

Haitham Hijazi

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P.O. Box, Amman ..., Jordan

Education

- Ph.D. in Business Management, Amman Arab University for Graduate Studies, 2004/2005 (Measuring the Impact of Knowledge Management Recognition and its Utilization at Public and Private Jordanian Organization: Analytical Comparative Study Between Public and Private Sectors Towards Building A Model of Knowledge Management Utilization)
- Master's Degree in Educational Planning, University of Jordan, 1992 (Analyzing Price Utility of Education Among Jordanian Private Universities)
- High Diploma in Arabic Language and Literature, University Saint-Joseph, Lebanon, 1978
- Bachelor Degree in Arabic Language and Literature, Damascus University, 1977

Professional Experience

- President of Civil Service Bureau, from 08/06/2011 until 01/05/2012
- Secretary-General of the Prime Ministry, from 14/07/2010 until 07/06/2011
- Team Leader at the General Secretariat of the Prime Ministry - Restructuring Project, 2011
- Team Leader at Prime Ministry for Workload Analysis Project, 2011
- Team Leader of Strategic Planning in Prime Ministry, 2010-2011
- Team Leader of Civil Service Bureau Workload Analysis Project, 2011
- Consultant for Senate House President, from 16/02/2006 until 13/07/2010
- Consultant at Prime Ministry, from 04/05/2004 until 15/02/2006
- Director of General Directorate of Senate House Presidency and Director General of Senate President Bureau, from 21/10/1997 until 03/05/2004
- Manager of General Secretary of Senate House Office, from 15/03/1997 until 20/10/1997
- Speaker of the Parliament Office Manager, from 15/05/1993 until 15/03/1997
- Information Officer at Ministry of Higher Education, from 05/03/1991 until 14/05/1993
- Curricula Department Member at Ministry of Higher Education, from 18/06/1988 until 05/03/1991
- Lecturer in Hiwara Community College, from 02/12/1987 until 18/06/1988
- Participant in High Management Course, General Management Institute, Amman, Jordan, 2001

Academic Experience

- Dean of Scientific Research and Graduate Studies at Jerash University, from 2/10/2022
- Full time Associate Professor, Jerash University, from 01/10/2022 to present
- Full time Assistant Professor, Jerash University, from 1/10/2019
- Full time Assistant Professor, Middle East University / Graduate Studies, from 01/09/2014 until 31/08/2016
- Full time Assistant Professor, Al-Zaytoonah University of Jordan, from 14/09/2008 until 30/08/2014
- Part time lecturer, University of Jordan, for the Academic year 2018/2019
- Part time lecturer, from 2005 until 14/09/2008, at the following universities:
 - Al-Zaytoonah University of Jordan
 - Isra University
 - Al-Ahliyya Amman University
 - Al-Balqa Applied University

Taught Subjects

- Principals of Administrative Sciences (1)
- Principals of Administrative Sciences (2)
- Organizational Behavior
- Administrative Policies and Strategies
- Public Management
- Organizational Development and Change
- International Management
- Creative Entrepreneurship
- Modern Administrative Cases
- Development Management
- Human Resources Management
- Organization Theory
- Knowledge Management
- Total Quality Management
- Time Management
- General Institutions Management
- Projects Planning and Management
- Small Projects Management
- E-Business Management
- Supervisor of Graduation Projects

In Arabic

- Measuring Work Pressure on Working Motivation within the Jordan Senate House: Case Study, Al-Balqa Journal for Research and Studies, 2nd Edition, Volume 13, September 2010, Amman
- The Impact of International Standard ISO 26000 on Social Responsibility in Achieving Competitive Advantage at the Specialized Hospital in Amman – Jordan: Case Study, Jerash University Journal
- The Impact of Corporate Governance on Achieving Competitive Advantage: Field Study at Private Hospitals in Amman City, Global Journal of Economics and Business, Vol.9, No.2, 2020

In English:

- How Firm-Specific Characteristics Determine Capital Structure: An Empirical Evidence, Al-Balqa for Research and Scientific Studies, Al-Ahliyya Amman University, No. (2), Vol. (13), September 2010
- Management Ethics Impact on Organizational Loyalty: A Case Study of The Senate Employees in Jordan, European Journal of Business and Management, Vol. (5), No. 16, 2013
- Measuring the Effect of the Perception of Knowledge Management on its Utilization in Public Sector in Jordan: A comparative Study to Determine the Change in the Utilization of Knowledge Management Between 2004 – 2013, Information and Knowledge Management, Vol. (3), No. 11, 2013
- Impact of Social Capital on Knowledge Sharing in Public Sector in Jordan, Information and Knowledge Management, Vol. (4), No. 1, 2014
- Enhancing Software Team Planning and Delivery Performance using Agile Driven Quality Measures: Approach, Results, and Recommendations, Computer Engineering and Intelligent Systems, Vol. (6), No. 5, 2015
- The Role of Knowledge Management in Developing the Characteristics of Entrepreneurial Organization Entrepreneur Styles as Moderator Variables: Applied Study in the Jordanian Pharmaceutical Manufacturing Sector, International Journal of Small Business and Entrepreneurship Research, Vol. (3), No. 7, 2015
- The Impact of Applying Good Governance Principles on Job Satisfaction among Public Sector Employees in Jordan. Open Journal of Business and Management (OJBM), Vol. (9), No. 1, 2021
- The Impact of Human Resources Management Practices (HRMPs) on Job Burnout among Faculty Members in Public and Private Universities in Jordan. International Journal of Academic research in Business & Social Sciences, Vol. 11, No. 7, 2021

- The Relationship Between E-learning During Coronavirus Pandemic and Job Burnout Among Faculty Members in Public and Private Universities in Jordan. International Journal of Academic Research in Business and Social Sciences. Vol. 11, No. 11, 2021
- The Impact of the International Standard ISO 26000 for Social Responsibility Dimensions on Achieving Competitive Advantage in Specialty Hospital in Amman - Jordan (Case Study)
- The Impact of Corporate Governance on Achieving Competitive Advantage: A field Study of the Private Hospitals in the City of Amman. Global Journal of Economics and Business (GJEB), Vol.9, No. 2, 2021
- Impact of the employee engagement on the continuous improvement through the innovative behavior in the public sector in the Hashemite Kingdom of Jordan. Journal of Positive School Psychology, Vol. 6, No. 2, 2022
- The Effect of Fiscal Policy on the Economic Growth: An Analytical Study, Evidence from Jordan (2005-2020), Universal Journal of Accounting and Finance Vol. 10(3): 729-738, 2022

Scientific Conferences

- The Fourth General Conference of Arab Trainers, Kuwait, 16/04/2016
- The Tenth General Conference of Human Resources, participant in a seminar titled (Human Resources and Training: Quality and Standards / Swiftiness and Flexibility), Kuwait, 17-19/04/2016
- The Third General Conference of Arab Trainers Union, Muscat, 12/04/2015
- The Ninth General Conference of Human Resources (led seminar on a group of work papers submitted to the conference), Muscat, 12-14/04/2015, and a participant in a seminar entitled (The Reality of Human Resources and Training in Public and Private Sectors: Challenges and Solutions), Muscat, 12-14/04/2015
- The First General Conference of Arab Trainers Union, Amman, 31/08/2013
- The Seventh General Conference of Human Resources, Amman, 01-02/09/2013
- The First Arabic Conference for Maintaining Excellence and Competitiveness with a working paper entitled (Applying a Suggested Model for Employing Knowledge Management in Jordanian Institutions), Mustaqbaliyat for Training and Consultations in conjunction with the Arab Organization for Administrative Development, affiliated with LAS, Amman, 12-14/04/2008
- The First Arab Conference for Human Resources (Excellence in Human Resources Investment), Al-Marje' for Consultations and Training Company, a working paper entitled (Using Knowledge Management for Human Resources Development in Public and Private Organizations), Dead Sea, 15-16/04/2007
- The Fifth Annual International Scientific Conference (Knowledge Economy and Economic Development), Al-Zaytoonah University, 25-27 April, 2005
- International Conference on Training of High-Level Civil Servants on World Trends, Taiwan, 25-26 July, 2011

Master Thesis Supervision

- Master thesis by student Anas Riyadh Hussien entitled “The Impact of Practicing Human Resources in Managing Supply Chain in Manufacturing Industry Companies in Amman”, Middle East University, 2015
- Master thesis by student Maher Mohammad Al-Dwairi entitled “The Impact of International Standard ISO 26000 On Social Responsibility in Achieving Competitive Advantage: Case Study on the Specialized Hospital in Amman – Jordan, Middle East University, 2015
- Master thesis by student Idris Wael Muhee Aldeen entitled “The Impact of Governance on Achieving Competitive Advantage: Applied Study on Zain Telecommunication Company / Jordan”, Middle East University, 2015
- Master thesis by student Ibrahim Ahmad Dawood entitled “The Impact of E-Polarization on Employment Turnover: Case Study on Umniah Telecommunication Company”, Middle East University, 2016

