

EMAD A. ABU-SHANAB

Professor of Management Information Systems and E-government

Accounting & Information Systems, College of Business & Economics,

Qatar University, Doha, Qatar

Office Phone: 00974-4403-5077

Mobile: 00974-66478297 Fax: 00974-4403-5051

Affiliated also with MIS Department, College of Information Technology & Computer Sciences, Yarmouk University, Irbid, Jordan



E-mail: eabushanab@qu.edu.qa abushanab@yu.edu.jo & abushanab.emad@gmail.com

Website: qufaculty.qu.edu.qa/eabushanab/ & faculty.yu.edu.jo/emad

Facebook: <http://www.facebook.com/emad.abushanab> ([Google Scholar](#))

Executive Summary:

Last Update: August 5, 2020

Education:

- PhD in Business Administration, *Majoring in MIS, SIUC, USA* (2005)
- Master of Business Administration, *WLU, Canada* (1995)
- Bachelor of Civil Engineering, *YU, Jordan* (1984)

Research: [Details](#)

- Journal articles: 108 [Details](#)
- Published books: 4 [Details](#)
- Conferences: 66 [Details](#)
- Book Chapters: 9 [Details](#)

Teaching: [Details](#)

- Bachelor degree in MIS: 9 courses (YU) +4 (QU)
- Master degree in MIS: 4 courses (YU) + 1 (QU)
- Other for-credit teaching: 3 Master courses (Sunderland program), 5 SIUC courses (USA).
- Other non-credit teaching: CADER program, Soft skills, ACPA IT module.

Awards & Achievements:

- Awarded the **John M. Fohr Memorial Scholarship in Management** honor certificate in the year 2004 as the best PhD student (at SIUC – USA).
- Invited as a **keynote speaker in an e-government conference**.
- 3 best/first paper awards in conferences.

Positions:

- Headed the Faculty Development Center and Quality Assurance at YU.
- Quality Assurance Officer in Oman College for Management & Technology, Oman.
- Assistant Dean for Students' Affairs (IT College).
- MS Department Chair, IT College, Yarmouk University (2015/2016)

Other:

- Reviewer and on editorial board for more than one journal and conference.
- Organized many activities.
- Experience in the public sector in Jordan.
- Member of many associations, and on many committees and teams at YU.
- Member of the IRB-QU from January 2020-present.

Current status:

- *Full professor, A&IS Department, CBE, Qatar University.*

EMAD A. ABU-SHANAB

Detailed CV:

Education:

- **PhD in Business Administration:** (Major: MIS), Southern Illinois University – Carbondale - USA (2005). [AACSB Accredited]
- **Master of Business Administration:** Wilfrid Laurier University, Waterloo, Canada (1995). [AACSB Accredited]
- **Bachelor of Civil Engineering:** Yarmouk University, Irbid, Jordan (1984).

Research Interest: [\[Home\]](#)

Major research areas are **e-government**, technology acceptance/adoption, e-learning, e-CRM and e-marketing, and the digital divide. Other areas in management information systems like strategic issues of IS, cloud computing, GDSS, IT project management, and ERP systems.

Publications:

- **Dissertation (PhD):** Internet Banking in Jordan: The Unified Theory of Acceptance and Use of Technology (UTAUT) Perspective. Southern Illinois University Carbondale, USA, 2005, Supervisor: Prof. John Pearson.

Journal Publications: [\[Home\]](#)

1. **Abu-Shanab, E.** & Pearson, J. (2007). Internet Banking in Jordan: The Unified Theory of Acceptance and Use of Technology (UTAUT) Perspective. *Journal of Systems and Information Technology*, Vol. 9 (1), 2007, pp. 78-97.
2. Md Nor, K., **Abu-Shanab, E.** & Pearson, J. (2008) "Internet Banking Acceptance In Malaysia Based On The Theory Of Reasoned Action" *Journal of Information Systems and Technology Management*, Vol. 5, No. 1, 2008, p. 3-14.
3. **Abu-Shanab, E.** & Pearson, M. (2009). Internet Banking in Jordan: an Arabic Instrument Validation Process, *The International Arab Journal of Information Technology*, Vol.6, no.3 July 2009, pp. 235-244.
4. **Abu-Shanab, E.** & Radaideh, Q. (2009). Jordan's E-government Program: A User Centered Approach. *Abhath Al-Yarmouk "Basic Sci & Eng."*, Vol. 18(1), 2009, pp. 63-74.
5. **Abu-Shanab, E.** & Knight, M. (2009). The Technology Acceptance Model: The Effect of Agreeability, *D I A S Technology Review: the International Journal for Business and IT*, Vol. 5(2), October 2009, issue # 10, pp. 24-33.
6. Yan, A., Md-Nor, K., **Abu-Shanab, E.** & Sutanonpaiboon, J. (2009). Factors that Affect Mobile Telephone Users to Use Mobile Payment Solution, *Int. Journal of Economics and Management*, Vol. 3(1), pp. 37-49 (2009).
7. Saleh, Z. & **Abu-Shanab, E.** (2010). The Role of Risk Related Knowledge in the Diffusion of Internet Innovations. *Journal of Information and Knowledge Management*, Vol. 9(1), March 2010, pp. 31-39.

8. AL-Rababah, B. & **Abu-Shanab, E.** (2010). E-Government and Gender Digital Divide: The Case of Jordan, *International Journal of Electronic Business Management (IJEEM)*, Vol. 8(1), 2010, pp. 1-8.
9. **Abu-Shanab, E.**, Abu Al-Rub, S. & MdNor, K. (2010). Obstacles Facing the Adoption of E-government Services in Jordan. *Journal of E-Governance*, Vol. 33(1), 2010, pp. 35-47.
10. **Abu-Shanab, E.**, Pearson, J. & Setterstrom, A. (2010). Internet Banking and Customers' Acceptance in Jordan: The Unified Model's Perspective. *Communications of the Association for Information Systems (CAIS)*, Vol. 26, Article 23, pp. 493-525.
11. Obeidat, R. & **Abu-Shanab, E.** (2010). Drivers of E-government and E-business in Jordan. *Journal of Emerging Technologies in Web Intelligence*, Vol. 2 (3), August 2010, pp. 204-211.
12. **Abu-Shanab, E.**, Knight, M. & Refai, H. (2010). E-Voting Systems: A Tool for E-Democracy. *Management Research and Practice*, Vol. 2 (3), 2010, pp. 264-274.

13. Radaideh, Q., **Abu-Shanab, E.**, Hamam, S. & Abu-Salem, H. (2011). Usability Evaluation of Online News Websites: A User Perspective Approach. *International Journal of Human and Social Sciences*, Vol. 6(2), 2011, pp. 114-122.
14. **Abu-Shanab, E.** & Abu-Baker, A. (2011). Evaluating Jordan's E-government Website: A Case Study. *Electronic Government: An International Journal*, Vol. 8(4), 2011, pp. 271-289.
15. **Abu-Shanab, E.** & Alsmadi, A. (2011). Quality Initiatives in Jordan: The Accreditation Requirements Case. *Int. J. Education Economics and Development*, Vol. 2, No. 4, 2011, pp. 303-319.

