



PROFILE

Professor Rifat Shannak is a well-qualified training professional; with over 20 years of practical experience in General Management & Business Development issues. He is an accredited trainer in Jordan for courses in management, information technology and total quality management.

A recipient of several awards including the Presidential Award of Excellence for Contribution to TQM Improvements Efforts at the University, (2005/2006), Professor Shannak is a certified EFQM assessor. His varied career has been conducted in business as well as research, teaching, and consulting on information technology and business management, in private and public enterprises. Professor Shannak teaches undergraduate and postgraduate level courses in information systems and management at Jordanian Universities. He has also previously worked as the Acting President and Dean for Talal Abu Ghazaleh University College of Business – Bahrain. Professor Shannak is a reviewer for academic promotions for a number of international higher education institutes.

INSTITUTION

PhD in Management (Management Information Systems)

Aston University Business School – UK

1999

Masters of Business Administration

University of Jordan – Jordan

1994

B. Sc in Microelectronics & Computing

University College Wales – UK

1982

MEMBERSHIP OF COMMITTEES & PROFESSIONAL SOCIETIES

- Chairman, Committee to evaluate Quality of Higher Education at Applied Scientific University – Bahrain (2013/2014) and the Ahlia University in Bahrain (2014/2015).
- UNDP approved reviewer and advisor on quality of higher education. (Reviewed Universities in Lebanon and Sudan).
- Chairman of Business Management Department (Winner of King Hussein Prize for Excellence given to the Business Management Program) during the Academic Year (2004/2005).
- Reviewer for King Hussein Fund of Excellence on Total Quality Management.
- Member, Internal and External Committee Examiner for Many Graduate Theses at the University of Jordan, Al-Balqa University, Amman Arab University for Graduate Studies, Al-Beit University, Mutah University, Middle East University in Amman and the International Islamic University.
- Reviewer for Publication of Academic Articles for a Number of Regional Journals.
- Council Member for Faculty of Graduate Studies, (Sep. 2005 – Aug. 2006).
- Reviewer for Ministry of Education (Supervision committee for the Information Management branch of secondary education).
- Accredited trainer for courses in management, information technology and total quality management.
- Reviewer for King Abdulla II Quality Award of Excellence for the private sector (Third Cycle 2003/2004).
- Chairman or Member of Many Committees formed by the Jordanian Accreditation Council – Ministry of Higher Education and Scientific Research (Sep. 2000 – To date).
- Reviewer for the Emirates Awards for Excellence (Sheikh Khalifeh Programme for Excellence) – Public Sector (2012).
- Consultant for Faculty of Law Quality Award Preparation at the University of Jordan (Faculty Won Award 2006).

- Consultant for Faculty of Arts-English Language Award Preparation at the University of Jordan.
- Chairman or Member of many Faculty Committees for Graduate Studies.
- Chairman or Member of many University Committees for Quality.
- Member of Strategic Planning Committee – University of Jordan.
- Member of the ISO9000 Committee for Jordan University Hospital. (Hospital acquired ISO certificate during 2007).
- Member of Committee of Experts for Forming Accreditation Council, July 2005 – August 2007.
- Member of the Higher Committee for the Recognition of Non - Jordanian Higher Education Institutes. (Aug. 2007 to 2009) and during 2014.
- Jordanian Project Officer for a number of International Projects on Civic Education.
- Certified EFQM Assessor
- Reviewer for academic promotions for a number of international higher education institutes.
- Member of Jordan Society for Quality
- Member of the Editorial Board of International Journal of Qualitative Information Systems Research-INDERSCIENCE Publishers.
- Member of the Editorial Board of Jordan Journal of Business Administration (2013 – 2016).
- Member of the Editorial Board of Dirasat Journal – University of Jordan.

AWARDS AND PRIZES

- King Hussein Quality Award of Excellence for Business Management (During my tenure as Chairman of the Business Management Department, (2004/2005), University of Jordan).
- Presidential Award of Excellence for Contribution to TQM Improvements Efforts at the University, (2005/2006).

