

# Curriculum Vitae

## Current location:

**Dr. Main Naser Alolayyan – Chairman.**

**Department of health management and policy – Collage of medicine –  
Jordan University of Science and Technology – Jordan.**

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[dr.alolayyan@rocketmail.com](mailto:dr.alolayyan@rocketmail.com)

Nationality: Jordanian

Status: Married

## Home address

Amman – Jordan

## CAREER OBJECTIVE

*“Assertive individual seeks a career in an organization that demonstrates Professionalism to contribute towards mutual success of its stakeholders”.*

## CAREER SUMMARY

16 years and more of teaching and management experience in the field of Healthcare Services Management.

- Currently working as **Chairman and Associate Professor** in Health Management and Policy – Faculty of Medicine in [Jordan University of Science and Technology](#) - Irbid – Jordan, from September 2023 – Until Now.
- **Associate Professor** in Health Management and Policy in Jordan University of Science and Technology - Irbid – Jordan, from February 2023 – Until Now.
- **Assistant Professor** and (Acting Head of two departments for Health Service Management and Health Information Management department) in Emirates Collage of Technology, *Abu Dhabi – UAE*, (18 September 2016 – 31-July-2018).
- **Assistant Professor** in Alkhawarizmi International Collage, *Abu Dhabi – UAE* (22-6-2013 to 18-9-2016).
- Presented many articles in several **international conferences** in Spain, Jordan, Indonesia, Malaysia, UAE, KSA and Helsinki.

## EDUCATION

- **Doctor of Philosophy Ph.D. - Healthcare Management – Specialist in Healthcare Quality Management, (Healthcare Operational Flexibility) Management and Productivity Improvement.**

National University of Malaysia (**UKM**) | Malaysia | 2012 | (university ranking = **QS World University Rankings (35 Asia)** (QS World University Rankings® 2023) (**123**) (From the best 200 in the world

	<ul style="list-style-type: none"> <li>■ <b>Master of Science   Health Services Management</b> Yarmouk University - Jordan (in the cooperation with the Royal College of Surgeons in Ireland, RCSI)   2006  </li> <li>■ <b>Bachelor of Science in the Medical and Health Technology,</b> Baghdad University   2002   Baghdad - Iraq</li> </ul>
<b><u>AREA OF TEACHING AND EXPERIENCE</u></b>	<ul style="list-style-type: none"> <li>- Healthcare Service Quality</li> <li>- Healthcare organization behavior</li> <li>- Healthcare Marketing</li> <li>- Medical Terminology</li> <li>- Healthcare Human Resource Management</li> <li>- Introduction to Medical Coding</li> <li>- Leadership styles in the Medical Sector</li> <li>- Healthcare Quality Management</li> <li>- Principles of Healthcare Management</li> <li>- Healthcare Service Management</li> <li>- Hospital Administration</li> <li>- Flexibility Management and Operations Flexibility</li> <li>- Healthcare Strategy Management</li> <li>- Research Methodology</li> <li>- Legal and Ethics Aspect in Health Sector</li> <li>- Health Economics</li> <li>- Healthcare Service Research</li> </ul>
<b><u>AREAS OF RESEARCH</u></b>	<ul style="list-style-type: none"> <li>- Healthcare Operations Management</li> <li>- Mathematical Models</li> <li>- Healthcare Strategic Management</li> <li>- Supply Chain Management</li> <li>- Healthcare Service Operations</li> <li>- Healthcare Quality Management</li> <li>- Human Recourse Management</li> <li>- Operational Flexibility</li> <li>- Service Quality</li> <li>- Lean management and Six Sigma</li> <li>- Total Quality Management</li> <li>- Performance Measurement</li> <li>- Knowledge Management in Healthcare Sector</li> <li>- SPSS and Structural Equation Modeling</li> </ul>
<b><u>CURRENTLY TEACHING</u></b>	<ul style="list-style-type: none"> <li>▪ Quality Management and Improvement in Health Care</li> <li>▪ Principles of Health Management</li> <li>▪ Health Care Management and Leadership</li> <li>▪ Hospital Administration</li> <li>▪ Management Process in Health Service Organization</li> </ul>

