

2016-2024 AACSB CV
Khleef Ahmed Alkhawaldeh
Associate Professor – Business Administration Department
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RESEARCH PROFILE

Profile	Link	No. of Citations	h-index
Google Scholar	https://scholar.google.com/citations?hl=en&view_op=list_works&gmla=AJsN-F6HJiey65FhsLNvvrBjKnU6FZn3L2lSgOwPyeauL1hZmODRDQoTXIViACSwti8ZECLQ7vs3Y-qDsUxF_K7zlyvjgyWQ&user=UOReGh0AAAAJ	207	6
Scopus ID		48	2

EDUCATION

Year	Degree	Major	Institution
2001	PhD	Business Administration/TQM	Western Sydney University, Sydney, Australia
1995	M.Sc.	MBA/Marketing	The University of Jordan, Amman, Jordan
1989	B. Sc.	Major: Accounting, Minor: Economics & Statistics	The University of Jordan, Amman, Jordan

ACADEMIC POSITIONS

Year	Academic Title	Institution
2022 – Present	Associate Professor	Princess Sumaya University for Technology, Amman, Jordan
2021 – 2022	Assistant Professor	Princess Sumaya University for Technology, Amman, Jordan
2020 – 2021	Part time Lecturer	Princess Sumaya University for Technology, Amman, Jordan
2017 – 2018	Part time Lecturer	Mohammed Bin Rashid School of Government, Dubai, UAE
2001 – 2007	Assistant Professor	The Hashemite University, Zarqa, Jordan
1999 – 2001	Tutor & Research Assistant	Western Sydney University, Sydney, Australia
1995 – 1998	Teaching & Research Assistant	The Hashemite University, Zarqa, Jordan

ADMINISTRATIVE POSITIONS

Year	Title	Institution
2017 – 2018	Senior Excellence Advisor	Dubai Electricity and Water Authority, Dubai, UAE
2011 – 2016	Minister of Public Sector Development	Government of Jordan, Jordan
2011 – 2011	Secretary General	Ministry of Labor, Jordan
2007 – 2011	Quality and Excellence Advisor	The Executive Council, Government of Dubai, Dubai, UAE
2005 – 2011	Executive Director & Secretary General	Ministry of Public Sector Development, Jordan

2004 – 2005	Director, Center for Studies, Consultations and Community Service	The Hashemite University, Zarqa, Jordan
2003 – 2004	Dean Assistant, Faculty of Economics & Administrative Sciences	The Hashemite University, Zarqa, Jordan
2002 – 2004	Head of Business Administration Department	The Hashemite University, Zarqa, Jordan
1992 – 1995	Accountant	Jordan Phosphate Mines Company, Jordan
1990 – 1991	Researcher	Income Tax Department, Jordan

PROFESSIONAL CERTIFICATIONS & MEMBERSHIPS

Year	Certification/Membership	Institution
2022 - 2023	The University Council Member	Princess Sumaya University for Technology, Amman, Jordan
2021 – 2022	Member	Australian & New Zealand Academy of Management [ANZAM]
2018	Member	The Steering Committee for Developing PAS 1000:2019 Business Agility - Concept & Framework - Guide, British Standards Institution bsi, London, UK
2019 – 2021	Member	The Board of Trustees, Arab Center for Youth Empowerment
2017	Head	Excellence Assessment Teams for All Government Departments, Agencies and Institutions in Dubai, The Executive Council, Dubai, UAE
2017	Head	The Jury for the Results of Assessing the Performance of All Government Departments in Ajman, Ajman Executive Council, Ajman, UAE
2017	Moderator	Innovation Lab, Life in Abu Dhabi Initiative, The Executive Committee Office, Abu Dhabi Government, Abu Dhabi, UAE
2003 – 2017	Head/Member	Jury Committees and Assessment Teams for several Regional Excellence Awards
2012 – 2013	Member and Rapporteur	The Royal Committee to Enhance the National Integrity System in Jordan, Jordan
2011 – 2016	Member	The Board of Trustees for King Abdullah II Center for Excellence, Jordan
2011 – 2016	Chairperson	The Civil Service Council, Government of Jordan, Jordan
2011 – 2016	Member	The Ministerial Legal Committee, Government of Jordan, Jordan
2011 – 2016	Member	The Ministerial Committee for Selection and Appointment to Leadership Positions, Government of Jordan, Jordan
2011 – 2016	Member	The Executive Council for Arab Administrative Development Organization, Cairo, Egypt
2011	Member	The Board of Directors of the Social Security Corporation, Jordan
2011	Member	The Board of Directors of the Vocational Training Corporation, Jordan
2011	Member	The Board of Directors of the National Center for Human Resources Development, Jordan
2011	Member	The Board of Directors of the higher Council for Affairs of Persons with Disabilities, Jordan

