

CURRICULUM VITAE

Professor Samer Eid Dahiyat الأستاذ الدكتور سامر عيد الدحيات

Ph.D., MBA, B.Sc.



Personal Information

Title and Current Position and Place of Work	Professor of Strategic and Knowledge Management Department of Business Management, School of Business The University of Jordan Amman, The Hashemite Kingdom of Jordan.
Date and Place of Birth	12 th February 1975 / Amman-Jordan
Nationality	Jordanian
Address	University of Jordan, P.O. Box 13276, Postal Code 11942, Amman – Jordan
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Academic Qualifications

Doctor of Philosophy (Ph.D.) in Organisational Agility	Sep/1999 – July/2004	University of Huddersfield, United Kingdom
Master of Business Administration (MBA)	Jan/1998 – July/1999	University of Huddersfield, United Kingdom
Bachelor of Science in Business Administration	Sep/1993 - June/1997	University of Jordan, Jordan

Academic Experience

Professor of Strategic and Knowledge Management	31/May/2021 - Present	Department of Business Management, School of Business, The University of Jordan, Jordan.
Associate Professor	10/September/2012 – 30/May/2021	Department of Business Management, School of Business, The University of Jordan, Jordan.
Assistant Professor	27/Sep/2004 – 9/September/2012	Department of Business Management, School of Business, The University of Jordan, Jordan.
Sabbatical Leave to prepare a Research Project entitled: "An Integrated Model of Knowledge Acquisition and Innovativeness: Examining the Mediation Effects of Knowledge Integration and Knowledge Application".	8/9/2013-6/9/2014	Granted by The University of Jordan A research paper was published based on this project

Teaching and Supervisory Experience

I have developed and taught the following courses at both the undergraduate as well as the postgraduate levels since Sep/2004:

1. *The University of Jordan*

Undergraduate (Bachelor) Level: **Strategic Management, Knowledge Management, Entrepreneurship, International Business, Business Communications, Human Resource Management, Principles of Management.**

Postgraduate (Master of Business Administration) Level: **Strategic Management, Organization Theory, Design and Change, Organizational Behaviour, Total Quality Management, Research Methods for Business**

Supervision of more than 30 Masters Students and the Successful Completion of their Masters Theses. Areas of research include

2. *The German-Jordanian University (Talal Abu-Ghazaleh Graduate College of Business), Jordan. (Part-Time Adjunct Professor)*

Postgraduate (Master of Business Administration) Level: **Strategic Management, Organizational Behaviour, Total Quality Management.**

3. *Talal Abu-Ghazaleh University College for Innovation, Jordan. (Part-Time Adjunct Professor)*

Postgraduate (Master of Business Administration) Level: **Strategic Management.**

4. *New York Institute of Technology (NYIT), Jordan Campus. (Part-Time Adjunct Professor)*

Postgraduate (Master of Business Administration) Level: **Organizational Behaviour.**

Academic Managerial Experience

Vice Dean for Graduate Studies Affairs School of Business	Sep/2016 – Aug/2022	The University of Jordan, Jordan
Acting Dean School of Business	- 9/12/2019-12/12/2019 - 2/9/2018-13/9/2018 - 8/5/2018- 15/5/2018 - 2/4/2017-9/4/2017	The University of Jordan, Jordan
Member of the “School of Graduate Studies” Council”	Sep/2016 – Aug/2022	The University of Jordan, Jordan
Head of the Department of Business Management School of Business	Sep/2007-Sep/2011	The University of Jordan, Jordan
Head of the Department of Marketing School of Business	Sep/2008-Feb/2009	The University of Jordan, Jordan
Acting Head of the Department of Business Economics School of Business	July/2017-Sep/2018	The University of Jordan, Jordan
Assistant Dean for Student Affairs School of Business	Sep/2006-Sep/2007	The University of Jordan, Jordan