16. **Abu-Shanab, E.** (2012a). Digital Government Adoption in Jordan: An Environmental Model. *The International Arab Journal of e-Technology (IAJeT)*, Vol. 2(3) January 2012, pp. 129-135.
17. **Abu-Shanab, E.** & Al-Azzam, A. (2012). Trust Dimensions and the adoption of E-government in Jordan. *International Journal of Information Communication Technologies and Human Development*, Vol. 4(1), 2012, January-March, pp.39-51.
18. **Abu-Shanab, E.** & Ghaleb, O. (2012). Adoption of Mobile Commerce Technology: An Involvement of Trust and Risk Concerns. *International Journal of Technology Diffusion*, Vol. 3(2), April-June, 2012, pp. 36-49.
19. Khasawneh, R. & **Abu-Shanab, E.** (2012). Electronic Customer Relationship Management (e-CRM) in Jordan: The Case of Egyptian Arab Land Bank, *International Journal of Technology Diffusion*, Vol. 3(3), July-September 2012, pp. 36-46.
20. **Abu-Shanab, E.** (2012b). The Digital Divide and Its Influence on Public Education Diffusion. *International Journal of Technology Diffusion*, Vol. 3(4), October-December 2012, pp. 36-47.

21. **Abu-Shanab, E.** & Harb, Y. (2013). E-Government Readiness Association with Human Rights Index. *Electronic Government, An International Journal*, Vol. 10(1), pp. 56-67.
22. **Abu-Shanab, E.** (2013). Income Divide: A Determinant of Technology Acceptance. *The International Arab Journal of e-Technology (IAJeT)*, Vol. 3(2), pp. 121-127.
23. **Abu-Shanab, E.** & Md Nor, K. (2013). The Influence of Language on Research Results, *Management Research and Practice Journal (MRP)*, Vol. 4(2) (2013), pp. 37-48.
24. Khasawneh, R. & **Abu-Shanab, E.** (2013). E-Government and Social Media Sites: The Role and Impact. *World Journal of Computer Application and Technology*, Vol. 1(1), July 2013, pp. 10-17.
25. **Abu-Shanab, E.** & Al-Tarawneh, H. (2013). How Jordanian Youth Perceive Social Networks Influence? *Computer Science and Information Technology*, Vol. 1(2), pp. 159-164.

26. Khasawneh, R. & **Abu-Shanab, E.** (2013). Factors Influencing Group Decision Making Performance in a GSS Enabled Environment. *Computer Science and Information Technology*, Vol. 1(2), pp. 145-152.
27. **Abu-Shanab, E.**, Harb, Y. & Al-Zo'bie, S. (2013). E-Government as an Anti-Corruption Tool: Citizens Perceptions. *International Journal of Electronic Governance*, Vol. 6(3), 2013, pp. 232-248.

28. **Abu-Shanab, E.** & Saleh, Z. (2014). Contributions of ERP Systems in Jordan, *International Journal of Business Information Systems*, Vol. 15(2), 2014, pp. 244-260.
29. **Abu-Shanab, E.**, Haddad, M. & Knight, M. (2014). Knowledge Sharing Practices and the Learning Organization: A Study. *The IUP Journal of Knowledge Management*, Vol. XII, No. 2, 2014, pp. 38-50.
30. **Abu-Shanab, E.** & Abu-Baker, A. (2014). Using and Buying Mobile Phones in Jordan: Implications for Future Research and the Development of New Methodology. *Technology in Society*, Vol. 38(August 2014), pp. 103-110.
31. Sinjilawi, Y., AL-Nabhan, M. & **Abu-Shanab, E.** (2014). Addressing Security and Privacy Issues in Cloud Computing. *Journal of Emerging Technologies in Web Intelligence*, Vol. 6(2), May 2014, pp. 192-199.
32. Abu-Tair, H. & **Abu-Shanab, E.** (2014). Mobile Government Services: Challenges and Opportunities. *International Journal of Technology Diffusion*, Vol. 5(1), January-March, pp.17-25.
33. Qasim, H. & **Abu-Shanab, E.** (2014). Cloud Computing Risks & Business Adoption, *International Journal of Emerging Sciences*, Vol. 4(2), June 2014, pp. 52-63.
34. **Abu-Shanab, E.** & Qasim, H. (2014). Cloud Computing Adoption: Brand Equity Impact on Users' Choice, *Saba Journal of Information Technology and Networking*, Vol. 2(2), 2014, pp. 63-80.
35. **Abu-Shanab, E.** (2014a). Antecedents of Trust in E-government Services: An empirical Test in Jordan. *Transforming Government: People, Process and Policy*, Vol. 8(4), pp. 480-499.
36. **Abu-Shanab, E.** & Khasawneh, R. (2014). E-government Adoption: The challenge of Digital Divide based on Jordanians' Perceptions, *Theoretical and Empirical Researches in Urban Management Journal*, Vol. 9(4), November 2014, pp. 5-19.
37. **Abu-Shanab, E.** & Bataineh, L. (2014). Challenges Facing E-government Projects: How to Avoid Failure? *International Journal of Emerging Sciences*, Vol. 4(4), pp. 207-217
38. **Abu-Shanab, E.** & Yamin, E. (2014). RFID Utilization in Public University Libraries in Jordan, *International Journal of Digital Library Systems (IJDLS)*, Vol. 4(2), 29-43.
39. **Abu-Shanab, E.** (2014b). E-learning System's Acceptance: A Comparative Study, *International Journal of Web-Based Learning and Teaching Technologies (IJWLTT)*, Vol. 9(4), October-December 2014, pp. 1-13.

40. **Abu-Shanab, E.**, Abu-Shehab, R. & Khairallah, M. (2015). Critical Success Factors for ERP Implementation: The Case of Jordan. *The International Arab Journal of e-Technology (IAJeT)*, Vol. 4(1), January 2015, pp. 1-7.
41. **Abu-Shanab, E.** & Frehat, M. (2015). The Role of Social Networking in the Social Reform of Young Society, *International Journal of Technology Diffusion*, Vol. 6(1), January-March 2015, pp. 61-75.
42. **Abu-Shanab, E.** (2015a). Open Government Initiatives In Public Sector: A Proposed Framework For Future Research. *Saba Journal of Information Technology and Networking*, Vol. 3(1), pp. 4-14.
43. **Abu-Shanab, E.** & Al-Jamal, N. (2015). Exploring the Gender Digital Divide in Jordan, *Gender, Technology and Development*, Vol. 19(1), March 2015, pp. 91-113.

