



CURRICULUM VITAE

Ahmad M. Shiyab

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1. Education

- Ph.D. (Public Policy Study and Management/ Health policy Administration) 1991, Saint Louis University, St. Louis, Missouri, USA
- M.Sc. (Public Administration/ Certificate in Health Services Administration) 1988, University of Southern California Los Angeles, California, USA
- B.Sc. (*Business Administration*) 1982, , Northeastern Illinois University, Chicago, Illinois, USA

2. Ph.D. Dissertation

- Determinants of Health Services Utilization in Irbid - Jordan, Saint Louis University, St. Louis, Missouri, USA

3. Employment

Academic Positions

- Dean of Student Affairs, Yarmouk University, Irbid, 14/9/2015 -19/8/2018
- **Professor: *Business Administration, PSUT, Amman, Jordan***, 2014-2015
- Professor, Public Administration, Yarmouk University, Irbid, Jordan August 1, 2006 -2-9-2014
- Associate Professor, Yarmouk University, Irbid, Jordan April,27, 1997 – August 1, 2006 – now
- Assistant Professor, Public Administration, Yarmouk University, Irbid, Jordan 7/12/1991
- Graduate Assistant, Department, University, Place Date/s NA
- Instructor, Department, University, Place Date/s NA

Administrative Positions

- Associate Dean, School of Economics & Administration. Sciences, Yarmouk University, 8/7/2007-- 9-9-2007.
 - Vice Dean, School of Economics & Administration. Sciences, Yarmouk University, 2/9/2011-11/9/2013.
 - Vice Dean, School of Economics & Administration. Sciences, Yarmouk University, 2/9/2006-9/9/2007.

 - Chairman of Public Administration Dept. 9/17/1994 - 8/31/1996.
 - Assistant Dean, School of Economics & Administration. Sciences, Yarmouk University, 9/1/1996 - 9-16-1997.
 - Director of Consultations and Community Services Center, 9-16- 1997 – 16/9/2000.
 - Senior Advisor for Human resources management, Sultanate Oman Government, 5/9/2000-5/9/2004.
 - Director of Refugees, Displaced Persons Forced Migration Studies Center. Yarmouk University, 21/10/2007-13/01/2011.
4. **Research Interests** ;Health care Management, Organization Behavior, Decision Making, Leaderships, Human Resources Management and Public Administration.

5. **Membership in Scientific Societies and Associations:**

- Member of Board of Trustees -Irbid National University 2012-2014
- A member of the Jordanian Society for Public Administration Council, 1995.
- A member of Public Administration Institute Council, Amman, Jordan, 1994-1997.

6. **Honors and Awards:**

7. **Fellowships and Scholarships** _Scholarship from Yarmouk University for a master and PhD Degree.

9. **Teaching Experience**

- *Graduate Courses:*

PAD 601 Organization Behavior
PAD 673 Health Management
PAD 685 Public Policy Analysis
PAD 690 Special Topics in Public Administration

- *Undergraduate Courses*

10. Supervision of Graduate Research

awan Obeidat	Constraints Preventing Working Women from Holding Leading Positions in Public Sector: A field Study as Perceived by Middle Managers in The Ministries of Health And Education in Jordan.	2009
Rasha Janzeer	Managerial Leadership Styles Practices and Their Effect on Knowledge Management : Employees Perspective of Royal Scientific Society	2013
Ons Al Khaliilah	Conflict Management Strategies and Their Impact on Performance From Employees' Perspective in Jordanian Public Hospitals in Irbid City	2010
Safaa Momani	The Implementation Level of Electronic Services and its Impact on Supporting the Services of Competitive Advantage at Jordanian Hospitals from Customers' perspective.	2012
kalthoum Mohammad Mustafa Ababneh	.The Implementing Level of Administrative Reengineering, and its Impact on the Performance of Employees in Jordan Customs Department, From Employees Perspective.	2012
Amjad Qassem Al-Qudah	Job Satisfaction and its Relationship with Organizational Commitment of Employees Working in Nursing Profession at Jordanian public Hospitals	2010
Marwan Al-Zou'bi	.The Practice Level of Administrative Control and Its Impact on the Performance of Employees in the Social Security Corporation in Jordan from their Perspective.	2013
Zain Al-Shiyab	Level of Job Satisfaction and its Impact on Employees ' Commitment at Jordan Standards and Metrology Organization from Employees' perspective	2013
Ahmad Al-Juwair	The Effectiveness Level of E-Government Utilization and its Impact on the Employees' performance at Saudi Governmental Departments in the City of Arar from Employees' Perspective	2014
Anan, Abo Hummor	Management By Objectives and its Impact on Organizational Innovation in Jordanian Public sector: Afield Study from Middle Management Perspective in the Centers of Ministries.	2010
Amer Hayajneh	The Role Of Job Enrichment On Organization Learning :The Field Study From Public and Private Jordanian Health Care Sectors.	2008
Adeeb AL-Omari	Factors Influencing the Rise of Overhead Cost of Health Services: Case Study of Al-Basheir Hospital and the Islamic Hospital	2000
Ammar Ajlouni	Authority Delegation and its Impact on Employees Performance in Governmental Department of Irbid City :the Supervisory Management Perspective	2013
Muntaha Naimi	The Impact of Training on the Development of the Performance of Employees in the Minister of Health in Iraq from the perspective of Manager	2010
Hatem, Alaish	The Impact of Organization Structure's Characteristics on Practicing Level of Innovation as Perceived by Employees of the Ministry of Water Resources in Iraq	2010