SIGNIFICANT ACHIEVEMENTS

- Founder of the Management Information Systems Department at the University of Jordan.
- Consulted on quality for the University Faculty of Law Quality Award preparation in 2006, which the Faculty won.
- Also consulted for the Faculty of Arts/English Language Department in 2009, which also won the first award of excellence by the Hussein Fund for Excellence.

EMPLOYMENT HISTORY

- Currently a Professor of Management (MIS) in the Faculty of Business at the University of Jordan.
- Acting President and Dean for Talal Abu Ghazaleh University College of Business – Bahrain during (2014/2015).
- Professor of Management (MIS) in the Faculty of Business at the University of Jordan during (2013/2014).
- Chairman of MIS Department- Faculty of Business, University of Jordan, September 2011 till September 2013.
- Chairman of MIS Dept., Faculty of Business, Amman Arab University for Postgraduate Studies (On a sabbatical leave from the University of Jordan), September 2010 – August 2011.
- Chairman of MIS Dept., Faculty of Business, University of Jordan, September 2006 – August 2010.
- Vice Dean Faculty of Business, University of Jordan, Sept 2005 – August 2006.
- Chairman of MIS Dept., University of Jordan, Sept 2004 – Aug 2005.
- Chairman of Business Management Dept., University of Jordan Sept 2002 – Aug 2004.
- Lecturer, Faculty of Business, University of Jordan, March 2000 – To date.
- Teaching Assistant, Aston Business School, Aston University, UK, Sept 1995 – Aug 1999.
- Lecturer, Faculty of Business, University of Jordan, Sept 1994 – Aug 1995.

- Regional Manager for Near and Middle East (International Company) [The Arab Countries and Turkey], Jan 1987 – Dec 1990.
- Area Sales Manager (International Company) [Saudi Arabia], March 1986 – Dec 1986.
- Deputy Managing Director and Maintenance Manager (United Trading Group – Electronics Division), Jan 1984 – Feb 1986.
- Computer Engineer, United Trading Group, July 1982- Dec 1983.
- Lecturer at Jordanian institutes (Banking Institute, Arab Academy for Banking & Finance (Arab League), Amman Arab University for Graduate Studies, Amman Private University, Alzeitunah University, Petra University, German-Jordan University [TAGSB]), March 2000 – Present.

CONSULTANT AT:

- Ministry of Higher Education (on TQM Award and Knowledge Management)
- Housing Urban Development Directorate
- Jordan Valley Authority
- Jordan Cigarettes Factory in Bankruptcy
- Nabil Food Factory
- Centre of Excellence for the Jordanian Pharmaceutical Industries

TEACHING INTERESTS AND SPECIALISATION

- Principles of Management
- Introduction to e-Commerce (in Arabic)
- Principles of MIS
- Production and Operations Management
- Information Resource Management (for both undergraduate and postgraduate students)
- e-Business
- Supply Chain Management and Logistics
- Decision Support Systems and Knowledge-based Systems
- knowledge Management
- Total Quality Management
- Contemporary Topics in Management (postgraduate level)
- IT Impacts and Corporate Culture-related Issues
- e-Commerce Applications in Organisations
- Applications of IT/IS
- Systems Development and Implementation.
- Research Methodology for MBA Students
- Statistics and Research Methods for Masters Students.
- Special Topics in Business Management.
- Graduation Project for MIS Bachelors Students
- Supervised Masters and PhD Theses
- Internal and External Examiner for many Masters and PhD Theses

CONFERENCES ATTENDED (LOCAL & INTERNATIONAL)

- The Fourth International Conference entitled “Sustainability and Excellence Performance in Organizations under Uncertain Environment”, Great Amphitheater - The University of Jordan School of Business Amman 19-21/4/2016.

