

Dr Dia Zeglat



Place & Date of Birth: Amman, Jordan, 1978

Personal Address

Amman- Jordan
Daheyet Al-Rasheed

P.O Box: 960721
Postal Code: 11196

Home +962(0) 6-5166626
Mobile: +962 (0) 79-7460430

E-mail: d.zeglat@gmail.com

Skype ID: d.zeglat

LinkedIn profile: Dia Zeglat

Business Address

The Hashemite University
Faculty of Economics and Administrative Sciences

Department of Management

Zarqa
Jordan

P.O Box: 150459
Postal Code: 13115

Tel: +962 (0) 53903333
Ext: 4668
Fax: +962(0) 53826820

Email: Dia@hu.edu.jo

URL: <http://staff.hu.edu.jo/dia>

Education

Oct 2004 - Jan 2009 **University of Surrey, Top 10 in UK (According to the Guardian League Table).
School of Management, United Kingdom**

Ph.D Degree in Management
(**Specialized** in Service Profit Chain (SPC) - Employees, Customers and Business Performance)
(*Thesis Title: "An Investigation of the Relationship between Service Quality and Profitability in the UK Budget Hotel Sector"*)

Jan 2000 - May 2003 **Al-al-Bayt University,
Faculty of Economics and Business Administration, Jordan**

MBA Degree - Dissertation in **HRM**.
(*Dissertation Title: "A Study of the Compensation System Effect on the Level of Employees Performance in the Jordanian Commercial Banks"*)

Oct 1996 - Jan 2000 **Philadelphia University,
Faculty of Economics and Business Administration, Jordan**

Bachelor Degree in **Business Administration**

Academic Ranks

Associate Professor From 08/06/2015 to Present.
Granted by The Hashemite University.

Assistant Professor From 15/04/2009 to 2015.
Granted by AL-Hussein Bin Talal University & Hashemite University.

Academic Work Experience

03/09/2018-Present **Prince Sultan University**, College of Business Administration, Aviation & Management Department, Kingdom of Saudi Arabia, Riyadh.

11/02/2018-02/09/2018 **German Jordanian University**, Graduate School of Business Administration – King Hussein Business Park - Amman. Jordan.

Sep 2011 – (28/1/2018) **The Hashemite University**, Faculty of Economics and Administrative Sciences, Department of Management, Zarqa, Jordan.

Jan 2009 – Aug 2011 **Al-Hussein Bin Talal University**, Ma'an, Jordan.

Administrative Work Experience (Academic Track)

Feb 2018 – Present **German Jordanian University**
Vice Dean, Graduate School of Business Administration (GSBA)

Administrative Work Experience (Non-Academic Track)

Nov 2014 – Sep 2017 **The Hashemite University, Jordan**
Director of Human Resources Department

May 2006 - Oct 2008 **Supreme Healthcare Services, Guildford, United Kingdom**
Administrator & Office Clerk

Jan 2003 - Aug 2004 **Ministry of Administration Development, Amman, Jordan**
Research Assistant conducting the following tasks and duties;

- *Collecting qualitative & quantitative data for the Public-Sector reform project undertaken with consultants from PriceWaterHouseCoopers (PwC) team.*
- *Measuring clients' perceptions of service offered and satisfaction.*
- *Participate in developing strategic plans for some governmental institutions.*

Academic Publications

Ensour, W., **Zeglat, D.**, Shrafat, F. (2018) "Impact of Job Satisfaction on Training Motivation", **Problems and Perspectives in Management**, Vol.16, No. 3, 337-355.

Ensour, W., **Zeglat, D.**, Al-Maaitah, H. (2018) "Toward A New Model of Work Passion", **International Journal of Services and Operations Management**. Inderscience, In Press.

Al-Madi, F., Assal, H., Shrafat, F. and **Zeglat, D.** (2017) “The Impact of Employee Motivation on Organizational Commitment”, **European Journal of Business and Management**, Vol. 9. No. 15, pp. 134-145.

Ababneh, H., Shrafat, F. and **Zeglat, D.** (2017) “Approaching Information System Evaluation Methodology and Techniques: A Comprehensive Review”, **Int. J. of Business Information Systems**, Vol. 24, No. 1, pp. 1-30.