Master Thesis Discussion

- Thesis by student Sa’ad Suood Almutairi entitled “Organizational Culture and its Impact on Organizational Citizenship Behavior Among Workers in Saudi Embassies Abroad” Al Al-Bayt, Al-Mafraq, Jordan, 02/08/2016
- Thesis by student Ayham Majed Al-Shareef entitled “The Impact of Selection and Appointment Policies on Workers’ Performance in the Greater Amman Municipality” Al Al-Bayt, Al-Mafraq, Jordan, 23/05/2016
- Thesis by student Razan Ali Abdelmahdi entitled “The Impact of Information Technology, Communications, and Marketing Mix Elements on Health Care Quality: A Study in Hussein Cancer Center – Jordan”, Middle East University, Amman, Jordan, 24/05/2016
- Thesis by student Enas Mohammad Al-Radaydeh entitled “the Impact of Intelligent Organization Characteristics on Crisis Management: An Applied Study at Private Hospitals in The Capital Amman”, Middle East University, Amman, Jordan, 19/01/2016
- Thesis by student Sufian Nadmi Al-Sheyab entitled “The Role of Compensations in Workers’ Motivation at Jordanian Private Universities”, Jadara University, Irbid, Jordan, 10/02/2015
- Thesis by student Amer Usama Barakat entitled “The Role of Implementing Lean Six Sigma Approach in the Relationship Between Quality Orientation and Achieving Competitive Superiority: Case Study Middle East University”, Middle East University, Amman, Jordan, 21/01/2015
- Thesis by student Rakan Nayef Abu Zaid entitled “The Impact of Human Resources Management Practices in Achieving Competitive Advantage Through the Outputs of Human Resources Management / Field Study in King Abdallah II Bin Al-Hussein Industrial City”, Al-Balqa Applied University, Amman, Jordan, 2012

- Thesis by student Fatima Musa Omran entitled “The Impact of Transformational Leadership in Applying Total Quality Management on Facing the Challenges of Health Care Services”, Al-Zaytoonah University of Jordan, Amman, Jordan, 2012
- Thesis by student Sami Abdallah Almadan entitled “Measuring the Impact of Organizational Culture Factors on Implementing Knowledge Management in Jordan Telecommunication Group/Orange Group: Case Study”, Amman Arab University / Graduate Studies, Amman, Jordan, 31/01/2009
- Thesis by student Sa’ad Marzouq Nabi Al-Watari entitled “The Impact of Work Pressures on Workers Creativity: Case Study in Kuwait Zain Telecommunication Company”, Amman Arab University / Graduate Studies, Amman, Jordan, 26/04/2009

Scientific Publications

1. Book: Knowledge Management (Theoretical Introduction), Al-Ahliyya For Publication and Distribution, Amman, 2005
2. Translated Book: Knowledge Management (Theoretical Introduction), Al-Ahliyya For Publication and Distribution, Amman, 2005
3. Book: The Functions of Organizations (Administrative Introduction for The Dimensions of the 21st Century), Scientifically Refereed, Al-Ahliyya For Publication and Distribution, Amman, 2008
4. Book: International Business Management, Al-Ahliyya For Publication and Distribution, Amman, 2010
5. Book: Intelligence of Business and Information Technology, Dar Safa for Publication and Distribution, Amman, 2011
6. Book: Principles of Project Management and Feasibility Studies, Dar Safa for Publication and Distribution, Amman, 2013
7. Book: Integrated Methodology for Knowledge Management / An Introduction to Achieve Organizational Excellence in the Third Millennium, Scientifically Refereed, Dar Alradwan For Publication and Distribution, Amman, 2014
8. Book: Managing Small Projects (An Entrepreneurial and Technological Perspective), Scientifically Refereed, 2nd edition, Dar Safa for Publication and Distribution, Amman, 2014

Training and Consultation

- Certified Trainer – Jordan Trainers Society
- Certified Consultant Trainer – Arab Trainers Union
- Certified Trainer – IAPPD
- Member – European Center for Research, Training, and Development, United Kingdom, 01/12/2015 to present