2007	International Quality Control Monitor	The Trends in International Mathematics and Science Study (TIMSS) 2007, International Association for the Evaluation of Educational Achievement (IEA), Amsterdam, The Netherlands
2005 – 2007	Member and Rapporteur	The Ministerial Committee for Public Sector Reform, Jordan
2005 – 2006	Member	Financial Services and Financial Reform Committee/National Agenda, Jordan
2006	Member	National Agenda Implementation Committee, Jordan
2005 – 2006	National Coordinator	Governance for Development Initiative in the Arab States and Thematic Coordinator for the Theme "Citizens, Civil Society, and Public Sector Reform", UNDP
2005 – 2007	Chairperson	The Steering Committee for Public Sector Reform Capacity Building Project, World Bank, Jordan
2005 – 2007	Member	The Steering Committee for Challenge and Excellence Fund, Ministry of Public Sector Development, Jordan
2005 – 2007	Chairperson	The Steering Committee for a Service Delivery Improvement Project, Cost-Sharing Project with UNDP, Jordan
2005 – 2007	Chairperson	The Technical Committee for a Service Delivery Improvement Project, funded by USAID, Jordan
2005 – 2007	Member	The Steering Committee for E-Accounting and E-Procurement, Ministry of Finance, Jordan
2006 – 2007	Member	The Steering Committee for Government Financial Management Information System Project GFMIS, Ministry of Finance, Jordan
2006 – 2007	Member	The Council of Queen Rania Center for Jordanian Studies & Community Services, Yarmouk University, Jordan
2007	Member	The Supervision Committee for the Development of a Professional E-Government Diploma Program, The University of Jordan, Jordan
2004 – 2005	Member	The Board of Directors of the Jordanian Society for Quality, Jordan
2003 – 2005	Member	The Quality Assurance Committee for Higher Education in Jordan, Ministry of Higher Education & Scientific Research, Jordan
2004 – 2005	The University Council Member	The Hashemite University, Zarqa, Jordan
2003 – 2005	Member	The Council of Academic Quality Assurance Center, The Hashemite University, Jordan
2002 – 2004	Supervisor & Coordinator	Al Hussein Award for Academic Excellence in the Hashemite University, Al Hussein Fund for Excellence, Central Bank of Jordan, Jordan
2004 – 2005	Project Supervisor & Coordinator	The Assessment of Management & Business Programs at the Hashemite University by British Quality Assurance Agency, Jordan
2002 – 2005	Member	The Continuous Innovation Network (CINet), Global Network
2002 – 2003	Member	The Society of Friends of Scientific Research at Jordanian Universities, Jordan
1999 – 2002	Associate Member	The InCITE Research Centre, Western Sydney University, Sydney, Australia