Board and Committee Memberships

Member, The Board of Trustees / The American University of Madaba, Jordan. Chair of the Administrative Committee / The Board of Trustees.	June 2022 - Present
Member of the “ Non-Jordanian Higher Education Institutions Recognition ” Committee, presided by His Excellency the Minister of Higher Education and Scientific Research, Ministry of Higher Education and Scientific Research, The Hashemite Kingdom of Jordan.	January 2022 – Present
Representative of the University of Jordan in the membership of the “ Civil Service Bureau Council ”, which is formed by His Excellency the Prime Minister of the Hashemite Kingdom of Jordan and presided by His Excellency the Minister of Justice. Members include: Their Excellencies the Ministers of Education and Higher Education, Health, Industry and Commerce, Finance; President of the Civil Service Bureau, President of the “Accreditation and Quality Assurance Commission for Higher Education Institutions”, President of Legislation and Opinion Bureau, amongst others.	June 2022 – Present
Member of the Executive Committee formed by His Excellency the President of the University of Jordan to prepare and apply for “ The Excellence Award for Public Jordanian Universities ”, organized by King Abdullah II Center for Excellence / Team Leader of the “Strategy” Standard.	June 2022 – Present
Member of “ The University of Jordan Strategic Plan Committee ”.	November/2017 – Present
Representative of the University of Jordan in the Board of Directors of the “Institute of Banking Studies ”, chaired by His Excellency the Governor of the Central Bank of Jordan.	16/11/2014 – 8/1/2019
Member of the Board of Directors of the “University of Jordan Housing Fund”	Sep/2009 – Sep/2020
Member of the School of Business Council	

Senior Member of the Steering Committee responsible for Association to Advance Collegiate Schools of Business (AACSB) Accreditation, School of Business, University of Jordan.	Sep/2018-Aug/2022
Head of the School of Business “ Graduate Studies Committee ”, University of Jordan	Sep/2016 – August/2022 September/2016 – August/2022
Head of the School of Business “ Study Plans Committee ”, University of Jordan	Sep/2016 – Sep/2018
Head of the School of Business “ Strategic Plan Formulation Methodology Committee ”, University of Jordan	July/2019
Head of the “Study Plans Follow-Up” Committee , Dept. of Business Management, School of Business, University of Jordan	Sep/2019-Sep/2020
Member of a committee formed by the School of Graduate Studies with the task of “ Reviewing the University’s PhD and Master Degree Awarding Instructions ”	8/11/2020
Member of the School of Business “ COVID-19” Emergency Committee	March/2020-August/2022
Member of a committee formed by the University of Jordan’s President with the task of “ Studying the Academic Implications of Discontinuing the Recognition of Excellence in Research for Australia (ERA) 2010 Database ”	10/3/2019
Member of A Committee formed by the University of Jordan’s President with the task of organizing and implementing a “ Joint Training and Employment Project ” in Collaboration with US Embassy and the US/Jordan Chamber of Commerce	9/2/2020
Member of the Higher “Students’ Union Council Elections” Committee , School of Business, University of Jordan	The Academic Years of 2016-2019
Member of a committee formed by the University’s President with the task of “ Studying the Feasibility of Developing Modules-Based Doctoral and Master Degree Programs ”	30/10/2016
Member of a committee formed by the University’s President with the task of “ Studying the Specification of the Sub-Specialization of Doctoral Degrees Based on the Thesis Research Area ”.	30/10/2016
Member of the “ Graduate Studies Committee ”, Dept. of Business Management, School of Business, University of Jordan	Sep/2012-Present
Member of the “ Study Plan ” Committee for the MBA Program offered by the German-Jordanian University/Talal Abu Ghazaleh Graduate School of Business Administration, Jordan.	2015-2016
I have officially contributed to the Development and Establishment of a " Master's Degree Program in Competition and Regulation " at the School of Business, The University of Jordan , within the framework of a contract between the European Commission, the University of Jordan and College of Europe (Bruges, Belgium) (EuropeAid/126282/D/SER/JO) , based on an official invitation from the College of Europe. I have also developed the " Regulatory Management " course as part of the aforementioned program. (2009)	

Jordan’s “Accreditation and Quality Assurance Commission for Higher Education Institutions” Committees

Head of and Member in numerous committees formed to study applications submitted by Jordanian Higher Education Institutions to grant accreditation to their respective academic programs or increase overall program student capacity.	2008-Present
Member of the Committee responsible for “ Revising all Learning Competencies, Outcomes, as well as the University Competency Exam Questions for all specializations related to Business and Administrative Sciences offered by all Jordanian Academic Institutions ”.	23/9/2018

