DR. HISHAM OTHMAN MBAIDIN

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TEACHING PHILOSOPHY

My teaching and learning philosophy based on interaction and partnership between the lecturer (facilitator) and the students. Students have all the right to improve their knowledge and skills, but they have the responsibility to work hard and search for better ways to enrich their learning opportunities. The lecturer (facilitator) must guide the process of teaching and learning and support the students' efforts to reach their purposeful end. I strive to:

- Ensure that students learn the fundamental content of the courses I teach.
- Foster critical thinking skills.
- Facilitate the acquisition of lifelong learning skills.

EDUCATION

— **PH.D. DEGREE OF MANAGEMENT INFORMATION SYSTEMS (MIS)**, Leeds Metropolitan University, United Kingdom 2009.

Titled: Assessing Information and Communication Technology in Jordanian Universities / Building Critical Success Factors' (CSF) Model of ICT Diffusion.

— **MSC DEGREE OF PUBLIC MANAGEMENT**, University of Jordan Amman, JORDAN 2001.

— **B.A. DEGREE OF MANAGEMENT**, MU'TAH University, AL-KARAK, JORDAN 1994.

EXPERIENCE AND COMMUNITY SERVICES

— Full Professor, Management Information Systems Department, Business School, Mutah University. JORDAN.   Sep 28th 2024 – Present.

— Associate Professor of Business administration /Management Information Systems (MIS), AlQasimia University, UAE.   Aug 2021-Aug 2024.

- Member of Al Qasimia University Advisory Council   2021-2024.
- Member of Student Recruitment Committee   2021-2024.
- Member of Study Plans and Programs Committee   2021-2024.
- Member of Promotion Committee for Faculty Members   2021-2024.
- Member of Advisory Committee   2021-2024.
- Member of College Council   2022-2024.
- Member of Al Qasimia Podcast Committee   2022-2024.
- Member of Exam and Textbook Committee   2022-2024.
- Member of Scientific Research Committee   2023-2024.
- Member of Student Disciplinary Committee   2023-2024.
- Member of Social and Public Relations Committee   2023-2024.
- Member of Quality Assurance Committee   2023-2024.
- Member of Disciplinary and Conduct Committee   2023-2024.

— Associate Professor of Management Information Systems (MIS) and Strategic Management, Abu Dhabi University, UAE.   Sept 2018 - Aug 2021.

— Dean of Graduate Studies College, Mutah university, Jordan   2017 - 2018.

— Library Director, Mutah university, Jordan   2016 – 2017.

— Associated Professor, Management Information Systems Department, Business School, Mutah University. JORDAN

- Member at Excellence Center for Jordanian Government Universities Libraries 2016-2017.

- E-Subscriptions Committee (Establisher), Center system Committee (Head of committee), Technical Committee (Member of Committee)

⸺ Visiting Lecturer at AL-BAHA University SAUDI ARABIA For one Semester based on Joint agreement between Mutah University and Al-Baha University. Jan 2012 - jun 2012

⸺ Head of Management Information Systems "MIS" Mutah University. JORDAN   Sept 2013 - Jun 2014.

- Member of Editorial Board of International Journal on New Trends in Education and Their Implications   2015 – present.
- Reviewer of Journal of Basic and Applied Research international 2014-2015
- Fundamental Member of the Committee to re-engineering Mutah university units, departments, and centers   2014 – 2015.
- Representative of MIS Department in Business Administration Faculty Council for the academic year   2010 – 2011.
- Lecturer in Management Information Systems & Management field at Arabian education and training group.   2009 - 2010.
- Lecturer Arab Academy for Finance and Banking   2009 – 2011.

⸺ Banking Experience at different departments at Jordan Islamic Bank (JIB) Dec 1995 - Aug 2004.

- Head of investment department   1995-2000.
- Head of foreign and international affairs department   2000-2004.

