



Malek Al-Harafsheh

SKILLS

Strategic Planning

Analytical Thinking

Solution Findings

Time Management

Leadership

Performance Management

Quality Management

Amman- Dabouq

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SUMMARY

A committed, knowledgeable and capable Business Administration Professor. Highly experienced in strategic Management, International Business, Entrepreneurship and Human Resource. A confident presenter and teacher. Consistently strive to create a challenging and engaging learning environment.

EXPERIENCE 10/2018 – Present

- **Associate Professor | Amman Arab University**
- **Assistant Professor | Amman Arab University**
- **Director of International Bureau and External Relations Office | Amman Arab University 9/2021- 1/2023**
 - Managing and following up external projects, agreements and memoranda
 - Guiding faculty members and students for local and regional support programs.
 - Opening channels of communication with local and regional institutions of higher education and research centers.
 - Establishing joint academic programs and cooperation in the field of joint scientific research and student exchange.

Agreement:

First: The Erasmus+ agreements that's signed between Amman Arab University and European Countries

1. 2018-2019 OPEN UNIVERSITY OF CYPRUS – CYPRUS
2. 2019-2020 UNIVERSITA DEGLI STUDI DI FOGGIA – ITALY
3. BIRMINGHAM CITY UNIVERSITY – UK

Second: Training agreements that's signed between Amman Arab University and European Countries

1. 2019-2020 UCLAN UNIVERSITY – UK

Third: Collaboration Agreements

1. 2021-2022 Al Istiklal University
2. 2021-2022 University of Milano Bicocca
3. 2021-2022 the Highest Jordanian European Authority - Berlin
4. 2021-2022 University of Piza
5. Contribute in acquisition of Saudi Arabia Students

- **Director of Training & Consultation Center | Amman Arab University 9/2021- 9/2022**

1. Following-up all announcements and tenders offered by public and private institutions including studies, research, or any other services
2. Promoting the University's various products.
3. Collaborating with institutions to achieve the objectives of the

center

4. Following up and updating the website page of the center
5. Following up the center's publications
6. Following up all financial issues of the center
7. Preparing the financial reports of the center monthly.

10/2017 – 10/2018 Assistant Professor | Arab Open University

06/2013 – 05/2016 Adjunct Professor | St. Augustine College, Chicago, IL

3/2021 - Present

- Membership at Accreditation and quality assurance commission for higher education institutions
- Membership in Technical and Vocational Skills Development Commission

• **EDUCATION**

- PhD in Business Administration and Management with concentration in International Business Argosy University, Chicago, IL. Concurred June 2013. Dissertation Subject "STUDENT'S PERCEPTION OF THE QUALITY OF E-SERVICES IN INTERNET-BASED LIBRARY IN HIGHER EDUCATION INSTITUTIONS"
- MBA with concentration in Management, Argosy University, Chicago, IL. 2009.
- Bachelor's in law, Jarash University, Jarash, JO. 2003

Teaching Experience in Jordan

- Strategic Management for Postgraduate student
- Entrepreneurship in Small Business for Postgraduate students
- International Business for Postgraduate students
- Principles of Management for undergraduate students
- Communication Skills for undergraduate students

Teaching Experience in USA St. Augustine College, Chicago, IL

- Introduction to Business
- Business Management
- Legal Environment of Business.

Research Interest:

- Strategic Management
- Entrepreneurship
- Culture
- International Business
- Marketing Management

PUBLICATIONS

1. Ghassan Issa Al-Omari, Malek Ibrahim Alharafsheh, Muhammad I Nofal. The authentic leadership and its impact in the organizational citizenship behavior and the employee's organizational commitment in the Jordanian companies (2019). International Journal of Academic Research in Business and Social Science. Scopus
2. Raed Wishah, Marwan Al-Nsour, Malek Alharafsheh, Saleh AlKhalailah, Farah Alshbeekat. Factors influencing cloud computing in telecommunications companies (2017). Indonesian Journal of Electrical Engineering and Computer Science. Scopus
3. Malek Alharafsheh, MI Nofal, Haitham Alali. Measuring Libraries E-Services Quality by Education Level (2019). Journal of Engineering and Applied Science . Scopus
4. Haitham Alali, MI Nofal, Malek Alharafsheh, Business Intelligence Implementation Success Framework: A Literature Review (2019). European Journal of Business and Management. Scopus
5. Nahed Habis Alrawashdeh, Nimer Alslihat, Ahmad Alnaser, Malek Alharafsheh, Alaa Said Alkhatib, The role of Islamic accounting in the development of Islamic banks (2019). International Journal of Business Management & Economic Research. Scopus
6. Mufleh Amin Al Jarrah, Samer Alhawari, Ghassan Issa Al-Omari, Sakher Al Najdawi , Malek Alharafsheh, Building a Conceptual Model for E-CRM Implementation Strategy. International Journal of Academic Research in Business and Social Science. ERA
7. Abu Shariah Mahmoud , Malek Alharafsheh, Theory and Practice of the Leasing Contract Ending by Ownership as Performed by the Islamic International Arab Bank in Jordan (2019). Amman Arab Conference. Scopus
8. SAMAR RAHI, Malek Alharafsheh, The post-adoption behavior of internet banking user through the eyes of Self-determination theory and expectation confirmation model (2020). Journal of Enterprise Information Management (Emerald).
9. Malek Alharafsheh, Salman Abu Lehyeh, Alaa Ahmad Harahsheh, Nahed Alrawashedh, The Impact of Entrepreneurs Characteristics of Private Jordanian Universities Leaders in Strategic Performance: The Mediating Role Of Strategic Planning (2020). International Journal of Scientific & Technology Research. Scopus
10. Nahed Habis Alrawashedh, Laith Abelhaleem Khaddam, Nimer Sleihat, Malek Alharafsheh Intellectual capital: the case of family and non-family business in Jordan .International Journal of Supply Chain Management (2020). Scopus