Zeglat, D., Shrafat, F., and Al-Smadi, Z. (2016) “The Impact of the E-Service Quality (E-SQ) of Online Databases on Users’ Behavioural Intentions: A Perspective of Postgraduate Students”, **International Review of Management and Marketing**, Vol. 6, No. 1, pp. 1-10.

Zeglat, D., Aljaber, M., and Alrawabdeh, W. (2014) “Understating the Impact of Employee Empowerment on Customer-Oriented Behavior”, **Journal of Business Studies Quarterly**, Vol. 6, No. 1, pp. 55-67.

Zeglat, D. and Tedmori, S. (2014) “Assessing the Importance of E-Service Quality Dimensions and Attributes: Perspective of Facebook’s Users”, **International Business Research**, Vol. 7, No.7, pp. 83-97.

Zeglat, D. and Zigan, K. (2014) “Intellectual Capital and its Impact on Business Performance: Evidences from the Jordanian Hotel Industry”, **Tourism and Hospitality Research**, Vol.13, No. 2, pp. 83 - 100.

Zeglat, D. and Al-Jaidi, N. (2013) “The Impact of Managerial Empowerment on Customer Satisfaction”, **Scientific Journal of King Faisal University (Humanities and Management Sciences)**, Vol. 13, No.1, pp. 423 – 457.

Alrawabdeh, W. and **Zeglat, D.** (2013) “The Impact of Organizational Factors on E-Government Eliminations: The Case of Jordan”, **Global Review of Business and Economic Research**, Vol. 9, No. 2, pp. 233-243.

Shrafat, F., Alzawahreh, A., AlMadi, F. and **Zeglat, D.** (2013) “Information Systems Pre- Evaluation Practices in Context”, **European Journal of Economics, Finance and Administrative Sciences**, Vol. 58, No.1, pp. 117-140.

Zeglat, D., AlRawabdeh, W., AlMadi, F. and Shrafat, F. (2012) “Performance Measurements Systems: Stages of Development Leading to Success”, **Interdisciplinary Journal Of Contemporary Research In Business**, Vol. 4, No.7. pp. 440-448.

Alrawabdeh, W., **Zeglat, D.** and Alzawahreh, A. (2012) “The Importance of Trust and Security Issues in E-Commerce Adoption in the Arab World”, **European Journal of Economics, Finance and Administrative Sciences**, Vol. 52, No. 1, pp. 172-178.

Ekinci, Y., **Zeglat, D.**, and Whyatt, G. (2011) “Service Quality, Brand Loyalty and Profit Growth in UK Budget Hotels”, **Tourism Analysis**, Vol. 16, No. 3, pp.10-22.

Zigan, K., and **Zeglat, D.** (2010) “Intangible Resources in Performance Measurement Systems of the Hotel Industry”, **Facilities**, Vol.28, No. 13-14, pp. 597-610.

Zeglat, D., Ekinci, Y. and Lockwood, A. (2008) “Service Quality and Business Performance in the Hospitality Industry”, in Oh, H., ed, **Handbook of Hospitality Marketing Management**, pp. 209-236, Elsevier, London, ISBN 978-0-080-45080-3.

In-Process Papers

Meaningful Work and Organizational Outcomes: The Mediating Role of Individual Outcomes

Research and Projects Granted

“Toward Developing a Jordanian Customer Satisfaction Index” – Sabbatical-Leave Project Granted by the Hashemite University for the Academic Year 2018/2019.

“The Contribution of Internet Usage to Internet Retailing: A Worldwide Perspective Using Objective Data Approach”. A Project Granted by the Hashemite University for the Academic Year 2012/2013.

Academic Conferences

Zeglat, D. (2015) “Job Passion: Is There Any Contribution in the Service Setting?”, *8th International Conference on Services Management: Creating Value, Innovation in Delivering Services*, Washington DC, VirginiaTech University, USA.

Zeglat, D., and Zigan, K. (2012) “Capturing Intangible Resources in Performance Measurement Systems of Hotel Businesses”, *Performance Measurement and Management, TTRA Europe _ Deusto University.*, Bilbao, Spain.

Zeglat, D., Ekinci, Y. and Lockwood, A. (2008) “Service Quality and Profitability in the UK Budget Hotel Sector”, *3rd International Conference on Service Management*, Pen-State University, USA.