44. **Abu-Shanab, E.** & Ababneh, L. (2015). Exploring Academicians Acceptance of E-Learning Using an Extended TAM: The Case of Yarmouk University. *Journal of Network Communications and Emerging Technologies (JNCET)*, Vol. 1(1), March 2015, pp. 1-6.
45. **Abu-Shanab, E.** (2015c). E-democracy: The Fruit of E-government. *International Journal of Technology and Globalisation*, Vol. 8(1), pp. 15-28.
46. **Abu-Shanab, E.** & Al-Tarawneh, H. (2015). The Influence of Social Networks on High School Students' Performance. *International Journal of Web-Based Learning and Teaching Technologies (IJWLTT)*, Vol. 10(2), April-June 2015, pp. 49-59.
47. **Abu-Shanab, E.** (2015b). Gender and Age: Moderators or Predictors of E-government Acceptance? *International Journal of E-Adoption*, Vol. 7(1), pp. 32-51.
48. **Abu-Shanab, E.** & Al-Quraan, H. (2015). Factors Influencing Electronic Government Social Sustainability. *International Journal of Information Communication Technologies and Human Development (IJICTHD)*, Vol. 7(2), pp. 42-56.
49. **Abu-Shanab, E.** & Haddad, E. (2015). The Influence of Smart Phones on Human Health and Behavior: Jordanians' Perceptions. *International Journal of Computer Networks and Applications*, March-April, 2015, Vol. 2(2), pp. 52-56.
50. Sawalha, D. & **Abu-Shanab, E.** (2015). Financial Information Systems in Governments: Is it Accepted by Public Employees? *The International Arab Journal of e-Technology (IAJeT)*, Vol. 4(2), pp. 57-66.
51. Talafha, H. & **Abu-Shanab, E.** (2015). Would Gender, Education and Age Influence Internet Banking Adoption Constructs in Jordan? *IADIS International Journal on WWW/Internet*, Vol. 12(2), pp. 69-82
52. Al-Jamal, M. & **Abu-Shanab, E.** (2015). Privacy Policy of E-Government Websites: An Itemized Checklist Proposed and Tested. *Management Research and Practice (MRP)*, Vol. 7(3), 2015, pp. 80-95.
53. **Abu-Shanab, E.** & Haider, S. (2015). Major Factors Influencing the Adoption of M-government in Jordan, *Electronic Government, an International Journal*, Vol. 11(4), pp. 223-240.
54. **Abu-Shanab, E.** & Matalqa, S. (2015). Security and Fraud Issues of E-banking. *International Journal of Computer Networks and Applications (IJCNA)*, Vol. 2(4), July – August (2015), pp. 179-187.
55. **Abu-Shanab, E.** (2015). Reengineering the Open Government Concept: An Empirical Support for a Proposed Model. *Government Information Quarterly*, October 2015, Vol. 32(4), 453-463.
56. **Abu-Shanab, E.** & Anagreh, L. (2015). Impact of Electronic Customer Relationship Management in Banking Sector, *International Journal of Electronic Customer Relationship Management*, Vol. 9(4), pp. 254-271.
57. Al-Sebae, M. & **Abu-Shanab, E.** (2015). Jordanians Perceptions Regarding E-government Ethical Issues. *International Journal of Civic Engagement and Social Change (IJCESC)*, Vol. 2(4), pp. 16-33.

58. **Abu-Shanab, E.** & Bataineh, L. (2016). Key Success Factors of E-government Projects: Jordanians' Perceptions. *International Journal of Information Technology Project Management (IJITPM)*, Vol. 7(1), pp. 32-46.
59. Hammouri, Q., **Abu-Shanab, E.** & Manasrah, A. (2016). Examining the Impact of Privacy, Security and Legal Framework on Trust in Mobile Computing in Business Environment: An Exploratory Study. *Saba Journal of Information Technology and Networking*, Vol. 4(1), 2016, pp. 29-43.
60. **Abu-Shanab, E.** & Al-Dalou', R. (2016). An Empirical Study of E-participation Levels in Jordan. *International Journal of Information Systems & Social Change (IJISSC)*, Vol. 7(1), p. 63-79.

61. Bataineh, L. & **Abu-Shanab, E.** (2016). How Perceptions of E-participation Levels Influence the Intention to Use E-government Websites, *Transforming Government: People, Process and Policy*, Vol. 10(2), pp. 315-334.
 62. Abu-Shamaa, R., **Abu-Shanab, E.** & Khasawneh, R. (2016). Payment Methods and Purchase Intention from Online Stores: An Empirical Study in Jordan. *International Journal of E-Business Research*, Vol. 12(2), pp. 31-44.
 63. Al-Jamal, M. & **Abu-Shanab, E.** (2016). The Influence of Open Government on E-government website: The Case of Jordan, *International Journal of Electronic Governance*, Vol. 8(2), pp. 159-179.
 64. Abualbasal, W., **Abu-Shanab, E.** & Al-Quraan, H. (2016). Dynamic Analysis of UTAUT: The Case of Microsoft Project Management Software. *International Journal of Web-Based Learning and Teaching Technologies (IJWLTT)*, Vol. 11(3), pp. 40-54.
 65. **Abu-Shanab, E.** (2016). Global competitiveness improvement: E-government as a tool. *International Journal of Innovation, Management and Technology*, Vol. 7(3), pp. 111-114.
 66. Al-Sharafi, M., Arsha, R., **Abu-Shanab, E.** & Elayah, N. (2016). The Effect of Security and Privacy Perceptions on Customers' Trust to Accept Internet Banking Services: An Extension of TAM. *Journal of Engineering and Applied Sciences*, Vol. 11(3), pp. 545-552.
 67. Alsmadi, I. & **Abu-Shanab, E.** (2016). E-government Website Security Concerns and Citizens' Adoption. *Electronic Government, an International Journal*, Vol. 12(3), pp. 243-255.
 68. Mahawreh, F., Shehabat, I. & **Abu-Shanab, E.** (2016). The Impact of Knowledge Management on Customer Relationship Management: A Case from the Fast Food Industry in Jordan, *International Journal of Electronic Customer Relationship Management (IJECRM)*. Vol. 10(2/3/4), pp. 138-157.
 69. Qasim, H. & **Abu-Shanab, E.** (2016). Drivers of Mobile Payment Acceptance: The Impact of Network Externalities, *Information Systems Frontiers*, Vol. 18(5), pp. 1021-1034.
-
70. **Abu-Shanab, E.** (2017). E-government Familiarity Influence on Jordanians' Perceptions. *Telematics and Informatics*, Vol. 34(1), pp. 103-113.
 71. Mishaal, D. & **Abu-Shanab, E.** (2017). Utilizing Facebook by the Arab World Governments: The Communication Success Factor. *International Journal of Public Administration in the Digital Age (IJPADA)*, Vol. 4(3), pp. 53-78.
 72. Anagreh, L. & **Abu-Shanab, E.** (2017). Voter's Intention to Use Electronic Voting Systems. *International Journal of E-Business Research*, Vol. 13(3), 20-38.
 73. Hammouri, Q. & **Abu-Shanab, E.** (2017). Exploring the Factors Influencing Employees' Satisfaction Toward E-Tax Systems, *International Journal of Public Sector Performance Management (IJPSPM)*, Vol. 3(2), pp. 169-190.
 74. **Abu-Shanab, E.** (2017). E-government Contribution to Better Performance by Public Sector, *International Journal of Electronic Government Research (IJEGR)*, Vol. 13(2), 81-96.
 75. **Abu-Shanab, E.** & Estatiya, F. (2017). G-Cloud Cases and its Future Potential, *Journal of Science and Innovation*, Vol. 7(1-4), pp. 1-8.
 76. Alquraan, H., **Abu-Shanab, E.**, Banitaan, S. & Al-Tarawneh, H. (2017). Motivations for Using Social Media: Comparative Study Based on Cultural Differences between American and Jordanian Students. *International Journal of Social Media and Interactive Learning Environments*, Vol. 5(1), pp. 48-61.
-

