



جامعة عجلون الوطنية

Ajloun National University



Ghaith Abdulraheem Ali Alsheikh



Amman -Shafa Badran



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PROFILE

An accomplished Assistant Professor with a PhD in Business Administration from UniSZA, Malaysia, and a strong academic background in human resource management, strategic planning, and sustainability. He has taught extensively at Jordanian universities and supervised numerous master's and doctoral theses. His research, published in Scopus and international journals, focuses on digital HR, green behavior, and organizational development. With hands-on leadership roles in university committees and community initiatives, he brings both scholarly and practical expertise to academic and administrative environments.

Personal Data

Date of birth: 18/12/1988

Marital status: Married

Nationality: Jordanian

Address: Amman

Phone: 00962799258547

Email: g.alshaikh@anu.edu.jo

EDUCATION

- **Ph.D. in Business Administration (HRM)** – Universiti Sultan Zainal Abidin (UniSZA), Malaysia (2020)
- **Master of Business Administration** – Universiti Malaysia Perlis (UniMAP), Malaysia (2017)
- **Bachelor of Business Administration (Hotel Management)** – Hashemite University, Jordan (2011)

WORK EXPERIENCE

- University training at Le MERIDIEN Amman Hotel, (starting at 2/5/2010 to 30/6/2010).
- Communication skills.
- Service marketing.
- 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).

PROFESSIONAL ACTIVITIES

- Taught undergraduate and postgraduate courses in Business Administration and Human Resource Management at multiple universities in Jordan.
- Participated in several department and university-level committees, including:
 - Chair of the Job Description Committee (2020–2024)
 - Chair of the University Classifications Committee (2022–2023)
 - Chair of the Committee Preparing the University's Annual Report (2021–2024)
 - Chair of the Committee to Develop KPIs According to BSC (2021–2024)
 - Member of the AACSB Committee (College of Business)
 - Member of the Strategic Planning Committees (University and College levels)
 - Member of the Distinguished Employee Committee (2022–2023)
- Supervised over 20 master's and PhD students across diverse topics in leadership, HRM, sustainability, and organizational behavior.



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SKILLS

- Teaching & Curriculum Development: Experienced in delivering a wide range of business and HRM courses.
- Research & Analysis: Skilled in qualitative and quantitative analysis (SPSS, AMOS, PLS-SEM, Stata).
- Academic Writing & Publishing: Published extensively in Scopus and international journals.
- Committee Leadership: Chaired university-level committees on strategic planning, KPIs, and quality assurance.
- Event Coordination: Organized academic events, workshops, and conferences.
- Computer Proficiency: MS Office (Word, Excel, PowerPoint), EndNote, Mendeley, Outlook, ICDL certified.
- Languages: Fluent in Arabic (native) and English (spoken, written, and read).

CONTINUED PROFESSIONAL ACTIVITIES

- Delivered lectures and workshops in Malaysia as a visiting lecturer.
- Actively participated in organizing academic workshops, conferences, and exhibitions in Malaysia, Saudi Arabia, and Jordan.
- Contributed to research and academic publishing with over 30 publications in Scopus-indexed and international journals.
- Presented papers at numerous academic and professional conferences.

TRAINING COURSE

- University training at Le MERIDIEN Amman Hotel, (starting at 2/5/2010 to 30/6/2010).
- Communication skills.
- Service marketing.
- 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).

PARTICIPATIONS

- 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.
- 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).
- Presenter in International Conference on Environmental, Sports & Recreation 2017.
- Research Methodology Class October 2017.



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COMMUNITY SERVICE

- Workshop on “**Effective Leadership and Management for People with Disabilities**” Prince Ali Bin Al Hussein Club for the Deaf /2023
- Workshop on “**Strategic Planning of Human Resources for Entrepreneurial Projects**” Jordanian Entrepreneurship Association / 2024
- Workshop on “**Methodologies for reducing costs and increasing profits in project management**” Bashayer Al Nour Charitable Society/ 2023
- Workshop on “**Methodologies for reducing costs and increasing profits in project management**” Princess Basma Center for Development (Hesban)/ 2023

REWARDS

- Graduate on time (GOT) from UniSZA 2019
- Best presenter in the Postgraduate Research Conference UniSZA (PRCU) 2018.