Zeglat, D., Ekinci, Y. and Lockwood, A. (2007) “An Investigation of the Relationship between Service Quality and Profitability in the UK Hotel Industry”, *10th QUIS Conference*, University of Central Florida, USA.

Zeglat, D., Ekinci, Y. and Lockwood, A. (2005) “An Investigation of the Relationship between Service Quality and Profitability in the Hotel Industry”, *23rd EuroCHRIE Conference*, Paris, France.

Professional Reports

Ekinci, Y. and Zeglat, D. (2006) “**Student Module Evaluation Report: Autumn 2006**”, University of Surrey, Guildford, UK.

Research Interests

- Service quality.
- E-service quality.
- Service provider.
- Employees satisfaction.
- Customer satisfaction.
- Customer loyalty.
- Business performance.
- Measurement systems of business performance.

- Employees' capabilities and competences.
- Employees' relationships with customers.
- Job passion.
- Intellectual capital and intangible resources.

Courses Taught

Prince Sultan University, CBA Undergraduate Courses

- *Business Ethics*

Prince Sultan University, CBA Post Graduate Courses (MBA):

- *Managing Organizations and People*

German Jordanian University -GSBA – Postgraduate Courses (Executive MBA):

- *Human Resource Management*
- *Compensation Management*
- *Special Topics in HRM*

Hashemite University - Undergraduate Courses:

- *Principles of Management (1)*
- *Principles of Management (2)*
- *Services Marketing*
- *Principles of Marketing*
- *Human Resources Management*
- *Sales Management*
- *Marketing and Promotion for Hospitality*
- *Consumer Behavior*
- *International Management*
- *Public Relations Management*
- *Scientific Research Methods*
- *Final Year Project*
- *Marketing Management*

Hashemite University - Graduate Courses: (MBA)

- *Organizational Behavior*
- *Business Research Methods*
- *Marketing Management*

Jordan University – Undergraduate Courses:

- *Public Relations*

Masters Dissertation Supervised

“The Individual Outcome of Employees and its Mediating Role of the Impact of Meaningful Work on Organizational Outcome”, **The Hashemite University**, 2017.

“Effects of Talent Management on Organizational Performance”, **The Hashemite University**, 2017.

“Factors Influencing the Usage of Credit Cards in the Jordanian Commercial Markets”, **The Hashemite University**, Jordan, 2014.

“The Impact of E-Service Quality of Online Databases on Users’ Behavioral Intentions: A Perspective of Postgraduate Students in Jordan”, **The Hashemite University**, Jordan, 2013.

“An Understanding of the Relationship between Employee Empowerment and Customer Oriented Behavior in the Jordanian Commercial Banks Sector”, **The Hashemite University**, Jordan, 2013.

“The role of Service Quality and Customer Satisfaction in Market Orientation-Business Performance Relationship: A Field Study in the Jordanian Telecommunication Sector”, **The Hashemite University**, Jordan, 2012.

“The Impact of Employees’ Empowerment on Customer Satisfaction: A Case Study of the Five-Star Hotels in Amman”, **The Hashemite University**, Jordan, 2012.

Masters Dissertation Examined

“CSR: Motives, Level of Engagement and Financial Performance”, **German Jordanian University**, 2018.

“The Impact of Competitive Strategies on Enhancing the Performance in Consumer Goods Companies in Iraq”, **Amman Arab University**, 2018.

“Managerial Communication Obstacles and Their Impact on Management Decisions Effectiveness: A Field Study in the Education Directorate at the North Region of Jordan”, **Al-al-Bayt University**

“The Mediating Role of Job Satisfaction on the Impact of Human Resources Management Practices on Nursing Service Quality at Jordanian Private Hospitals”, **Amman Arab University**, 2017.

“The Impact of Implementing Lean Production Practices on The Organizational Performance in The Jordanian Industrial Sector”, **The Hashemite University**, 2017.

“Transformational Leadership and its Impact on Human Capital in Umniah Company for Mobile Services (A Case Study Approach)”, **Amman Arab University**, 2017.

“The Impact of Logistics Management on The Quality of Services Provided by Nutrition Departments in Private Jordanian Hospitals”, **Amman Arab University**, 2017.

