

Niveen Mazen Al-Sayyed

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EDUCATION:

- **PhD, Management Studies/ Organizational Change: University of Aberdeen – Business Management School / 2021.**
Dissertation Title: Change Agency: The Role of Boundary Spanning on Organizational Outcomes in Developing Countries: Case from Jordan.
- **Master of Business Administration / Hashemite University - Faculty of Economic and Administration Sciences / 2010.**
Courses include: Organizational Behavior, Research Method, Business Strategy, Quality Management, Managing Change and Innovation, and operations Management.
- **B.A in Business Administration / Hashemite University- Faculty of Economic and Administration Sciences /2005.**
Courses include: Principles of Management, Marketing Management, Organizational Behavior, Business Strategy, Quality Management, Human Resource Management, and operations Management, International Business.

WORK EXPERIENCE:

Feb 2023

The University of Jordan

- **Assistant Professor- Lecturer / Business Administration Department.**

Feb 2022

Arab Open University, Jordan Branch.

- **Assistant Professor/ Business Administration Department- Director of Entrepreneurship and Innovation Center.**

Sep 2010 -Feb 2022

University of Jordan

- **Faculty Member / Business Administration Department**

Main Responsibilities:

- Teach several courses in business management such as Principles of Management, Communication Management, Business Entrepreneurship, Organizational Behavior, Total Quality Management, and Hospitality Management.
- Arrange, coordinate, and monitor all exams' procedures.
- Organize and complete tasks that are related to quality assurance such as preparing for and filling out different quality assurance templates including Business Management program specifications for master and bachelor degree, Business Management master and bachelor degree curriculum, as well bachelor degree guide plan.
- Write and revise course syllabi and ILOS (intended learning objectives) for different master and bachelor business management courses.

- Write and revise course description for different master and bachelor business management courses.
- Write and revise the Curriculums of both Bachelor and Master Business Management programs.

Jan 2019 – December 2019

The University of Aberdeen, Scotland / UK

PhD Tutor / Business Management Department.

Jan 2010- Sep 2010

MEU Middle East University for Graduate Studies,

- Human Resources Administrator / Faculty Members Affairs Department

Main Responsibilities:

- Set – up and type contracts, perform internet search, correspondence and communication, coordinate among faculty members.
- Ensure filing systems are maintained and up to date.
- Ensure protection and security of files and records.
- Ensure effective transfer of files and records.

Jan 2006- Jan 2010

Amman Arab University for Graduate Studies

- Vice President for Cultural Affairs (Executive Assistant).
- Arab Center for Performance Improvement & Human Resources Development. (Executive Assistant).

Main Responsibilities:

- Organize office operations and procedures
- Typing, internet search, correspondence and communication, dealing with students.
- Ensure filing systems are maintained and up to date.
- Ensure protection and security of files and records.
- Ensure effective transfer of files and records.
- General duties and responsibilities.
- Produce, print and post notices, labels and signage and the removal of out-of-date notices.

- Accreditation and Quality Assurance Department. (Assistant Manager)

Main Responsibilities:

- Organize and complete tasks that are related to quality assurance such as preparing for and filling different quality assurance templates.

TRAINING:

1. Narratives and Storytelling in Qualitative Research – April 2019 - University of Aberdeen.
2. Getting Started with Your Thesis – April 2019. University of Aberdeen.
3. PhD Tutor Training, Business School – 2019. University of Aberdeen.
4. Literature Searching – Feb 2019. University of Aberdeen.
5. Interview skills for Arts, Humanities and Social Science - March 2019. University of Aberdeen.
6. Presentation Skills for Non- Native English Speakers – March – 2019. University of Aberdeen.
7. Academic Writing Course: Spelling, Paragraph Structure, and Constructing an Argument - March – 2019. University of Aberdeen.
8. Using NVivo in Qualitative Data Analysis - Feb 2019. University of Aberdeen.
9. Interactive Learning and Students’ Engagement - December 2018. The University of Jordan
10. How to increase citation rate - October 2018 – The University of Jordan.
11. Accreditation and quality assurance procedures September (2018). The University of Jordan
12. E-Learning (Moodle). July 2018 – The University of Jordan.
13. Staff Development Workshop (26 Aug – 17 Sep 2012). The University of Jordan
14. Performance Improvement & Human Resources Development Project. Amman Arab University.
15. Employee’s Skills Development Program (4 – 21 Feb 2007). Amman Arab University.

COMPUTER KNOWLEDGE & OTHER SKILLS

Organization: During my time at the University of Jordan, my job required excellent organizational and time management skills. I taught classes with up to 80 students in each section. Also, I was responsible for organizing and coordinating several exams for up to 10 sections and this gave me valuable management experience.

Teamwork: My jobs at different universities were team based and I have been involved in groups, teams and committees.

IT Skills: I have competency in Microsoft Office which I use in all my course work and my research for academic promotion purposes as well as exams and course material preparation.

COMMITTEE MEMEBERSHIPS

- 1- Member “AACSB Committee” Feb 2023 – Present, Business School – The University of Jordan”.
- 2- Member “Curriculum Committee” Feb 2023 – Present, Business School – The University of Jordan.
- 3- Member “Committee of Accreditation and Quality Assurance” Feb 2023 – Present, Business School - The University of Jordan.
- 4- Guest Editor 2021- Present, (Administrative Sciences SI) - MDPI publisher.