REFEREED INTERNATIONAL JOURNALS

Scopus Journals:

1. Megdadi, Y., Megdad, Z., Alsheikh, **Ghaith, A.**, Alnawafleh, E. A., Jadu, K. J., & Alshaketheep, K. (2025). The Relationship Effect Work Quality Between Human Capital and Organization Performance in Private Higher Educational Institutions. *Big Data Finance: Transforming the Financial Landscape*, 525.
2. Megdadi, Y., Al-Ghalabi, R. R., Alghizzawi, M., Al Hawamdeh, T., Banyhamdan, K., **Ghaith, A.**, . . . Haddad, R. (2024). The relationship effect of innovation on online organizational learning applications and employees engagement in Jordanian public sector. *Journal Infrastructure, Policy and Development*, 8(12), 6434.
3. Al-Kasasbeh, O., Al-Khazaleh, S. M., & **Ghaith, A.** (2024). The dynamic impact of environmental sustainability, green finance, and FinTech on energy efficiency in Middle Eastern economies. *International Journal of Energy Economics and Policy*, 14(4), 574-577.
4. Al-Ghalabi, R. R., **Ghaith, A.**, Al-Shamaileh, L. R., & Altarawneh, A. (2024). Impact of digital HR technology between green human resources and environmental performance in Jordanian banks. *Heritage and Sustainable Development*, 6(1), 267-286.
5. Almasria, N. A., Aldboush, H. H., Al-Kasasbeh, O., Lutfi, A., Alhajahmad, F. B., Al Barrak, T., & **Ghaith, A.** (2024). Oil Price Volatility and Economic Growth: Evidence from the Middle East. *International Journal of Energy Economics and Policy*, 14(3), 411-421.
6. **Ghaith, A.**, Al-Ghalabi, R. R., Altarawneh, A., & Al-Shamaileh, L. (2024). Prediction model for behavioral intention to use E-HRM through awareness in Jordanian five-star hotels. *Heritage and Sustainable Development*, 6(1), 219-234.
7. Awamleh, F. T., Alzghoul, A., **Ghaith, A.**, & Bustami, A. N. (2024). *The Impact of Remote Work and COVID-19 Pandemic on Diversification Management*. Paper presented at the International Conference on Business and Technology.
8. **Ghaith, A.**, Al-Gharaibeh, S. M., & Al-Naseri, D. A. (2023). Exploring the relationship between knowledge management and competencies to improve universities success in Jordan: Testing the mediating effect of employee engagement. *Periodicals of Engineering and Natural Sciences*, 11(5), 76-90.



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LANGUAGES

Arabic
English

REFEREED INTERNATIONAL JOURNALS

Scopus Journals:

9. Alzghoul, A., **Ghaith, A.**, & Yamin, I. (2023). The Relationship Between Savings and Investment: Evidence From Jordan. *International Journal of Professional Business Review: Int. J. Prof. Bus. Rev.*, 8(3), 3.
10. Alzghoul, A., Lehyeh, S. A., AlNawafleh, E. A. T., & **Ghaith, A.** (2023). Servant leadership and employee well-being: Mediating role of job burnout, role overload, and anxiety in the Jordanian hospitality sector. *Problems and Perspectives in Management*, 21(4), 384–397.
11. Amro Alzghoul, Bakir, S. M. d. A., & **Ghaith, A.** (2023). The interplay among human resource information systems, organizational citizenship behavior, and organizational success in Jordanian banks. *Problems and Perspectives in Management*, 21(1), 493-503.
12. Isa, A., Ibrahim, H. I., Mohan, M. D., Jaaffar, A. H., Tajudin, A., Khalid, N., & **Ghaith, A.** (2023). The Mediating Effect of Perceived Organizational Support Between Talent Culture and Employee Engagement among employees of Malaysian GLCs. *Revista de Gestão Social e Ambiental*, 17(4), e03372-e03372.
13. Karaki, B. A., Al_kasasbeh, O., & **Ghaith, A.** (2023). FinTech and FinTech Ecosystem: A Case of Jordan-based SWOT Analysis. *Review of Economics and Finance*, 21(1), 2061-2067.
14. AlNawafleh, E. A. T., **Ghaith, A.**, Al-Gharaibeh, S. M., Alhyasat, K. M., & Hamdan, K. B. (2023). Extension of intentions to use booking mobile apps with service quality and customer satisfaction: insights from Jordanian hotels. *International Journal of eBusiness and eGovernment Studies*, 15(1), 47-67.
15. **Ghaith, A.**, Bakir, S., & Alzghoul, A. (2023). The impact of TQM on organizational learning: The moderating role of strategic thinking at Jordanian SMEs. *Uncertain Supply Chain Management*, 11(2), 473-480
16. Yamin, I., Al_Kasasbeh, O., Alzghoul, A., & **Ghaith, A.** (2023). The influence of public debt on economic growth: A review of literature. *International Journal of Professional Business Review*, 8(4), e01772-e01772
17. Al-Nimer, M., & **Ghaith, A.** (2022). Unleashing the role of e-learning in student engagement practices and accounting professional competencies. *Journal of Applied Research in Higher Education*, 14(2), 829-851.
18. Al Muala, I., Al-Ghalabi, R. R., **Ghaith, A.**, Hamdan, K. B., & Alnawafleh, E. A. T. (2022). Evaluating the effect of organizational justice on turnover intention in the public hospitals of Jordan: mediated-moderated model of employee silence, workplace bullying,



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REFEREED INTERNATIONAL JOURNALS

Scopus Journals:

19. AlNawafleh, E. A. T., Addin al-sharari, F. E., **Ghaith, A.**, Al-Ghalabi, R. R., & Hamdan, K. B. (2022). Enhancing The Sustainability Performance Through E-Hrm And Unveiling Of The Labour Productivity And Organizational Agility In The Jordanian Public Universities. *International Journal of eBusiness and eGovernment Studies*, 14(2), 242-263.
20. Alshammare, G. I., Abd Halim, M. S. B., & **Ghaith, A.** (2022). Online Booking Services Assisted by Technology to Improve Customer Loyalty in Jordanian Five-Star Hotels. *International Journal of Professional Business Review: Int. J. Prof. Bus. Rev.*, 7(3), 5.
21. Nofal, M. I., Al-Adwan, A. S., Yaseen, H., & **Ghaith, A.** (2021). Factors for extending e-government adoption in Jordan. *Periodicals of Engineering and Natural Sciences*, 9(2), 471-490.
22. Obaid, T., Eneizan, B., Naser, S. S. A., **Ghaith, A.**, Ali, A. A. A., Abualrejal, H. M. E., & Gazem, N. A. (2021). *Factors contributing to an effective e-government adoption in Palestine*. Paper presented at the International conference of reliable information and communication technology.
23. Nofal, M. I., Al-Adwan, A. S., Yaseen, H., & **Ghaith, A.** (2020). Digital marketing effect to intention to domestic tourism during COVID-19 in Jordan. *Periodicals of Engineering and Natural Sciences*, 8(4), 2471-2483.
24. **Ghaith, A.**, & Mutia, S. (2019). Effect of behavioral variables on organizational citizenship behavior (OCB), with job satisfaction as moderating among Jordanian five-star hotels. *International Journal of Ethics and Systems*.
25. Enas, A.-N., **Ghaith, A.**, Abdulllah, 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. *International Journal of Ethics and Systems*, 35(1), 148-158.
26. **Ghaith, A.**, Alnawafleh, E. A. T., Halim, M., & Tambi, A. (2017). The impact of human resource management practices, organisational culture, motivation and knowledge management on job performance with leadership style as moderating variable in the Jordanian commercial banks sector. *Journal of Reviews on Global Economics*, 6, 477-488.
27. **Ghaith, A.**, Halim, M. S. B. A., Alremawi, M. S. A. A., & Tambi, A. M. B. A. (2017). The Mediating Role of Organizational Culture on the Relationship between Employee Performance and Antecedents in the Hotel Sector. *Journal of Reviews on Global Economics*, 6, 489-497.