- The Third International Conference for the Faculty of Business Administration at Mutah University – Jordan entitled “Vigilant Strategy to Face Regional and Global Challenges in the Renewable Business Environment”, 28 – 30 April 2015.
- Conference on "Intellectual Capital Development", Kuwait 18-21 January 2010, Organized by Ministry of Awaqaf – Kuwait.
- International Business Information Management Association 12th Conference, Kuala Lumpur – Malaysia, June 2009.
- Hamline Summer College for Teachers Conference, Hamline University, St. Paul – USA, July 2007.
- Pugwash Conference, Cairo – Egypt, November 2006.
- Hamline Summer Conference on Civic Education, Hamline University, St. Paul – USA, July 2006.
- International Business Information Management Association Conference, Bonn – Germany, June 2006.
- Ministry of Higher Education First International Conference on the Quality of Higher Education, Amman – Jordan, December 2005.
- MEDIANE Conference, Cosenza – Italy, November 2005.
- Faculty of Business Conference, University of Jordan, Amman – Jordan, 2004.
- Business Administration and Its Applications Conference, Aston University, Birmingham – U.K., 1999.
- Business Information Systems Conference, Manchester Metropolitan University, Manchester – U.K., 1998.
- Scientific Education Conference, Leeds University, Leeds – U.K., 1997.
- The Fifth European Conference on Information Systems, Cork – Ireland, 1997.
- Med-Campus Workshop on Applications of Information Technology, Amman – Jordan, 1995.

WORKSHOPS and Forums ATTENDED (LOCAL & INTERNATIONAL)

- A Panelist in the Arabian Gulf University Scientific Forum on Smart Cities & Cloud Computing, Manama, Bahrain, 25 March, 2015 @ <http://www.agu.edu.bh/agu35/files/Lecture-3.pdf>
- Productivity Accounting for Bahrain Workshop, Organised by Bahrain-based Mena Centre for Investment in co-operation with the United Nations Industrial Development Organisation (Unido), Tamkeen, and Ebtikar Association, the Diplomat Radisson Blu Hotel, Manama, Bahrain 20-21 January 2015.
- Adenauer Foundation Workshop of Teacher Training, Antalya – Turkey, August 2008.
- Adenauer Foundation Workshop of Teacher Training, Antalya – Turkey, July 2007.
- Economic Cooperation Workshop on High-Tech and Information Technology, Wittenberg Cultural Centre, Wittenberg – Germany, July 2007.
- Economic Cooperation Workshop on Tourism, Wittenberg Cultural Centre, Germany, July 2006.
- Improving and Modernizing IT Specializations Standards Workshop, Amman – Jordan, 2006.
- Fredrick Ebert Foundation Workshop, "Women and Civic Education", Istanbul – Turkey, January 2006.

TRAINING COURSES

Delivered many Training Courses in Jordan and in the Arabian Gulf Countries [Including training for officers in the UAE and Qatari Armies as well as the Amiri Diwan]:

- Project Feasibility
- Project Management
- Business Correspondence
- Report Writing
- Time Management
- Total Quality Management - Excellence Awards (King Abdullah II)

- Management Courses (Heads of Faculty Central offices) * Diwans, University Middle Management Staff and University Top Management).
- Preservation and Electronic Archive
- Management Information Systems
- Decision Support Systems
- E-Commerce
- Management for IT Centres - Information Management
- Human Resource Management (Individual & Corporate Performance)
- Training of Trainers
- ICT Security Strategies and Challenges

LANGUAGES

Indicated on the basis of competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

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|------------|------------|------------|
| • ARABIC: | • ENGLISH: | • GERMAN: |
| READING-1 | READING-1 | READING-4 |
| SPEAKING-1 | SPEAKING-1 | SPEAKING-4 |
| WRITING-1 | WRITING-1 | WRITING-4 |

PUBLICATIONS:

1. **Shannak, R.** (2016). Fundamentals of Information Technology and Information Systems for Management and Business (in Arabic), Under Progress.
2. Masa'deh, R.M.T., **Shannak, R. O.**, Maqableh, M., Tarhini, A. (2016). The impact of Knowledge Management on job performance in Higher Education: The case of the University Of Jordan, Journal of Enterprise Information, Emerald, **Accepted 31-Dec-2015**.
3. **Shannak, R.** (2016). "The Impact of Implementing an Enterprise Resource Planning System on Organizational Performance Using Balanced Scorecard", Journal of Management Research, Vol. 8, No. 1, pp. 37 – 54.
4. Maqableh, M., Masa'deh, R., **Shannak, R.**, and Nahar, K. (2015). "Perceived Trust and Payment Methods: An Empirical Study of MarkaVip Company", Int. J. Communications, Network and System Sciences, Vol. 8, pp. 409 – 427.
5. **Shannak, R.** (2015). "Government Financial Management Information System: The Case of the Government of Jordan", The Third International Conference for the Faculty of Business Administration at Mutah Univerity – Jordan entitled Vigilant Strategy to Face Regional and Global Challenges in the Renewable Business Environment, 28 – 30 April 2015.
6. **Shannak, R** and others. (2015). Introduction to e-Commerce, Dar Alfikr, Amman – Jordan (in Arabic).
7. Masa'deh, Ra'ed (Moh'dTaisir), **Shannak, Rifat**, and Maqableh, Mahmoud. (2013). "A Structural Equation Modeling Approach for Determining Antecedents and Outcomes of Students' Attitude toward Mobile Commerce Adoption", Life Science Journal, Vol. 10, Iss. 4, pp. 2321-2333.
8. **Shannak, R.** (2013). "The Impact of Using E-collaboration Tools on Company Performance", European Scientific Journal, Vol. 9, No. 10, pp. 1-18.
9. **Shannak, R.** (2013). "The Impact of E-government Implementation on the Organizational Structure: The Case of Jordan", Perspectives of Innovations, Economics and Business, Vol. 13, Iss. 1, pp. 5-16.
10. Sweis, Rateb., **Shannak, Rifat.**, Abu El Samen, Amjad., and Suifan, Taghrid. (2013). "Factors Affecting Quality in the Jordanian Housing Sector", International Journal of Housing Markets and Analysis, Vol. 6, Iss. 2, (Accepted for Publication).
11. **Shannak, R.** (2013). "Key Issues in E-Banking Strengths and Weaknesses: The Case of Two Jordanian Banks", European Scientific Journal, Vol. 9, No. 7, pp. 239-263.
12. **Shannak, R.** (2013). "The Difficulties and Possibilities of E-Government: The Case of Jordan", Journal of Management Research, Vol. 5, No. 2, pp. 189 – 204.
13. الحديد، أنس و**الشناق، رفعت**. (2013). "اثر المزيج التسويقي الالكتروني على اتجاهات السائحين نحو السياحة في الأردن"، مجلة دراسات للعلوم الإدارية، المجلد 04، العدد 2402، 258 – 276.
14. Obeidat, B., Alzaidi, F., **Shannak, R.**, AlJarrah, I., and Al-Zu'bi, Z. (2012). "The Impact of Health Care Quality Controls on Patient Safety in Ministry of Health (MOH) Hospitals in (KSA) Kingdom of Saudi Arabia", Research Journal of International Studies, Vol. 24, No. 8, pp. 94 - 111.
15. Al-Zu'bi, Z., Dahiyat, S, **Shannak, R.**, Warrad,T., and Masa'deh, R. (2012). "Investigating the Effect of Foreign Direct Investment Technology Transfer on Mass Customization Capability in Jordan's Manufacturing Sector", International Research Journal of Finance and Economics, Vol. 94, No. 7, pp. 79 – 90.
16. **Shannak, R.**, Masa'deh, R., and Akour, M. (2012). "Knowledge Management Strategy Building: Literature Review", European Scientific Journal, Vol. 8, No. 15, pp. 143 - 168.
17. Akour, M and **Shannak, R.** (2012). "Jordan Education Reform for the Knowledge Economy Support Project – a Case Study", Journal of Management Research, Vol. 4, No. 4, pp. 116 – 130.
18. Al-Dmour, R and **Shannak, R.** (2012). "Determinants of the Implementation Level of Electronic Human Resources Management (E-HRM) In Jordanian Shareholding Companies", European Scientific Journal, Vol. 8, No. 17, pp. 204 – 235.