JOURNAL PUBLICATIONS – 5 Years

Year	Journal Publications	Article Classification (Basic, Applied, Teaching)	Indexing	Quartile
2023	Alkhawaldeh, K., Eldurini, S., Alrai, D. & Yaghmourian, S. (2023). The perceptions of university students in Jordan towards online learning. <i>Journal of University Teaching & Learning Practice</i> (Accepted for Publication).	Applied	SCOPUS Web of Science ESCI	Q2 Q2
2023	Alkhawaldeh, K. & Al-Oran, A. (2023). Attitudes of international non-governmental employees towards working from home in Jordan. <i>Work Organisation, Labour & Globalisation</i> (Accepted for Publication).	Applied	SCOPUS	Q1
2023	Alkhawaldeh, K. (2023). The impact of globalisation, digitalisation and COVID-19 on the development of new services in the Jordanian banking sector from the perspective of concerned bank employees. <i>Int. J. Services and Operations Management</i> (Accepted for Publication).	Applied	SCOPUS	Q3
2023	Alkhawaldeh, K. & Dabaghie, Y. (??). Exploring the Entrepreneurial Knowledge, Skills, and Mindset of Jordanian University Engineering Graduates to Enhance Career Prospects. <i>Journal of Engineering Education Transformations</i> (Accepted for Publication).	Applied	SCOPUS	Q3
2023	Alkhawaldeh, K. A. (2023). Views of Assessors on the Role of Awards in Creating and Sustaining a Culture of Excellence. <i>Jordan Journal of Business Administration</i> , 19(2): 245-260. https://doi.org/10.35516/jjba.v19i2.1050	Applied	SCOPUS	Q3
2023	Alkhawaldeh, K. A. (2023). The Extent of Institutional Compatibility in Ministries in Jordan. <i>Dirasat: Human and Social Sciences</i> , 50(5), 37–45. https://doi.org/10.35516/hum.v50i4.436	Applied	SCOPUS	Q3
2023	Alkhawaldeh, K. A. (2023). Analysis of the Assessment Results of Institutional Excellence in Jordan. <i>Dirasat: Human and Social Sciences</i> , 50(4), 86–96. https://doi.org/10.35516/hum.v50i4.436	Applied	SCOPUS	Q3
2022	Alkhawaldeh, K. & Jad Alla, D. (2025). Means of Motivating Generations Based on McClelland's Motivation Theory. <i>Jordan Journal of Business Administration</i> , 21(2). (Accepted for Publication).	Applied	SCOPUS	Q3
2022	Alkhawaldeh, K., Issa, R. & Hamdan, S. (2024). The Mediating Role of Psychological Well-being in the Impact of Autonomy on Loyalty and Innovative Work	Applied	SCOPUS	Q3

	Behavior of Fresh Graduates. <i>Jordan Journal of Business Administration</i> , 20(4). (Accepted for Publication).			
2022	Alkhawaldeh, K. (2022). Attitudes of Directors towards Governance Practices in Government Institutions and Companies in Jordan. <i>Jordan Journal of Business Administration</i> , 18(4): 513-526.	Applied	SCOPUS	Q3
2021	Alkhawaldeh, K. (2021). The Impact of Innovation on Profitability of Jordanian Services Companies. <i>International Journal of Business and Management</i> , Vol. 16, No. 1, pp. 92-99. doi:10.5539/ijbm.v16n1p92. URL: https://doi.org/10.5539/ijbm.v16n1p92 .	Applied	N/A	
2020	Alkhawaldeh, K. (2020). Management by Indicators and Financial Performance of Industrial Companies in Jordan. <i>International Journal of Economics and Business Administration</i> , Volume VIII, Issue 4, pp. 966-974. DOI: 10.35808/ijeba/643.	Applied	SCOPUS	Q3
2007	Al-Khawaldeh, K. & Sloan, T. (2007). Continuous Improvement in manufacturing companies in Jordan. <i>International Journal of Technology Management</i> , 37(3/4): 323-331.	Applied	ISI/SCOPUS	Q1
2007	Abu Elrub, E., Al-Jarrah, O., Al-Khawaldeh, K. & Batayneh, M. (2007). A Framework for Evaluating the Quality of an Academic Program in Higher Education Institutes in Arab Countries. <i>Journal of the Association of Arab Universities</i> , (4): 443-477.	Applied	N/A	
2006	Al-Khawaldeh, K. & Smadi, M. (2006). The Effect of TQM on the Balanced Performance. <i>Jordan Journal of Business Administration</i> , 2(3): 429-439.	Applied	N/A	
2006	Smadi, M. & Al-Khawaldeh, K. (2006). The Adoption of Total Quality Management (TQM) in Dubai Manufacturing Firms. <i>Jordan Journal of Business Administration</i> , 2(4): 627-642.	Applied	N/A	
2004	Al-Khawaldeh, K. (2004). An Empirical Investigation of the Relationship between Quality Management Principles and Innovation in Industrial Companies in Jordan. <i>Abhath Al-Yarmouk, Humanities and Social Sciences Series</i> , Yarmouk University, 20(4B): 341352.	Applied	N/A	
2004	Al-Khawaldeh, K. & Abu Tayeh, S. (2004). Quality Management Indicators and Their Impacts on Performance in Jordanian Industrial Sector. <i>Dirasat, Administrative Sciences</i> , University of Jordan, 31(2): 461-470.	Applied	N/A	

