12, Issue.1

Al rawabdeh, Wasfi. (2014). “Environmental Factors Affecting Mobile Commerce Adoption– An Exploratory Study on the Telecommunication Firms in Jordan”. *International Journal of Business and Social Science(IJBSS)*, Vol. 5, Issue. 8

Al rawabdeh, Wasfi. (2014). “How Employees ‘Loyalty Programs Impact Organizational Performance Within Jordanian Banks? ” *International Business Research(IBR)*, Vol.7, Issue. 9

Zeglat, Dia;Aljaber Mohammad; Al rawabdeh, Wasfi. (2014). “Understanding the Impact of Employee Empowerment on Customer –Oriented Behavior”. *Journal of Business Studies Quarterly (JBSQ)*, Vol.6, Issue. 1

Dalalah, Doraid. and Al rawabdeh, Wasfi. (2013). Cost Driven Traffic Assignment in Transportation Networks. *International Journal Modeling in Operations Management (IJMOM)*, Vol.3, Issue. 3/4

Zeglat, Dia; Al rawabdeh, Wasfi; Almadi, Faisal and Shrafat, Fayiz. (2012). “Performance Measurements Systems: Stages of Development Leading to Success”. *Interdisciplinary Journal of Contemporary Research in Business(IJCRB)*, Vol. 4, Issue. 7

Al rawabdeh, Wasfi; Salloum, Adel and Mingers, John. (2012). “Key Factors influencing the Diffusion of Information and Communication Technology(ICT) in the Arab World. Comparative Study” *British Journal of Economics, Finance and Management Sciences(BJEFMS)*, Vol. 5Issue. 2

Al rawabdeh, Wasfi; Zeglat, Dia and Alzawahreh, Abdelghafour. (2012). “The Importance of Trust and Security Issues in E-Commerce Adoption in the Arab World”. *European Journal of Economics, Finance and Administrative Sciences (EJEFAS)*, Issue. 52

Alrawabdeh, Wasfi, A. (2009). “Internet and the Arab World: Understanding the Key Issues and Overcoming the Barriers” *The International Arab Journal of Information Technology(IAJIT)*, Vol. 6, Issue. 1

ACCEPTED PAPERS FOR PUBLICATION

Alrawabdeh, Wasfi, A. (2021). “Factors Affecting Users Comments, Intention to Share, and Sharing Attitude: Evidence from the Facebook Platform”. *Global Journal of Business Research (GJBR)*.

Alrawabdeh, Wasfi, A. Salloum, Adel A. Tarawneh Serene Z. (2021). “The Moderating Roll of Factors that influence User Adoption of Mobile Health Applications: Evidence from Jordan”. *Global Journal of Business Research (GJBR)*.

RESEARCHIN PROGRESS

Alrawabdeh, Wasfi, A. “The cultural acceptance of new technology by Jordanian organizations supports the adoption of e-commerce technology”. Work in progress, 2021.

Alrawabdeh, Wasfi, A. “The role of Jordanian universities in enhancing the use of e-commerce technology in Jordan”. Work in progress, 2021.

CONFERENCES

- ◆ Alrawabdeh, Wasfi. Employer Branding and Its Influence in Employees' Retention in the Non Governmental Organizations in Jordan. International conference on business management and social innovation (ICBMANSOIN-20). 14TH -15TH March 2020, New York., USA
- ◆ Alrawabdeh, Wasfi. Factors Impact the Adoption of E-Commerce in the Microfinance Companies in Jordan. Bangkok, Thailand, 2015
- ◆ Alrawabdeh, Wasfi. “Environmental factors affecting mobile commerce adoption by telecommunication firms in Jordan. The Euro-American conference or academic discipline held in Paris-France, 31 march to 03April 2014.
- ◆ Alrawabdeh, Wasfi. Investment issues. First national investment conference held in Amman, Jordan, 17 November2014
- ◆ Alrawabdeh, Wasfi. “Key information and communication technology (ICT) characteristics in Arab countries”. International Journal for Academic disciplines, held in Vienna-Austria, April 5, 2012
- ◆ Alrawabdeh, Wasfi. “Arab E-commerceconferenceunderthetheme(economyoftomorrow)”. Itcoversboth technological as well as technological issues, held at the Le Royal Hotel, Amman, Jordan 2010.
- ◆ Alrawabdeh, Wasfi. “Internet Characteristics and E-commerce Factors in Jordan”. *The 17th International Conference on Management of Technology (IAMOT)*, held in Dubai International Convention and Exhibition Centre(DICEC), Dubai, UAE, 2008.

SCHOLARSHIPSANDREWARDS

- ◆ Scholarship from the Hashemite University to pursue a PhD program in Marketing at the University of Kent, Kent, UK, 2005.
- ◆ Best PhD Poster Award from the University of Kent, Kent, UK, 2008.