SOFT SKILLS

- Exceptional communication and interpersonal skills
- Problem Solving/team building and leading
- Detail-Oriented, Critical-Thinking and able to handle multi-tasks simultaneously
- Integrity principles and Leadership management
- Strong Organizational and Time/Stress-Management Skills
- Innovation and Entrepreneurship plans and projects development

TEACHING SKILLS

- Student Center Performance.
- Cultivating Resilience.
- Nurturing Creativity.
- Management by objectives.
- Team building, project development and role distribution.
- Innovative solutions for problems.

PROFESSIONAL SKILLS/ AREA OF EXPERTISE

- Professional researcher in knowledge management discipline for 5 years.
- Professional Researcher in the field of Management Information Systems.
- Strategic Planning for Training Managers & employees.
- Staff Training / Development.
- Recruitment Procedures and the Art of Interviews.
- Strategic Planning for change management and change resistance.
- Professional Trainer in the field of government Institutions Development & Innovation.
- Professional Researcher in the field of Higher Education Institutions Development & Innovation.
- Strategic planning for project management and IT development.

- Strategic planning and project management for development.

- project management approaches and methodologies.

- Professional Researcher in the field of International & E- marketing strategies.

- Professional Researcher in the field of project management.

- Establishing Methods to develop universities capabilities & Resources.

- Developing models for the most critical success factors (CSF) influencing Academic staff in universities.

- Universities investment planning. Investment strategies/ Development.

- Strategic Management. Organization Restructuring. Facilities Management.

TEACHING MATERIALS

Taught the following materials for different degrees (Bachelor, Master and PhD):

- Creativity and Entrepreneurship.

- Knowledge Management in English basics and advance.

- Strategic Information Systems in English.

- Information System Technology Strategy.

- Managing Information Resources in English Business Process Re-engineering.

- E- Business Bachelor and Master.

- Selected Topics Seminars in Information Systems.

- Information System Theory in English.

- Graduation Project.

- Consultation Management.

- Change Management.

- Functional Information Systems in English.

- Office Automation Systems.

- Training and Appraisal in English.

- Career Development in English.

- E-marketing.

- International Marketing.

- Principles of Management Information Systems Bachelor and Master.
- Strategic Management (BA, MBA, PHD).
- Supply Chain Management.

RELATED TRAINING PROGRAMS

- "Recruitment Procedures and the Art of Interviews" at Jordanian Administration Institute   18–27/2/1996.
- "Preparing Organizational Structures and Job Descriptions" at Public Administration Council   1/12/1997 – 12/2/1997.
- The training conference "Globalization and banking Development" 20-22/4/2002.
- "Applications in banking investment" at Jordan University   22-31/10/2002.
- The Changing Role of Training Departments" at The University House for Consulting & Studies LTD   3/11/2002.
- The workshop "Training Managers"   12-16/10/2003.
- "Strategic Planning for Islamic banking" The Arab Academy for Banking and Financial Sciences   9-13/7/2004.
- Three training courses in computer at (NEBCO)   1989- 1991.
- "Financial for non-financial" The Arab Academy for Banking and Financial Sciences / Amman   May 2004.
- "Human Resource finance" The Arab Academy for Banking and Financial Sciences / Amman   July 2004.
- ECDL Certificate at Leeds metropolitan University   2007.

SUPEVISED MASTER THESIS

- The impact of alignment between IT strategy and business strategy on achieving competitive advantage in Jordanian telecommunications companies.
- The impact of marketing information on the effectiveness of marketing decisions: a field study in commercial banks in Tabuk region.

- Factors affecting the use of electronic banking services from the point of view of customers - a field study - South Region
- The quality of services provided by municipalities from the point of view of service recipients (a municipal field study in the century).
- The relationship of internal marketing factors to the quality of postal services from the point of view of postal workers (an applied study on postal employees in the courtyard region).
- Factors affecting management information systems in e-government and their impact on (responsiveness and transparency) job performance from the point of view of workers in the Jordanian government financial sector.
- The impact of development in information and communication technology in improving the services provided by e-government "a case study on the Jordanian Customs Department".
- The impact of the quality of electronic services on the performance of bank workers in Karak Governorate "a field study".
- The impact of training on increasing productivity in the Saudi Electricity Company in Al-Baha region from the point of view of employees.
- The extent to which the Total Quality Department of the Presidency applies to the welfare of youth and sports clubs in the Al-Baha region.