	<ul style="list-style-type: none"> <li>▪ <b>Healthcare Delivery System</b></li> <li>▪ <b>Strategic Human Resource Management in Medical Sector</b></li> <li>▪ <b>Human Resource Management</b></li> <li>▪ <b>Employee Management in Health Management</b></li> <li>▪ <b>Introduction to Health Information Management</b></li> <li>▪ <b>Service Management</b></li> </ul>
<p><b><u>JOB DESCRIPTION FOR PREVIOUS JOB (FULL TIME AND PART TIME)</u></b></p>	<ul style="list-style-type: none"> <li>- <b>Operation Manager and Healthcare Management Consultant</b> for the healthcare service management department in EGT group (UAE) from <b>March 2016 to October 2017</b> (Part time-Training)</li> <li>- <b>Research committee member in Biotechnology Congress 2017, 2019 and 2020.</b></li> <li>- <b>Assistant Professor   Alkhawarizmi International Collage, Abu-Dhabi – UAE (Full Time)</b> - Coordinator of Healthcare Management Department from <b> June 2013 – September 2016  </b></li> <li>- <b>Assistant Professor   Emirates Collage of Technology (ECT), Abu-Dhabi – UAE (Full Time)</b> – Acting Head of Healthcare Management Department and Healthcare Information Management from <b> Sep. 2016 – August 2018  </b></li> <li>- <b>Formal trainer in STRATEGIA Company (Human Recourse and Organization Development company - Dubai)</b> (Part time job) from <b>25/2/2015 to 25/11/2015.</b></li> <li>- <b>Formal trainer in INTECH management and training solution - Dubai Marina, UAE</b> (Part time job) from <b>25/2/2015 to 25/1/2016.</b></li> <li>- <b>Former trainer and developer for Hospital Management diploma (Consulting Center)</b> in the University of Prince Mugrin - Medina 42241, KSA. (Part time job) <ul style="list-style-type: none"> <li>➤ <b>I gave the following workshops training:</b> <ul style="list-style-type: none"> <li>▪ Healthcare Quality Management &amp; ISO Standardization</li> <li>▪ Healthcare Management &amp; Leadership</li> <li>▪ Human Resources &amp; Training</li> <li>▪ Quality Assurance and Quality Control</li> <li>▪ How to write quantitative research &amp; thesis</li> <li>▪ Introduction to Balanced Scorecard</li> </ul> </li> </ul> </li> <li>- <b>Senior lecturer   International Academy for Health Sciences (I.A.H.S)</b> - Al-Qassim - Buraydah - Kingdom of Saudi Arabia from <b>  2006 to 2008  </b></li> <li>- <i>Head of the healthcare services management department</i></li> <li>- <i>Lecturer in healthcare services management, medical records.</i></li> <li>- <b>As head of department in the I.A.H.S :</b> <ul style="list-style-type: none"> <li>▪ Chair for the department of the healthcare service management.</li> <li>▪ Developmentally appropriate teaching and learning strategies.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Managed the department staff and students to ensure a high level of personal achievement.</li> <li>▪ Control the quality level in the department, particularly by developing effective teaching-learning styles, and by participant in the collage performance process.</li> </ul> <p><b>Dr. Alolayyan offered the following workshops at the IAHS, Saudi Arabia:</b></p> <ul style="list-style-type: none"> <li>▪ Healthcare Management Skills</li> <li>▪ Time Management</li> <li>▪ Healthcare Communication Skills</li> <li>▪ Successful Management Appraisals</li> </ul>
<b><u>WORKSHOPS &amp; TRAINING</u></b>	<ul style="list-style-type: none"> <li>▪ Communication skills and dialogue, workshop hold in a Saudi student club in Kuala Lumpur (2012).</li> <li>▪ Partial Least Squares (PLS) hold in Alpha training center in Bangi – Malaysia (2012).</li> <li>▪ Structural Equation Modeling (SEM) workshops hold in University Putra Malaysia (2011).</li> <li>▪ Structural Equation Modeling (SEM) workshops hold in National University of Malaysia (2010).</li> <li>▪ Planning for teaching hold in International Academic for Health Scenic (I.A.H.S) in King Saudi Arabia (2008).</li> <li>▪ Methods and styles for teaching hold in International Academic for Health Scenic (I.A.H.S) in King Saudi Arabia (2008).</li> <li>▪ Complexity workshop on: Computer basic skills, Communication skills, the successful lecturer skills, How to assess and evaluate education process, hold in International Academic for Health Scenic (I.A.H.S) in King Saudi Arabia (2008).</li> </ul>
<b><u>HONORS &amp; ACHEIVEMENTS</u></b>	<ul style="list-style-type: none"> <li>▪ Earned the award (Best paper in the conference), 2nd International Conference on Business and Economic Research Malaysia, 2011</li> <li>▪ Served as a selected member of the central committee for final university examinations on Healthcare Service Management (held in Al-Riyadh) for the both years in 2007 and 2008, [The committee governed 45 branches/ institutions around the Kingdom of Saudi Arabia]</li> <li>▪ Earned the award / certificate for ideal employee twice, in 2007 and 2009, from (IAHS) Kingdom of Saudi Arabia.</li> <li>▪ Earned the award / certificate for best lecturer in 2009 and for best head of the Department of Health Service Management and Medical Records in 2007, from (IAHS) Kingdom of Saudi Arabia.</li> <li>▪ Best faculty member in the Faculty of Medicine at Jordan University of Science and Technology for the year 2022.</li> </ul>
<b><u>PUBLICATIONS</u></b>	
<b><u>BOOKS</u></b>	<ul style="list-style-type: none"> <li>✚ <b>Main Naser Alolayyan, (2012)</b>, TQM and Operational Flexibility impact on Hospital Performance, <b>LAP LAMBERT</b> Academic Publishing (3 Sep 2012), <b>ISBN-13: 978- 3659220746</b></li> </ul>
<b><u>JOURNALS</u></b>	<ul style="list-style-type: none"> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali, Fazli Idris &amp; Ahmmed Saadi lbrehem. (2011). Advance Mathematical model to study and analyze the effects</li> </ul>

