



## CV

### **Personal Data:**

Name: Abdel Hakim Oqlah Mohammad Akhorshaideh.  
Nationality: Jordanian  
Specialization: Management  
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### **Educational qualifications:**

- 1- Jordanian General Certificate of Secondary Education 1980 .
- 2- Bachelor of Administrative Science - Faculty of Economics and Administrative Sciences - Al Yarmouk University – Jordan. 1984
- 3- Master in Management - University of Southern California - Los Angeles - United States of America. 1986
- 4- PhD in Business and Management – Human resource management, Quality Management. University of Salford, Manchester – United Kingdom. 2013.

### **Work qualifications:**

- 1- Associate Professor - Department of Public Administration – School of Business, University of Jordan. .until now.
- 2- Head of the department of Public Administration- School of Business. University of Jordan from 09/01/2016 until now
- 3- Part time Lecturer – Dept. of Public Administration - School of Business - University of Jordan from 1989 to 1991.
- 4- Full time Lecturer - Department of Public Administration, Faculty of Business - University of Jordan from 1991 to 2009.
- 5- Director of the department of Training and Continuing Education / Consultation Center / University of Jordan. From 9/5/2004 to 1/10/2007
- 6- Director of the Department of Human Resources / University of Jordan from 13/1/2008 - 1/10/2009
- 7- Deputy dean of students' affairs deanship / University of Jordan. From 09/07/2014 until 12/02/2015

8- Deputy director general of the University of Jordan Hospital for Administrative affairs 12-.02-.2015 until 1 -9-2016.

**Practical & professional experiences:**

- Trainer / designer training programs - the center of consultation services and technical studies / University of Jordan from 1991 until now.
- Trainer / designer training programs in each of the Jordanian Institute of Public Administration, Hashemite University, the Audit Bureau of Jordan, Greater Amman Municipality, Jordan University Hospital, the Jordanian Investor Protection Association, Jordan Cement Factories Company, the Customs Department, the Ministry of Social Development, Ministry of Interior, land and Surveying Department, Cities and villages development Bank, the Ministry of municipalities, .Aqaba Railway Corporation
- Conducting of several training programs in Jordan, the United Arab Emirates, Sudan and Saudi Arabia
- Scientific supervisor –Training programs for senior management employees at the . University of Jordan and supervision of participants' researches in these courses.
- Lecturer at the middle management and senior management courses at the Jordan .Institute of Public Administration
- Expert to conduct a study to simplifying procedures for the departments of the Greater Amman Municipality 1999-2000
- Expert to conduct a study of the job description in the Greater Amman Municipality .1999-2000
- Part-time adviser – Greater Amman Municipality - a study to develop a strategy for development of the management of human resources. 2004 - 2005.
- Scientific supervisor and Lecturer- University of Jordan staff, since 2004 .
- Achieving a consultation by (FFF project) for Alfa Beta for management and .investment 2005 - -2006- Training Needs Assessment.
- The membership of the committees of preparing competition examinations to applicants for jobs in the government - the Civil Service Bureau, General Customs Department, the Department of Income and Sales Tax - 2005-2016.
- Perform a variety of management consultations in many areas, including the study of building the organizational structure of the International Centre for development in Dubai and Bahrain University for Applied sciences The University of Jordan , the Greater Amman Municipality , the Ministry of Higher Education and Scientific Research and many studies to identify training needs in the various ministries and public institutions in Jordan.
- Design the Bachelor and Master Program modules for the Modern college of Business and science in Muscat, Sultanate Oman. 2017-2018.
- Member of Excellence Award committee, Bureau Civil service 2020.

