

Prof. Dr. MOHAMMAD SULEIMAN AWWAD

CURRICULUM VITAE (CV)

Last updated: 01/01/2022

Personal Data

Name: Mohammad Suleiman Oqlah Awwad
Title: Full Professor
Major: Business and Marketing
Date of Birth: 1/12/ 1967.
Place of Birth: Amman - Jordan.
Nationality: Jordanian.
Marital Status: Married.



Dr. M. AWWAD

Mailing Address

Department: Department of Business Administration
Faculty: Faculty of Business
University: Mutah University
Post Code: Al-Karak 61710, Jordan
B.O. Box: (7)
Country: The Hashemite Kingdom of Jordan.
Telephone: 00962-3 2372380, Ext. 6157
Mobile: 00962-796700311

E-mail awwad@mutah.edu.jo
awwad67@yahoo.com
awwad67@gmail.com

Website <https://academic.mutah.edu.jo/awwad/sitepages/Home.aspx>

Important Notes:

Prof. Dr. Mohammad Awwad is:

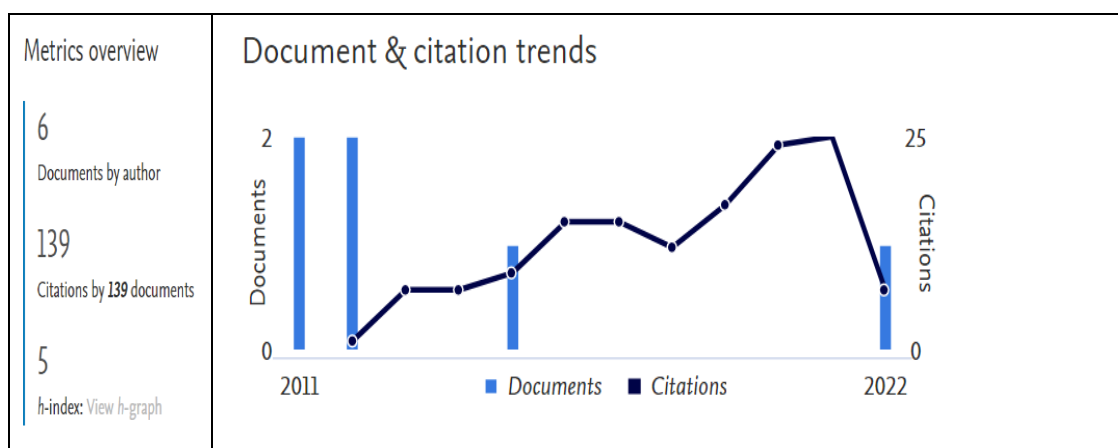
1. A Member of the Editorial Board of "Mutah Lil-Buhuth wad-Dirasat" Journal for the year 2021-2022.
2. A Member of the Board of Trustees of Aqaba University of Technology for four years started from 29/5/2018
3. Holds a certificate from the "Higher Education Accreditation Commission" indicating that he is accredited in the fields of E-Business Management, Operations and production management, and Strategic management as a

knowledge fields.

4. Gets seniority for one year in academic ranking and salary at Mutah University for 2014 academic year, as a result of publishing seventeen articles during his occupancy of Associate Professor rank.
5. Taught for three years (2011-2013) as a full-time lecturer at New York Institute of Information Technology – NYIT. (American university).
6. Prof. Dr. Mohammad Awwad on:

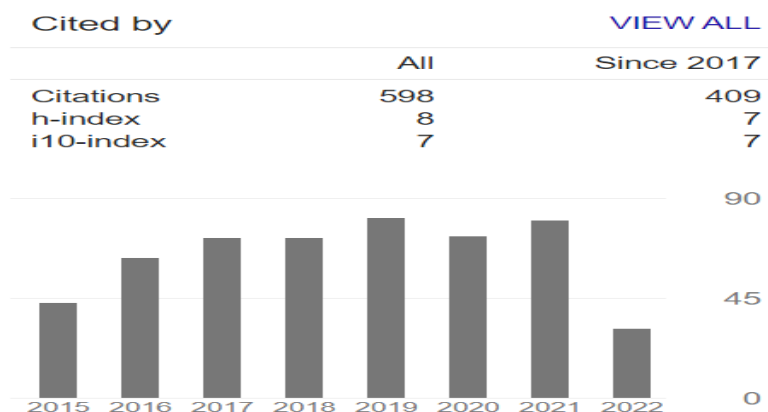
a. **Scopus: Scopus Author ID: 40460908000**