- The Impact of Participation in Decision Making Process in The Creative Behaviour From Employees Point of View: An Applied Study At Arab Potash Company

Scientific Conferences & Seminars

- Human Resources Information Systems and their Impact on Employee Performance Assessment Strategy: A practical study on Jordan Telecom Company in the Hashemite Kingdom of Jordan, Brunel University / London ICICT 2020 the conference, London, UK.   2020.

- National strategies in the face of extremism and global terrorism (achievements and ambition), Mutah University,   2018.
- International Conference of Library and Information Associations and Institutions, Mutah University, Poland,   2017.
- Arab Libraries, Information and Archives Conference on Development, Tunisia, 2017.
- Sharjah Library Conference, Sharjah,   2017.
- The Second International Conference of the University of Jordan Library "Electronic Publishing through Cloud and Mobile Computing Technology", University of Jordan,   2017.
- The twenty-third conference and exhibition of the Association of Specialized Libraries, Bahrain,   2017.
- The Second International Conference of the College of Business Administration, Mutah University,   2013.
- The First International Conference of the College of Business Administration, Mutah University,   2012.
- Assessing information and communication systems in Jordanian universities, Referred conference paper, European and Mediterranean Conference on Information Systems (EMCIS), Alicante, Spain,   2006.
- "Training Conference """Globalization and Banking Development""".", Jordan, 2002.

PUBLICATIONS

- Hisham O.Mbaidin, , Nour A.Qatawneh, Khaled M.Alomari, Nour Q.sbaee, Is'a O.Almobydeen, (2025), The Relationship Between Smart Applications and Entrepreneurship in Jordan's Educational Sector. (Under Process)

- Hisham O.Mbaidin, Nour A.Qatawneh, Khaled M.Alomari, Nour Q.sbaee, Yanal H.Mbaidin, (2025), Exploring the Impact of Metaverse Technology on E-Commerce Model: The Role of Virtual Reality Tools in Retail Markets. (Under Process)

- Hisham O. Mbaidin, (2024), The striking mechanisms of innovation theories to create collaborative competitive advantage opportunities in global digital

marketing, Journal of Project Management 2024, 9 (4) 433–456, ISSN 2371-8374 (Online) - ISSN 2371-8366 (Print), Canada. Doi: 10.5267/j.jpm.2024.7.004

- Mbaidin, H., Alomari,K., Sbaee, N., Al Mubydeen, I., & Chindoc, U.M., (2024). The influential impact of business intelligence tools usage in establishing responsible business practices using knowledge management stages in the educational sector. Journal of Infrastructure, Policy and Development 2024, 8(8), 4904. https://doi.org/10.24294/jipd.v8i8.4904.

- Mbaidin, H., Alomari, K., Sbaee, N., & Al Mubydeen, I., (2024). The Innovation Role of Artificial Intelligence Using Data Analytics to Influence Sustainable Business Practices and Firms' Profitability in the Cars Industry. Journal of Infrastructure, Policy and Development 2024, 8(11), 4963. https://doi.org/10.24294/jipd.v8i11.4963.

- Mbaidin, H. (2024). The dynamic role of the Internet of Things (IoT) on the excel performance of Islamic banks in United Arab Emirates, Decision Science Letters. ISSN 1929-5812 (Online) - ISSN 1929-5804 (Print), Decision Science Letters 13 (2024) 261–286. DOI: 10.5267/dsl.2024.3.003.

