

Ziyad Saleh Alomari, Ph.D.

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Faculty of Economics and Business – Department of Business Administration
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Personal Data:

- Rank: Associate Professor
- Place & Date of Birth: Irbid, Jordan; 22/9/1971
- Nationality: Jordanian.
- Marital Status: Married

Education:

- Ph.D. in Business Administration.
- Department of Business Administration, Amman Arab University for Graduate Studies, 2008.
- Master of Business Administration (MBA): Sindh University, Pakistan 1996.
- Bachelor in Economics: Yarmouk University, Irbid – Jordan, 1993.

Academic Work Experience:

Jadara University, Irbid - Jordan Business Administration Department	2009 - present
Jarash University, Jarash - Jordan Business Administration Department	2008 - 2009
Al-Balqa' Applied University Business Administration Department	1999 – 2003

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Administrative & Management Work Experience:

- Head of Business Administration department, Jadara University. 2018- Present
- Vice Head: Business Administration Department, Jadara University.
- Vice dean for quality affairs: Faculty of economics, Jadara University. 2017-2018
- Chairman of the Integrated Education committee in Jadara University. 2017-2018
- Member of the quality committee in Jadara University. 2017-2018

Courses Taught:

Operations Management; Operations Research(Supply chain management); Quantitative Methods; Strategic Management; Human Resource Management; Fundamentals of Management 1&2; Fundamentals of Marketing; Entrepreneurship and Small Business Management; Knowledge Management. International business, Production and operations management, Negotiation management, Project Management, organizational behavior, Public relation, Organizational Development management, Graduate Project.

Professional & Scientific Activities:

- Member of Faculty Council.
- Member of many academic committees (developing & updating courses plans for Business Administration specialization).
- Member of the Board of Directors, Saleh Omari Groups for Electronics and Furniture.

Supervised the following Masters Degree Theses:

- 1- The Impact of Green Human Resource Management Practices on Sustainable Performance: Green Supply Chain Management as Moderating Variable : Applied Study on Nabil Food Industries Company
- 2- The Role of Online Sale in Customer Services: Armoush Company for Tourism Investment-MacDonald's as a Case Study.
- 3- The Role of Enterprise Resource Planning Systems (ERP) in Improving Customer Relationship Management (CRM). Jordan Company for Investment Supply - Safeway as a Case Study.
- 4- The Role of Applying E-Government in the Anti-Money Laundering Jordan (Central Bank of Jordan as a Case Study).

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- 5- The impact of the organizational justice on the behavior of innovative employees in the private hospital sector in the city of Irbid.
- 6- Knowledge Management Processes and its impact on Sustainable Competitive advantage: The moderating role of Information Technology " Applied study in Jordanian Pharmaceutical Industry Companies"
- 7- The Impact of Knowledge Sharing in innovative work behavior: the moderating role of psychological empowerment: Al Durra company for Food Industries As a case study.
- 8- The impact of servant leadership on knowledge sharing, a case study in the king Abdullah university hospital
- 9- Factors affecting the acceptance of mobile payments in Jordan the moderating role trust
- 10- The Impact of Strategic Flexibility on The Quality of Services in light of Corona Pandemic" case study in the Social Security Corporation
- 11- Talent Management and Its Impact on Innovative Work Behavior the Modified Role of Knowledge Sharing in Irbid District Electricity Company
- 12- The Impact of job engagement in the relationship between psychological capital and innovative work behavior
- 13- The Impact of Knowledge Management Processes on Organizational Innovation
- 14- The Effect of Green Human Resources Management on sustainable performance: The Moderating Role of Employee Eco-Friendly behavior in Al-Durra Company (Lavant) for food products.