<https://www.scopus.com/authid/detail.uri?authorId=40460908000>



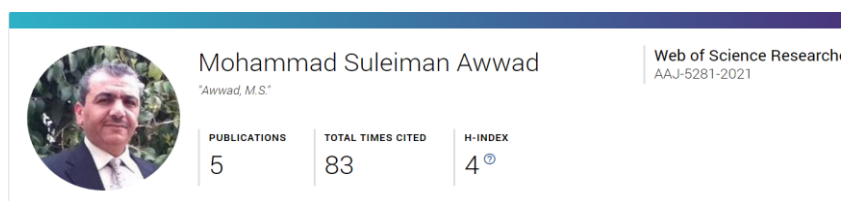
b. **Google Scholar:**

https://scholar.google.com.my/citations?user=E4_AHtkAAAAJ&hl=en



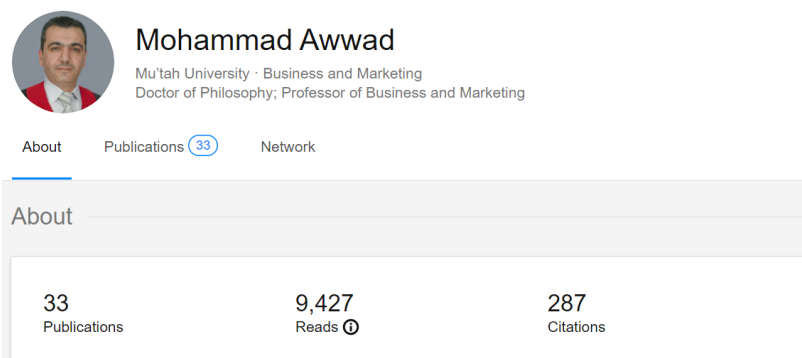
c. **Publons:**

<https://publons.com/researcher/4562095/mohammad-suleiman-awwad/>



d. Research gate:

https://www.researchgate.net/profile/Mohammad_Awwad



Mohammad Awwad
Mu'tah University · Business and Marketing
Doctor of Philosophy; Professor of Business and Marketing

About Publications (33) Network

About

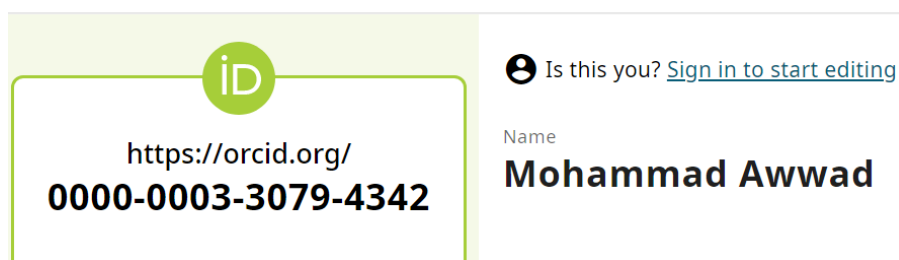
33 Publications 9,427 Reads 287 Citations


e. ORCID: Open Researcher and Contributor ID:


<https://orcid.org/0000-0003-3079-4342>



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Name
Mohammad Awwad

f. Web of Science ResearcherID:

AAJ-5281-2021

Education				
Degree	University	Year	Major	Average
High School		1986	Scientific stream	75.4%
Bachelor	Jordan University	1990	Business and statistics	75.1%
Master	Jordan University	1994	MBA	84.2%
PhD	Amman Al-Arabia	2003	Business/Marketing	3.94

