

Nael Sarhan



Personal Details

- Name : Nael Mosa Sarhan
- Nationality : Jordanian
- Date of Birth : June 23rd 1976
- Place of Birth : Kuwait
- Marital Status : Married
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Qualifications

- (17/06/2011) PhD of Management, RMIT University, Melbourne-Australia.
- (23/11/1999) Master of Tourism and Hotel Management, Al-Mustansiria University, Baghdad-Iraq.
- (27/09/1997) Bachelor of Hotel Management Applied Science University, Amman-Jordan.
- (25/07/1994) General Secondary Certificate in Hotel Stream, Ammoun Training College, Amman-Jordan.

Professional Experience

- **(From 08/06/2020 – To Date)** Associate Professor, department of Business Administration, Faculty of Economics & Administrative Sciences, at Hashemite University, Zarqa-Jordan.
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- **(From 08/09/2013 – To 07/06/2020)** Assistant Professor, department of Business Administration, Faculty of Economics & Administrative Sciences, at Hashemite University, Zarqa-Jordan.
- **(From 02/10/2011 – 01/09/2013)** Assistant Professor, Department of Business Administration, Faculty of Economics & Administrative Sciences, at Applied Science University, Amman-Jordan.
- **(From 15/02/2010 – 15/07/2011)** Lecturer, Department of management, Business school, at RMIT University, Melbourne, Australia.
- **(From 02/10/2002 – 02/10/2005).** Head of the Department of Tourism and Hotel Management at Al-Balqa'a Applied University, Aqaba-Jordan.
- **(From 16/09/2001 - 02/10/ 2002).** Assistant Lecturer, Department of Tourism and Hotel Management at Al-Balqa Applied University, Aqaba-Jordan.
- **(From 15/09/1998 – 15/09/2001).** Assistant Lecturer, Department of Tourism and Hotel Management, and supervising students' practical training at hotels, Arab College, Amman-Jordan.

Research Papers:

- **Sarhan, N & Shishany, A. (2020).** The effect of culture on accommodation service quality perception and expectations. *Management Science Letters* , 10(14), 3357-3366.
- **Sarhan, N., Harb, A., Shrafat, F., & Alhusban, M. (2020).** The effect of organizational culture on the organizational commitment: Evidence from hotel industry. *Management Science Letters*, 10(1), 183-196.
- **Sarhan, N., Harb, A., Shrafat, F., & Alshishany, A. (2019).** *The impact of individualism and collectivism on communication apprehension: a study of university academic staff.* *Journal of Institutional Research South East Asia*, 17(2), 71-85

- **Istaiteyeh, R. M., Sarhan, N. M., Usama, R. M., & Gaillard, J. (2016).** Physicians' Circular Migration and Economic Consequence for Jordan. *International Journal of Business and Social Science*, 7(7), 22-33.
- **Sarhan, N., Abu Shiekhah, N., & Abbad, M. (2015).** Governmental Employees and Job-Related Characteristics: A Study of Antecedents to Employees' Perception Towards the Objectivity of Performance Evaluation Process. *Interdisciplinary Journal of Research in Business*, 3(10), 01- 20.
- **Sarhan, N. M., Istaitayeh, R., & Alrawabdeh, W. (2015).** Masculinity and Femininity Cultural value and service Quality. *International Journal of Applied Business and Economic Research*, 13(1).
- **Shiekhah, N. A., Sarhan, N., Abbad, M., & Istaitayah, R. (2015).** The Impact of Personal Characteristics and Employees Perception towards the Objectivity of Performance Appraisal. *Business and Economic Research*, 5(2), 170-190.
- **Sarhan, N. M., McMurray, A., & Kopanidis, F. (2015).** The Challenges and Opportunities in Addressing the Needs of Middle Eastern Tourists. In H. El-Gohary & R. Eid (Eds.), *Emerging Research on Islamic Marketing and Tourism in the Global Economy*. Hershey, PA: Business Science Reference, pp.139-154.
- **Sarhan, N. (2011).** The relationship between Middle Eastern tourists' cultural values, expectations, perceptions, behavioural intentions and Gold Coast accommodation service quality, *Doctor of Philosophy (PhD), Management, RMIT University*.
- **Shrafat, F., Zeglat, D., Ensour, W. and Sarhan, N.M. (2020).** 'Analysis of the factors that influence adoption of information from managerial responses to negative electronic word-of-mouth', *Int. J. Services and Operations Management*, Vol. X, No. Y, pp.xxx-xxx.

Books:

- Sarhan, N. (2003). *Principle of Tourism: Jordan*. Amman: Ghasan Centre.
- Sarhan, N. (2002). *Principle of Hotel Management*. Amman: Dar Al-Mustaqbal.

PhD & Master Research:

- **(2011) PhD research title:** "The relationship between Middle Eastern tourist cultural values, service quality and behavioural intention towards Gold Coast accommodation".
- **(30/11/09-01/12/09)** Participation in ANZAM Doctoral workshop

- (1998/1999) *Master research title: “Evaluation of Training Experiment in Hotel and tourism Sector in Jordan”*.

Conferences:

- *The Conference of Development Prospects of Tourism and Hospitality in Jordan – 2017*

References

- Assistant Professor Dr Waed Alnsoor, Head of Business Administration Department, Faculty of Economics and Business Science at Hashmite University, Zarqa -Jordan. Tel : +962 (5) 3903333-4249, Email: Waed@hu.edu.jo
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- Assistant Professor Dr Fayiz Shrafat, Department of Business Administration, Faculty of Economics and Business Science at Hashmite University, Zarqa -Jordan. Tel : +962 (5) 3903333-4181, Email: f.shrafat@hu.edu.jo
- Associate Professor Dr Dia Zeglat, Department of Business Administration, Faculty of Economics and Business Science at Hashmite University, Zarqa -Jordan. Tel : +962 (5) 3903333, Email: dia@hu.edu.jo
- Associate Professor Dr. Adela J McMurray, Director, Research Support and Performance, Research & Innovation Portfolio Office, Level 2, 110 Victoria St Carlton VIC 3053, City Campus Building 91.2.04, Bundoora West Campus Building 215.2.11, Ph: +61 3 9925 4297, Cell: +61 458 030 757, Email: adela.mcmurray@rmit.edu.au