77. Hammouri, Q. & **Abu-Shanab, E.** (2018). Exploring Factors Affecting Users' Satisfaction Toward E-Learning Systems, *International Journal of Information and Communication Technology Education (IJICTE)*, Vol. 14(1), pp. 44-57. [Scopus]
78. AlDwairi, R., Shraideh, L. & **Abu-Shanab, E.** (2018). Mobile Commerce Adoption from Consumers Perspective: The Case of Jordan. *International Journal of Information Systems and Social Change (IJISSC)*, April-June 2018, Vol. 9(2), pp. 12-27.
79. Al-Jamal, M. & **Abu-Shanab, E.** (2018) Open Government: The Line between Privacy and Transparency, *International Journal of Public Administration in the Digital Age (IJPADA)*, Vol. 5(2), pp. 64-75. [WOS]
80. **Abu-Shanab, E.**, Hammouri, Q. & Al-Sebae, M. (2018). Justifying IT Investment: Extension of a Model using a Case Study from Jordan. *Oriental Journal of Computer Science and Technology*, Vol. 12(2), pp. 39-49.
81. **Abu-Shanab, E.** & Shehabat, I. (2018). The Influence of Knowledge Management Practices on E-government Success: A Proposed Framework Tested, *Transforming Government: People, Process and Policy*, Vol. 12(3/4), pp. 286-308. [Scopus].
82. Al-Sharafi, M., Arshah, R., Herzallah, F. & **Abu-Shanab, E.** (2018). The Impact of Customer Trust And Perception Of Security And Privacy On The Acceptance Of Online Banking Services: Structural Equation Modeling Approach. *International Journal of Industrial Management (IJIM)*, Vol. 4(5), June 2018, pp. 1-14.
83. **Abu-Shanab, E.** & Musleh, S. (2018). The Adoption of Massive Open Online Courses: Challenges and Benefits. *International Journal of Web-Based Learning and Teaching Technologies (IJWLTT)*, Vol. 13(4), pp. 62-76. [Scopus]
84. **Abu-Shanab, E.**, Dalou', R. & Talafha, R. (2018). E-parliament in Jordan: Challenges and Perspectives. *International Journal of Public Sector Performance Management (IJPSPM)*, Vol. 4(4), pp. 516-531. [Scopus]
85. Al-Dwairi, R., **Abu-Shanab, E.** & Daradkeh, M. (2018). A Framework for Antecedents of Trust in social Commerce. *International Journal of Enterprise Network Management*. Vol. 9(3/4), pp. 333-351. [Scopus]

86. Sawalha, S., Al-Jamal, M. & **Abu-Shanab, E.** (2019). The Influence of Utilising Facebook on E-government Adoption, *Electronic Government, an International Journal*, Vol. 15(1), pp. 1-20. [Scopus]
87. **Abu-Shanab, E.** & Osmani, M. (2019). E-government as a Tool for Improving Entrepreneurship. *International Journal of Electronic Government Research (IJEGR)*, Vol. 15(1), pp. 36-46. [Scopus]
88. Abu-Shanab, S. & **Abu-Shanab, E.** (2019). How Students are Using Social Networks? Emotional Intelligence as a Determinant. *International Journal of Cyber Behavior, Psychology and Learning (IJCPL)*. Vol. 9(1), pp. 49-64 [Scopus]
89. **Abu-Shanab, E.** (2019). Predicting Trust in E-government: Two Competing Models, *Electronic Government, an International Journal*, Vol. 15(2), pp. 129-143. [Scopus]
90. **Abu-Shanab, E.**, Bakier, R. & Bataineh, M. (2019). Can E-Government Empower Jordanian Citizens and Reinforce Citizenship? *International Journal of Electronic Governance*, Vol. 11(2), pp 182-204. [Scopus]
91. **Abu-Shanab, E.** & Al-Sayed, M. (2019). Can Gamification Concepts Work with E-government? *Journal of Information Technology Research (JITR)*, Vol. 12(3), pp. 44-59. [Scopus]
92. **Abu-Shanab, E.** & Subaih, A. (2019). The Role of Knowledge Sharing and Employees' Satisfaction in Predicting Organizational Innovation, *Journal of Information and Knowledge Management*, Vol. 18(3), Article 1950026, pp. 1-25 [Scopus]
93. Al Najjar, M., Alabdelqader, A. & **Abu-Shanab, E.** (2019). Mobile-Government Services and Residents Satisfaction: Evaluation of Kahramaa Mobile Services. *International*

- Journal of Electronic Government Research (IJEGR)*, Vol. 15(2), April-June, pp. 39-57 [Scopus]
94. Al-dwairi, S., Harb, Y. & **Abu-Shanab, E.** (2019). The Impact of Personality Traits on Mobile Banking Adoption in Jordan. *International Journal of Business Innovation and Research (IJBIR)*, Vol. 20(4), pp. 489-510. [Scopus]
 95. Ganapathi, P. & **Abu-Shanab, E.** (2019). Utilizing Radio Frequency Identification in Libraries: The Case of Qatar, *International Journal of Public Administration in the Digital Age (IJPADA)*, Vol. 6(4), pp. 14-29 [Scopus].
 96. **Abu-Shanab, E.** & Harb, Y. (2019). E-Government Research Insights: Text Mining Analysis. *Electronic Commerce Research & Application*, Vol. 38(November/December), Article 100892, pp. 1-12 [Scopus & ISI]