Publications: Articles

A) International Journals (Scopus Indexed)					
No	Author/s	Research Title	Year	Journal (Publisher)	Vol. /No.
1)	Awwad, M.S. & Qtaishat, Ali	The Impact of Intellectual Capital on Financial Performance of Commercial Banks: The Mediating Role of Competitive Advantage.	2022	International Journal of Learning and Intellectual Capital (Inderscience)	Accepted (ahead-of-print)
2)	Awwad, M.S. & Al-nasraween, Noor	Retaining customers through knowledge sharing: The mediating role of market orientation.	2022	International Journal of Knowledge Management Studies (Inderscience)	Accepted (ahead-of-print)
3)	Awwad, M.S. & Hiary, Haya	Predicting Employee Turnover Using Financial Indicators in the Pharmaceutical Industry.	2022	Industrial and Commercial Training (Emerald Group Publishing)	Accepted (ahead-of-print)
4)	Awwad, M.S. & Al-Aseer, Rana	Big Five Personality Traits Impact on Entrepreneurial Intention: The Mediating Role of Entrepreneurial Alertness.	2021	Asia Pacific Journal of Innovation and Entrepreneurship (Emerald Group Publishing)	Vol: 15 No. 1, p. 87-100
5)	Awwad, M.S. & Al-Majali, S.M.	Electronic Library Services Acceptance and Use: An Empirical Validation of Unified Theory of Acceptance and Use of Technology	2016	The Electronic Library (Emerald Group Publishing)	Vol: 33 No. 6, p. 1100-1120
6)	Awwad, M.S.	An Application of the American Customer Satisfaction Index (ACSI) in the Jordanian Mobile Phone Sector	2012	TQM Journal (Emerald Group Publishing)	Vol: 24 Iss:6
7)	Awwad, M.S. & Ali, Hanane	Emotional Intelligence and Entrepreneurial Orientation: The Context of Industrial Small and Medium-Sized Enterprises in Jordan	2012	Journal of Research in Marketing and Entrepreneurship (Emerald Group Publishing)	Vol:14 Iss:1
8)	Awwad, M.S. & Bashar, N.	Factors Affecting Switching Behavior of Mobile Service Users: The Case of Jordan	2010	Journal of Economic & Administrative Sciences (Emerald Group Publishing)	Vol: 26 No. 1
9)	Awwad, M.S. & Agti, Djouhara	The Impact of Internal Marketing on Jordanian Commercial Banks' Market Orientation	2011	International Journal of Bank Marketing (Emerald Group Publishing)	Vol:29 No. 4

B) Regional Journals					
<i>No</i>	<i>Author/s</i>	<i>Research Title</i>	<i>Year</i>	<i>Journal (Publisher)</i>	<i>Vol. /No.</i>
10)	Awwad, M.S. & Al-Karaki, Abdallah	The Impact of Corporate Entrepreneurship on the Performance of Jordanian Telecom Companies	2021	Studies in Business and Economic (Qatar University)	Vol: 24, No. 1
11)	Zoubi, F., Al-Majali, S. & Awwad, M.	Investigating the Effect of Innovations' Characteristics on the Adoption of Electronic Newspapers in Jordan	2016	Arab Journal of Administrative Sciences (Kuwait University)	Vol:23 No. 1 pp. 115-142
12)	Awwad, M.S. & Al-Jaafreh, Seham	Investigation of Factors Affecting Online Knowledge Sharing of Knowledge Training Centers in the MENA Region	2015	Studies in Business and Economics (Qatar University)	Vol. 18, No. 2 p. 35-56
13)	Awwad, M.S.	The Effect of Perceived Relationship Quality on Customer Retention: Jordanian Cellular Telecommunication Market	2013	Arab Journal of Administrative Sciences (Kuwait University)	Vol. 20 No. 1
14)	Awwad, M.S.	Consumer Attitudes toward Mobile Advertising: An Empirical Investigation among Jordanian Users	2011	Journal of Economic and Administrative Sciences (Emirates University)	Vol:27 Iss:1
15)	Awwad, M.S. & Al-Mohammad, S.	Assessing Online Registration System's (ORS) Success: An Application of DeLone and McLean's Model of Information Systems Success	2010	Studies in Business and Economics (Qatar University)	Vol: 15 No. 2
16)	Awwad, M.S.	Determinants of accounting services quality and its impact on Jordanian customers' satisfaction from marketing perspective	2006	Arab Journal of Administrative Sciences (Kuwait University)	Vol. 13 No. 2
17)	Awwad, M.S. & Al-Adaileh, R.	Investigation of Factors Influencing Students' Intentions to Use Internet: Jordanian Universities Context	2006	Journal of Business and Economics (Qatar University)	Vol. 12 No. 2
18)	Sheikh Salem, F. & Awwad, M.S.	Perceived Benefits of Electronic Commerce Applications' Adoption by Jordanian Companies	2005	Al-Nahdah Journal (Cairo University)	Vol. 6 No. 2