- 5- Member “Committee of Accreditation and Quality Assurance”. 2012- 2021, Business School - The University of Jordan.
- 6- Reviewer:–Emerald Publishing.
- 7- Member “Curriculum Committee”. 2016- 2021, Business School - The University of Jordan.
- 8- Member “Committee of Accreditation and Quality Assurance”. 2009-2010, Amman Arab University.
- 9- Member: Academy of International Business AIB 2021-2022.
- 10- Reviewer: PLOS ONE. Sep- 2023 till now.

TRAINER AT

- Workshop on “Principles of Management at the Center for Consultations and Studies, The University of Jordan. 17/02/2014 – 27/02/2014.
- Training Course on “Creative and Innovative Thinking” at the Center for Consultations and Studies, The University of Jordan. 3/09/2023 – 19/09/2023.

PUBLISHED RESEARCH

- Alsayyed, N. M., & Randall, J. (2023). Feminist Emergence in a Traditionally Male Industry: Case from Jordan—The Jordanian Banking Industry. *Administrative Sciences*, 13(2), 39.
- Al-Serhan, A., Saada, R., & Alsayyed, N. (2023). Women and Leadership in the Jordanian Armed Forces. *Administrative Sciences*, 13(2), 45.
- Sweis, R. J., Aldaod, S., Alsayyed, N. M., & Sukkari, L. S. (2022). Self vs. Other Raters’ Assessment of Emotional Intelligence in Private and Public Hospitals: A Comparative Study. *Administrative Sciences*, 12(4), 194.
- Alsayyed, N. Suifan, T., Sweis, R. (2021). Improving the Quality of Strategic Human Resource Development: An Integrative Model for Developing Countries. *International Journal of Quality and Productivity Management. (Inderscience Publishers)*. 1(1):1.
- Suifan, T. S., Alsayyed, N., Sweis, R. (2022). Improving Productivity through Prevention of Job Loss: The Role of Employee Engagement and Burnout. *International Journal of Productivity and Quality Management (Inderscience Publishers)*. Vol. 31, No. 3.
- Alsayyed, N. Suifan, T., Sweis, R. and Kilani, B. (2020). The Impact of Transformational Leadership on Organizational Performance. Case Study: The University of Jordan. *International Journal of Business Excellence (Inderscience Publishers)*. 20 (2), 169-190.
- Suifan, T. S., Sweis, R. J., Alsayyed, N. M., Kilani, B. A., & Juaid, M. M. (2021). Organizational justice and job engagement predicating work performance. *Int. J. Business Excellence (Inderscience Publishers)*. (24 (1), 1 - 23

- Sweis, R. J., Suleiman, R. Alsayyed, N. and Suifan, T., (2020). The effect of total quality management practices on the performance of enterprise resource planning projects: the case of Jordan. *Int. J. Productivity and Quality Management (Inderscience Publishers)*. 31(3), 319-347.
- Sweis, R. J., Ghalion, R., El-Mashaleh, M., Amayreh, I., Niveen, A. S., & Al Balkhi, W. (2019). The Effects of Training and Motivating Employees on Improving Performance of Construction Companies. The Case of Jordan. *International Journal of Information, Business and Management*, 11(2), 179-211.
- Sweis, R. J., Asma'a, S. I., Amayreh, I., & Al-Sayyed, N. (2019). The Relationship between Total Quality Management (TQM) Implementation and Organization Performance: Evidence from the Airlines Companies in UAE. *International Journal of Information, Business and Management*, 11(1), 58.
- Alsayyed, N. Suifan, T. (2017). Diversity in Team Composition, Relationship Conflict and Team Performance in Jordanian Pharmaceutical Companies. *European Journal of Business and Management* 9(3), 217-228.
- Alsayyed, N. Suifan, T. and Alawneh, A. (2016). Exploring the Effect of Perceived Service Quality on Customers Satisfaction: A Study of Banking Sector in Jordan. *Journal of Management Research-Macrothink institute* 7(1), 122-138.
- Alsayyed, N. (2014). Critical Factors affecting Human Resource Development in the Arab World. *Life Science Journal* 11(4s), 113-123. (ISSN:1097-8135).

Research in Progress

- The Role of Boundary Spanning on Organizational Outcomes in Developing Countries: Case from Jordan.
- Osama Rifaae, Niveen Alsayyed, Rateb Sweis (2023). The impact of Intellectual Capital on Competitive Advantage. The Case of the Jordanian Banking Industry.
- Mediating Effect of Technical Innovation on the Relationship between Intellectual Capital and Competitive Advantage (A survey On Banking Sector in Jordan).

Conferences

- “Exploring Resilience and Agility within International Business in the MENA Region”. Academy of International Business (AIB). The Middle East and North Africa (MENA) Chapter. 7th Annual Conference (Dubai, UAE).
- British Academy of Management-BAM-Conference (3-5th September 2019). Aston University, Birmingham, UK.

Professional Certificates

- Innovation Management – Innovation Associate – Level -1- : Global Innovation Management Institute Jan 2022.

REFERENCES

- Prof. Randall Julian. Emeritus Professor. University of Aberdeen. Honorary Professor. Edinburgh Business School, Heriot-Watt University. Email: Julian.randall@hw.ac.uk.
- Prof. Reteb Sweis. Professor- Business Management Department. The University of Jordan. E- mail: r.sweis@ju.edu.jo.
- Prof. Beverly Metcalfe – Faculty of Business and Law- Liverpool Business School. Email: metcalfebd@yahoo.co.uk.