 97. Ganapathi, P. & **Abu-Shanab, E.** (2020). Customer Satisfaction With Online Food Ordering Portals In Qatar. *International Journal of E-Services and Mobile Applications (IJESMA)*. Vol. 12(1), pp. 57-79 [Scopus]
 98. Hammouri, Q. & **Abu-Shanab, E.** (2020). Major Factors Influencing the Adoption of Cloud Computing in Jordan, *International Journal of Technology and Human Interaction (IJTHI)*, **Accepted and expected to appear in 2020**[Scopus].
 99. **Abu-Shanab, E.**, Samara, J. & Aryani, M. (2020). Challenges Facing Faculty Members When using a Learning Management System. *International Journal of Information and Communication Technology Education (IJICTE)*, **Accepted and expected to appear in 2020**[Scopus]
 100. **Abu-Shanab, E.** (2020). Students' Perceptions of Flipped Classrooms: Gender, and Country Differences. *International Journal of Web-Based Learning and Teaching Technologies (IJWLTT)*, **Accepted and expected to appear in 2020.** [Scopus]
 101. Al-Hujran, O., **Abu-Shanab, E.** & AL Jaafreh, A. (2020). Predictors for the Adoption of E-Democracy: An Empirical Evaluation Based on a Citizen-Centric Approach. *Transforming Government: People, Process and Policy*, **Accepted and expected to appear in 2020**[Scopus]
 102. Harb, Y. & **Abu-Shanab, E.** (2020). A Descriptive Framework for the Field of Knowledge Management. *Knowledge and Information Systems(KAIS)*, **Accepted and expected to appear in 2020**[ISI] [Scopus]
 103. **Abu-Shanab, E.** & Anagreh, L. (2020). Contributions of Flipped Classroom Method To Students' Learning. *International Journal of Cyber Behavior, Psychology and Learning (IJCPL)*. **Accepted and expected to appear in 2020** [Scopus]

 104. Al-Okaily, M., Abd Rahman, M. S., Ali, A., **Abu-Shanab, E.**, & Masa'deh, R. (2021). An Empirical Investigation on Acceptance of Mobile Payment System Services in Jordan: Extending UTAUT2 Model with Security and Privacy. *International Journal of Business Information Systems*. **Accepted and expected to appear in 2020**[Scopus]
 105. Al-Hasson, M. & **Abu-Shanab, E.** (2021). Predicting End-User Satisfaction with Clinical Information System, *International Journal of Information Systems in the Service Sector (IJISSS)*, **Accepted and expected to appear in 2021**[Scopus]
 106. Al-Qahtani, F. & **Abu-Shanab, E.** (2021). End User Satisfaction With Cloud Computing: The Case of Hamad Medical Corporation In Qatar, *International Journal of Healthcare Information Systems and Informatics (IJHISI)*, **Accepted and expected to appear in 2021**[Scopus]
 107. Hassan, A. & **Abu-Shanab, E.** (2021). Exploring the Factors Affecting Users' Satisfaction With Metrash2 System, *International Journal of Electronic Government Research (IJEGR)*, **Accepted and expected to appear in 2021** [Scopus]
 108. Idilbi, M. & **Abu-Shanab, E.** (2021). Critical Success Factors for ERP Implementation: Two directions focusing on Employees' Perceptions in Qatar,

International Journal of Technology and Human Interaction (IJTHI), Accepted and expected to appear in 2021 [Scopus]

109. **Abu-Shanab, E.** & Ben Salah, I. (2021). When Users Enjoy Using the System: The Case of AIS. *Journal of Information Technology Research (JITR)*. Accepted and expected to appear in 2021 [Scopus]
-

Other Publications & Books: [Home](#)

1. **Abu-Shanab, E.** (2010). Authored a book in Arabic language titled “*E-Government – from theory to implementation*” OR “مشاريع الحكومة الالكترونية بين النظرية والتطبيق” With the Arab Administrative Development Organization (ARADO, affiliated with the League of Arab States, Cairo), Published and out in the market since **June 2010**. منشورات المنظمة العربية للتنمية الادارية (بحوث ودراسات – رقم 478)
2. Jointly Authored a book chapter in the area of ERP titled: Production Information Systems Usability in Jordan (Chapter Authors: **Abu-Shanab, E.** & Al-Tarawneh, H., pages 270-285), 2011. The book title is: *Enterprise Information Systems Design, Implementation, and Management: Organizational Applications* edited by *Maria Manuela Cruz-Cunha and João Varajão*, published by Information Science Reference, USA, 2011.
3. Authored a book in Arabic Language in “*E-Services*” (الخدمات الالكترونية) in cooperation with Yousra Harb & Wijdan Abu-Albasal, used as a textbook for a course (MIS 109), third edition is issued in 2014.
4. Participated as a co-author of **two chapters** in the book “E-Marketing and E-CRM: Theories and Case studies”, by: Rania Bakeir & Yousra Harb, Published by Lamber Academic Publishing (December 31, 2010), Germany, 64 pages.
5. **Abu-Shanab, E.** (2012). Authored a book in Arabic language titled “E-government: A Tool for Democracy and Society Development” OR “الحكومة الالكترونية: أداة للديمقراطية والتنمية المجتمعية” With the Arab Administrative Development Organization (ARADO, affiliated with the League of Arab States, Cairo), Published and out in the market since **June 2012**. منشورات المنظمة العربية للتنمية الادارية (بحوث ودراسات – رقم 492)
6. **Abu-Shanab, E.**, Khasawneh, R. & Smadi, I. (2013). Authentication Mechanisms For E-Voting. A book chapter in “*Human Centered System design for E-Governance*” edited by Saqib Saeed & Chris Reddick., IGI Global, USA, (2013).
7. **Abu-Shanab, E.** & Al-Saggar, A. (2013). Reasons Behind IT Project Failure: The Case of Jordan. A book chapter in “*Business Strategies and Approaches for Effective Engineering Management*” edited by Saqib Saeed, M. Ayoub Khan, Rizwan Ahmad., IGI Global, USA, (2013).
8. Khasawneh, R. & **Abu-Shanab, E.** (2013). Using KMS as a Tool to Improve Decision Making Process. A book chapter in “*Knowledge based Processes in Software Development*” edited by Saqib Saeed & Izzat Alsmadi, IGI Global, USA, (2013).
9. **Abu-Shanab, E.** (2014). Electronic Government, a tool for good governance and better service. A book published by author, second edition (deposit number: ISBN: 978-9957-550-99-8, 2014, 262 pages).
10. **Abu-Shanab, E.** (2017). Would E-government Improve GCI (Global Competitiveness Index). IMA-Qatar Chapter News Letter, Qatar, January 2017, p. 3 (1 page).
11. **Abu-Shanab, E.** (2020). E-Government Contribution to Better Performance by Public Sector. Reprint of a previous journal article. Published in *Open Government: Concepts, Methodologies, Tools, and Applications* (4 Volumes), IGI Global, Information Resources Management Association (USA), first edition, 2020 (Chapter 1).

12. Mishaal, D. & **Abu-Shanab, E.** (2020). Utilizing Facebook by the Arab World Governments: The Communication Success Factor. Reprint of a previous journal article. Published in *Open Government: Concepts, Methodologies, Tools, and Applications* (4 Volumes), IGI Global, Information Resources Management Association (USA), first edition, 2020 (Chapter 52).
13. **Abu-Shanab, E.** (2020). **Demographic Factors as Determinants of E-Government Adoption.** A book chapter in “Recent Developments in Individual and Organizational Adoption of ICTs” edited by Orkun Yildiz. Published by IGI publishing, 2020.