- Mbaidin, H., Sbaee, N, Al Mubydeen, I., Chindoc, U.M &. Alomari, K. (2024). The role of AI integration and governance standards: Enhancing financial reporting quality in Islamic banking. Decision Science Letters. ISSN 1929-5812 (Online) - ISSN 1929-5804 (Print), 13 (2024). DOI: 10.5267/dsl.2023.12.001.

- Mbaidin, H., Sbaee, N, Al Mubydeen, I., &. Alomari, K. (2024). Key success drivers for implementation blockchain technology in UAE Islamic banking. Uncertain Supply Chain Management 12 (2024). ISSN 2291-6830 (Online) - ISSN 2291-6822 (Print). DOI: 10.5267/j.uscm.2023.11.016.

- Mbaidin, H. (2024). The dynamic role of business intelligence in developing effective planning strategies through analyzing data as an influential variable: Case of engineering the pharmaceutical sector in Jordan. Uncertain Supply Chain Management 12. ISSN 2291-6830 (Online) - ISSN 2291-6822 (Print). DOI: 10.5267/j.uscm.2023.11.015.

- Mbaidin, H., Alomari, K., Al Mubydeen, I., & Sbaee, N. (2024). The critical success factors (CSF) of blockchain technology effecting excel performance of banking sector: Case of UAE Islamic Banks. International Journal of Data and Network Science, 8(1), 289-306. DOI: 10.5267/j.ijdns.2023.8.024.

- Mbaidin, H. (2024). E-learning's influence on organizational excellence in UAE universities: Exploring the moderat-ing role of demographic variables. International Journal of Data and Network Science, 8(1), 609-616. ISSN 2561-8156 (Online) - ISSN 2561-8148 (Print). DOI: 10.5267/j.ijdns.2023.8.024.

- Mbaidin, H. O., Alsmairat, M. A., & Al-Adaileh, R. (2023). Blockchain adoption for sustainable development in developing countries: Challenges and opportunities in the banking sector. International Journal of Information Management Data Insights, 3(2), 100199. https://doi.org/10.1016/j.jjimei.2023.100199.

- Tahani, Ali ALaroud., Hisham, O. Mbaidin., Sattam, Allahawiah., Isa, Othman Al Mubydeen., (2023). The Impact of Citizens' Engagement on E-Government Applications from the Employees Perspective in the Jordanian Financial Sector, Journal of System and Management Sciences, Vol. 13 (2023) No. 1, pp. 396-414, DOI: 10.33168/JSMS.2023.0122.ISSN 1816-6075 (Print), 1818-0523 (Online).

- Alomari, Khaled Mohammad., Mbaidin, Hisham O., al Jbour, Radwan Saleh., & Allahawiah, Sattam Rakan., (2022). the impact of quality mobile e-government services on service usage: the mediating role citizen's satisfaction, Journal of Theoretical and Applied Information Technology, Vol.100. No 24, E-ISSN: 1817-3195, ISSN: 1992-8645.

- Mbaidin, H., (2022), The mediating effect of entrepreneurial orientation on the impact of knowledge management processes on successful organizational performance at industrial sector in Jordan, Journal of Intelligence Studies in Business Vol. 12 No. 1 (2022) Open Access: Freely available at: https://ojs.hh.se/ , PP.20-33.

- Mbaidin, H., (2022). the Impact of Applications of Internet of Things on Practice of Knowledge Management in Organizations: The Mediating Role of Employees' Engagement, IJCSNS International Journal of Computer Science and Network Security, VOL.22 No.12.

- Mbaidin, H., (2021). the Impact of E-Government Success Factors on Citizen Satisfaction: The Context of UAE. Journal of Hunan University (Natural Sciences). Vol. 48 No 12.

- Mbaidin, H., Alomari, Khaled Mohammad, Al Jbour, Radwan Saleh, (2021). The Impact Of E-Services Quality On Citizens' Satisfaction: An Applied Study At Al Ain Municipality UAE. International Journal of Entrepreneurship Volume 25, Special Issue 5. Print ISSN: 1099-9264. Online ISSN: 1939-4675.