of Total Quality Management (TQM) and Operational Flexibility on Hospital Performance. **Total Quality Management and Business Excellence**, 22, (12): 1371- 1393. Thomson ISI Journal Citation Reports 2010 (Impact Factor: 0.387). Ranking: 132/144 (Management).

- **Main Naser Alolayyan**, Khairul Anuar Mohd Ali & Fazli Idris. (2011). The Influence of Total Quality Management (TQM) on Operational Flexibility in Jordanian hospitals: Medical Workers' Perspectives. **Asian Journal on Quality** 12 (2): 204-222. (Emerald Group).
- **Main Naser Alolayyan**, Khairul Anuar Mohd Ali & Fazli Idris, (2011). The impact of Operational Flexibility on Hospital Performance in Jordanian hospitals: Some Empirical Evidences. **Journal of Global Management** 1 (2):39-54.
- **Main Naser Alolayyan**, Khairul Anuar Mohd Ali & Fazli Idris. (2012). 'The influence of operational flexibility on hospital performance results: a structural equation modelling (SEM) approaches', **International Journal of Services and Operations Management**, Vol. 13, No. 4, pp. 478–497.
- Fazli Idris, Nik Mutasim Nik Abd Rahman, Mohd Ezani Mat Hassan, Norsiah Aminudin & **Main Naser Alolayyan**. (2013). 'Validating Operations Flexibility Dimensions for Malaysian Service Firms: A Confirmatory Factor Analytics Approach, **International Journal of Services and Operations Management**, Vol. 14, No. 1, pp. 79–84.
- **Main Naser Alolayyan**, Khairul Anuar Mohd Ali & Fazli Idris. (2013). Total Quality Management and Operational Flexibility impact on Hospitals Performance: A Structural Modeling Approach. **International Journal of Productivity and Quality Management**, Vol. 11, No. 2, pp. 212–227.
- Khairul Anuar Mohd Ali & **Main Naser Alolayyan**. (2013). The impact of Total Quality Management (TQM) on the Hospital's Performance: An Empirical Research. **International Journal of Services and Operations Management**, Vol. 15, No. 4, pp. 482–506.
- Baha`a Abdul-Hafez Attallah Al-Nady, Sulieman Ibraheem Shelash Al-Hawary, **Main Naser Alolayyan**. (2013). Strategic Management as a key for Superior Competitive advantage of Sanitary Ware Suppliers in Kingdom of Saudi Arabia. **International Journal of Management & Information Technology**. Vol. 7, No. 2: pp. 1042 –1058.
- Sulieman Ibraheem Shelash Al-Hawary; Baha`a Abdul-Hafez Attallah Al-Nady; **Main Naser Alolayyan**. (2013). Effect of brand name and price on business to business (B2B) success: an empirical study on sample of food hypermarket retailers in Amman city. **International Journal of Information and Coding Theory**. Vol.2, No.2/3, pp.115 – 139.