C) Local Journals					
19)	Awwad, M.S. & Alqaisi, Buthainah	The Impact of Social Responsibility Costs on Financial Performance of Jordanian Banks	2021	Jordan Journal of Business Administration (Jordan University)	<i>Vol. 18, No 1</i>
20)	Awwad, M.S. & Al-Majali, S.M.	The Effect of Evaluative Judgments on Service Encounters Satisfaction and Customer Loyalty: The Moderating Role of Customers' Characteristics	2016	Dirasat (Jordan University)	<i>Vol. 43, No 1</i>
21)	Awwad, M.S. & Al-Majali, S.M.	Behavioral Responses to Sales Promotion Tools from Consumer's Viewpoint	2015	Dirasat (Jordan University)	<i>Vol: 42 No. 1</i>
22)	Awwad, M.S.	Export Information Types and Importance from Jordanian Exporting Companies' View Point	2014	Mutah Lil-Buhuth Wad-Dirasat (Mutah University)	<i>Vol: 29 No. 5</i>
23)	Awwad, M.S.	The Effect of Social Factors on Service Encounters Satisfaction and Customer Loyalty	2014	Jordan Journal of Business Administration (Jordan University)	<i>Vol: 10 No. 3</i>
24)	Awwad, M.S. & AL-Qrallah, A.	Relationship Marketing and Customer Retention: The Case of Jordanian Mobile Telecom Companies.	2014	Dirasat (Jordan University)	<i>Vol:41 No. 2</i>
25)	Awwad, M.S.	The Effect of Relational Bonds on Switching Behavior of Mobile Service Users in Jordan	2012	Jordan Journal of Business Administration (Jordan University)	<i>Vol. 8 No. 2</i>
26)	Awwad, M.S. & Al-Adaileh, R.	Factors Determining Customer Relationship Management Practices: The Context of Jordanian Commercial Banks	2012	Jordan Journal of Business Administration (Jordan University)	<i>Vol. 8 No. 1</i>
27)	Awwad, M.S. & Agti, Djouhara	The Organizational Commitment of Faculty Members of Jordanian and Algerian Universities: A Comparative Analysis	2012	Dirasat (Jordan University)	<i>Vol:39 No. 2</i>
28)	Awwad, M.S. & Agti, Djouhara	The Effect of Organizational Commitment on Jordanian Commercial Banks' Market Orientation	2011	Abhath Al-Yarmouk: Humanities and Social Sciences Series (Yarmouk University)	<i>Vol:27 No. 2 C</i>
29)	Awwad, M.S. & Bensalah, M.	Factors affecting Electronic Data Interchange implementation: The case of Jordanian commercial banks	2011	Dirasat (Jordan University)	<i>Vol: 38 No. 1</i>
30)	Awwad, M.S. & Ma'aitah, M.	Jordanian Consumers' Perception towards Shopping Centers Attractiveness	2010	Mutah Lil-Buhuth Wad-Dirasat (Mutah University)	<i>Vol: 25 No. 4</i>
31)	Awwad,	Investigation of Factors	2010	Dirasat (Jordan	<i>Vol. 37</i>

	M.S. & Ghadi, M.	Influencing the Intention to Adopt Mobile Banking Services in Jordan		University)	<u>No. 2</u>
32)	Awwad, M.S.	Application of structural equation modeling to Investigate factors affecting the intention to adopt Internet Banking in Jordan	2009	Jordan Journal of Business Administration (Jordan University)	<u>Vol. 5 No. 2</u>
33)	Awwad, M.S.	Website Quality Factors from Jordanian Universities Students' viewpoint: An Exploratory Study	2006	Jordan Journal of Business Administration (Jordan University)	<u>Vol. 2 No. 1</u>
34)	Awwad, M.S.	The impact of exporting information sources on the exporting performance of the Jordanian exporting companies	2006	Jordan Journal of Business Administration (Jordan University)	<u>Vol. 2 No. 4</u>
35)	Awwad, M.S.	Perceived justice in banking service encounters and its impact at Jordanian customer's satisfaction	2005	Al-Manarah (Al al-Bayt University)	<i>Vol. 11 No. 2</i>
36)	Sheikh Salem, F. & Awwad, M.S.	Perceived obstacles Of Electronic Commerce Applications' Adoption By Jordanian Companies	2005	Jordan Journal of Business Administration (Jordan University)	<u>Vol. 1 No. 1</u>
37)	Khatib, F. & Awwad, M.S.	Determinants of information search for financial services in Jordan	2003	Dirasat (Jordan University)	<i>Vol. 30 No. 1</i>
38)	Khatib, F. & Awwad, M.S.	Measuring the Service Quality of Marketing Information System Technology: The Case of Jordanian Commercial Banks Sector	2003	Mutah Lil-Buhuth Wad-Dirasat (Mutah University)	<u>Vol. 18 No 4</u>
39)	Khatib, F. & Awwad, M.S.	Work load determine and productivity measurement in private sector at southern municipalities	Southern Center for Training and Consultations, Mutah University, Jordanian Ministry of Work, 2006.		