2004	Abu Tayeh, S. & Al-Khawaldeh, K. (2004). Transformational Leadership: A Study of the Leadership Behavior of Jordanian Managers Working in Petroleum Industry. <i>Dirasat, Administrative Sciences</i> , University of Jordan, 31(1): 169-179.	Applied	N/A	
2002	Ramiz, W. & Al-Khawaldeh, K. (2002). Utilization of Product Life Cycle in Determination of the Development and Promotion Strategy for the Chemical Detergents Companies in Jordan: Field Study. <i>Journal of King Abdulaziz University - Economics & Administration</i> , Kingdom of Saudi Arabia, 16(1): 79-110.	Applied	N/A	
2002	Chapman, R. & Al-Khawaldeh, K. (2002). TQM and Labour productivity in Jordanian Industrial Corporations. <i>TQM Magazine (Renamed to TQM Journal)</i> , 14(4): 248-262.	Applied	SCOPUS	Q2

PROCEEDINGS/PRESENTATIONS – 5 Years

Year	Presentations	Article Classification (Basic, Applied, Teaching)	Indexing
2006	Smadi, M. S., Al-Khawaldeh, K. A., & Sloan, T. R. (2006). Assessing TQM implementation in manufacturing firms: a case study from Dubai. Operations: Strategy, Systems And Networks: Proceedings of The 4Th Anzam Operations Management Symposium, pp: 1201–1210, Victoria Management School, Victoria University of Wellington, New Zealand. [Australian & New Zealand Academy of Management (ANZAM)]	Applied	N/A
2004	Al-Khawaldeh, K. & T. Sloan (2004). Continuous Improvement in manufacturing companies in Jordan, Proceedings of the 5th International CINet Conference, Continuous Innovation: Strategic Priorities for the Global Knowledge Economy, 22-25 September 2004, Sydney, Australia, pp. 94-101.	Applied	N/A
2003	Al-Khawaldeh, K. (2003). Assessing Innovative Capabilities of Manufacturing Corporations in Jordan. Proceedings of the International Conference "Managing Innovative Manufacturing 2003", 22-23 September 2003, Aalborg University, Denmark, pp. 29-38. [https://vbn.aau.dk/da/publications/managing-innovativemanufacturing-proceedings-of-the-international-conference-managing-innovative-manufacturing-2003/]	Applied	SCOPUS
2002	Chapman, R. and K. Al-Khawaldeh (2002). Employee Participation, Customer Focus and Continuous Improvement in the large Industrial Corporations in Jordan. Proceedings of 6th International Research Conference on Quality, Innovation and Knowledge Management, 17th -20th February 2002, Monash University, Available at: www.monash.edu.au/oce/qikconference/	Applied	N/A

2001	Chapman, R. & K. Al-Khawaldeh (2001). Total Quality Management and Its Effect on Productivity in Industrial Corporations in Jordan. Proceedings of 5th International and 8th National Research Conference on Quality and Innovation Management, 12-14 February 2001, The University of Melbourne, pp. 118-139.	Applied	N/A
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IMPACT OF SCHOLARSHIP