- Baha`a Abdul-Hafez Attallah Al-Nady, Sulieman Ibraheem Shelash Al-Hawary, **Main Naser Alolayyan. (2016)**. The role of time, communication, and cost management on project management success an empirical study on sample of construction projects customers in Makkah City, Kingdom of Saudi Arabia. **International Journal of Services and Operations Management**. Vol. 23. No. 1, pp. 76–112.
- Burhan Awad Al Omari, AlaEldin Hasan Awawdeh, **Main Naser Fady Alolayyan (2017)**. Employee Performance & Quality Management in the Tourism Sector Case study of Human Resources Management - Employee Performance Aqaba Hotel- Jordan, **Modern Applied Science**. Vol. 11, No. 7.pp. 1-13.
- Burhan Awad Al Omari, AlaEldin Hasan Awawdeh, **Main Naser Fady Alolayyan (2017)**. The Importance of Training and its Impact on the Performance of Employee in Banking Sectors of Abu Dhabi, Dubai- UAE to Raise Efficiency: A Field Study on UAE Banks, **Modern Applied Science**. Vol 11, No. 9 pp. 138 - 150.
- Jihad Mohammad, Farzana Quoquab, Ramayah Thurasamy and **Main Naser Alolayyan (2020)**. User Generated Content Quality in Malaysian Market: A Partial Least Square Approach. **Journal of electronic commerce research**. Vol. 21, No. 1, pp. 39-55.
- **Main Naser Alolayyan** and Mohammad Chand Jamali **(2020)**. Exploring Creative Linkages of HealthCare Industry and Academia in United Arab Emirates. **International Journal of Scientific and Technology Research**. Vol. 9, Iss. 2. pp. 6399- 6406.
- Abdallah Hasan Alalawin and **Main Naser Alolayyan (2020)**. Evaluation of the Importance of the Smart Mobile Health and Telehealth Application- A Systematic Literature Review. **International Journal of Innovation, Creativity and Change**. Vol. 11, Iss. 1. pp. 263- 282.
- **Main Naser Alolayyan**, Mohammad S. Alyahya, Abdallah Hasan Alalawin, Aftab Shoukat and Farid T. Nusairat, **(2020)**. Health information technology and hospital performance the role of health information quality in teaching hospitals. **Heliyon**. Vol.6. Iss. 10. pp. 1-12.
- **Main Naser Alolayyan**, Abdallah Hassan Alalawin, Mohammad S. Alyahya and Ahmad Qamar **(2020)**. The impact of knowledge management practice on the hospital performance in Abu Dhabi. **Cogent Business & Management**. Vol. 7. No. 1, pp. 1-17.
- M Aboramadan, **Main Naser Alolayyan**, MA Turkmenoglu, B Cicek, C Farao **(2021)**. Linking authentic leadership and management capability to public hospital performance: the role of work engagement. **International Journal of**