Selected Publications

1. Dahiyat, S.E., Khasawneh, S.M., Bontis, N., Al-Dahiyat, M. (2023), "Intellectual capital stocks and flows: Examining the mediating roles of social capital and knowledge transfer", *VINE: Journal of Information and Knowledge Management Systems*, Vol. 53 No. 1, pp. 11-42. <https://doi.org/10.1108/VJIKMS-06-2020-0110>
2. Al Zoubi, J.Z., Dahiyat, S.E., Obeidat, A. M., Aboyasin, N.A. (2022), "National Culture, Trust, Social Networking and Knowledge Sharing Within a Knowledge-Intensive Sector: A Mediation Analysis", *International Journal of Productivity and Quality Management*, Vol. 35 No. 4, pp. 543-575. <https://doi.org/10.1504/IJPM.2022.122755>
3. Dahiyat, S.E. (2021), "Knowledge Management Infrastructural Capabilities as Antecedents of Innovation: A Structural and Mediation Analysis", *International Journal of Business Innovation and Research*, Vol. 25 No. 2, pp.208 – 241. <http://doi.org/10.1504/IJBIR.2021.115458>
4. Al-Jinini, D.K., Dahiyat, S.E. and Bontis, N. (2019), "Intellectual capital, entrepreneurial orientation, and technical innovation in small and medium-sized enterprises", *Knowledge and Process Management*, Vol. 26 No. 2, pp. 69-85. DOI: 10.1002/kpm.1593
5. Abdallah, A.B.; Dahiyat, S.E. and Matsui, Y. (2019), "Lean management and innovation performance: Evidence from international manufacturing companies", *Management Research Review*, Vol. 42 Issue: 2, pp.239-262
6. Ramadan, B., Dahiyat, S., Bontis, N., Al-dalahmeh, M. (2017), "Intellectual capital, knowledge management and social capital within the ICT sector in Jordan", *Journal of Intellectual Capital*, Vol. 18 No. 2, pp. 437-462.
7. Al-Sa'di, A., Abdallah, A., Dahiyat, S. (2017), "The Mediating Roles of Product and Process Innovations on the Relationship between Knowledge Management and Operational Performance in Jordanian Companies", *Business Process Management Journal*, Vol. 23 No. 2, pp. 349-376.
8. Sweis, R. J., Saleh, F. I., Dahiyat, S. E., Sweis, N. J., Saleh, R. A., Diab, H. (2016) "Benchmarking of TQM practices in INGOs: a literature review", *Benchmarking: An International Journal*, Vol. 23 No. 1, pp. 236-261.
9. Sweis, R., Diab, H., Mahmoud Saleh, F.I., Suifan, T., Dahiyat, S.E. (2016), "Assessing service quality in secondary schools: the case of Jordan", *Benchmarking: An International Journal*, Vol. 23 No. 5, pp. 1207-1226.
10. Dahiyat, S. E. (2015) "An Integrated Model of Knowledge Acquisition and Innovation: Examining the Mediation Effects of Knowledge Integration and Knowledge Application", *International Journal of Learning and Change*, Vol. 8, No. 2, pp. 101-132.
11. Dahiyat, S. E., Al-Zu'bi, Z. M. (2012) "The Role of Knowledge Acquisition in Facilitating Customer Involvement in Product Development: Examining the Mediation Effect of Absorptive Capacity", *International Journal of Learning and Change*, Vol. 6 Nos. 3/4, pp. 171-206.
12. Dahiyat, S. E., Akroush, M. N., Abu-Lail, B. N. (2011) "An integrated model of perceived service quality and customer loyalty: an empirical examination of the mediation effects of customer satisfaction and customer trust", *International Journal of Services and Operations Management*, Vol. 9. No. 4, pp. 453–490.
13. Akroush, M. N., Dahiyat, S. E., Gharaibeh, H. S., Abu-Lail, B. N. (2011) "Customer relationship management implementation: An investigation of a scale's generalisability and its relationship with business performance in a developing country context", *International Journal of Commerce and Management*, Vol., 21 No. 2, pp. 158-191.