19. **Shannak, R** and AL-Masri, A. (2012). "The Relationship between TTM (Time To Market) Tool and Evaluating the Performance of Products' Launching Process: A Case Study of Orange Jordan, European Scientific Journal, Vol. 8, No. 17, pp. 114 – 135.
20. **Shannak, R** and Nasser, Y. (2012). "The Effect of the Adopted Computerized Human Resources Information System on Job Satisfaction in the Jordanian Private Hospitals", International Journal of Information, Business and Management, Vol. 4, No. 2, pp. 148-159.
21. **Shannak, R.**, Masa'deh, R., Obeidat, B., Alshurideh, M., Alzu'bi, Z., and Altamony, H. (2012). "A Theoretical Perspective on the Relationship between Knowledge Management Systems, Customer Knowledge Management, and Firm Competitive Advantage", Journal of Social Sciences, Vol. 28, Issue 4, pp. 520 – 632.
22. Masa'deh, R and **Shannak, R.** (2012). "Intermediary effects of knowledge management strategy and learning orientation on strategic alignment and firm performance", Research Journal of International Studies, Vol. 24, No. 9, pp. 112 - 128.
23. **Shannak, R** and Al-Taher, A. (2012). "Factors affecting Work Locus of Control:(Analytical & Comparative study)", Jordan Journal of Business Administration, Vol. 8, No. 2, pp. 373 – 389.
24. **Shannak, R.**, Obeidat, B., and Masa'deh, R. (2012). "Culture and the Implementation Process of Strategic Decisions in Jordan", Journal of Management Research, Vol. 4, No. 4, pp. 257 -281.
25. Obeidat, B., **Shannak, R.**, Masa'deh, R., and Al-Jarrah, I. (2012). "Toward Better Understanding for Arabian Culture: Implications based on Hofstede's Cultural Model", European Journal of Social Sciences, Vol. 28, Issue 4, pp. 512 – 522.
26. **Shannak, R** and Qasrawi, N. (2011). "Using Web Analytics to Measure the Effectiveness of Online Advertising Media: A Proposed Experiment", European J. Economics, Finance & Administrative Sciences. Vol. 42, No. 8, pp. 90-99.
27. Masa'deh, R., **Shannak, R.**, Almajali, D., and Dahalin, Z. (2010). "An Empirical Study of Antecedents and IT-Business Strategic Alignment in Jordanian Public Shareholding Firms: A Structural Equation Modelling Approach", *Annual International Conference on Infocomm Technologies in Competitive Strategies (ICT 2010)*, pp. 1 - 9.
28. **Shannak, R.**, Masa'deh, R., Obeidat, B., and Almajali, D. (2010). "Information Technology Investments: A Literature Review", proceeding of the 14th IBIMA conference on Business Transformation through Innovation and Knowledge Management: An Academic Perspective, 1356 -1368.
29. Masa'deh, R., **Shannak, R.**, Obeidat, B. Almajali, D., and Dahalin, Z. (2010). "Investigating a Causal Model of IT-Business Partnership and Competitive Advantage", proceedings of the 14th IBIMA conference on Business Transformation through Innovation and Knowledge Management: An Academic Perspective, 1250 – 1260.
30. **Shannak, R.** (2010). Knowledge-based Systems Support for Strategic Decisions. European J. Economics, Finance & Administrative Sciences. Vol. 21, No. 1, pp. 7-20.
31. **الشناق، رفعت والضمور، فيروز.** (2010). " العلاقة بين استخدام تكنولوجيا المعلومات والإبداع التنظيمي: دراسة تطبيقية على الشركات الصناعية المساهمة العامة الأردنية "، مجلة المنارة - جامعة آل البيت ، المجلد (16)، العدد (1)، الصفحات 187-211.
32. **Shannak, R.** (2009). Measuring knowledge management performance, European Journal of Scientific Research, 25(2), 242-253.
33. Aldhmour, F and **Shannak, R.** (2009). The Effective Utilization of Information and Communication Technology and its Impact on Competitive Advantage. European J. Scientific Research, 29(3), 302-314.
34. **Shannak, R** and Aldhmour, F (2009). Grounded Theory as a Methodology for Information Systems Research. European J. Economics, Finance & Administrative Sciences. 15, 32-50.
35. Al-Zu'bi, Z., Tsinopoulos, C., and **Shannak, R.** (2009). A comparative study of the effects of collaborative partners on the allowance for customer input. In EUROMA (European Operations Management Association). *16th international EurOMA conference; Implementation-realizing Operations Management Knowledge*. Chalmers University of Technology, University of Gothenburg and the Linköping University, Sweden, 14-17 June, 2009, EurOMA: Göteborg.

