



CURRICULUM VITAE

Dr. Samer Eid Dahiyat

Ph.D., MBA, B.Sc.

PERSONAL INFORMATION

Title	Associate Professor of Strategic Management and Agility
Date & Place of Birth	12 th February 1975 / Amman – Jordan
Nationality	Jordanian
Address	University of Jordan, P.O. BOX 13276, Postal Code 11942, Amman – Jordan
Phone No.	+962-797744353 / +962-775620868 / +962-6-5160316
e-mail	s.dahiyat@ju.edu.jo / dahiyat@yahoo.com

ACADEMIC QUALIFICATIONS

Duration: September 1999 - July 2004	Degree: Doctor of Philosophy (Ph.D.)	
	University of Huddersfield	Country United Kingdom
	Field: Business Administration	
	<i>Specialisation:</i>	

Organisational Agility

Duration January 1998 – July 1999	Degree Master of Business Administration (MBA)	
	University of Huddersfield	Country United Kingdom
	Field Business Administration	
	<i>Specialisation:</i>	

Developing and Implementing Quality Improvement Programmes

Duration September 1993 – June 1997	Degree: Bachelor of Science (B.Sc.)	
	University of Jordan	Country Jordan
	Field: Business Administration	

PROFESSIONAL EXPERIENCE

- Duration (September 2016 Present) - Position **Vice Dean for Postgraduate Studies Affairs**
Organization School of Business, The University of Jordan
- Duration (September 2007 – September 2011) - Position **Chairman of the Department of Business Management**
Organization Faculty of Business, The University of Jordan
- Duration (September 2008 February 2009) - Position **Chairman of the Department of Marketing**
Organization Faculty of Business, The University of Jordan
- Duration (September 2006 February 2007) - Position **Assistant Dean for Student Affairs**
Organization Faculty of Business, The University of Jordan
- Duration (September 2013 – September 2014) - Position **Granted a Sabbatical Leave by the University of Jordan** for the Academic Year 2013 – 2014 to prepare a Research Paper entitled:
"An Integrated Model of Knowledge Acquisition and Innovativeness: Examining the Mediation Effects of Knowledge Integration and Knowledge Application".
- Duration (October 2006 – January 2007). - Position **Representative of the University of Jordan** in an on-line program launched by the **Jordanian Society for Work Ethics** and organized by **Dubai Centre for Business Ethics** for training academics on how to design modules focusing on Business Ethics to be included as part of Bachelor Degrees with a business / management focus.
-

TEACHING EXPERIENCE

Duration:
September 2012 - Present
Position: **Associate Professor**

Organization: **University of Jordan**, Faculty of Business, Department of Business Administration

Duties Responsible for teaching **Strategic Management, Knowledge Management, International Business Management, Entrepreneurship, and Organizational Theory**. (Undergraduate and Postgraduate)

Duration:
September 2004 – September 2012
Position: **Assistant Professor**

Organization: **University of Jordan**, Faculty of Business, Department of Business Administration

Duties Responsible for teaching Strategic Management, Knowledge Management, International Business Management, Entrepreneurship, Organizational Behaviour, Human Resource Management, Principles of Business Management, Business Communications, Organizational Theory, Total Quality Management, and Research Methods for Business. (Undergraduate and Postgraduate)

Duration: 2007- Now
Position: **(Part-Time Lecturer)**

Organization: **The German-Jordanian University (Talal Abu-Ghazaleh College of Business)**

Duties: Responsible for teaching the "Total Quality Management" and "Organizational Behaviour" Modules. (Postgraduate)

Duration: 2007
Position: **(Part-Time Lecturer)**

Organization: **New York Institute of Technology (NYIT)**

Duties: Responsible for teaching the "Organizational Behavior" Module. (Postgraduate)

PUBLICATIONS

JOURNALS

1. Ramadan, B., Dahiyat, S., Bontis, N., Al-dalahmeh, M. (2016) "Intellectual capital, knowledge management and social capital within the ICT sector in Jordan", *Journal of Intellectual Capital*, Vol. 18 No. 2 (Accepted and to be published).
2. Al-Sa'di, A., Abdallah, A., Dahiyat, S. (2016) "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(Accepted and to be published).
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.

Research In Progress

1. "The Effects of Organic Design and Knowledge Integration on the Relationship between Knowledge Management Technological Infrastructure and Innovativeness"

INTERNATIONAL JOURNAL OF INNOVATION MANAGEMENT

CONFERENCES

Title	Conference	Location	Date:
<ul style="list-style-type: none"> - Presented a paper entitled: "<i>The Effect of Intellectual Capital Development on the Performance of Small-Medium Enterprises Measured Through the Balanced Scorecard: The Case of Jordan as a Developing Country</i>" as part of a special session. - Served as a Session Chair. 	18 th Eurasian Business and Economics Society Conference	American University of Sharjah, UAE	2016
<ul style="list-style-type: none"> - Presented a 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 	The London International Conference for Advanced Research in Business	University of London, United Kingdom	2013
Business Process Re-engineering at the Leicester Royal Infirmary.	Business Process Re-engineering	The University of Birmingham, United Kingdom	2001

TRAINING COURSES ATTENDED

Date (15-19 June 2009).	<ul style="list-style-type: none"> ▪ Location College of Europe, Bruges Campus, Belgium 	Title "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 Programme in "Competition and Regulation".
-------------------------	---	---

Membership	Location	Date
Member of the Board of Directors of the University of Jordan Housing Fund	University of Jordan	Sept 2009 – Present
Membership Member of "Prince Hussein Bin Abdullah Academy for Civil Defence" Council	Location Prince Hussein Bin Abdullah Academy for Civil Defence	2008 – 2011 and February 2013-Present
Membership Member of the Executive	Location Talal Abu	

Committee of the **Arab Certified Quality Manager (ACQM)** Training Qualification, offered by the **Arab Knowledge and Management Society (AKMS)**, member of the **Talal Abu Ghazaleh Consulting Group (TAGCG)**. **Ghazaleh Consulting Group (TAGCG)** April 2007

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

COMMUNITY ACTIVITIES

- Delivered a lecture on *"Strategic Planning and Stakeholder Consultation"* at the **National Center for Security and Crises Management (NCSCM)**. Attendants included high-ranking officials from the Ministry of Interior (**March 2012**).

REFERENCES

Professor Azmi Mahaftha, President of the University of Jordan, Amman – Jordan.

Professor Mousa Al-Lawzi, Vice President, The University of Jordan, Amman – Jordan.

Professor Hani Al-Dmour, Secretary General, Ministry of Higher Education and Scientific Research, The Hashemite Kingdom of Jordan, Amman – Jordan.

Professor Rif'at Al-Shannak, Dean, School of Business, The University of Jordan, Amman – Jordan.