Knowledge Management

- Training Course in “Knowledge Management” for Ministry of Tourism, supervised by King Abdallah II Excellence Center – Jordan, 29-30/09/2019
- Fourth Training Course in “Knowledge Management: An Introduction to Achieve Organizational Excellence”, Saline Water Conversion Corporation, Jeddah, KSA, 23-25/06/2014
- Third Training Course in “Knowledge Management: An Introduction to Achieve Organizational Excellence”, Saline Water Conversion Corporation, Jeddah, KSA, 16-18/06/2014
- Second Training Course in “Knowledge Management: An Introduction to Achieve Organizational Excellence”, Saline Water Conversion Corporation, Al-Khubar, KSA, 28-30/04/2014
- First Training Course in “Knowledge Management: An Introduction to Achieve Organizational Excellence”, Saline Water Conversion Corporation, Al-Khubar, KSA, 21-23/04/2014
- Trainer of Trainers Course, “Building and Evaluating a Knowledge Management Program”, Jiyad Industrial Group, Republic of Sudan, 17-21/11/2013
- Trainer of Trainers Course, “Knowledge Management: an Introduction to Achieve Organizational Excellence in the Third Millennium”, Ministry of Interior / Nationality, Residence, and Entry Points Department / UAE, Abu Dhabi, 05-09/05/2013
- Trainer of Knowledge Management at the Jordan Securities Depository Center, Amman, 27/01-14/02/2008
- Trainer of Trainers Course, “Using Knowledge Management in Developing Institutional Capacity of Legislative Assemblies”, Mustaqbaliyat for Training and Consultations, Amman, Jordan, 12-13/07/2008
- Trainer of Trainers Course, “The Role of Knowledge Management and E-Government in Enhancing the Level of Service Quality Provided by Public and Private Institutions”, 23-24/08/2008, Mustaqbaliyat for Training and Consultations, Amman, Jordan
- Trainer of Knowledge Management at the Biomedical Engineering Directorate, Amman, 18/12/2008
- Trainer of Knowledge Management at the Jordan Phosphate Mines Co JPMC / Industrial Complex, 06-07/01/2006
- Trainer of Knowledge Management at Al-Jazeera Channel, Qatar, 14-17/04/2006
- Consultant in Knowledge Management, Jordan Securities Depository Center, Amman, 2008

Strategy Planning

- Course on “Thinking and Strategic Planning”, 12-15/03/2017, Istshraf Al-Mustakbal Center for Training and Consultations, Amman, Jordan
- Course on “Thinking and Advanced Strategic Implementation”, Chevron Corporation and Kuwait Gulf Oil Company, Kuwait, 01-04/06/2014
- The Second Training Course in “Strategic Planning and Change Management”, Bahrain Labor Fund (Tamkeen), Al-Bateel Center for Training, and Teacher Institute, Bahrain, from 17-21/02/2013
- The First Training Course in “Strategic Planning and Change Management”, Bahrain Labor Fund (Tamkeen), Al-Bateel Center for Training, and Teacher Institute, Bahrain, from 14-20/04/2013

Building Institutional Capacity and Institutional Excellence

- Internal Judge for the Abu Dhabi Prize for Excellent Governmental Performance, the General Command of Abu Dhabi Police, 09-27/08/2015
- Internal Judge for the Abu Dhabi Prize for Excellent Governmental Performance, The Environment Body / Abu Dhabi, 26-27/08/2015
- Internal Judge for the Abu Dhabi Prize for Excellent Governmental Performance, The Environment Body / Abu Dhabi 17/06-03/07/2015
- Main Judge for the Al-Dana for Excellence Prize / Sectors and Managements Category, The Environment Body / Abu Dhabi, 23-26/02/2015
- Jordan Central Bank Consultant, King Abdallah II Prize for Governmental Performance Excellence and Transparency / the Distinguished Employee Prize for the fourth round, 2009 (Central Bank won the prize in 2009)
- Judge for the King Abdallah II Prize for Excellence for the round of 2008/2009
- Prepared sustainability reports according to GRI standards for the Ministry of Interior in UAE and Dubai Police Command of 2016

Administrative Leadership Field

- Training Program on “Leadership and Advanced Administrative Skills” for staff at Jordan Investment Commission, Jordan, 22-25/09/2019
- Trainer in “Training Women Administrative Leaderships in Governmental Sector”, Social Security Corporation, Jordan, 12-15/03/2018
- Trainer in “Leading Change and Creativity that is Dependent on Talent Management” for senior management at the General Irrigation Corporation, KSA, 26-30/08/2017
- Trainer in “Leading Change and Creativity that is Dependent on Talent Management” for senior management at the General Irrigation Corporation, KSA, 03-07/08/2017
- Trainer in “The Distinguished Manager and the Building of Administrative Competencies”, Ministry of Industry, Trade and Supplies in conjunction with the Institute of Public Administration, Amman, 09-12/09/2013
- Trainer in “Advanced Administrative Skills”, Trade and Investment Company, Sultanate of Oman, Turkey, 07/11/09/2014
- Trainer in “Leadership Excellence and Creativity”, group of senior administrators at the Sudanese Ministry of Planning and Urbanism, and Ministry of Labor and Human Development, Turkey, 18-21/11/2014