Conference Proceedings: [\[Home\]](#)

1. **Abu-Shanab, E.**, Md Nor, K., Pearson, J. & Crosby, L. (2003). Self-efficacy and end user satisfaction: the impact of social influence. *Proceedings of the Decision Sciences Institute Conference- Washington DC. 2003*, p. 1-6.
2. **Abu-Shanab, E.** (2004). Data Warehousing Strategies: A Strategic Alignment Perspective. A conceptual paper presented in the *Proceedings of the Decision Sciences Institute Conference-Boston, USA. 2004*, p. 1-6.
3. **Abu-Shanab, E.** & Knight, M. (2004). The Technology Acceptance Model: The Effect of Agreeability. A conceptual paper presented in the *Proceedings of the Decision Sciences Institute Conference-Boston, USA. 2004*, p. 1-6.
4. **Abu-Shanab, E.** (2006). Group Support Systems: A Culture-Task Fit Model. A conceptual paper presented in the *Proceedings of the Seventh Arab Conference on Information Technology (ACIT 2006), Irbid, Jordan*, 1-6.
5. **Abu-Shanab, E.** (2007). Supply Chain Management & Information Sharing Capabilities. A conceptual paper presented in the *Proceedings of the 8th European Conference on Knowledge Management- Barcelona, Spain, 2007 (1-9)*.
6. **Abu-Shanab, E.** (2007). Jordan's E-Government Program: A User Centered Approach. A conceptual paper presented in a *conference at Yarmouk University regarding Continuous Development and research at higher education organizations, Jordan*.
7. Hamam, S., Abu Abbas, O., Abdel-Qader, R., & **Abu-Shanab, E.** (2008). E-learning as Learning Method in Jordanian Primary and Secondary Education Environment. *The Second International Conference & Exhibition for Zain e-Learning Center, Bahrain, 2008*.
8. **Abu-Shanab, E.** (2008). Dynamic Systems Analysis: The Technology Acceptance Model. *7th European Conference on Research Methodology for Business and Management Studies (ECRM 2008. London, UK (2008)*.
9. **Abu-Shanab, E.** & Siakas, K. (2009). “Collaborative Development of a New Postgraduate Course in ICT and Media Convergence: Experiences and Reflections”, *Proceedings of the Software Quality Management 2009 and INSPIRE 2009, Southampton, UK, 2009*.
10. Awawdeh, N. & **Abu-Shanab, E.** (2009). RFID in Healthcare Industry: A Strategic Framework for Implementation. A conceptual paper presented in the *Proceedings of the 4th International Conference on Information Technology (ICIT 2009), Amman, Jordan*, pp. 1-18.
11. Harb, Y. & **Abu-Shanab, E.** (2009). Electronic Customer Relationship Management (e-CRM) in Zain Company, a case study presented in the *Proceedings of the 4th International Conference on Information Technology (ICIT 2009), Amman, Jordan*, pp. 1-10.

12. Bataineh, M., **Abu-Shanab, E.** & Jdaitawi, A. (2009). M-Government in Jordan: Today and the Future, A conceptual paper presented in the *Proceedings of the 4th International Conference on Information Technology (ICIT 2009)*, Amman, Jordan, pp. 1-9.
13. **Abu-Shanab, E.** & Al-Tarawneh, H. (2009). Production Information Systems Usability in Jordan. *Proceedings of the Conference of ENTERprise Information Systems, CENTERIS-2009*, Ofir, Portugal, pp. 43-53.
14. Harb, Y. & **Abu-Shanab, E.** (2009). The Impact of E-government on Rural Areas: The Case of Jordan. A conceptual paper presented in the Proceedings of *The 3rd Mosharaka International Conference on Communications, Computers and Applications*, Amman, Jordan, 26-28 of October, 2009.
15. Refai, H. & **Abu-Shanab, E.** (2009). Electronic Voting Systems: A Tool for E-democracy. A conceptual paper presented in the Proceedings of *The 3rd Mosharaka International Conference on Communications, Computers and Applications*, Amman, Jordan, 26-28 of October, 2009.
16. Abu-Baker, A. & **Abu-Shanab, E.** (2009). Evaluation Methods for E-government Websites. A conceptual paper presented in the Proceedings of *The 3rd Mosharaka International Conference on Communications, Computers and Applications*, Amman, Jordan, 26-28 of October, 2009.
17. Obeidat, R. & **Abu-Shanab, E.** (2009). E-Government and E-Business in Jordan: Motivators and Barriers. A conceptual paper presented in *The Proceedings of the International Conference on Information and Communication Systems ICICS'09*, December 20-22, Amman, Jordan, pp. 156-163. [Best paper award]
18. Bakeir, R., **Abu-Shanab, E.** & Al Biss, S. (2009). Applying E-marketing Methodologies In The Mobile Industry: The Case of Orange – Jordan. A case study presented in the Proceedings of the *Third International Symposium in Information & Communication Technology*, Amman, Jordan, 2009.
19. Haddad, N. & **Abu-Shanab, E.** (2009). Mobile Democracy: The Case of Jordan's SMS Gateway. A conceptual paper presented in the Proceedings of *The 3rd Mosharaka International Conference on Communications, Networking and Information Technology*, Amman, Jordan, 21-23 of December, 2009.
20. Harb, Y. & **Abu-Shanab, E.** (2009). E-learning Initiatives in Jordan: Pedagogical Evaluation of the Hashemite University E-learning System. A case study presented in the Proceedings of *The 3rd Mosharaka International Conference on Communications, Networking and Information Technology*, Amman, Jordan, 21-23 of December, 2009.
21. Al-Fuqaha, I. & **Abu-Shanab, E.** (2010). Re-Shaping Education in the Third Millennium Through Promoting the Strategy of Systems Thinking. A conceptual paper presented in the *Proceedings of the Global Learn Asia Pacific 2010*, Penang, Malaysia, May 2010.
22. Furumo, K. & **Abu-Shanab, E.** (2010). The Impact of Language Barriers on Communication and Trust Development in Global Virtual Teams. *The International Conference on Business and Information 2010*, July 5-7, 2010, Kitakyushu, Japan.
23. **Abu-Shanab, E.** (2011). Education Level as a Technology Adoption Moderator. *Proceedings of the 3rd IEEE International Conference on Computer Research and Development (ICCRD 2011)*. Shanghai, China, March 11-13, 2011, Vol 1, pp. 324-328.
24. **Abu-Shanab, E.** (2011). University Research Role In E-Government. *The Future Vision for Improving Scientific Research in The Arab World (الرؤيا المستقبلية للنهوض بالبحث العلمي في الوطن العربي)*. A conference at Yarmouk University, Irbid, Jordan, March 28-30, 2011, 8 pages.
25. **Abu-Shanab, E.** (2011). Quality Assurance Initiatives: The Influence of Language. *The International Arab Conference on Quality Assurance in Higher Education*, Zarqa, Jordan, May 10-12, 2011.