**Organizational Analysis.** Vol. 29 Iss. 5. pp. 1350 – 1370.

- MS Alyahya, HH Hijazi, **Main Naser Alolayyan**, FJ Ajayneh, YS Khader (2021). The Association between Cognitive Medical Errors and Their Contributing Organizational and Individual Factors. **Risk Management and Healthcare Policy.** Vol. 14, pp. 415-430.
- **Main Naser Alolayyan**, Mohammad Sharif Alyahya, Dana Ahmad Omari. (2021). Strategic human resource management practices and human capital development: The role of employee commitment. **Problems and Perspectives in Management.** Vol. 19. Issue 2. pp. 157 – 169.
- **Main Naser Alolayyan** and Ahmad Alsadi (2021). Proposed Mathematical Model to Study and analyze the relationship between Operational Flexibility Dimensions and Hospital Performance. **Global Journal of Flexible Systems Management.** Vol.22, pp. 289-305.
- Heba H Hijazi, Mohammad S Alyahya, Rabah M Al Abdi, **Main Naser Alolayyan**, Amer M Sindiani, Liqaa A Raffee, Wegdan A Baniissa, Amina M Al Marzouqi (2021). The impact of perceived social support during pregnancy on postpartum infant-focused anxieties: A prospective cohort study of mothers in northern Jordan. **International Journal of Women's Health.** Vol. 13. pp. 973 - 989.
- **Main Naser Alolayyan** and Haneen Mahyoub Alfaraj (2021). The Relationship between Emotion and Physical Environment on the Patient overall Satisfaction in the Jordanian Outpatient Private Clinics. **Academy of Strategic Management Journal.** Vol. 20, Iss. 6S. pp. 1 – 14.
- **Main Naser Alolayyan**, Mohammad S Alyahya and Heba H Hijazi and FJ Ajayneh (2022). The Development and Validation Instrument for the Cognitive Medical Errors: Structural Equation Modeling Approach. **Quality & Quantity.** **56, pages3831–3847.** <https://doi.org/10.1007/s11135-021-01285-6>
- Emad Shdaifat, **Main Naser Alolayyan**, Ahrjaynes Rosario, Najla Al-Ansari (2022). Absenteeism among Nurses: Costs, Working Conditions, and Related Factors. **International Journal of Productivity and Quality Management.** DOI: 10.1504/IJPQM.2021.10041564
- Mohammad Al-Qudah, Ala'a Al-Shaikh, **Main Naser Alolayyan**, Husam Haddad, Ismail Matalaka (2022). Impact of COVID-19 exclusive allocation strategy on quality of healthcare: A study from Jordan 2020 (2022). **Health Security.** **20 (3), 193-202.**
- Fazli Idris, **Main Naser Alolayyan**, Anjar Priyono, (2022). Advanced Operations Technology on Cost Performances in Services: Stakeholder Integration As Mediator.. *International Journal of Academic Research in Business and Social Sciences.* 12(11), 249 – 260.

- **Main Naser Alolayyan**, R Al-Rwaidan, S Hamadneh, A Ahmad, A AlHamad, S Al-Hawary, M Alshurideh (2022). The mediating role of operational Flexibility on the relationship between quality of health information technology and management capability. *Uncertain Supply Chain Management*. 10 (4), 1131-1140.
  - **Main Naser Alolayyan**, M Al-Qudah, M Hunitie, I Akour, S Alneimat, S Al-Hawary, M Alshurideh (2022). Validating the operational flexibility dimensions in the medical service sectors, *Uncertain Supply Chain Management* 10 (4), 1397-1404
  - Alaa Dalky, **Main Naser Alolayyan**, Sajeda Abuzaid, Sawsan Abuhammad (2022). Exploring the relationship between nursing work environment and medical error reporting among Jordanian nurses: a cross-sectional study. *Journal of Pharmaceutical Health Services Research* 13 (4), 351-356.
  - **Main Naser Alolayyan**, Mohammad Sharif Alyahya (2023). Operational flexibility impact on hospital performance through the roles of employee engagement and management capability. *BMC Health Services Research* 23 (1), 1-12
  - **Main Naser Alolayyan**, M Alyahya, S Momani (2023). The relationship between the perceived risk of infection at the workplace and quality of work life (QoWL): Healthcare workers' perspectives. *Journal of Infection Prevention*, 17571774231207769 2023
  - S. Azar, **Main Naser Alolayyan**, M Alyahya (2023). Exploring the intentions of hospital managers to use evidence-based management in decision-making process. *International Journal of Healthcare Management*, 1-8.
  - MS Alyahya, S Momani, **Main Naser Alolayyan**, YS Khader (2023). Workplace policies and quality of working life (QoWL) during the COVID-19 pandemic in Jordanian hospitals. *International Journal of Risk & Safety in Medicine* 34 (2), 101-119.
  - AH Zyoud, **Main Naser Alolayyan**, MM Alqahtani, IA Azzam, SI Shelash (2023). Nursing Perspectives on the Association between Human Capital Development and the Work Engagement: A Cross-Sectional Study. *Information Sciences Letters*. 12, No. 6, 2289-2298.
- ✚ **Research Paper Under Review**
- **Seven research articles under review now.**
  - **Five Full Funded research projects from JUST University, start from 2019 to**