- Al-Hamad, Mohammad Qasem., Mbaidin, Hisham Othman., AlHamad, Ahmad Qasim Mohammad., Alshurideh, Muhammad Turki., Al Kurdi., Barween Hikmat & Al-Hamad., Nazek Qasim., (2021). Investigating students' behavioral intention to

use mobile learning in higher education in UAE during Coronavirus-19 pandemic. International Journal of Data and Network Science 5, 321–330. DOI: 10.5267/j.ijdns.2023.8.024.

- Mbaidin, H., (2021). The Impact of ICT Critical Success Factors in Strategic planning: an Applied Study in Jordanian Government Agencies. Indian Journal of Economics and Business Vol. 20 No. 2 Ashwin Anokha Publications & Distributions. http://www.ashwinanokha.com/IJEB.php

- Halasah, Imad., Mobaideen, Hisham., Qaralleh, Akram., (2021). Organizational Success Factors of Data Warehouse and Their Relationship with IS strategy: A Case Study of Bank al Etihad. Mutah Journal 36(1), pp. 11-37.

- Mbaidin, H., (2020). Human Resources Information Systems and their Impact on Employee Performance Assessment Strategy: A practical study on Jordan Telecom Company in the Hashemite Kingdom of Jordan. ICICT 2020 the conference, London, UK.

- Allahawiah, S., Abu Rumman, M. A., Mobaidin, H. O. y Nawaiseh, K. (2020). The Impact of Management Information Systems on Decision Making in Jordanian Private Universities. International Journal of Innovation, Creativity and Change, 11(1).

- Mobideen, H., Allahawiah, S. y Alomari, K. M. (2019). The Impact of Human Resources Information Systems on Human Resources Selection and Recruitment Strategy: An applied study on Arab Potash Company in the Hashemite Kingdom of Jordan. International Journal of Advanced Trends in Computer Science and Engineering, 8(5), 2475–2484. https://doi.org/10.30534/ijatcse/2019/93852019.

- Alomari, K. M., AlHamad, A. Q., Mbaidin, H. & Salloum, S. (2019). Prediction of the Digital Game Rating Systems based on the ESRB. Opción, 35(19), pp. 1368-1393.

- Mbaidin, H., Samiah Al Arawneh., Nancy Al- Qatawneh., Nour Al-Qatawneh., (2019). The Impact of Knowledge Management Processes on Business Transformation as mediated By IT agility. Journal of Theoretical and Applied Information Technology, 97(15), pp. 1-10.

- هشام عثمان المبيضين، رائد محمد العضايلة، محمد خليل السميرات "العوامل المؤثرة على استخدام الخدمات المصرفية. الإلكترونية عبر الانترنيت من وجهة نظر العملاء دراسة ميدانية اقليم الجنوب الاردن، المجلة الأردنية في ادارة الاعمال — - مخطوط رقم 151 - 22 – 2015

- هشام عثمان المبيضين، نظم المعلومات الاستراتيجية وأثرها في تحقيق الميزة التنافسية في شركة البوتاس العربية في المملكة الأردنية الهاشمية، المجلة الأردنية في إدارة الأعمال، المجلد,11 العدد,2 نيسان 2015

- Mobaideen, H., (2014). The Impact of Change Management on ERP Implementation Field Study in Arab Bank, European Journal of Economics, Finance and Administrative Sciences, ISSN 1450-2275 Issue 70 December, © FRDN Incorporated http://www.europeanjournalofeconomicsfinanceandadministrativesciences.com.

- Al-Mobaideen, Hisham O., (2014). The Impact of Change Management on the Application of Enterprise Resource Planning Systems (ERP) Effectiveness: Field study in Jordan Bromine Company, Journal of Management Research, ISSN 1941-899X, Vol. 6, No. 4.