ERA Journals:

1. Mutia, A. H., & Ghaith, A. (2018). The Impact E-Commerce Service Quality to Loyalty Evidence Study in Malaysian Hotel Industry. *International Journal of Academic Research in Business and Social Sciences*, 8(12), 766-776. doi: DOI: 10.6007/IJARBS/v8-i12/5071.
2. 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.



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International Journals:

1. Karaki, B. A., Al_kasasbeh, O., & **Ghaith, A. (2023)**. FinTech and FinTech Ecosystem: A Case of Jordan-based Analysis.
2. Alfukaha, F., Saadon, M. S. I., Padlee, S. F., & **Ghaith, A. (2023)**. Nexus among Service Quality and Participants Loyalty in Jordanian Trade Shows: A Mediated-Moderated Model. *Journal of Namibian Studies: History Politics Culture*, 33, 1293-1278-1293.
3. Alfukaha, F. A., Saadon, M. S. I., Padlee, S. F., & **Ghaith, A. (2023)**. The Moderating Role of Trade Shows Participation on the Relationship Between Service Quality and Participant Loyalty: Findings from the Pilot Study. *Journal of Namibian Studies: History Politics Culture*, 33, 417-423-417-423.
4. Alnaim, M. M. A., Sulong, F., Salleh, Z., & **Ghaith, A. (2023)**. Corporate Environmental Performance as a Mediator Between Eco-Efficiency Strategy and Financial Performance in Jordanian Industrial Sectors. *International Journal of Professional Business Review*, 8(5), e01733-e01733.
5. AlWadi, B. M., Aravamudhan, V., Eid, A. A., Nussir, N. A., Masa'd, F., & **Ghaith, A. (2023)**. The Role of Marketing Practices in Moderating the Impact of Job Insecurity on Turnover Intention. *Journal of Namibian Studies: History Politics Culture*, 33, 639-661-639-661.
6. Masad, F. M., Nussir, N. A., Eid, A. A., Aldoulal, T., & **Ghaith, A. (2023)**. Electronic Banking and its Impact on Customer Security in Jordanian Banking Sector: Profitability is an Intermediate Variable. *Journal of Namibian Studies: History Politics Culture*, 33, 363-383-363-383.
7. Khabashna, W., Abd Halim, M., & **Ghaith, A. (2023)**. *Analyzing the Use of TAM Model with Customer Satisfaction and Security Risk in Jordanian Banks*. Paper presented at the MUJAJ-EMJ 1st International Conference on Asian Business Proceeding ICAS'2023.
8. Khabashna, W., Abd Halim, M. S. B., & **Ghaith, A. (2023)**. The Mediating Role of Customer Satisfaction with TAM Model and Trust in the Jordanian Banks.
9. Alshammare, G. I., Abd Halim, M. S. B., Alali, H., & **Ghaith, A. (2022)**. The Interplay Between Main Critical Success Factors And Customer Loyalty: A Concept Not Fully Explored. *Journal of Positive School Psychology*, 462-472-462-472.
10. Abed, H. M., Nofal, M. I., **Ghaith, A.**, & Alnawafleh, E. A. T. (2022). The Influence of Service Quality, Customer Satisfaction and Bank Image on Customer Loyalty in Palestinian Islamic Banks. *Decision sciences*, 25(S4), 1-18.
11. Al Muala, I., & **Ghaith, A. (2022)**. The Impact of Emotion, Convenience, and Customer Satisfaction towards Customer Loyalty: Evidence from Jordanian Five Star Hotels. *Sciences*, 25(S4), 1-7.
12. Alrefai, Y. A. M., Ibrahim, H. I., & **Ghaith, A. (2022)**. Organizational Communication Satisfaction on Performance: A Mediated-Moderated Accounting and Financial Model in Jordanian Public Hospitals. *Academy of Accounting and Financial Studies Journal*, 26(1), 1-17.
13. Ibrahim, H. I., Khan, H., Shah, K. A. M., Baker, R., & **Ghaith, A. (2022)**. TVET Learning in the Time of the Pandemic: Malaysian Insight. *Journal of Positive School Psychology*, 6(2), 1098-1105.
14. Obaid, T., Eneizan, B., Naser, S. S. A., **Ghaith, A.**, Ali, A. A. A., Abualrejal, H. M. E., & Gazem, N. A. (2022). *Contributing to an Effective E-Government Adoption in Palestine*. Paper presented at the International Conference on Reliable Information and Communication Technology.
15. Al-Nimer, M. B., **Ghaith, A.**, Abd Halim, M. S. B., & AlNawafleh, E. A. T. (2022). Understanding The Relationship Between Dynamic Capabilities And Internationalization Readiness With Innovation As Mediating In The Smes In Jordan. *Journal of Positive School Psychology*, 1222-1233.