“Assessing the Quality of Services in Jordan Standards & Metrology Organization: A Case Study Approach”, **Al-al-Bayt University**, Jordan, 2017.

“Practices of Human Resources Management and Employees’ Performance in Kuwait”, **Al-al-Bayt University**, Jordan, 2017.

“Work Related Burnout Among Nurses at the Jordanian Ministry of Health Hospitals in Amman”, **Al-al-Bayt University**, Jordan, 2016.

“The Impact of Administrative Empowerment on the Conflict Management of the Local Municipalities at Al-Mafraq Governorate”, **Al-al-Bayt University**, Jordan, 2016.

“The Impact of Total Rewards and Employee Morale on Organizational Performance at Telecommunication Companies in Jordan”, **The Hashemite University**, Jordan, 2015.

“The Impact of Organizational Citizenship on Administrative Innovation in Kuwait Commercial Banks”, **Al-al-Bayt University**, Jordan, 2015.

“Intellectual Capital and Its Role in Job Innovation: An Empirical Study on Jordanian Private Hospitals”, **Al-al-Bayt University**, Jordan, 2015.

“Assessing the Impact of Using E-Commerce as A Competitive Advantage In Microfinance Companies In Jordan”, **The Hashemite University**, Jordan, 2015.

“The Impact of Supply Chain Management on Organizational Performance: A Filed Study in Jordanian Pharmaceutical Firms”, **The Hashemite University**, Jordan, 2014.

“The Impact of Supply Chain Management Practices on Organizational Performance in Medical Devices Firms in Jordan”, **The Hashemite University**, Jordan, 2014.

“Investigating the Impact of Total Quality Management Practices on Organizational Performance in the Jordanian Pharmaceutical Industry”, **The Hashemite University**, Jordan, 2013.

“The Influence of Organizational Climate on Creativity and Innovation in Jordanian Commercial Banks”, **The Hashemite University**, 2012.

“The Impact of Marketing Intelligence System on The Marketing Strategy: Case Study: The Orange Telecommunication Company (Orange)”, **Al-al-Bayt University**, Jordan, 2011.

Anonymous Academic Peer Reviewer

- ❖ The Service Industries Journal, **Taylor & Francis**.
- ❖ Management Decision, **Emerald**.
- ❖ International Journal of Hospitality Management, **Elsevier**.
- ❖ International Journal of Contemporary Hospitality Management, **Emerald**.
- ❖ International Journal of Environment, Workplace and Employment, **Inderscience**.

Other Academic Activities

- Member of Inspection Committee at **Higher Education Accreditation Commission** for inspecting MBA programs at Jordanian Universities.

Committees

German Jordanian University Academic Committees

- Quality Assurance Committee at the College
- Comprehensive Exam Marking Committee for MBA Program

The Hashemite University Academic Committees

- Member of Faculty Council.
- Member of Graduate Studies Committee.
- Member of Recruitment Committee at Business Administration Department.
- Member of Conference and Workshop Committee.

**The Hashemite University
Administrative Committees**

- University Strategic Planning Committee.
- QS Ranking Committee.
- Health Insurance Committee.
- Staff Affairs Committee.
- Member of Board of Directors for Child Care Facility at HU.
- Committees for amending regulations for academic and administrative staff.

Training Courses Provided

- **The Libyan Stock Market, Tripoli**, (24th of March – 28th of March, 2013), Trainer on Skills Needed for Evaluating Employees' Performance – Mini MBA Program.
- **Center of Academic Development and International Outreach**, The Hashemite University, Trainer on Orientation Programs for New Academic Staff.

References

Prof Kamal Bani-Hani, President of The Hashemite University - Jordan, Tel: +96253903333, Ext: 4103, Fax: +96253826612, P.O. Box 330127, Zarqa 13133, Jordan, email: K_banihani@hu.edu.jo

Prof Yuksel Ekinci, Faculty of Business and Law, University of Portsmouth - UK, Richmond Building Portland Street Portsmouth, PO1 3DE, Tel: +442392844253, email: yuksel.ekinci@port.ac.uk

Prof Husam-Aldeen Khadash, Former Dean of Faculty of Economics and Administrative Sciences– The Hashemite University - Jordan, P.O. Box 330127, Zarqa 13133, Jordan, Tel: +96253903333, Ext:4571, email: husam@hu.edu.jo