

## CURRICULUM VITAE

**Full name:** *Raw'a Abdel Rahman Mohammed Hijazi*

**Department/Faculty:** *Department of Business Administration,  
Faculty of Business*

**University, City, Jordan:** *Al-Zaytoonah University of Jordan,  
Amman, Jordan*

**Phone: Number/s:** *00962-6-4291511*

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**Homepage:** <https://www.zuj.edu.jo/>



### 1. Personal Data

Date of Birth: March, 1975

Nationality: Jordanian

#### **Biographical Note**

Rawa Hijazi is an assistant professor at Al-Zaytoonah University of Jordan. She has been teaching business administration courses for approximately 18 years. Rawa holds a Ph.D. in Business Administration, an MBA, and a Bachelor of Science in Civil Engineering. She is interested in blending engineering and business concepts. Her current research interests include quality, innovation, knowledge sharing, sustainability, and logistics. Her works can be seen at scholarly journals, such as *International Journal of Bank Marketing*, *Business Process Management Journal*, and *International Journal of Quality and Reliability Management*. She has diverse experience in working in both the Jordanian and the Emirati environments. Prior to teaching and research, she practiced in the engineering field as a site engineer, design engineer, and project manager.

### 2. Education



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- Doctor of Philosophy in Business Administration, GPA 89.7  
October 2005- February 2009  
The Arab Academy for Banking and Financial Sciences  
Faculty of Banking and Financial Sciences  
Amman-Jordan
- Master in Business Administration, GPA 84.8  
February 2001 - February 2004  
Yarmouk University  
Faculty of Economics and Administrative Sciences  
Irbid-Jordan  
Master Thesis Title: *Application of Statistical Quality Control Techniques in Irbid Public Works Directorate: A Case Study (written and discussed in English language)*
- Bachelor Degree of Science in Civil Engineering, Specialization: Structure, GPA 70.4  
September 1993 - September 1998  
Jordan University of Science and Technology  
Faculty of Engineering  
Irbid-Jordan  
Graduation Project/ Part 1 Title: *Making Structural Re-design for Irbid Governorate Health Directorate Building.*  
  
Graduation Project/ Part 2 Title: *Structural Design for an Earthquake-resistant (Aseismic) Building.*
- High School Certificate- Tawjihi- Scientific stream- Average 90.1%- July, 1993  
Irbid-Jordan

### 3. Ph.D. Dissertation

*Factors Affecting Quality Performance in Jordanian Public-Sector Building Projects (written and discussed in English language)*

### 4. Employment

#### Academic Positions

Assistant Professor  
September 2019- Present  
Al-Zaytoonah University of Jordan/ Faculty of Business  
Department of Business Administration  
Amman-Jordan

Assistant Professor  
September 2013- September 2019



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Emirates College of Technology/ Faculty of Business  
Management Department.  
Abu Dhabi – UAE

Assistant Professor  
March 2009 –August 2013  
University of Banking and Financial Sciences/ The Arab Academy for Banking and  
Financial Sciences  
Amman-Jordan

Instructor-Full Time  
October 2005-February 2009  
The Arab Academy for Banking and Financial Sciences  
Amman-Jordan

#### **Non-academic Positions**

Project Manager /Design Engineer /Site Engineer  
September 1998-October 2005  
Different construction organizations and projects: Mohammed saif aldeen dalgamoni  
company, Fahmy Nimer Al Bitar & Sons Company, and Salwani for Trading &  
Building Contracting Co.  
Jordan

#### **5. Research Interests**

Quality, innovation, knowledge sharing, sustainability, and logistics.