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16. Alshammare, G. I., Abd Halim, M. S. B., Alali, H., & **Ghaith, A.** (2022). The Interplay Between Main Critical Factors And Customer Loyalty: A Concept Not Fully Explored. *Journal of Positive School Psychology*, 462–472-462–472.
17. Alabed, A. A., Mansor, N. B., **Ghaith, A.**, & Long, Y. (2021). Assessing The Financial Relationships Between Innovation, Organizational Learning And Performance In Jordanian Hotels With Users'satisfaction As Moderating Variable. *Accounting and Financial Studies Journal*, 25(3).
18. Alnaim, M. M. A., Sulong, F., Salleh, Z., & **Ghaith, A.** (2021). Conceptual Paper On Corporate Environmental Performance As Mediating Between Innovation And Financial Performance In Jordanian Industrial Sector. *Strategic management*, 21(S2), 1-9.
19. **Ghaith, A.**, Awang, Z., Barhem, B. Y., Alsakarneh, A., Eneizan, B., & Nofal, M. (2021). Structural Equation Modeling Using AMOS based Empirical Analysis: Direct and Indirect Effects of Job Performance Factors among Jordanian Banks. *Webology*, 18(2).
20. Abdallah, A., Mastura, W., & **Ghaith, A.** (2021). The Effect of High-Performance Work System with Behavioural Factors in Jordanian Hospitals: A Literature Review. *Linguistica Antverpiensia*(2), 3327–3344.
21. Yousef, A. M. A., Hazril, I. I., & **Ghaith, A.** (2021). Examining ISA Engagement Scale as Mediating Between Organizational Communication Satisfaction and Performance in Jordanian Hospitals. *Psychology and Education*, 58(2), 11362-11369.
22. Aerni Isa, H. I. I., Khan, H. A., Jaaffar, A. H., Hanapiyah, Z. M., & **Ghaith, A.** (2021). The Relationship between Management Practices and Perceived Organizational Support: Evidence from Government Linked Companies. *Journal of Positive Psychology and Wellbeing*, 5(4), 1519-1528.
23. Al-Nimer, M., & **Ghaith, A.**, (2021). Unleashing the role of e-learning in student engagement practices and academic professional competencies. *Journal of Applied Research in Higher Education*.
24. Al-Nimera, M. B., Abd Halima, M. S. B., & **Ghaith, A.**, (2021). A Pilot Study Of A Possible Effect From Environmental Dynamism On Internationalization Readiness With The Mediating Role Of Innovation. *Psychology and Education*, 58(2), 6888-6899.
25. Nofal, M. I., Al-Adwan, A. S., Yaseen, H., & **Ghaith, A.**, (2021). Factors for extending e-government adoption in Jordan. *Periodicals of Engineering and Natural Sciences (PEN)*, 9(2), 471-490.
26. Yousef, A. M. A., Hazril, I. I., & **Ghaith, A.** (2021). Examining ISA Engagement Scale as Mediating Between Organizational Communication Satisfaction and Performance in Jordanian Hospitals. *Psychology and Education*, 58(2), 11362-11369.
27. **Ghaith, A.** (2020). Examining Competitive Advantage between Knowledge Sharing, Work Engagement and Organizational Citizenship Behaviour (OCB) In Jordanian Universities. *PalArch's Journal of Archaeology of Egypt/Egyptology*, 17(4), 7422-7434.
28. 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. *International Journal of Innovative Technology and Design Engineering (IJITEE)*.
29. Enas, A.-N., Abdul Aziz, A., Ghaith, A., Puspa, L. G., & Abdul Malek, T. (2018). The Impact of Service Quality, Substitutes for Service Norms, and Voluntariness on Acceptance of Provider's Mobile Telecommunication Service in Jordan. *International Journal of Engineering & Technology*, 7(4.34), 149-152.
30. Ghaith, A. A. A., Mohd, H. M. J. Z., & Aseel, A. A. A. (2016). The Customer Satisfaction Role on Customer Loyalty: Evidence among Jordanian Hotel Industry. *Imperial Journal of Interdisciplinary Research*, 2(12).
31. Ghaith, A., Zukime, M., & Safizal, A. (2016). The Impact and Trend of Service Quality on Customer Loyalty toward 5 Stars Hotels: A Comparative Study of Malaysia and Jordan. *International Journal of Engineering Sciences & Management Research*, 3(2349-6193).