Year	No. of Reviewed Articles
2022	3
2023	6

GRADUATE RESEARCH SUPERVISION

Year	Thesis title	Role (Supervisor / Co-supervisor/ Examiner)	Degree (PhD, MSc)	Institution
2023	The impact of AI-marketing activities on the customer journey	Supervisor	E-Marketing & Social Media / Master's	PSUT, Jordan
2023	Block Chain and Platform Crowdfunding as Entrepreneurship Financing Methods in Jordan	Examiner	MBE	PSUT, Jordan
2006	Developing a Quality Assurance Model at the Institutional Level in the Hashemite University	Supervisor	MSc	The Hashemite University, Jordan
2005	Total Quality Management and Overall Performance of Manufacturing Firms in Dubai	Supervisor	MSc	The Hashemite University, Jordan
2004	The Role of Management Information Systems (MIS) in Achieving Competitive Advantage	Supervisor	MSc	The Hashemite University, Jordan
2004	The Implementation of “ Just in Time ” System in Food Industries Sector in Jordan	Supervisor	MSc	The Hashemite University, Jordan
2007	The Effect of Using Management Information System on Human Resource Management Functions in the Jordanian Pubic Organizations	Examiner	MBA	The University of Jordan, Jordan
2007	The Relationship between Leadership Styles and Managerial Empowerment: Managers' Attitudes in Jordan Corporations	Examiner	MBA	The University of Jordan, Jordan
2007	The Effect of Delegation on the Employees' Organizational Performance Effectiveness in Saudi Ministries	Examiner	MBA	The University of Jordan, Jordan
2006	Investigating the Applicability of an Integrated Supply-Chain: an	Examiner	MBA	The University of Jordan, Jordan
	Empirical Research on Large Organization in Amman			

2006	Toward a New Model of Purchasing Process for the Five Stars Hotels in Amman, Using Process Reengineering Methodology	Examiner	MBA	The University of Jordan, Jordan
2005	Organizational Citizenship and Transformational Change: A field Study on Public Sector in The City of Zarqa, Jordan	Examiner	MSc	The Hashemite University, Jordan
2005	Transformational Leadership in Jordanian Commercial Banks	Examiner	MSc	The Hashemite University, Jordan
2004	The Impact of ISO 9000 Certification on Strategy, Quality Management Practices, and Performance in Jordanian Industrial Companies: A Comparative Study	Examiner	MSc	The Hashemite University, Jordan
2004	Statistical Process Control Charts and its Application to Control the Quality Within Military Bakeries Group (Biscuits Factory)	Examiner	MSc	The Hashemite University, Jordan
2004	Organizational Performance Quality in Jordanian health Sector: Comparative study	Examiner	MSc	The Hashemite University, Jordan
2003	The Impact of Compensation System on Employee Performance in Jordanian Commercial Banks	Examiner	MSc	The Hashemite University, Jordan
2003	Decision-Making and Taking in Public Institutions – Case Study on Electricity Company in Libya	Examiner	MSc	Al Al-Bayt University, Jordan
2003	Factors influencing the Replacement of Foreign Labor with National labor in Saudi Arabia: Empirical Study on Commercial Banks in Saudi Arabia	Examiner	MBA	The University of Jordan, Jordan

GOVERNANCE/COMMITTEES

Year	Name of Committee /Institution	Role
2022/2023	The University Council / PSUT	Member
2022/2023	Graduate Studies Committee / BA Dept. / PSUT	Member
2021/2022	Scientific Research Committee / BA Dept. / PSUT	Member
2021/2022	Proficiency Exam committee / BA Dept. / PSUT	Member
2005	Development of The University Strategic Plan/The Hashemite University	Member
2003/2004	Improvement of Education Quality Project/The Hashemite University	Member
2003/2004	Assessment of Management & Business Programs at the University by British Quality Assurance Agency/The Hashemite University	Member

2002/2005	Accreditation Committees for Private Universities (at Both the Whole University and Programs levels)/ Accreditation Council, Ministry of Higher Education & Scientific Research	Member
2002/2004	Graduate Studies Committee/The Hashemite University	Member
2002/2004	Research Committee/The Hashemite University	Member
2002/2003	Study Plan Committee /The Hashemite University	Member
2002/2003	Credit Transfer Committee/The Hashemite University	Member