Publications: Books

Title	Year
<i>Principles of Marketing: Basic Concepts (Arabic)</i>	<i>4th edition, 2006</i>
<i>Operational Research: Theory and Practice (Arabic)</i>	<i>1st edition 1998</i>
<i>Business Communication Skills: concepts and practices (English)</i>	<i>1st edition 2004</i>

Master Theses Supervision and Discussion				
<ul style="list-style-type: none"> Prof. Dr. Mohammad Awwad has participated in more than 50 master and doctoral thesis discussion committees. 				
<ul style="list-style-type: none"> Prof. Dr. Mohammad Awwad has supervised the following Master and doctoral theses: 				
	Student Name	year	Uiversity	Language
1.	Mohammed Yasin Ghadi	2007	Mutah	English (MBA)
2.	Mokhles A. Ma'aitah	2008	Mutah	English (MBA)
3.	Bashar Na'amat	2008	Mutah	English (MBA)
4.	Majida Salah Al Arabi	2009	Mutah	English (MBA)
5.	Arwa Qaraleh	2010	Mutah	English (MBA)
6.	Djouhara Ali Agti	2010	Mutah	English (MBA)
7.	Kamel Sulieman Al Tarawneh	2010	Mutah	English (MBA)
8.	Hanane Ali Yakhlef Kada Ali	2011	Mutah	English (MBA)
9.	Abd-Almajeed Al-Balawi	2011	Mutah	Arabic (MBA)
10.	Hazem Al-Kasassbeh	2012	Amman Al-Arabiah	Arabic (MBA)
11.	Sameer Mousa AL-Jabaly	2012	Amman Al-Arabiah	English (PhD)
12.	Saad Abdulah Alsunaid	2012	Mutah	English (MBA)
13.	Hareth Al -Shamayleh	2012	Mutah	English (MBA)
14.	Dara Diab Al-Badayneh	2013	Mutah	English (MBA)
15.	Seham Ahmad Al-jaafreh	2013	Mutah	English (MBA)
16.	Ahmad Jamal Odeh	2013	Mutah	English (MBA)
17.	Muna Al-khresheh	2013	Mutah	Arabic (MBA)
18.	Ola Almubaydeen	2014	Mutah	English (MBA)
19.	Abdallah Abu Karaki	2019	Mutah	English (MBA)
20.	Buthainah Al-Qaisi	2019	Mutah	Arabic (MBA)
21.	Haya Al-Majali	2019	Mutah	English (MBA)
22.	Farah Mohammad Lafi	2020	Mutah	English (MBA)
23.	Noora Al-Marri	2020	Mutah	Arabic (MBA)
24.	Rana AL-Aseer	2020	Mutah	English (MBA)
25.	Yazan Mohammad Alqatamin	2020	Mutah	English (MBA)
26.	Rewa Nasser Al Smadi	2020	Mutah	Arabic (MBA)
27.	Ronza R Qussous	2020	Mutah	English (MBA)
28.	Ali Qtaishat	2021	Mutah	Arabic (MBA)
29.	Abdullah Badr Al-Duwailah	2021	Mutah	Arabic (MBA)
30.	Haya Alhiyari	2021	Mutah	English (MBA)
31.	Noor Moh'd Al Nassraween	2021	Mutah	English (MBA)
32.	Bashar Abdul Rahim Al Asasfa	2021	Mutah	Arabic (MBA)
33.	Samir Taha alkhamis	2022	Mutah	Arabic (MBA)
34.	Balqis Ali Al-Ajaleen	2022	Mutah	Arabic (MBA)