11. Malek Alharafsheh, Determinants of Supply Chain Management Practices in Jordanian Pharmaceutical Firms. Solid State Technology (2021) Scopus
12. Malek Alharafsheh, The Impact of Business Strategy on Competitive Advantage and Performance of Small & Medium Enterprises in Jordan". Journal of Management Information and Decision Sciences (JMIDS).
13. Ala' Ahmad Harahsheh¹, Malek Alharafsheh², Omar M. Zraqat³, Al-Harith M. Abu Houssien⁴, Ahmad Shajrawi. Crisis Management Strategies during the COVID-19 Pandemic and Its Impact on Performance Developing of Jordanian Universities: The Mediating Role of STRATEGIC AMBIDEXTERITY.
14. Malek Alharafsheh, Knowledge Management and its Impact on the Organizational Learning: An Experimental Study.
15. Malek Alharafsheh, The Mediating Role of Customer Relationship Management in between E-Supply Chain Management and Competitive Advantage. (2021) Scopus Q1
16. Malek Alharafsheh, Distribution in Supply Chain due to COVID-19 in Jordanian Economy. (2021) Scopus Q3
17. Malek Alharafsheh. The Impact of Business Strategy on Competitive Advantage and Performance of Small & Medium Enterprise in Jordan. (2021)
18. Impact of Intelligence Leadership on Organizational Excellence: Mediating Role of Organizational Culture.
19. The Post-Adoption Behavior of Internet Banking Users through the Eyes of Self-Determination Theory and Expectation Confirmation Model.
20. Human Capital as a Mediating Factor in the Effects of Green Human Resource Management Practices on Organizational Performance
21. The Impact of Business Strategy on Competitive Advantage and Performance of Small & Medium Enterprises in Jordan
22. The Relationship between Transformational Leadership and Public Sector Employees Job Satisfaction during COVID-19
23. Digital supply chain adoption: An empirical result from food industry
24. THE IMPACT OF LEADERSHIP STYLES ON ORGANIZATIONAL PERFORMANCE FOR YEMENI PHARMACEUTICAL COMPANIES: THE MEDIATING ROLE OF JOB SATISFACTION
25. The impact of entrepreneurship self-concept, work motivation, and risk taking on human resource department performance and business overall performance at Jordan private universities.
26. The Impact of Business Strategy on Competitive Advantage and Performance of Small & Medium Enterprises in Jordan
27. Impact of organizational politics on organizational performance: the mediating role of individual performance (Scopus Q1 , Emerging ISI,ABCD:B, Impact factors:2.10)

Supervised MBA Theses:

1. Haneen Al-Quraan, Impact of HAKEEM Electronics Program Applications on The Development of The Quality of Jordanian Royal Medical Services (Applied study: Jordanian Military Hospital')
2. Bayan AL-Hazaymeh. The Impact of Employees Empowerment on the Organizational Commitment of Employees in Jordanian Banks.
3. Mohammad Al-Wefi, The Impact of The proactive approach on the achieving the effectiveness of the crisis management an empirical study in Jordanian Ministry of Interior.
4. Osama Al-Eraifi. The Impact of International Standards for Evaluating Projects on Project Success of Engineering Construction Companies at Jordan.
5. Ashraf Abu Elragheb, The Role of Ethical Leadership in Increasing the Hierarchy Confidence in Jordan commercial Bank.
6. Khader Essa, The Impact of Leadership Skills on The Strategic Orientation on The Iraq telecom Company in Baghdad Governorate.
7. Wajdi Al-Sharif, Entrepreneurial Strategic and their Impact in Customer Retention at Farah Medical Campus.
8. Baker Samraii. The Impact of Cognitive Abilities in Enhancing of Strategic Awareness.
9. Murad Mnaizel. The Impact of Green Human Resources Practice on Achieving Competitive Advantage in Hikma Pharmaceutical Company.
10. Sahel Mdanat. The Impact of Technology on Competitive Advantage in Jordanian Insurance Companies.
11. AbdelRaouf Barghothi, Understanding the effect of contingency planning in Entrepreneurship: Developing a Framework of Business Responses to COVID-19.
12. Alia Amaireh, The effect of creativity on building dynamic capabilities for distance learning in Jordan / Jordanian Ministry of Education.
13. Mohammad Raed, The effect of training strategy on job alienation in Iraqi commercial banks.

AWARDS & CERTIFICATIONS

Western Michigan University:

1. Business Trends: Operating a Business in a Diverse and Global Environment
2. Educational Leadership's Role in Managing Change
3. Organizational Behavior and Human Resource Management
4. Investment Management and Financial Planning
5. Effective Leadership and Management in a Changing World

Argosy University, Chicago

1. Sigma Beta Delta (International Honor Society for Business, Management and Administration)

Conferences:

1. 2nd Global Forum for Marketing of Halal Pharmaceutical, Dec 2018
2. 4th Global Forum in Artificial Intelligence, April 2019
3. 4th Forum in Human Capital, April 2019

Academic Links:

- <https://scholar.google.com/citations?user=LkJ4QwoAAAAJ&hl=en>
- <https://www.researchgate.net/profile/Malek-Alharafsheh>
- <https://www.scopus.com/freelookup/form/author.uri?zone=TopNavBar&origin=NO%20ORIGIN%20DEFINED>
- <https://orcid.org/0000-0001-5952-0156>