Publications:

ALJAWARNEH, Nader Mohammad; Kader ALOMARI, Khaled Abdel; ALOMARI, Ziyad Saleh; TAHA, Omar; OBEIDAT, Abdallah Mishael.(2022). CLOUD SUPPLY CHAIN MANAGEMENT AND CUSTOMER SERVICE: THE MEDIATING ROLE OF USER SATISFACTION. <i>Astra Salvensis</i> . 2022, Vol. 10 Issue 1, p183-205. 23p.
Aljawarneh, N., & Al-Omari, Z. (2018). The Role of Enterprise Resource Planning Systems ERP in Improving Customer Relationship Management CRM: An Empirical Study of Safeway Company of Jordan. <i>International Journal of Business and Management</i> , 13(8), 86-100.
Al-Omari, Z., Alomari, K., & Aljawarneh, N. (2020). The role of empowerment in improving internal process, customer satisfaction, learning and growth. <i>Management Science Letters</i> , 10(4), 841-848
Alomari, Z. (2020). Does human capital moderate the relationship between strategic thinking and strategic human resource management? <i>Management Science Letters</i> , 10(3), 565-574
Alomari, K. A. K., Aljawarneh, N. M., Alomari, Z. S., Albdareen, R., & Alawneh, A. (2020). Innovations in Knowledge Management Perspectives: An Empirical Study in the Jordanian Commercial and Islamic Banks. <i>Marketing and Management of Innovations</i> , 4, 102-119. http://doi.org/10.21272/mmi.2020.4-08
Qawasmeh, F. M., & Al-Omari, Z. S. (2013). The Learning Organization Dimensions and Their Impact on Organizational Performance: Orange Jordan as a Case Study. <i>Arab Economic and Business Journal</i> , 8(1-2), 38-52.
Bani-Hani, J. S., & Al-Omari, Z. (2012). The role of quality improvement factors in improving

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quality based operational performance: Applied study in private hospitals in Jordan. *International Journal of Business and Social Science*, 3(18).

Al-Omari, Z. S., Aljawarneh, N., Davut, S., & Salah, A. (2018). The Impact of Marketing Mix Elements on Forming Mental Images about Islamic Banks in Jordan: An Empirical Study. *OFFICIAL*, 12, 54.

Albadaren, Rokaya & Jedaeh, Mohammad & Alomri, Ziyad (2014). The Impact of HRM practices on Discovering and Developing Innovative Capabilities of Employees: An Applied Study on Jordanian Commercial Banks in Northern Province, *Roa Iktissadia REVIEW* (Vol.7, No. 1).

Al-Da'abseh, T. K., & Al-Omari, Z. S. The Role of Online Sales in Improving Customer Services: Armoush Tourist Investments Company. *Journal of Economic & Management Perspectives*,

Aljawarneh, N. M., Sokiyna, M., Obeidat, A. M., Alomari, K. A. K., Alradaideh, A. T., & Alomari, Z. S. (2020). The Role of CRM Fog Computing on Innovation and Customer Service Quality: an Empirical Study

Alijawarneh, N. M., Sokiyna, M., Obeidat, A. M., Alomari, K. A. K., Alradaideh, A. T., & Alomari, Z. S. (2020). The Role of CRM Fog Computing on Innovation and Customer Service Quality: an Empirical Study. *Marketing and Management of Innovations*, 2, 286-297

Aljawarneh, N.M., Alomari, K.A.k., Alomari, Z.S. and Taha, O. (2020), "Cyber incivility and knowledge hoarding: Does interactional justice matter?", *VINE Journal of Information and Knowledge Management Systems*,

Hbabi, K. N. Al, & Alomari, Z. S. (2020). The Impact of Knowledge management processes on Organizational Innovation. *International Journal of Academic Research in Business and Social Sciences*, 10(11), 949–967.

Al-Bourini, Faisal A.; Mohammad Aljawarneh, Nader; Fathi Almaaitah, Mohammad; Altahat, Shadi; Saleh Alomari, Ziyad & Sokiyna, Munsif (2020). The Role of E-Word of Mouth in the Relationship between Online Destination Image, E-satisfaction, E-Trust & E-Service Quality for International Tourists Perception. *Journal of Information Technology Management, Special Issue*, 92-110.

LANGUAGES

- Arabic – Mother Tongue.
- English – Very Good Reading, Writing, Speaking, and Listening.

References:

Name	Address
Prof. Refat Alfaouri	Former president of Yarmouk University, r.alfaouri@jadara.edu.jo
Prof. Mohammad Taamnah	Dean faculty of Business- Jadara University- Jordan. taamnh@jadara.edu.jo
Dr. Mohammed Ali Akour	A'Sharqiyah University, Oman. ali_akour@asu.edu.om
Prof. Mohammad Momany	Dean faculty of Graduate Studies- Jadara University- Jordan momani@jadara.edu.jo