**The areas of teaching and training:**

Human resources management, institutional development, crisis management, administrative supervision, local administration & decentralization, managerial leadership, management control, training of trainers, management training, public relations, communication skills, interpersonal skills with the public, planning, career motivation, decision making and problem solving, total quality management, materials management, change management and development, simplification of procedures, the basic administrative skills, office management, secretarial, training needs analysis, corporate performance evaluation, the social responsibility of

organizations, time management and dealing with the pressures of work, attracting customers and dealing with them and their service, strategic planning, management reporting

### **Published Researches:**

- 1- Analysis of work stress among nursing staff at the University of Jordan Hospital, Journal of studies, University of Jordan. Volume 33, Number 2, July 2006.
- 2- Workers' attitudes towards the use of the quality system, in the Greater Amman Municipality, Journal of Studies. University of Jordan.. Derasat Journal of the University of Jordan. 2005.
- 3- The Training Needs Assessment of workers in the University of Jordan. Journal of business. The University of Jordan. 2004.
- 4- Understanding formality and informality in information system pre-evaluation process: examining case research from an actor network theory perspective. Journal of Management Research. 2016.
- 5- A qualitative Analysis of product innovation in Jordan's pharmaceutical sector. (European scientific journal) vol.11, no. 4.(2015).
- 6- Review the operational Excellence Factors of service firms: A literature Review. (European Journal of Business and Management) .vol. 8, No. 3 (2016).
- 7- Factors affecting the intention of Adopting cloud computing in Jordanian Hospitals. (Scientific Research publishing) May 2016.
- 8-Public budgeting in Jordan: Governance structure and budget preparation process. Journal of Social Sciences. Vol. 8. No. 2 (2019 ).
- 9-Studying the negative effects of wasta and favoritism on quality in Jordanian public universities: an exploratory study, The Arab Journal of Education Quality, Volume IV: Issue 1, 2017.
- 10- The effect of product quality on the competitive advantage in industrial companies to which the government contributes in Jordan. Al-Quds Open University Journal for Administrative and Economic Research, Volume 12, 2018.
- 11- Total Quality and Performance Management: Selected Cases from Jordan. Tishreen University Journal, Economic and Legal Sciences Series. Volume 40, Issue 6. 2018.
- 12- Adoption of a new system at King Hussein cancer center (KHCC) : the effect of computerized process workflow on users' satisfaction. Academy of strategic management journal. Vol. 20, issue 6, 2021.

Supervising many of the Masters' degree theses in different management areas

### **Conferences and committees:**

- \*Workshop on the role of training in human resource development and the .development of the administrative process / University of Jordan 09/06/2004
- \*Workshop in the decentralization and local governance / Ministry of Interior / .Hashemite Kingdom of Jordan 15/10/2004

- \*Jordan's first training conference / Member of the Preparatory Committee of the Conference 16-17 / 3/2005
- \*Conference Business Administration - Faculty of Business Administration - University of Jordan 2005-2006 cycle
- \*Training Workshop (Project Management) - University of Jordan 07/01 to 07/10 /, 2006
- .Workshop (strategic planning) - University of Jordan 01/15 to 01/21 /, 2006 .
- \*Member of the Preparatory Committee - the fifth Arab conference on consulting and training - University of Jordan and the Arab Organization for Administrative Development 2-4 / 7/2007
- \*Member of the Board of manpower in the health sector Development Center - University of Jordan in 2008
- \*Member of the Preparatory Committee and the evaluation of worksheets \_ . Conference Faculty of Business, the University of Jordan -2014
- \*Deans of student affairs at Jordanian Universities Conference, Princess Sumaya University, Amman 0.2014
- \*Member of the board of the school of Business - University of Jordan in 2014 until now
- \*Member of the Committee of Scientific Research in the faculty of Business - University of Jordan
- Member of the Committee of the Strategic Plan at the University of Jordan Hospital
- Chairman of the Supreme Committee of Public Safety at the University of Jordan Hospital
- \* Head of Quality team at the University of Jordan Hospital
- \* Member of the Supreme Committee for the management of the University of Jordan Hospital
- \* Member of the Executive Committee of the University of Jordan Hospital.2015-2016
- \* Member of the University of Jordan council, 2018- until now

### **Membership**

- \* Member of the International Center for Public Administration IPAC Los Angeles, USA.
- \*.Founder member of the Jordanian Society for Human Resource Management.
- \*Founder member of the Jordanian Society of Public Administration

### **Languages**

- Arabic .
- English .