- Al-Mobaideen, Hisham., Allahawiah, Sattam., Basioni, Eman., (2013). Factors Influencing the Successful Adoption of Human Resource Information System: The Content of Aqaba Special Economic Zone Authority, Intelligent Information Management, 5, 1-9 Doi:10.4236/iim.2012.51001 Published Online January (http://www.scirp.org/journal/iim)

- Al-Mobaideen, Hisham O., Samer A. Al-Bashabsheh., Eman Basioni., Abeer al-khawaldeh., (2013). Electronic government services and benefits in Jordan. Issue ID: IJ13V5N6. DOI: 10.7813/2075-4124.2013/5-6. Vol. 5. No. 6. http://www.ijar.lit.az/en.php?go=november

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- Al-Mobaideen, Hisham Othman, Allahawiah, Sattam Rakan, Halasah, Imad H., (2012). The Relationship between the Perceptions of Academic Staff in M'u'tah University of Technology Transfer and Mutah's University Organizational Readiness for Change, European Journal of Business and Management www.iiste.org, ISSN 2222-1905 (Paper) ISSN 2222-2839 (Online) Vol 4, No.21.

- Al-Mobaideen Hisham., Allahawiah, Sattam., alkhawaldeh, Abeer., (2012). FACTORS INFLUENCING THE EFFECTIVENESS OF E-LEARNING SYSTEMS IN THE EDUCATIONAL PROCESS ("ELECTRONIC LEARNING SYSTEM") (EDUWAVE): JORDAN CASE STUDY, European Scientific Journal December edition Vol.8, No.28 ISSN: 1857 – 7881 (Print) e - ISSN 1857- 7431.

- Al-Mobaideen, Hisham Othman., Al-adaileh, Raid Moh'd., Allahawiah, Sattam, Rakan., (2012. Managers' Attitudes towards Web and Information Technology: A Study of Public Sector Managers in Jordan, International Journal of Web Application Volume 4.

- Al-adaileh, Raid Moh'd., Al-Mobaideen, Hisham Othman., (2012). Critical Success Factors for ICT Diffusion in Jordanian Universities: An Empirical Analysis, European Journal of Scientific Research, ISSN 1450-216X Vol.83 No.2. pp.264-281, © Euro Journals Publishing, Inc. http://www.europeanjournalofscientificresearch.com.

- Hayajneh, Omar (mohamad raouf)., Al-Omari, Burhan M Awad., Al-Mobaideen, Hisham Othman., allahawiah, Sattam rakan., (2011). THE IMPACT OF HUMAN RESOURCES INFORMATION SYSTEMS IN IMPROVING THE TRAINING PROCESS IN

INDUSTRIAL FIRMS: - AQABA CASE STUDY, European Scientific Journal November edition vol. 8, No.25 ISSN: 1857 – 7881 (Print) e - ISSN 1857- 7431.

- دور الموارد البشرية في تحسين مستوى استخدام نظم المعلومات الإدارية المحوسبة في الدائرة المالية (دراسة ميدانية/ جامعة مؤتة) المجلة العلمية للاقتصاد والتجارة، جامعة عين شمس، العدد الرابع اكتوبر 2011، المجلد الاول. فيصل محمود الشواورة، فيروز مصلح الضمور، رائد محمد العضايلة، هشام عثمان المبيضين،

- Al-Mobaideen, Hisham Othman., (2009). ICT diffusion in Jordanian Universities, Referred conference paper, European and Mediterranean Conference on Information Systems (EMCIS2009) Izmire, Turkey.

- Al-Mobaideen, Hisham Othman., (2006). Assessing information and communication systems in Jordanian universities, Referred conference paper, European and Mediterranean Conference on Information Systems (EMCIS), Alicante, Spain.

- Al-Mobaideen, Hisham Othman., (2006). Managerial and economic aspects of the introduction of information and communication technology at Jordan universities, Leeds, UK.

- Al-Mobaideen, Hisham Othman., (2005). Using Case Study Method in Higher Education Institutions (HEIs), School of Information Management, Leeds Metropolitan University, UK.