Orwa Mahmoud Al Zoubi	The Practice Level of Work Ethics and Their Impact on Administrative Decision Making Effectiveness Level at The Centers of Jordanian Insurance Companies From The Supervisory Management Perspective.	2013
Hadeel Altayar	Knowledge Management and Its Impact on Practicing Managerial innovation as Perceived by Employees in Iraqi Ministry of Health	2010
Mohammad Refai	The Level of the Application of learning organization and its Obstacles as Perceived by Employees at Jordanian public Institution in Irbid Governorate	2010
Qaisar Hayagneh	The level of Organizational Justice and its Impact on Job Satisfaction at Jordanian hospitals in Irbid Governorate from the Employees' Perspective	2011
Wajdy Al-Ajlouni	Organizational Justice and its Relationship with Organizational Citizenship Behavior in Public Hospitals at the Center of Irbid Governorate: the Employees' Perspective.	2010
Osama Bataineh,	Learning Organization Dimensions and Their Impact on Knowledge Sharing: The Case Study of Jordan Customs Department.	
Yazan, Al-khatalin	The Level of Information Technology usage and Its Impact on the Employees Performance at Jordanian Governmental departments in Irbid Governorate from Employee's Perspective.	2013
Dima Fayez Alqady	The Practice Level Of Human Resources Planning and Its Impact on Job Performance At king Abdullah University Hospital: From The Supervisory Administration's Perspective.	2012
Rand Abu Rashed	The Characteristics of the Organizational Structure's and its Impact on the Practicing Level of Innovation in the National Electric Power Company and Jordanian Electric Power Company from the Supervisory Management Perspective“ .	2012
Reem Ibrahim Qudisat	Organizational Culture and its Impact on Administrative Innovation as Perceived by Nursing Profession Employees at King Abdullah University Hospital.	2010
Faisal AlShalabi	Level of Medical Services Provided in Jordanian Governmental Hospitals: An Evaluative Study from Physicians Perspective.	1999

11. Grants

- Staffing and Human Resources in the Ministry of Health in Jordan, funded by the World Bank 1995
- Designing the Organizational Structure of United Textile Group Company, Amman-Jordan 1995-1996.
- Evaluation of Sakher Training Institute in Oman- Muscat 1995.
- The Iraqis living in Jordan. Legal. Economic. Social , and Violence Against Women living in Jordan (2009)
- The Intention of Iraqis': Return Home, or to be Resettled in Third Country("2010).
- Syrians Forced Migration to Jordan: an Explanatory Survey/ Study, European University Institute, Robert Schuman Center for Advance Studies, 2012.

12. Patents NA

Membership of Committees

- **National and International NA**
- **University**
 - A member of Health Insurance Committee - Yarmouk University, 1997.
 - A member in the University Staff Training Requirements -Yarmouk University, 1996 - Now.
 - A chairman of the Second Conference Committee of Public Administration, Yarmouk University, 1996.
 - A member of the Jordanian Society for Public Administration Council, 1995.
 - A member of Public Administration Institute Council, Amman, Jordan, 1994-1997.
 - A member of Organization Structure Committee of the University, 1994 - Now.
 - A chairman of Graduate studies, Public Administration Dept., Yarmouk University, and 1994 - 1996.
 - A member of Student Affairs Committee, Yarmouk University, 1993-1994.
 - A member of the first Public Administration Conference, Yarmouk University, 1993.
 - A chairman of the Social and Education Committee for Faculty of Economics and Administrative Sciences, Yarmouk University, 1992-1993.
 - A member of Planning Conference Committee - Yarmouk University. 1992.
 - Member of Faculty of Economics and Administrative Sciences Council, Yarmouk University. 1991.

Professional and Scientific Meetings

Scientific Meetings Organized

Participation in Scientific meetings

- The Iraqis living in Jordan. Legal, Economic, Social, and Violence against Women living in Jordan (2009).
- Administrative Control and Planning Conference, Nov.30-Dec.2, 1992, Yarmouk University.
- The first Public Administration Conference, Dec. 14-16- 1993, Yarmouk University.
- The Selection and Development of Academic Managers in Universities, Saddam University, Iraq, 13-15 March, 1995.
- The Second Public Administration Conference, Nov. 25-28-1997, Yarmouk University.
- Many conferences.