Reviewer for the Following Refereed Journals

1. VINE: Journal of Information and Knowledge Management Systems
2. Management Research Review
3. Business Process Management Journal
4. International Journal of Productivity and Quality Management

Training Courses and Workshops Delivered and Attended

TRAINING DELIVERED

1. Prepared and delivered a Training Workshop on “ Strategic Planning and Operational Plans Formulation ” for the Managers and Staff of the Hashemite Fund for Development of Jordan Badia , nominated by the University of Jordan.	20/8/2017
2. Prepared and delivered the “ Essentials of Quality and Total Quality Management ” and “ Quality Management Systems and Models ” components of the “ Senior Management Training Course ” for the University of Jordan’s senior managers .	2014
3. Prepared and delivered a lecture on " Organization, Management and Leadership: Approaches to Enhancing Institutional Performance " at the National Center for Security and Crises Management (NCSCM) . Attendants included high-ranking officials from the Ministry of Interior.	2011
4. Member of the Executive Committee of the “ Arab Certified Quality Manager (ACQM) ” Training Qualification accredited by the American Society for Quality (ASQ) , offered by the Arab Knowledge and Management Society (AKMS), member of the Talal Abu Ghazaleh Consulting Group (TAGCG) .	April 2007

TRAINING ATTENDED

1. “ How to Build and Conduct Examinations Using the lmsystem Platform ”-Organized by the School of Business and Accreditation and Quality Assurance Center, University of Jordan.	23/11/2020
2. “ How to Conduct Examinations Using the Learning Management System (LMS) Platform ”-Organized by the School of Business and Accreditation and Quality Assurance Center, University of Jordan.	18/6/2020
3. “ International Accreditation for the School of Business AACSB ”- Organized by the School of Business and Accreditation and Quality Assurance Center, University of Jordan.	2/1/2020
4. “ Building the Foundations of Creativity, Innovation and Entrepreneurship in Students ”-Accreditation and Quality Assurance Center, University of Jordan.	21/11/2018
5. “ Intended Learning Outcomes of Academic Programs ”- Accreditation and Quality Assurance Center, University of Jordan.	14-15/11/2016
6. “ Regulatory Impact Assessment (RIA) Training Course: A Specialized Training Course held as part of a Joint Project between the EU and the University of Jordan to establish a Master's Program in Competition and Regulation ”-College of Europe, Bruges Campus, Belgium.	15-19 June 2009
7. Invitation from HE Transport Minister of Jordan to attend the Regional Workshop: “ Towards Enhancing Arab Economic Integration ”-Ministry of Transport and United Nations Development Program, Jordan.	6-7/11/2017

Conferences

Attendance of and Participation in the Global High-End Manufacturing Summit (GHMS) based on a Formal Invitation from the Government of the Changsha Province in the Peoples' Republic of China and the Asia-Pacific CEO Association (APCEO) .	13/5/2019 – 16/5/2019	Changsha, Peoples' Republic of China
Attendance of and Participation in “ The 18th Eurasia Business and Economics Society (EBES) Conference ”. Presented a Research Paper entitled: “ <i>The Effect of Intellectual Capital Development on the Performance of Small-Medium Enterprises Measured Through the Balanced Scorecard Perspectives: The Case of Jordan as a Developing Country</i> ”	8/1/2016 – 10/1/2016	The American University of Sharjah, United Arab Emirates.
Representing the University of Jordan in the Second Regional Conference for Small and Medium-Sized Enterprises , organized by Jordan Chamber of Industry, entitled: “ <i>Dialogue Between the Public and Private Sectors: Empowering and Launching the Capabilities of Small and Medium-Sized Enterprises</i> ”	23/5/2016 – 24/5/2016	Jordan Chamber of Industry, Jordan.
Participation in the Seventh National Tempus Conference entitled: “ <i>Jordanian-European Cooperation in Higher Education</i> ”, nominated by the University of Jordan.	27/11/2011	The University of Jordan, Jordan.

Letters of Appreciation

1. A Letter of Appreciation from the President of the University of Jordan in Recognition of Distinguished Research Efforts and Contributions and Role in the Ascension of the University in Global Rankings .	January/2020
2. A letter of Appreciation from HE the Governor of the Central Bank of Jordan/Chairman of the Board of Directors of the Institute of Banking Studies in Recognition of my Efforts During my Board Membership.	8/1/2019
3. A letter of Appreciation from the Dean of the School of Business for Efforts Expended in Implementing ISO 2015:9001 Project .	24/12/2019
4. A Letter of Appreciation from the President of the University of Jordan in Recognition of a Donation made to the School of Business	29/1/2018
5. A Letter of Appreciation from the Dean of the School of Business in Recognition of Active Participation in Supporting the University's Students' Union Council Elections .	23/4/2018

Excellent fluency in both the Arabic (mother tongue) and the English Languages, in terms of talking, writing and reading.