#### **6. Honors and Awards**

Faculty of Engineering Honor List/ Jordan University of Science and Technology  
1993/1994

#### **Teaching Experience**

- *Graduate Courses (in English language/ at The Arab Academy for Banking and Financial Sciences/ for MBA students)*
  - 1- Advanced Project Management
  - 2- Advanced Quality Management
  - 3- Advanced Operations Managements
- *Undergraduate Courses in Business Administration (in both Arabic and English languages as follows: In English language at Emirates College of*



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*Technology, and in Arabic language at The Arab Academy for Banking and Financial sciences and/or Al Zaytoonah University of Jordan)*

- 1- Administrative Leadership
- 2- Business Communications
- 3- Business Environment Management
- 4- Business Law
- 5- Change Management
- 6- Computer Applications in Management
- 7- Contemporary Management Issues
- 8- Cross cultural Management
- 9- Entrepreneurship and Small Business Management
- 10- Graduation Research in “Business Administration”
- 11- Human Resource Management
- 12- International Business Management
- 13- Internship in Business Administration
- 14- Introduction to Management I and II
- 15- Linear Algebra/ in Industrial Management Curriculum
- 16- Logistics and Supply Chain Management/ in Industrial Management Curriculum
- 17- Maintenance Management/ in Industrial Management Curriculum
- 18- Management Information Systems
- 19- Operations Management
- 20- Operations Planning and Scheduling/ in Industrial Management Curriculum
- 21- Organizational Behavior
- 22- Project Management
- 23- Purchasing and Supply Chain Management
- 24- Quality Management
- 25- Quantitative Methods in Management (Operations Research) (Quantitative Business Analysis) I and II
- 26- Research Methods
- 27- Strategic Management
- 28- Other courses in Business Administration

### **International Experience**

Rawa has gained an international (Academic and Non-academic) experience in UAE as follows:

Teaching and Research in Emirati Environment.

Scientific Committees in Emirati Environment.

### **7. Supervision of Graduate Research**

Supervisor: Master thesis, Walaa Al-Masarwah, Al-Zaytoonah University of Jordan, March, 2023.



Internal Examiner: Master thesis, Bdoor al-Manaasah, Al-Zaytoonah University of Jordan, December, 2022.

### **Supervision of Undergraduate Research**

Supervising students in their graduation research and guiding them to implement their projects in real life, Emirates College of Technology/ Faculty of Business, 2014-2019

### **8. Membership of Committees**

#### **A. At Al-Zaytoonah University of Jordan/ Amman:**

**Curriculum Committee:** Making sure the curriculum is academically rigorous, thorough, and responsive to the community's changing demands.

Al Zaytoonah University of Jordan: Faculty of Business: October 2022- present.

**Assurance of learning Committee:** Suggesting strategies to improve the learning process.

Al Zaytoonah University of Jordan: Faculty of Business: October 2022- present.

#### **Different committees (Curriculum, Exams, Social, and Quality among others).**

Al Zaytoonah University of Jordan: Department of Business Administration:

October 2019- Present.

#### **B. At Emirates College of Technology/ Abu-Dhabi:**

**Local Reaccreditation Committee:** Sharing in preparing documents for Local reaccreditation and discussing them with The Commission for Academic Accreditation (CAA) of Ministry of Education in the UAE.

Emirates College of Technology: September 2018- August 2019: Faculty of Business Administration.

**ACBSP Accreditation Committee (International):** Sharing in preparing documents for ACBSP accreditation and discussing them with the council committee.

Emirates College of Technology: September 2016- June 2018: Faculty of Business Administration.

**Faculty of Business Administration Development Committee:** Sharing in preparing curricula for two new programs, namely Bachelor of Business Administration in Industrial Management and Master of Science in Industrial Management.

Emirates College of Technology: September 2014 - August 2016.

**Faculty of Business Exams Committee:** Sharing in organizing and supervising all the activities related to exams in the faculty (starting from scheduling and ending



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with writing reports) so that the exams are performed smoothly without any delay or problems.

Emirates College of Technology: September 2017 - August 2018.

**Different committees (Curriculum, Exams, Employees' Wellbeing, Scientific research, and Quality among others).**

Emirates College of Technology: Faculty of Business Administration and Department of Management: September 2013- September 2019.

**C. At The Arab Academy for Banking and Financial Sciences/ Amman: Different committees (Curriculum, Exams, Social, and Quality among others).**

The Arab Academy for Banking and Financial Sciences: Faculty of Banking and Financial Sciences and Department of Business Administration: September 2005- August 2013.