26. **Abu-Shanab, E.** & Harb, Y. (2011). E-learning in Jordanian Universities, the Case of Al-Hashemite University. *The 5th International Conference on Information Technology*, May 12-13, 2011, Amman/ Jordan.
27. Rababah, B & **Abu-Shanab, E.** (2011). Reengineering E-government Projects: Gender Digital Divide Perspective – The Case of Jordan. *The 5th International Conference on Information Technology*, May 12-13, 2011, Amman/ Jordan.
28. Al-Smadi, A. & **Abu-Shanab, E.** (2011). Accreditation and Academic Audit Strategies for the Information Technology Faculties in Jordan. *The 5th International Conference on Information Technology*, May 12-13, 2011, Amman/ Jordan.
29. Furumo, K., Hennessey, H. & **Abu-Shanab, E.** (2011). Performance and Perceptions Of Slacking In Virtual Cross-Cultural Teams. “*The IADIS Multi Conference on Computer Science and Information Systems*” (MCCSIS 2011), 20-26 July, 2011, Rome, Italy.
30. Edwards, H., Furumo, K., **Abu-Shanab, E.** & Md Nor, K. (2011). Communication as a Predictor of Success in Projects involving Virtual Teams. *BAI2011 International Conference on Business and Information*, 4-6 July, 2011, Bangkok, Thailand.
31. **Abu-Shanab, E.** Momani, A. & Ababneh, N. (2012). Teachers’ Adoption Of E-learning Systems: The Case of Eduwave in Jordan, *The 2012 International Arab Conference of e-Technology (IACe-T’2012)*, Zarqa, Jordan, in April 25-27, 2012, pp. 51-56.
32. **Abu-Shanab E.** & Al-Dalou’, R. (2012). E-participation Initiatives: A Framework for Technical Tools, *The 2012 International Arab Conference of e-Technology (IACe-T’2012)*, Zarqa, Jordan, April 25-27, 2012, pp. 57-64.
33. **Abu-Shanab, E.** Ababneh, N., & Momani, A. (2012). E-learning Systems’ Acceptance: The Case of Eduwave in Jordan, *The 8th International Scientific Conference eLearning and software for Education Bucharest, Romania*, April 26-27, 2012, pp. 463-467.
34. Khasawneh, R. & **Abu-Shanab, E.** (2013). Factors Affecting Group Support Systems (GSSs) Usage: Users Perceptual view. *Fourth International Conference on Information and Communication Systems (ICICS 2013)*, April 23-25, 2013. Irbid, Jordan, pp. 81-86.
35. Khasawneh, R., Rabayah, W. & **Abu-Shanab, E.** (2013). E-Government Acceptance Factors: Trust And Risk. *The 6th International Conference on Information Technology (ICIT 2013)*, 8-10 May, 2013, Amman, Jordan, pp.1-8.
36. **Abu-Shanab, E.** & Khasawneh, R. (2013). E-Government Adoption: A Digital Divide Perceptual View. *The 6th International Conference on Information Technology (ICIT 2013)*, 8-10 May, 2013, Amman, Jordan, pp. 1-8.
37. Al-Dalou’, R. & **Abu-Shanab, E.** (2013). E-Participation Levels and Technologies. *The 6th International Conference on Information Technology (ICIT 2013)*, 8-10 May, 2013, Amman, Jordan, pp.1-8.
38. **Abu-Shanab, E.** (2013). The Relationship between Transparency and E-government: An Empirical Support. *IFIP e-government conference 2013 (EGOV 2013)*, September 16-19, 2013, Koblenz, Germany, pp. 84-91.
39. **Abu-Shanab, E.** (2013). RFID Utilization in Libraries: The Benefits, Challenges and Future Directions. First International conference “*Libraries and Information Centers in a Changing Digital Environment*,” Amman, Jordan, October 29-30, 2013, pp. 1-17.
40. Alafeef, M., Singh, D., Ahmad, K., **Abu-Shanab, E.** (2013). Usability Testing for Mobile Banking Prototype in Jordan. *Proceedings of the 2nd International Conference on Computer Engineering & Mathematical Sciences (ICCEMS 2013)*, 5-6 December 2013, Kuala Lumpur, Malaysia, pp. 48-54.
41. Al-Azzam, A. & **Abu-Shanab, E.** (2014). E-government: The Gate for Attracting Foreign Investments. *The 6th International Conference on Computer Science and Information Technology (CSIT 2014)*, *IEEE conference*, Amman, Jordan, 26 & 27-3-2014, pp. 161-165.

42. Frehat, M. & **Abu-Shanab, E.** (2014). The Role Of Social Networking In The Social Reform On Young Society, Accepted and presented as a poster in *The International Conference on Management of Computational and Collective Intelligence in Digital EcoSystem (MEDES 2014)*, September 15-17, 2014, Al-Qasim, Saudi Arabia, pp.1-2.
43. **Abu-Shanab, E.** & Shihadeh, S. (2014). The Contributions of Knowledge Management into a Better Customer Relationship Management: A Proposed Framework, *The 7th International Conference on Innovation and Knowledge Management in Asia Pacific (IKMAP 2014)*, 9-10 October 2014, Bangkok, Thailand.

44. Abu-Shamaa, R. & **Abu-Shanab, E.** (2015). Factors Influencing the Intention to Buy From Online Stores. *The IEEE GCC conference & Exhibition Background, Towards Smart Sustainable Solutions*, Muscat, Oman, 1-4 February, 2015, pp. 1-7.
45. Al-Quraan, H. & **Abu-Shanab, E.** (2015). Predictors of E-Participation Levels: The Case of Jordan. *ICIT 2015 The 7th International Conference on Information Technology*, Amman, Jordan, pp. 325-331.
46. Al-Jamal, M. & **Abu-Shanab, E.** (2015). Privacy Policy of E-Government Websites and the Effect on Users' Privacy. *ICIT 2015 The 7th International Conference on Information Technology*, Amman, Jordan, pp. 338-344.
47. Al-Jamal, N. & **Abu-Shanab, E.** (2015). E-Government Adoption in Jordan: The Influence of Age. *ICIT 2015 The 7th International Conference on Information Technology*, Amman, Jordan, pp. 345-350.
48. Al-Sebae, M. & **Abu-Shanab, E.** (2015). Big Issues for a Small Piece: RFID Ethical Issues. *ICIT 2015 The 7th International Conference on Information Technology*, Amman, Jordan, pp. 351-356.
49. Mishaal, D. & **Abu-Shanab, E.** (2015). The Effect of Using Social Media in Governments: Framework of Communication Success. *ICIT 2015 The 7th International Conference on Information Technology*, Amman, Jordan, pp. 357-364.
50. Hammouri, Q., Shraideh, L. & **Abu-Shanab, E.** (2015). Evaluating the Success of Information Strategic System Planning. *ICIT 2015 The 7th International Conference on Information Technology*, Amman, Jordan, pp. 390-396.
51. **Abu-Shanab, E.** & Talafha, H. (2015). Internet Banking Adoption In Jordan: The SERVQUAL Extension. Proceedings of the *14th International Conference WWW/Internet 2015*, Dublin, Ireland, October 24-26 of October 2015, pp. 90-97.
52. Alsmadi, I., Al-Kabi, M. & **Abu-Shanab, E.** (2015). Requirements and Challenges for Building a National Open Security Lab. Proceedings of the *First Summit on Countering Cyber Crimes*, Reyadh, Saudia Arabia, October 27-29 October 2015, pp. 1-15.