13. Participation in or organization of curricular and/or extra-curricular activities

NA

14. Publications

Shiyab, A, Abo Hammour, A

Contemporary Managerial Concepts

Academic for Publication & Distribution co

Amman –Jordan 2011

Publications:

- 1.** Factors associated with patient's Satisfaction for services provided by hospitals in Jordan .Abhath Al-Yarmouk Vol.2, 1997.
- 2.** Factors affecting length of stay in Jordanian Hospitals. Abhath Al Yarmouk - Abhath Al-Yarmouk Vol.2.No.12, 1996.
- 3.** Traits and Skills of Scientific Leaderships in Jordanian Universities. Mu'tah Journal Vol. 4, 1996.
- 4.** Financial Analysis of Major Municipalities in Jordan, Journal -Abhath Al-Yarmouk. Abhath Al-Yarmouk Vol.3.1997.
- 5.** Job Satisfaction among Middle Managers in the Government Sectors in Jordan, Abhath Al-Yarmouk Vol.11, 1995.
- 6.** Unemployment in Mafraq Governorate, Analytical Field study, Abhath Al-Yarmouk. 1996.
- 7.** Effect of Personal Characteristics in the Creation of the Organizational Commitment for Employees Working in the Public Sector in Jordan, Center for Jordanian Studies, 1997.
- 8.** Causes and Motives, which may lead to Practice of Corruption in Jordanian Public Sectors Egypt, Zagazig Commerce Collage, Jan, 2004.

9. Taamneh, M ,and Shiyab Ahmad: The level of medical Services at Refuges Camps (Empirical Study of client's attitudes Ghaza and Soof camps). Center for Jordanian Studies. Yarmouk University.1997.
10. Management of Hazardous Solid Wastes of Hospitals in Jordan: Irbid City as a case Study. The Institute of Cost and Works Accountants of India Vol. XX111, July-2003.
11. Abdel-Halim,Ahmad ,AlShalabi Faysel:The level of Health Care Services Provided in Jordanian Public Hospitals ,Evaluation Study From physicians Perspective Mu'tah Journal Vol. 16.No.6. 2001.
12. Mangers' Assessment of organization Climate in public heath care centers the case of Jordan Northern Governorate, Damascus University, Damascus University journal, Vol. 24. no 3,pp 399-439,2008
13. Evaluation of Employees Performance in Jordan Civil Service Statue: a field Study: the Perspective of employees of the Ministry of interior in the Northern Governorate of Jordan. Dirassat – Administrator sciences – 2007, Vol.34.No.1.
14. Abdel Halim, Ahmad and Adeeb Al Omari:Factors influencing the Rise of overhead costs of health Services case study of Al-Bashir Hospital and the Islamic Hospital. Dirassat – Administrator sciences – 2004, Vol.31.No.1.
15. Mangers' Assessment of Organization Climate in Public Hospital of the Northern Region in Jordan Dirassat, Vol. 34, No.1 2007.
16. Alshiyab, Ahmad , Ababneh, Raid :Family Planning program and the Factors that affecting it. Irbid case study, Abhath Al-Yarmouk, Vol.7, No.1 2001.
17. The Importance of Delegation and Transparences in Practicing Administrative and Innovation in Jordanian Public Sector as Perceived by Middle Management. Conference of Innovation and Economic and Administrative Transparences .Yarmouk University. Irbed, 2006.
18. Ababneh, Raed, Abdel Al-Halem, and Hayjneah, Amer, "The Role of Job Enrichment on Organizational Learning in Jordanian Health Care Sector", sent to Qatar University Journal, Dec. 2008.
19. Adwan Yaser, Abdel Al-Halem, Ahmed, and Ababneh, Raed, "Organization Climate at the Health Care Centers in the Northern Governorates in Jordan" The Journal of Damascus University of Art and Social Sciences, Vol. 24. no 3,pp 399-439,2008.
20. Ababneh, Raed, and Abdel Al-Halem, Ahmed, "An Evaluation of Active Listening Skills of Managers in the Jordanian Public Sector" King Saud University Journal, Vol.20,no,2, pp 183 -223,2009
21. Abdel Al-Halem, Ahmed, and Ababneh, Raed, "Administrative Excellence in the Jordanian Public Sector: The Role of Delegation and Transparency." University of Sharja Journal, Vol. 6, no. 1, 25-54, 2009.
22. Syrian Forced migration to Jordan: An explanatory study: European University Institute, Robert Schuman Canter for Advance Studies, 2012.
23. The Requirements for success of the Application of Managerial Decentralization and its impact: Analytical Field Study, Accepted for publishing, Arab Journal of Administration. February, 11, 2015.

24. Shiyab, Ahmad , Ababneh, R.: Consequences of Workplace Violence Behavior in Jordanian Public Hospitals, Employee Relations: The International Journal. 2018

References: Available upon request.