**Other Professional Membership**

Reviewer in the Editorial Committee for the Arabian Gulf Journal for Administrative Sciences

Member in EDAS Conference & Journal Management System, 2021- present

Member in Jordan Engineers Association (JEA), 1998-Present

Technical Program Committee, The 17<sup>th</sup> SICB Conference, October 2021, Al-Zaytoonah University of Jordan

Technical Program Committee, The 18<sup>th</sup> SICB Conference, May 2023, Al-Zaytoonah University of Jordan

**Scholarship**

Scholarship, 2005 from The Arab Academy for Banking and Financial Sciences to pursue Philosophy degree at The Arab Academy for Banking and Financial Sciences, Amman, Jordan.

**Grants**

Research Project, 2021-2022, Mohammed Iqbal Al-Ajlouni, & Rawa Hijazi, Expectations to recover SMEs at COVID-19 time: a moderated model based on entrepreneurs and in-house employed survey at Jordan. The project is Funded by Al-Zaytoonah University of Jordan. Amount=8,000 JOD.

**9. Professional and Scientific Meetings**

**Professional Development**



### **Training Program Executed**

Program title: “Strategic Management” with focus on financial organizations, 7th-11th November 2010, The Arab Academy for Banking and Financial Sciences, Amman-Jordan.

### **Workshops and Training**

- Applications in Teaching E- Courses, Al Zaytoonah University of Jordan, July 2023.
- ICDL, by Specto, at Al Zaytoonah University of Jordan, June 2021.
- Microsoft Excel Advanced, held at Al Zaytoonah University of Jordan, Amman, Jordan, by Specialized Technical Services Training Center, 2 – 14 /March/ 2021.
- MATLAB, held at Emirates College of Technology Campus, Abu Dhabi, UAE, January 2019.
- Using Educational Technologies to Improve Learning and Teaching: held at ECT Campus, Abu Dhabi, UAE, 5-7/ April/ 2016.
- Quantitative Research Methods/ SPSS, PLS: held at ECT Campus, Abu Dhabi, UAE, 2014.
- Project Management: held at ECT Campus, Abu Dhabi, UAE, 2014.
- Research Methods: held at Emirates College of Technology Campus, Abu Dhabi, UAE, 2013.
- Professional Ethics: held at Emirates College of Technology Campus, Abu Dhabi, UAE, 2013
- Assessment Methods: held at Emirates College of Technology Campus, Abu Dhabi, UAE, 2013.
- Tertiary Teaching Principles: held at Emirates College of Technology Campus, Abu Dhabi, UAE, 2013
- Primavera Project Planner, Jordan University of Science and Technology, The Consultative Center for Science and Technology, 2000
- 2D AutoCAD R14, Jordan Engineers Association, 1999
- Computer Aided Structural Design Using (STAAD III), Jordan Engineers Association, 1998





### Language Skills

Arabic: Native

English: Fluent; TOEFL score is 597=247. GMAT score is 560.

### 10. Publications:

#### Papers in refereed journals

Hijazi, R. (2023), "The moderating effect of knowledge-sharing on learning organisation and quality improvement practices", *Business Process Management Journal*, Vol. 29 No. 6, pp. 1810-1837. <https://doi.org/10.1108/BPMJ-12-2022-0647>. Web of Science (SSCI), IF=4.3

Hijazi, R., Abu Daabes, A. and Al-Ajlouni, M.I. (2023), "Mobile payment service quality: a new approach for continuance intention", *International Journal of Quality & Reliability Management*, Vol. 40 No. 8. <https://doi.org/10.1108/IJQRM-05-2022-0151>. Web of Science (ESCI), IF= 2.9

Hijazi, R. (2022), "Mobile banking service quality and customer value co-creation intention: a moderated mediated model", *International Journal of Bank Marketing*, Vol. 40 No. 7. <https://doi.org/10.1108/IJBM-01-2022-0004>. Web of Science (SSCI), IF=6.3

Hijazi, R. (2023), "Knowledge-Sharing's Facilitating Role: Innovative Performance and Total Quality Management", *International Journal of Productivity and Quality Management*, Vol. 40 No. 2. <https://doi.org/10.1504/IJPQM.2023.134267>  
Scopus

Al-Ajlouni M., Alfawaeer M., Al-Dweiri M., Hijazi R., Al-Ajlouni K., & Al sarayreh A. (2022), "Examining the Mediating Mechanism of the Environmental Organizational Citizenship Behaviour in the relationship between Green Human Resource Management and Sustainable Performance", *International Journal of Productivity and Quality Management*, Vol. ahead-of-print No. ahead-of-print.  
Scopus

Tarawneh M. and Hijazi R. (2010), "Critical Success Factors Affecting Quality Performance in Jordanian Building Projects, *Scientific Magazine for Economic and Commerce*, Faculty of Commerce, Ain Shams University, Vol. 2 No. 4, p.p.1-63.