Experiences			
1) Managerial Experience			
Title	Department	University	period
Chairman	Business Dep.	Mutah	2014-2015
Chairman	Marketing Dep.	Mutah	2009-2010
Chairman	Finance Dep.	Mutah	2006-2007
Dean Assistant	Faculty of Business	Mutah	2006-2007
2) Academic Experience (Full Time)			
Title	University	Department	period
Professor	Mutah	Business	1/10/2015 – Until now
Associate Prof.	NYIT	Business	1/2/2011 – 30/5/2013
Associate Prof.	Amman ALArabiah	Business	14/9/2010 – 30/1/2011
Associate Prof.	Mutah	Business	12/9/2009 -12/9/2010
Assistant Prof.	Mutah	Business	12/9/2004 - 12/9/2009.
Instructor	Mutah	Business	12/7/1998 - 12/9/2004.
Full time lecturer	Mutah	Business	19/9/1994 to 12/7/1998
Teaching assistant	Jordan University	Business	1992-1994
3) Academic Experience (Part Time)			
Part time lecturer	Jordan University	Several semesters	
Part time lecturer	Arab Academy	Several semesters	
Part time lecturer	Amman Al Arabia	Several semesters	
Part time lecturer	Middle East University	Several semesters	
4) Teaching Experience			
a) Undergraduate courses			
Teaching language (Arabic): Principles of Marketing. Marketing Management. Consumer Behavior. Services Marketing. Advertising Management. Distribution Channels Management. Public Relations in Management. Sales Management. Operational Research. Production Planning and Management. Banking Management. Promotion Management. Principles of Management. Research Methodology. Pricing Policies. Quantitative Methods for Marketing.			
Teaching language (English): Computer Applications in Business. Computer Applications in Marketing. International Marketing. Management Information Systems. E-Marketing. Marketing Information System. Statistics for Business.			
b) Graduate courses (English)			
1. Business Statistics.		9. Projects management	
2. Research Methodology.		10. Marketing Strategy.	
3. Marketing Management.		11. Entrepreneurship	
4. Operations Management.		12. Supply Chain Management	
5. E-Marketing.		13. Total Quality Management	
6. E-Business.		14. Strategic Management	
7. Advanced International Business.		15. Human Resource Management	
8. International Business.		16. Organizational Behavior	
5) E-courses content development (E-learning)			
<ul style="list-style-type: none">internet adoption in teaching various graduates and undergraduates academic courses.Dr. Awwad develop and teach several courses through e-learning portal (http://elearning.mutah.edu.jo/) and Microsoft Teams (e.g., Operations Management; Electronic Marketing; Computer Applications; Electronic Marketing; Organizational Behavior; Human Resources Management).			

Relevant skills			
a) Computer Skills			
<ul style="list-style-type: none">- Dr. Awwad has got The International Computer Driving License (ICDL) In English Language.- Dr. Awwad has taught Computer Applications in Business and Marketing many times. This course includes system software (DOS, Windows), and application software such as WinWord, Excel, PowerPoint, SPSS (Statistical Package for Social Sciences), QSB (Quantitative Systems for Business), and Databases (Access).- Dr. Awwad has taught E-Marketing and E-Business using web sites developing software like FrontPage and Dreamweaver.- Dr. Awwad able to utilize the use of numerous computer software packages like:			
<u>Program</u> Word Power Point Excel Access Front Page SPSS AMOS SmartPLS Windows E-mail Internet		<u>Ability</u> Excellent Excellent Excellent Excellent Excellent Excellent Excellent Excellent Excellent Excellent Excellent	
b) Language Skills			
<u>Language</u>	<u>Reading</u>	<u>Writing</u>	<u>Conversation</u>
English	Very good	Very good	Very good
Arabic	Excellent	Excellent	Excellent
c) Technical Skills			
<ul style="list-style-type: none">- Designing and teaching online courses.- Writing research proposals.- Statistical and scientific methodological consultations.- The ability to type, file, write professional reports, and professionalism in utilizing the Statistical Package for Social Science (SPSS).- Statistical Analysis using “Structural Equation Model” utilizing the Statistical Package “AMOS” and SmartPLS.- Designing web sites.			
d) Research Skills			
Goal-setting	Specificity; Time-Management; Vision; Realistic; Planning ahead; Organization.		
Data collection	Observation; Interviews; Questionnaires; Experimentation; Conducting focus groups.		
Analysis of information	Published books; Encyclopedias; Magazines; Databases; Scholarly journals; Newspapers; Library catalogs.		
Internet research	Source checking; Searching relevant questions; Exploring deeper; Organizing findings.		
Interviewing	A plan of action; Specific, pointed questions; Respectfulness; Considering the interview setting; Actively Listening; Taking notes; Gratitude for participation.		