Institutional Happiness

- Trainer in “Managing Individual Behavior in Institutions: An Introduction to Achieve Employment Happiness”, Social Security Corporation, Amman, Jordan, 19/09/2017
- Trainer in “Managing Individual Behavior in Institutions: An Introduction to Achieve Employment Happiness”, employees of governmental ministries and institutions, Institute of Public Administration, Amman, Jordan, 10/09/2017

Future Foresight

- Trainer in “Fore Sighting the Future of the Public Sector in Jordan”, course for employees of Jordanian governmental ministries and institutions, Future Foresight Center, Amman, Jordan, 08-10/01/2017
- Trainer in “Fore Sighting the Future of the Public Sector in Jordan”, course for employees of Jordanian governmental ministries and institutions, Future Foresight Center, Amman, Jordan, 11-13/06/2017
- Trainer in “Fore Sighting the Future of Business”, Future Foresight Center, Amman, Jordan, 17-19/09/2017

Total Quality Management

- "Accountability Systems: Total Quality Management", employees in the water sector in Jordan in conjunction with AQUA and OXFAM, Amman, Jordan, 24-26/07/2018

Good Governance

- "Accountability Systems: Good Governance in Public Sector Institutions", employees of the water sector in Jordan in conjunction with AQUA and OXFAM, Amman, Jordan, 07-09/08/2018

Risk Management

- "Accountability Systems: Risks Management in Water Sector", employees of the water sector in Jordan in conjunction with AQUA and OXFAM, Amman, Jordan, 14-16/08/2018

Other

- Human Resources Management According to the EFQM Model
- Knowledge Management (Basic), accredited by IAPPD (after passing the exam, participants are granted a certificate of KM Specialist by IAPPD)
- Knowledge Management (Advanced), accredited by IAPPD (after passing the exam, participants are granted a certificate of KM Specialist by IAPPD)
- Management of Meetings
- Building and Managing Work Teams
- Time and Work Pressure Management
- Effective Authorization and Empowerment Management
- The Professional Leader
- Building of Organizational Structures
- Preparing and Delivering Presentations
- Communication Skills

Lectures

- “Leadership and Management Of Small Projects”, Jerash Youth Directorate, 26/02/2020
- “Where is the Civil Service System Heading To?”, Al-Sareeh Ideology and Culture Society, Al-Sareeh, Irbid, 02/11/2019

- “The Role of Universities in Fore Sighting the Future”, University of Science and Technology, Irbid, 07/08/2019
- “The Future of Public Administration in the Arab World - Challenges and Solutions, Jordan as a Model”, Arab Thought Forum, Amman, 07/07/2019
- “Fore Sighting the Future – a Governmental Perspective”, Arab Thought Forum, Amman, 27/01/2019
- “Knowledge Management as one of the Standards of the King Abdallah II Prize for Governmental Performance Excellence And Transparency”, National Training Institute, Amman, 29/08/2006

Electronic Publications

- Founder and Director of “Knowledge Makers” www.hijazi-km.com which is a website specialized in knowledge management

Memberships in Committees, Clubs, and Societies

- Member of the Jordanian Academicians Society from 4/11/2021
- Member of the Board of Directors of the Jordan Development Zones Company, representing Government of Jordan, 01/05/2011 until 2016
- Member of the Board of Trustees of the King Abdallah II Prize for Governmental Performance Excellence and Transparency, from 14/07/2014 until 07/06/2011
- Member of the Civil Service Assembly from 14/07/2010 until 01/05/2012
- Member of the National Committee of Woman Affairs, from 14/07/2010 until 07/06/2011
- Member of the Supreme Council of Civil Defense, from 14/07/2010 until 07/06/2011
- Honorary President of the Hashemite Renaissance Sons Club, from 2007 to present
- Member of the Jordanian Trainers Society, from 2013 to present
- Member of the Arab Trainers Union, from 2013 to present
- Former Member of the Jordanian Writers and Authors Union
- Former Club President of the Amman Arab University Alumni / Graduate Studies