#### Other Publications and Projects

##### **Book Chapter**

- Hijazi, R., Abudaabes, A. (2023). PMT and Mobile Payment Continuance Intention: The Moderating Influence of Digitalization Anxiety. In: Yaseen, S.G. (eds) Cutting-Edge Business Technologies in the Big Data Era. SICB 2023.





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Studies in Big Data, vol 136. Springer, Cham. [https://doi.org/10.1007/978-3-031-42455-7\\_32](https://doi.org/10.1007/978-3-031-42455-7_32)  
Scopus

- Hijazi, R. (2023). Perceived Service Quality of Mobile Banking and Co-creation Intention: The Mediating Role of Epistemic Value and the Moderating Influence of Digitalization Anxiety. In: Yaseen, S.G. (eds) Cutting-Edge Business Technologies in the Big Data Era. SICB 2023. Studies in Big Data, vol 135. Springer, Cham. [https://doi.org/10.1007/978-3-031-42463-2\\_30](https://doi.org/10.1007/978-3-031-42463-2_30)  
Scopus

### Research Project

- Research Project, 2021-2023, Mohammed Iqbal Al-Ajlouni, & Rawa Hijazi, Expectations to recover SMEs at COVID-19 time: a moderated model based on entrepreneurs and in-house employed survey at Jordan. The project is Funded by Al-Zaytoonah University of Jordan. Amount=8,000 JOD.

### Master's Thesis

- Hijazi, R. (2003). *Application of Statistical Quality Techniques in Irbid Public Works Directorate: A Case Study* [Master's thesis, Yarmouk University]. Irbid. <http://repository.yu.edu.jo:80/jspui/handle/123456789/6438>.

### Peer Reviewer

- Reviewer in the Editorial Committee for Arabian Gulf Journal for Administrative Sciences 6/2023
- The 18<sup>th</sup> Scientific Annual International Conference for Business “Sustainability and Cutting-Edge Business Technologies”, Amman, 2023 (International)
- International Journal of Bank Marketing 2022/2023 (International): Reviewing 4 manuscripts. Thank-you from the Journal is available on this link: <https://www.emeraldgrouppublishing.com/journal/ijbm/thank-you-2022-reviewers-international-journal-bank-marketing#:~:text=Hew%2C%20Teck%2DSoon-,Hijazi%2C%20Rawa,-Ho%2C%20JESSICA%20SZE>
- International Journal of Business and Economics (IJBE) 2021/2023 (International).



### **Conference Presentations**

Hijazi, R. and Abudaabes, A. (2023). PMT and Mobile Payment Continuance Intention: The Moderating Influence of Digitalization Anxiety. The 18<sup>th</sup> Scientific Annual International Conference for Business “Sustainability and Cutting-Edge Business Technologies”, Amman, 2023. Springer Nature Switzerland AG.

### **Service to the Community**

Hareer Organization: Making a motivational video for (Lawhat Amal) initiative: I combined the pictures, drawn by children in society (cancer patients, orphans, refugees, children with disabilities), in a motivational video that brought happiness to the mentioned children groups through showing them that we are proud of their innovative lovely drawings. My contribution is available at: <https://www.instagram.com/reel/C15PabxvOio/?igshid=ITY2NzY3YTc=>

### **Scientific Profiles' Links**

Web of Science:

<https://www.webofscience.com/wos/author/record/GSN-5363-2022>

ORCID

<https://orcid.org/0000-0002-4635-5152>

Scopus ID: 57787843700

Google Scholar

<https://scholar.google.com/citations?user=m-113YAAAAAJ&hl=ar>

Research Gate

<https://www.researchgate.net/profile/Rawa-Hijazi>

JOIP, JRIN

<https://www.joip.jo/profile/100059.400.200.858.0000-0002-4635-5152/about>