

دائرة الموارد البشرية
Human Resources Department

Date: 28/11/2020



GHAITH ABDULRAHEEM ALI ALSHEIKH

PERSONAL INFORMATION

Title: Lecturer

Academic Rank: Assistant Professor

Date & Place of Birth: 18/12/1988

Nationality: Jordanian

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ACADEMIC QUALIFICATIONS

Degree	Major	Duration (From-To)	University	Country
PhD	Business Administration/ Human Resource Management	2017-2019	Universiti Sultan Zainal Abidin (UniSZA)	Malaysia
Master	Business Administration	2015-2017	Universiti Malaysia Perlis (UniMAP)	Malaysia
Bachelor Degree	Business Administration / Hotel Management	2007-2011	Hashemite University (HU)	Jordan

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TEACHING EXPERIENCE

Duration	Rank	Institution	Department/Faculty	Country
15/09/2020 → until now	Assistant Professor	Amman Arab University	Human Resource Management Department	Jordan
23/4/2017 → 30/12/2019	Research Assistant	Universiti Sultan Zainal Abidin (UniSZA)	Faculty of Business & Management Science	Malaysia
2/7/2015 → 27/3/2017	Research Assistant	UniMAP University	School of Business Innovation and Technopreneurship	Malaysia
06/12/2012 → 17/08/2015	Lecturer	Technical and Vocational Training Corporation	Madinnah College of Tourism & Hospitality	Kingdom of Saudi Arabia

OTHER EXPERIENCE

Duration	Rank	Institution	Department/Faculty	Country
2020 → until now	External Supervisor	Universiti Sultan Zainal Abidin (UniSZA)	Faculty of Business & Management Science	Malaysia
2020 → until now	External Supervisor	Universiti Sains Malaysia (USM)	School of Management	Malaysia

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PUBLICATIONS

JOURNALS

Author/s (In Order)	Title	Journal	Vol./No.	Publication Date
▪ Ghaith, A., & Mutia, S. A. A. (2019).	Effect of behavioral variables on organizational citizenship behavior (OCB), with job satisfaction as moderating among Jordanian five-star hotels: A pilot study.	<i>International Journal of Ethics and Systems</i> .	Emerald	
▪ Ghaith, A., Mutia, A. H., Firas, A., & Enas, A.-N. (2019).	Examining Competitive Advantage Moderating Role on the Relationship between Knowledge Sharing, Work Engagement, and Organizational Citizenship Behavior (OCB) in the Jordanian Universities.	<i>International Journal of Innovative Technology and Exploring Engineering (IJITEE)</i> .		
▪ Enas, A.-N., Ghaith, A., Abdullah, A. A., & bin A. Tambi, A. M. (2019).	Review of the impact of service quality and subjective norms in TAM among telecommunication customers in Jordan.	<i>International Journal of Ethics and Systems</i> ,	35(1),	148-158. Emerald
▪ Enas, A., Abdul Malek, T., Ghaith, A., & Firas, A. (2019).	Extension of TAM Model with Service Quality and Customer Satisfaction in the Jordanian Telecommunication Companies.	<i>International Journal of Innovative Technology and Exploring Engineering (IJITEE)</i> .		
▪ Ghaith, A. A. A., Enas, A. T. A., Mutia, S. B. A. H., & Abdul Malek, B. A. T. (2018).	The Impact of Human Resource Management Practices, Organizational Culture, Motivation and Knowledge Management on Job Performance with Leadership Style as Moderating Variable in the Jordanian Commercial Banks Sector.	<i>Journal of Reviews on Global Economics</i> ,	6,	477-488.
▪ Ghaith, A. A. A., Mutia, S. B. A. H., Maysoon, S. A. A., & Abdul, M. B. A. T. (2018).	The Mediating Role of Organizational Culture on the Relationship between Employee Performance and Antecedents in the Hotel Sector.	<i>Journal of Reviews on Global Economics</i> ,	6,	489-497.
▪ Ghaith, A. A. A., Mutia, S. B. A. H., Ahmad, A., Enas, A. T. A., & Abdul Malek, B. A. T. (2018).	Investigation of Factors Influencing Customer Loyalty in Malaysia and Jordan Hotel Industry.	<i>University Malaysia Perlis, Malaysia, Perlis.</i>	(2-5)	
▪ Enas, A.-N., Abdul Aziz, A., Ghaith, A., Puspa, L. G., & Abdul Malek, T. (2018).	The Impact of Service Quality, Subjective Norms, and Voluntariness on Acceptance of Provider's Mobile Telecommunication Service in Jordan.	<i>International Journal of Engineering & Technology</i> ,	7(4.34),	149-152.
▪ Mutia, A. H., & Ghaith, A. (2018).	The Impact E-Commerce Service Quality to Loyalty Evidence Study in Malaysian Hotel Industry.	<i>International Journal of Academic Research</i>		

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in Business and Social Sciences, 8(12), 766–776. doi: DOI: 10.6007/IJARBS/v8-i12/5071.