	<u>2023.</u>
<u>INTERNATIONAL CONFERENCES &amp; PRESENTATIONS</u>	<ul style="list-style-type: none"> <li>▪ <b>Dr. Main Naser Alolayyan</b> was a member in the <b>organizing committee for the 2nd World Congress &amp; Expo on Biotechnology &amp; Bioengineering</b> which will be held during May 07-09, <b>2018</b> in Dubai, UAE.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2010. The Implementation of Total Quality Management in Jordanian Hospitals from Nurse’s Perspective. Colloquium Siswazah Ke-10: 121-123.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2011. The impact of TQM practice on patients’ satisfaction through operational flexibility. International Management Conference (IMaC2011), Kuala Terengganu, Terengganu, Malaysia, date 16 - 17 April 2011, Malaysia.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2011. The impact of Operational Flexibility on Hospital Performance in Jordanian hospitals: Some: Empirical Evidences. 2nd International Conference on Business and Economic Research, Holiday Villa Beach Resort and Spa, Langkawi Kedah, Malaysia, date: 14- 16 March 2011. (Best paper in the conference), Malaysia.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2011. The impact of Total Quality Management (TQM) on Operational Flexibility in Jordanian hospitals: Medical Workers' Perspectives. International Conference on Arab-Malaysian Islamic Global Business and Entrepreneurship, The University of Jordan, date 9- 13 July 2011, Jordan.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2011. Examining the Relationship between Operations Flexibility and Hospital Performance: A Structural Modeling Approach. International Conference on Arab-Malaysian Islamic Global Business and Entrepreneurship, The University of Jordan, date 9- 13 July 2011, Jordan.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2011. Total Quality Management and Operational Flexibility Impact on Hospitals Performance: A Structural Modeling Approach. 15th International Conference on ISO &amp; TQM 15- ICIT, University Tenaga National (UNITEN), Malaysia, date 26–28 July 2011, Malaysia.</li> <li>▪ <b>Main Naser Alolayyan</b>, Khairul Anuar Mohd Ali &amp; Fazli Idris. 2011. Advance Mathematical model to study and analyze the effects of Total Quality Management (TQM) and Operational Flexibility on Hospital Performance. 14th QMOD conference on Quality and Service Sciences ICQSS, date 29 – 31 August 2011, Spain.</li> <li>▪ Fazli Idris, Nik Mutasim Nik Abd Rahman, Mohd Ezani Mat Hassan, Norsiah Aminudin &amp; <b>Main Naser Alolayyan</b>. 2011. The impact of operations flexibility</li> </ul>

	<p>on operational costs: The mediating role of customer focus. The International Seminar on Management Research: ISBN978-967-5878-69-5.</p> <ul style="list-style-type: none"> <li>▪ Fazli Idris, Nik Mutasim Nik Abd Rahman, Mohd Ezani Mat Hassan, Norsiah Aminudin &amp; <b>Main Naser Alolayyan</b>. 2011. Operations Flexibility Dimensions in Malaysia Service Sectors: A Structural Modeling Approach. The International Seminar on Management Research: ISBN978-967-5878-69-5.</li> <li>▪ Fazli Idris, Nik Mutasim Nik Abd Rahman and Mohd Ezani Mat Hassan, Nordin Jusoh &amp; <b>Main Naser Alolayyan</b>. 2012. Validating Operations Flexibility uses a confirmatory factor analysis approach: Evidence from Indonesian Service firms. Global Conference on operations and supply chain management (GCOM 2012) Proceeding 12-13 March 2012. Golden flower hotel, Bandung, Indonesia. ISBN: No: 978-967-5705-06-9. Website: <a href="http://www.globalresearch.com.my">www.globalresearch.com.my</a></li> <li>▪ Khairul Anuar Mohd Ali, <b>Main Naser Alolayyan</b> &amp; Fazli Idris. 2012. The impact of Total Quality Management (TQM) on hospital performance in the Jordanian hospitals: empirical evidence (Medical leaders' perspectives). . Global Conference on operations and supply chain management (GCOM 2012) Proceeding 12-13 March 2012. Golden flower hotel, Bandung, Indonesia. ISBN: No: 978-967-5705-06-9. Website: <a href="http://www.globalresearch.com.my">www.globalresearch.com.my</a></li> <li>▪ Khairul Anuar Mohd Ali, <b>Main Naser Alolayyan</b>. 2012. Shopping Mall Attractiveness: Study of factors that influenced decision-making in choosing a shopping mall: A Structural Equation Modeling (SEM) approaches. The World Business Capability Congress (WBCC 2012) Proceeding 5-7 December 2012 at Auckland, New Zealand.</li> <li>▪ Fazli Idris, Nik Mutasim Nik Abd Rahman, M Ezani Mat Hassan. <b>Main Naser Alolayyan</b>.2012. The influence of operations flexibility on costs: Customer focuses as the mediating factor. Flexible Automation and Intelligent Manufacturing, FAIM2012,Helsin</li> <li>▪ <b>Main Naser Alolayyan</b> (2018). The impact of knowledge management practice on the hospital performance: conceptual paper. Sixth International Conference on Sciences, Technology and Social Sciences, 2-3 April, 2018– Malaysia.</li> </ul>
<p><b><u>REVIEWER FOR SOME ARTICLES AS:</u></b></p>	<ul style="list-style-type: none"> <li>▪ Operational Flexibility: Scale Development and Validation, <b>2017</b>, for the International Journal of Production Research. SCOPUS Journal</li> <li>▪ Towards a new paradigm in health research and practice? Collaborations for Leadership in Applied Health Research and Care. <b>2012</b>. Journal of Health Organization and Management (SCOPUS). Emerald group.</li> <li>▪ Selected proposals and possibilities of trust development within the TQM concept. <b>2011</b>. The TQM Journal (SCOPUS). Emerald group.</li> <li>▪ Teaching hospital performance: Towards a community of shared values? <b>2012</b>. Journal of health organization and management, Emerald group.</li> <li>▪ Many papers reviewed with <b>Heliyon Journal SCOPUS Q2</b>.</li> <li>▪ Many papers reviewed with <b>Journals SCOPUS Q1 and SCOPUS Q2</b>.</li> </ul>