COMMUNITY SERVICE AND SOCIAL RESPONSIBILITY

Year	Society/ Association/ Institution	Role
2020 - Present	The Jordan Times, Jordan	Author, Published Opinions: 1. Opinions on the role and functions of the Audit Bureau. Published in The Jordan times on March 27, 2023 (https://jordantimes.com/opinion/khleef-alkhawaldeh/opinions-role-andfunctions-audit-bureau). 2. Ideas in modernization. Published in The Jordan times on March 15, 2023 (https://jordantimes.com/opinion/khleef-alkhawaldeh/ideas-modernisation). 3. To immediate implementation with full monitoring, evaluation. Published in The Jordan times on Sep 10, 2022 (https://www.jordantimes.com/opinion/khleefalkhawaldeh/immediate-implementation-full-monitoring-evaluation). 4. What worries the investor? Published in The Jordan times on August 31, 2022 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/what-worries-investor). 5. World moves forward while we are busy classifying people into black and white. Published in The Jordan times on August 13, 2022 (https://www.jordantimes.com/opinion/khleefalkhawaldeh/world-moves-forward-while-we-are-busy-classifying-people-black-andwhite). 6. Towards a 'mission' government, Published in The Jordan times on August 3, 2022 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/towards%E2%80%98mission%E2%80%99-government). 7. In short, in economics, Published in The Jordan times on July 30, 2022 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/short-economics). 8. Huge challenges, but solutions are still possible! Published in The Jordan times on May 8, 2022 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/huge-challengessolutions-are-still-possible). 9. Proposing an approach for all reform dimensions, Published in The Jordan times on March 5, 2022 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/proposing-approachall-reform-dimensions). 10. Constitutionally, the government statement is the right performance evaluation tool, Published in The Jordan times on May 03, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/constitutionally-governmentstatement-right-performance-evaluation-tool). 11. Facts unfolded with coronavirus crisis, Published in The Jordan times on Apr 26, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/facts-unfolded-coronaviruscrisis). 12. Different understanding of the gradual re-operating of economic sectors, Published in The Jordan times on Apr 21, 2020 (https://www.jordantimes.com/opinion/khleefalkhawaldeh/different-understanding-gradual-re-operating-economic-sectors). 13. To unleash our economy... No other options, Published in The Jordan times on Apr 16, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/unleash-our-economy-no-other-options). 14. Why does Jordan succeed in managing the coronavirus crisis? Published in The Jordan times on Apr 12, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/whydoes-jordan-succeed-managing-coronavirus-crisis).

		15. Corona crisis shocked the world and revealed surprises, Published in The Jordan times on Apr 04, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/corona-crisisshocked-world-and-revealed-surprises). 16. Jordan's approach in managing coronavirus crisis, Published in The Jordan times on Mar 30, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/jordans-approachmanaging-coronavirus-crisis). 17. We all work against coronavirus, Published in The Jordan times on Mar 19, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/we-all-work-againstcoronavirus). 18. Creating government excellence culture, Published in The Jordan times on Mar 14, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/creating-governmentexcellence-culture). 19. Are we ready to transform to parliamentary governments? Published in The Jordan times on Mar 08, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/are-weready-transform-parliamentary-governments). 20. Proposed transformation in government management, Published in The Jordan times on Mar 03, 2020 (https://www.jordantimes.com/opinion/khleef-alkhawaldeh/proposedtransformation-government-management).
2022 - Present	Alghad, Jordan	Author, Published Opinions (In Arabic): 10 articles

AWARDS

Year	Award	Institution
2010	The "Outstanding Performer" Award for Performance Excellence and Significant Contributions to the Achievement of the Objectives of the Executive Council of Government of Dubai (2008-2009).	The Executive Council of Government of Dubai
2001	The Best Paper Award at the 5th International and 8th National Research Conference on Quality and Innovation Management held on 12th - 14th of Feb. 2001 at the University of Melbourne in Australia.	Conference Organizing Committee