Report writing	Proper format; Including a summary; Focusing on initial goal; Creating an outline; Proofreading.
Critical thinking	Observation; Analysis; Assessing issues; Problem-solving; Creativity; Communication.
Note-taking	Focus; Organization; Using short-hand; Keeping objective in mind; Neatness; Highlighting important points; Reviewing notes.
Reviewing Skills	Dr. Awwad is a reviewer for several local and international academic journals.

e) Statistical analysis skills

Dr. Awwad is an expert in advanced statistical analysis using path analysis programs (structural equations models) which includes the following programs:

- 1 SPSS (Statistical Package for Social Sciences)
- 2 AMOS (Analysis of Moment Structures).
- 3 SmartPLS 2.0 M3 Beta (Partial Least Squares).
- 4 STATA (panel data analysis)
- 5 Gretl (panel data analysis)
- 6 XLSTA
- 7 LISREL (Linear Structural Relations).

Committees Membership

Dr. Awwad has participated in the following committees:

- Member of the preparation and development of the master's program in "E-Business".
- A chairman of the electronic students' election monitoring committee for the department of Business Administration & Marketing at Mu'tah University for the academic years 2004/2005 and 2005/2006.
- Representative of the Business Administration & Marketing in Business faculty council at Mutah University for the academic years 2004/2005 and 2005/2006.
- A member in the negotiating committee for the Quality Accreditation awarded to the Department of Business Administration & Marketing at Mutah University 2005.
- A chairman and a member of various subcommittees for Business Administration curriculum design and Business courses description in the Department of Business Administration at Mu'tah University
- A member, along with my teaching period at Mu'tah University, in the Department's committee for scores lists auditing.
- A member in Graduate studies' committee for MBA curriculum design and students affairs.
- A member of marketing committee for B.Sc. degree at Mu'tah University.
- A member of proficiency exam committee for graduate students of marketing specialization at Mutah University according to higher education council regulations.

Training courses	
Dr. Awwad has conducted the following training courses:	
–	Decision Support Systems. 24-22/11/2021; Arab Planning Institute / State of Kuwait; 15 training hours; Online.
–	Decision Support Systems. 2-4/11/2020; Arab Planning Institute / State of Kuwait; 15 training hours; Online.
–	Negotiation Strategies and Building an Effective Negotiator. -12 20/11/2021; Arab Planning Institute / State of Kuwait; 15 training hours; Online.
–	“Procurement Management and warehouses from quality perspective” for the employees of municipalities of Karak.
–	Skills development of stores and warehouses staff. For top -management employees at Mutah University.
–	Integrated Skills course in Purchasing and Materials Management and inventory. For Mutah University employees.
–	“Banking Marketing” for the employees in the commercial banks.
–	“Banking Marketing” for Islamic bank’s employees.
–	“Employees Motivation” held in Oman-Muscat, Oman Arab Bank.
–	“Computer Applications in Business” for top -management employees at Mutah University.
–	“Selling Skills” for employees from the private sector.
–	“Project Management” for top -management employees at Mutah University.
–	“Developing Personal Skills” for top -management employees at Mutah University.
–	“Preparing Marketing Plan” for employees from the private sector.
–	“Customer service skills” for employees from the private sector.
–	“Access & Excel application software” for the accountants of municipalities of Karak.
–	“SPSS application software” for the researchers of municipalities of Karak.
–	“Participatory rural appraisal (PRA)” for the employees of municipalities of Karak.
–	“Change Management” for the employees of municipalities of Karak.
–	Self-development for the employees of Justice Officials.
–	“Statistical analysis using SPSS” for the staff of the Ministry of Agriculture in the provinces of the south, each for a period of 40 hours.