DISTINGUISHED PAPER AWARD

- Ghazi Alkhatib, MuneerAbbad, NaelSarhan, Wasfi Alrawabdeh. Team Organization: A Multidisciplinary Approach.2016 International Symposium on Business and Management. April 6 8, 2016 Chulalongkorn University, Bangkok, Thailand

RESEARCH INTREST

- Global e-Commerce (e-commerce in developing countries, Global e-Commerce, Infrastructure for e-Commerce),
- Online Business Models (e-Logistics, e-Government, e-Procurement, e-Services, Business- oriented e- Commerce, Web advertising and Web Publishing, Mobile Commerce)
- Commerce Technology (Barriers to e-Business Adoption)
- E-CommerceStrategy&Implementation (Internet payment systems, Marketing on the Web)
- Regulatory/Policy Issues (Social Issues in e-Commerce, The Regulatory Environment of e-Commerce, Trust & Security Issues in e-Commerce)

THESSUPERVISED

- Abid Alatief, Moath. "Factors Influencing the Behavior of Customers' paper Books "A Field Study at the University of Jordan". 2013
- Haddad, Ashraf. "Assessing the Impact of Using E-Commerce on Competitive Advantage in Microfinance Companies in Jordan "An Empirical study". 2013
- Amnah Al-Nabulsi. Factors Affecting the Attraction of Medical Tourism in Jordan: An Exploratory Study, 2015
- Layla Abdel Fatah. The factors that affect the attraction of medical tourism in Jordan from the private sector perspective. 2016

MASTER THESIS EXAMINED

- The Effect of Customer Service Quality on Customer Loyalty in Jordanian Pharmaceutical Industries: The mediating role of Industry Image. (2021). Mohammad Ahmad Olelaimat. Marketing Department. Jordan University.
-
- Employer Branding and its Influence in Employee Retention in the NGO'S in Jordan with the Mediating Role of Trust and Satisfaction, (2019). Sandy Wasfi Otoum . Marketing Department. Jordan University.
- The Effect of Mobil Banking Services on E-Loyalty and Customer's Retention: The Mediating Effect of E-Trust. (2019). Marketing Department. Jordan University.
- Understanding the major factors that influence pro-environmental behavior: An empirical study on the Jordanian university students. 2017. Prepared by Samah S. Ghuff. Faculty of Graduated Studies. The University of Jordan
- The impact of the functions of purchasing management on the organizing performance: An empirical study in Auto Excellence Company for spare parts trading. 2.16. Prepared by Nedal Khalil Sharif Al- Sousah. Al Zaytoonah University
- The Impact of Total Rewards and Employee Morale on Organizational Performance at Telecommunication companies in Jordan. 2015. Thuoraya Mohammed Helal Abu Howaemel. Hashemite University
- Gender effects on entrepreneurial intentions in Jordan, 2015. Khalid Mohammad Jarrar. Hashemite University
- The influence of managerial innovation on firm performance in Jordanian commercial banks, 2014.Mohammad Alzyoud. Hashemite University
- The impact of learning orientation, market orientation and absorptive capacity on organizational

performance in pharmaceutical companies in Jordan, 2013. Alomar, Arwa. Hashemite University

- The impact of employees' empowerment on customer satisfaction: A case study of the five stars' hotels in Amman, 2012

MEMBERSHIPS

- Jordan society and scientific research
- National society for consumer protection
- Sarih Society for thought and culture

DIRECTOR AND ORGANIZER/CONFERENCEANDWORKSHOPS

- > Committee organizer of an International Conference, SOUK, Hashemite University, Zarqa, Jordan, forthcoming, April, 17, 2012
- > Marketing plan for the Hashemite University prepared and presented for the presidency and deans' council in 2012

OTHER ACADIMIC ACTIVITIES

- Inspector appointed by the accreditation and quality assurance commission for higher education institutions in Jordan to approve the master program major at Talal Abu Ghazaleh College, Novemeber 2020.
- Inspector appointed by the accreditation and quality assurance commission for higher education institutions in Jordan to approve the marketing major at Philadelphia University.
- Inspector appointed by the accreditation and quality assurance commission for higher education institutions in Jordan to approve the marketing major for master degree at Al Zaytoonah University.

SELLECTED HASHEMITEUNIVERSITY COMMETTEES:

- Deanship Council, 2020/201
- Strategic plan Committee 2020/2021
- Distinguished University Committee 2020/2021
- University Council, 2011/2012
- Marketing Manager at the Center for Studies, Consultations and Community Service (CSCCS), 2012
- Faculty Scientific Research Committee, 2013/2014
- Delegate of the Hashemite University in the board committee responsible for the Jordanian branch emeritus (Honorary Sigma Theta Tau International). Based in Jordan University.

- Integrity and transparency committee at the Hashemite University, 02 - 05 - 2015
- Commission Saving Committee at the Hashemite University. 2015
- Hashemite University representative at the committee in the Zarqa District to prepare the economic plan for Zarqa. 2015

JOURNAL REVIEWER

- ◆ International Journal of Hospitality Management
- ◆ Inder Science publications: Benchmarking: International Journal of Information Systems and Change Management
- ◆ Benchmarking: An International Journal
- ◆ American Journal of Applied Sciences
- ◆ SIU Journal of Management

COURSES TAUGHT

Graduate:

- Marketing Management
- Statistics and Research Methodology
- Strategic Marketing

Undergraduate:

- Principles of Marketing
- Service Marketing
- International Marketing
- Strategic Marketing
- Integrated Marketing
- Consumer Behavior
- Marketing Management
- Principles of Management
- Commercial Law

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