

CURRICULUM VITAE

Professor Samer Eid Dahiyat الأستاذ الدكتور سامر عيد الدحيات

Ph.D., MBA, B.Sc.



Personal Information

Title and Place of Work	Professor of Strategic and Knowledge Management Department of Business Management, School of Business The University of Jordan
Current Position	Vice Dean for Graduate Studies Affairs, School of Business
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
E-Mail	s.dahiyat@ju.edu.jo / dahiyat@yahoo.com

Academic Qualifications

Doctor of Philosophy (Ph.D.) in Strategic Management / Organizational 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	May / 2021 - Present	Department of Business Management, School of Business, The University of Jordan, Jordan.
Associate Professor	10 / September / 2012 – 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
Doctoral Research Student	September 1999 – July 2004	School of Business, University of Huddersfield, UK
Master's Student	Jan / 1998 – July / 1999	School of Business, University of Huddersfield, UK
Bachelor's Student	September / 1993 – June / 1997	Faculty of Economics and Administrative Sciences, The University of Jordan, Jordan.

Academic Managerial Experience

Vice Dean for Graduate Studies Affairs, School of Business	September/2016 – Present	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
Representative of the School of Business in the "School of Graduate Studies" Council	Sep/2016 – Present	The University of Jordan, Jordan
Head of the Department of Business Management	Sep/2007-Sep/2011	School of Business, The University of Jordan, Jordan
Head of the Department of Marketing	Sep/2008-Feb/2009	School of Business, The University of Jordan, Jordan
Acting Head of the Department of Business Economics	July/2017-Sep/2018	School of Business, The University of Jordan, Jordan
Assistant Dean for Student Affairs, School of Business	Sep/2006-Sep/2007	School of Business, The University of Jordan, Jordan

Publications

1. Dahiyat, S.E., Khasawneh, S.M., Bontis, N., Al-Dahiyat, M. (2021), "Intellectual capital stocks and flows: Examining the mediating roles of social capital and knowledge transfer", *VINE: Journal of Information and Knowledge Management Systems*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/VJIKMS-06-2020-0110>
2. 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>
3. Al Zoubi, J.Z., Dahiyat, S.E., Obeidat, A. M., Aboyasir, N.A. (2020), "National Culture, Trust, Social Networking and Knowledge Sharing Within a Knowledge-Intensive Sector: A Mediation Analysis", *International Journal of Productivity and Quality Management* (Accepted for Publication).
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. Al-Khalil, S., Dahiyat, S. E., Al-dalahmeh, M. (2014) "Intellectual capital development and its effect on technical innovation in banks operating in Jordan", *Journal of Management Research*, Vol. 6 No. 1, pp. 211-238.
12. 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.
13. Al-Zu'bi, Z. M., Dahiyat, S. E., Warrad, T., Shannak, R. O., Masa'deh, R. (2012) "Investigating the Effect of Foreign Direct Investment Technology Transfer on Mass Customization Capability in Jordan's Manufacturing Sector", *International Research Journal of Finance and Economics*, Vol. 94 No. 1, pp. 79-90.

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14. 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.

 15. 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.

 16. Al-Zu'bi, Z. M., Al-Lozi, M., Dahiyat, S. E., Alshurideh, M., Al Majali, A. (2012) "Examining the effects of quality management practices on product variety", *European Journal of Economics, Finance and Administrative Sciences*, Vol. 51, pp. 10-19.
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Reviewer for the Following Refereed Journals

1. **Management Research Review**
 2. **Business Process Management Journal**
 3. **International Journal of Productivity and Quality Management**
 4. **Jordan Journal of Business Administration**
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Teaching and Supervisory Experience

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

1. **The University of Jordan (Department of Business Management, School of Business) (September/2004 – Present) (Faculty Member: Associate and Assistant Professor)**

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, Organizational Behaviour, Total Quality Management, Research Methodology

Supervision of 26 Masters Students and the Successful Completion of their Masters Theses.

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2. **The German-Jordanian University (Talal Abu-Ghazaleh College of Business), Jordan. (Part-Time Lecturer: Associate and Assistant Professor)**

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

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3. **Talal Abu-Ghazaleh University College for Innovation, Jordan. (Part-Time Lecturer: Associate)**

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

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

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

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.
- Attendance and Participation in the " International Conference for Advanced Research in Business ". - Presented a Research Paper entitled: " <i>A Capabilities-Based Approach to Exploring Organisational Agility Enablers in the NHS</i> " - Delivered a Keynote Speech: " <i>Rediscovering Competitive Advantage: A Knowledge and Capabilities-Based Approach</i> ". - Served as a Session Chair	3/6/2013 – 5/6/2013	University of London – Goldsmith, London/UK
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: "Jordanian-European Cooperation in Higher Education", nominated by the University of Jordan.	27/11/2011	The University of Jordan, Jordan.

Committees Memberships

Head of the School of Business "Graduate Studies Committee" , University of Jordan	Sep/2016 – Present
Head of the School of Business "Study Plan 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 “Re-examining the University’s PhD and Master Degree Awarding Instructions”	8/11/2020
Member of the School of Business “COVID-19” Emergency Committee	12/3/2020-Present
Member of a committee formed by the University’s President with the task of “Studying the Academic, Managerial and Financial 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’s President with the task of organizing and implementation of a “Joint Training and Employment Project” in Collaboration with US Embassy and the US/Jordan Chamber of Commerce	9/2/2020
Member of “The University of Jordan Strategic Plan Committee”	7/11/2017 - Present
Member of the School of Business Council	Sep/2016 – Present
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 Programme in 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 programme. (2009)

Board Memberships

Member of the Board of Directors of the Institute of Banking Studies, 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 – Present
Member of "Prince Hussein Bin Abdullah Academy for Civil Defense" Council	2008-2011, 2013-2014

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

Head of a Committee formed to study the application submitted by Amman Al-Ahliyya Private University to increase the “Bachelor in Business Administration” Program’s Student Capacity.	18/9/2019
Member of the Committee responsible for “Revising all Learning Competencies, Outcomes, as well as the University Competency Exam	23/9/2018

Questions for all specializations related to Business and Administrative Sciences offered by all Jordanian Academic Institutions”.

Member of a Committee formed to study the application submitted by The Arab Open University Jordan’s Branch to increase its overall student Capacity.

3/9/2017

Training Courses and Workshops Delivered and Attended

TRAINING DELIVERED

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| 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

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| 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 |
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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
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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’s 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.