36. **Shannak, R.** (2009). "Measuring Reliability of Authentication Systems in Jordanian Banks", *Proceeding of the IBIMA2009 Conference: Creating Global Economies through Innovation and Knowledge Management: Theory & Practice, Kuala Lumpur – Malaysia*. 29-30 June, 2009. CD – ROM, record 87.
37. **Shannak, R.** (2009). "Information Technology as a Supportive Tool for Managing Knowledge: A Theoretical Perspective", *Proceedings of the Second Faculty of Business Conference – University of Jordan*, Amman – Jordan.
38. **Shannak, R** and Al-Ja'fari, R. (2008). "IT Systems Evaluation Process in Local and Foreign Banks Operating in Jordan and its Effect on their Effectiveness", *Proceedings of the Research Papers based on Graduate Theses Conference, Faculty of Graduate Studies, Amman – Jordan*.
39. **Shannak, R** and Al-Ja'fari, R. (2006). "Most Common IT Systems Evaluation Methods in Jordanian Banking Sector", *Proceeding of the IBIMA2006 Conference: Managing Information in the Digital Economy: Issues & Solutions, Bonn – Germany*. June 2009, CD - ROM record 84.
40. بطاز، محمد والشناق، رفعت وحمدان، محمد. (2005). "تخصصات تكنولوجيا المعلومات ومجالات المعرفة المطلوبة"، ورشة تطوير وتحديث معايير اعتماد تخصصات تكنولوجيا المعلومات، مجلس اعتماد مؤسسات التعليم العالي، الجامعة الأردنية، الأردن.
41. الشناق، رفعت وعبد الخالق، ضحى. (2005). "تخصصات تكنولوجيا المعلومات ومتطلبات سوق العمل"، ورشة تطوير وتحديث معايير اعتماد تخصصات تكنولوجيا المعلومات، مجلس اعتماد مؤسسات التعليم العالي، الجامعة الأردنية، الأردن.
42. **Shannak, R** and Al-Debei, M. (2005). "The Current State of E-Commerce in Jordan: Applicability and Future Prospects; an Empirical Study", *Proceedings of the IBIMA2005 Conference: Internet and Information Technology in Modern Organizations: Challenges & Answers, Cairo – Egypt*. CD - ROM record 63.
43. **Shannak, R.** (2005). "Quality Management System": Operation, Maintenance Improvement and Training (OMIT), First Jordanian Conference on Accreditation and Quality Assurance of Higher Education 13–15 Dec, 2005 - Amman, Jordan.
44. **Shannak, R** and Al-Ja'fari, R. (2004). "Evaluation of IT Banking Applications in Jordanian Banks", *Proceedings of the Faculty of Business Conference, Amman – Jordan*.
45. Al-Utaibi, G and **Shannak, R.** (2004). Management Information Systems, GCSE level, Ministry of Education, Jordan.
46. **Shannak, R.** (1999). An interpretive approach to analysing the role and value of information systems in Jordanian financial organisations. Unpublished PhD thesis. Aston University Business School, UK.
47. **Shannak, R** and Edwards, J. (1998). The Value of Information Systems in Jordanian Organisations: A Survey, *Business Information Management: Adaptive Future*, 8th BIT Conference 4-5th Nov 98, The Manchester Metropolitan University.
48. **Shannak, R.** (1994). The impact of management information systems on organisational performance. Unpublished MBA thesis. University of Jordan.