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REFEREED INTERNATIONAL JOURNALS

Conferences:

1. **Ghaith, A.**, Muath, A., & Amro, A. (2020). *Leadership Competencies and Business Intelligence: Synergies for Competitive Advantage*. Paper presented at the AIP Conference Proceedings.
2. Mohammad, T., Amro, A., & **Ghaith, A.** (2020). *Business Intelligence as a Catalyst for HR Transformation: A Study of BI Implementation in HR Practices*. Paper presented at the AIP Conference Proceedings.
3. **Ghaith, A.**, Mutia Sobihah, H., & Zukime Mohd, J. (2017). *The Effect of Factors on Customer Satisfaction to Customer Loyalty. Evidence from Jordanian Five Star Hotels*. Paper presented at the International Conference on Environmental, Sports & Recreation, UniSZA Im4u Outreach Camp, Merang, Setiu, Terengganu, Malaysia.
4. Mutia Sobihah, H., **Ghaith, A.**, & Ahmad, A. (2017). *A Study on the Relationship between Organizational Commitment, Leadership Style, Organizational Commitment and Organizational Citizenship Behaviour, Intrinsic Motivation Mediating With Reference To Employees Working In Jordanian Luxury Class Hotel*. Paper presented at the International Academic Conference on Business and Economics.
5. **Ghaith, A.**, & Mutia, S. A. A. (2019). *Examining Competitive Advantage Moderating Role on the Relationship between Knowledge Sharing, Work Engagement, and Organizational Citizenship Behavior (OCB) in the Jordanian Universities*. Paper presented at the Postgraduate Research Conference UniSZA (PRCU).

TEACHING EXPERIENCE

1. Business Mathematics
2. Insurance Management
3. Marketing Management
4. Principles of Management
5. Human Resource Planning
6. Staffing
7. Training and Development
8. Contemporary Topics in HRM
9. Leadership and Teams
10. Organizational Theory
11. Organizational Behavior
12. Strategic Management
13. Managerial Communication Skills
14. Methodology of Scientific Research in Business
15. Electronic Business
16. International Business
17. Supply Chain Management