- **Mutia, S. B. A. H., Ghaith, A. A. A., & Ahmad, Y. A. A. (2017).** A Study on the Relationship between Organizational Culture, Leadership Style, Organizational Commitment and Organizational Citizenship Behaviour, Intrinsic Motivation as Mediating with Reference to Employees Working in Jordanian Luxury Class Hotel. *World Applied Sciences Journal, 35.* doi: 10.5829/idosi/wasj.seiht.2017.119.126.
- **Ghaith, A. A. A., Mohd, H. M. J. Z., & Aseel, A. A. A. (2016).** The Customer Satisfaction Role on Customer Loyalty, New Evidence among Jordanian Hotel Industry. *Imperial Journal of Interdisciplinary Research, 2(12).*
- **Ghaith, A., Zukime, M., & Safizal, A. (2016).** The Impact and Trend of Service Quality on Customer Loyalty towards Five Stars Hotels: A Comparative Study of Malaysia and Jordan. *International Journal of Engineering Sciences & Management Research, 3(2349-6193).*

CONFERENCES

Author/s (In Order)	Title	Conference	Country	Date
▪ Ghaith, A. ,Mutia Sobihah, H., & Zukime Mohd, J. (2017).	<i>The Effect of Factors on Customer Satisfaction towards Customer Loyalty. Evidence from Jordanian Five Star Hotels.</i>	Paper presented at the International Conference on Environmental, Sports & Recreation, UniSZA Im4u Outreach Camp, Merang, Setiu, Terengganu, Malaysia.		
▪ Mutia Sobihah, H., Ghaith, A., & Ahmad, A. (2017).	<i>A Study on the Relationship between Organizational Culture, Leadership Style, Organizational Commitment and Organizational Citizenship Behaviour, Intrinsic Motivation as Mediating With Reference To Employees Working In Jordanian Luxury Class Hotel.</i>	Paper presented at the International Academic Conference on Business and Economics.		
▪ Ghaith, A., & Mutia, S. A. A. (2019).	<i>Examining Competitive Advantage Moderating Role on the Relationship between Knowledge Sharing, Work Engagement, and Organizational Citizenship Behavior (OCB) in the Jordanian Universities.</i>	Paper presented at the Postgraduate Research Conference UniSZA (PRCU).		

UNIVERSITY COMMITTEES

- *Strategic Consultancy Committee to Develop KPI's According to BSC*
- *Quality Committee (College)*
- *Library Committee (University)*

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WORKSHOPS ATTENDED

- *University training at Le MERIDIEN Amman Hotel, (starting at 2/5/2010 to 30/6/2010).*
- *Communication skills.*
- *Preparation food.*
- *Service marketing.*
- *Food and Beverage management (F&B).*
- *Guest satisfy index (GSI).*
- *Human five truths.*
- *Loyalty Support Service Company, (started ay September, 2009 up to November.*
- *ZAD for Food & Beverage, (started from September 2008 to November).*
- *English Courses (IELTS).*
- *How to publish Scopus.*
- *Analysis quantitative (SPSS, PLS3, AMOS).*
- *Analysis qualitative (Stata).*
- *Orientation Session, November 2015, UniMAP University.*
- *Thesis Writing Workshop, November 2015, UniMAP University.*
- *Colloquium 'Building Research Capacity and Productivity' October 2016, UniMAP University.*
- *ISS Research Skills Development Workshop Series: The First Step in a PhD Journey, September. 2016, Universiti Utara Malaysia (UUM).*
- *Mastering Research, July 2017, Universiti Sultan Zainal Abidin (UniSZA).*
- *Workshop on PLS-SEM, August 2017, Universiti Sultan Zainal Abidin (UniSZA).*
- *Research Methodology Class October 2017.*

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RESEARCH INTERESTS

Customer Loyalty, Customer Satisfaction, Service Quality, Organizational Citizenship Behavior (OCB), Marketing, Tourism and Hotel Management, Green Marketing, Employee Performance, Human Resources management, Intention, TAM Model, E-Marketing , E- Commerce, E- Service Quality, Motivation, Organizational Culture, Leadership Style , Organizational Commitment , Emotion, Hospitality, Ethics Extend Management Theories.

OTHER COMMUNITY ACTIVITIES

- *Excellence job performance of Tourism & Hospitality College at al Medina.*
- *Organize workshops for Dean's technical colleges at Medina.*
- *Participation in exhibitions and forums, in Saudi Arabia.*
- *Opening laureate college for Tourism and Hospitality at Medina.*
- *Opening laureate college for Tourism and Hospitality at Riyadh.*
- *Presenter in International Conference on Environmental, Sports & Recreation 2017.*
- *Presenter in Postgraduate Research Conference UniSZA (PRCU) 2018.*

AWARDS RECEIVED

- *Graduate on time (GOT) from UniSZA 2019*
- *Best student in faculty of business and management sciences (PhD) 2019.*
- *Best presenter in the Postgraduate Research Conference UniSZA (PRCU) 2018.*