<p style="text-align: center;"><b><u>TITLES OF SUPERVISED MASTER'S THESES</u></b></p>	<ul style="list-style-type: none"> <li>- The Impact of Strategic Human Resources Management practice on Employee Commitment and Human Capital Development in North of Jordan from: (Medical Staff perspective).</li> <li>- The Impact of Patient Safety Culture between Pharmacists, on Patient Satisfaction through Pharmacist Performance in Jordan.</li> <li>- The association between Emotions, Physical environment, COVID-19 precautionary procedures, Quality of services and Patients' overall satisfaction in the Jordanian outpatient private clinics.</li> <li>- The Relationship between Sustainable Supply Chain Management and the Operational Flexibility and the Employee Engagement in Community Pharmacies.</li> <li>- Exploring the relationship between nursing work environment and medical error reporting.</li> <li>- Predicting the intentions to use evidence-based management among healthcare managers in Jordan.</li> <li>- The role of employee commitment and employee satisfaction as mediating variables on the impact of nursing leadership styles on nursing turnover in Jordan.</li> <li>- Exploring healthcare providers' knowledge about antibiotic use, resistance and assessing available .policies in Jordan.</li> <li>- The association between Employee Retention, Competitiveness, and Organization Performance among Jordan's .Private Hospitals.</li> <li>- The impact of COVID-19 pandemic on Jordanian nurses' perception of team work and telehealth</li> <li>- The Association between Safety Leadership, Work Engagement, and Pharmacists' Performance in The Jordanian Pharmacies. An empirical Study</li> </ul>
<p style="text-align: center;"><b><u>Academic Development and Quality Assurance Center Workshops</u></b></p>	<ul style="list-style-type: none"> <li>- Problem-based learning – 18-3-2019- 20-3-2019 - JUST university</li> <li>- Modern Strategies in Teaching Methods- 6-8-2019 - 7-8-2019- JUST university</li> <li>- Statistical analysis using SPSS – 17-9-2019 – 18 -9-2019 - JUST university</li> </ul>
<p style="text-align: center;"><b><u>LANGUAGE</u></b></p>	<ul style="list-style-type: none"> <li>▪ <b>ARABIC:</b> Expert Level proficiency. Taught Arabic on occasion.</li> <li>▪ <b>ENGLISH:</b> High/ academic level of proficiency.</li> </ul>

**REFERENCES**

- Prof. Dr. Khairul Anuar Mohd Ali
- Prof. Dr. Fazli Idris
- Prof. Dr. Abdulrahim Abu-Jayyab,