53. Al-Sharafi, M., Arshah, R., **Abu-Shanab, E.**, Fakhreldin, M. & Elayah, N. (2016). The Effect Of Security And Privacy Perceptions On Customers' Trust To Accept Internet Banking Services: An Extension Of TAM. *COMSCET 2016*, Kuala Lumpur, Malaysia, 23-24 January, 2016, pp. 1-9. **[Best paper Award]**
54. **Abu-Shanab, E.** (2016). Global competitiveness improvement: E-government as a tool. *Proceedings of The Second International Conference On Information Management*, London, UK, May 7-8, 2016, pp. 1-5.
55. Al-Sharafi, M., Arshah, R., Herzallah, F. & **Abu-Shanab, E.** (2016). The impact of Customer Trust and Perceptions of Security And Privacy on the Acceptance of Online Banking Services: Structural Equation Modeling Approach. *National Conference for Postgraduate Research 2016 (NCON-PGR2016)*. 24-25 September, 2016, Malaysia.
56. **Abu-Shanab, E.** & Shihadeh, S. (2016). Factors Influencing G-SMS Adoption by Jordanian Citizens. *The IEEE R10 Humanitarian Technology Conference*, Agra, India, 21-23 December 2016, pp. 1-5.

57. **Abu-Shanab, E.** & Estatiya, F. (2017). Utilizing Cloud Computing in Public Sector: Cases from the World. *Proceedings of the 2017 IEEE International Conference on Applied System Innovation (IEEE ICASI 2017)*, May 13- 17, 2017, Sapporo, Japan, pp. 1702-1705. **[First paper Award]**
58. Hammouri, Q. & **Abu-Shanab, E.** (2017). The Antecedents of Trust in Social Commerce, *The 8th International Conference on Information Technology (ICIT 2017) Internet of Things*, May 17-18, 2017, Amman, Jordan, pp. 1-8
59. Al-Sharafi, M., Arshah, R. & **Abu-Shanab, E.** (2017). Factors Influencing the Continuous Use of Cloud Computing Services in Organization Level, *Proceeding ICAIP 2017 Proceedings of the International Conference on Advances in Image Processing, Bangkok, Thailand* — August 25 - 27, 2017Pages 189-194
60. Al-Jamal, M. & **Abu-Shanab, E.** (2017). Exploring Approaches to Strategic Information System Planning in Small and Medium Sized Enterprises: The Case Study of ABC Company, *3rd International Students Social Sciences congress*, 2-3 December 2017, Istanbul, Turkey. [Symposium for PhD students in Turkey].
61. Samara, J., **Abu-Shanab, E.** & Ayari, M. (2017). Challenges Facing Faculty Members When Using Blackboard, an abstract presented in the 29th International Conference on Teaching, Education & Learning (ICTEL), 27-28 December 2017, Bangkok, Thailand.

62. Al-Sharafi, M., Arshah, R. & **Abu-Shanab, E.** (2019). Questionnaire Development Process to Measure the SMEs' Continuous Use behavior towards Cloud Computing Services, *8th International Conference on Software and Computer Applications (ICSCA2019)*, Penang, Malaysia, February 19-22, 2019, pp. 1-5.
63. **Abu-Shanab, E.** & Alsmadi, N. (2019). Blogs as an Effective Social Media Tool in Education. *Proceedings of Society for Information Technology & Teacher Education International Conference*. March 14-22, Las Vegas, NV, United States: Association for the Advancement of Computing in Education (AACE). pp. 367-373.
64. Al-Sharafi, M., Arshah, R., **Abu-Shanab, E.** & Alajami, Q. (2019). The Effect of Sustained use of Cloud-Based Business Services on Organizations' Performance: Evidence from SMEs in Malaysia, *The 5th International Conference On Information Management (ICIM2019) 24-27 March, 2019 IEEE Xplore*. University of Cambridge, Cambridge, UK.
65. **Abu-Shanab, E.** & Ben Salah, I. (2019). Students' Adoption Of Accounting Information Systems, *Asia-Pacific Management Accounting Association (APMAA) Annual Conference*, 2-5 November, 2019, Doha, Qatar, pp. 1-12.
66. **Abu-Shanab, E.** (2020). Flipped Classes: Before and After Corona. A presentation in the "CETL's 1st Symposium: Together We Learn, Together We Teach", June 4, 2020, Qatar University.

Supervision Activities:

(Note: No PhD programs in YU in IT area, No thesis program in the MIS department at IT College, YU)

- Supervised 2 master theses in the College of Economics and Administrative Sciences at Yarmouk University.
- Supervised 1 master thesis in the College of Education at Yarmouk University.
- Supervised 10 MBA graduation projects in CBE, Qatar University.
- Supervised many research projects in the Master Program in MIS at Yarmouk University in areas like e-government, technology acceptance, e-learning, knowledge management,

e-CRM, project management issues, and mobile commerce. Published many articles with my students.

- Field supervisor for a PhD student in a Malaysian University.

Design of Teaching Material:

- Designed a course in **TEMPUS** project in the area of **ICT & Media Convergence Training**, related to Business strategies and models, marketing, regulation and ethical and social issues. A joint project with Alexander TEI of Thessaloniki, Greece & Sunderland University, UK.
- Designed an E-government course for the master level (not a structured course and based on a set of articles, and research activities).
- Improved beyond textbook content few master courses in e-marketing & e-CRM, and Strategic IS.

Reviewing Activities (existing or old):

- International Journal of Public Administration in the Digital Age (Editorial Review board).
- International Journal of Social & Organizational Dynamics in Information Technology (Associate editor-Editorial Board)
- International Journal of Technology Diffusion (IJTD) (Editorial Review Board)
- International Journal of Innovation, Management and Technology (Editorial board).
- 3rd IEEE International Conference on Information Management (ICIM2017, Technical Committee)
- Conference on ENTERprise Information Systems (CENTRIS 2010-2016, Scientific committee)
- Reviewer for elite journals (GIQ, ISF, M&I, TGPPP, ...)
- International Arab Conference on Information Technology (Reviewer)
- International Conference on Information Technology (ICIT, Reviewer)
- International Conference on Business and Information (BAI2010, Reviewer)
- Information System Frontiers (Reviewer).
- International Arab Conference on Information Technology (ACIT'2006, Local Organizing Committee)

Teaching Experience: [\[Home\]](#)

- ✓ **Courses at Yarmouk University (Bachelor Degree):**
 - Introduction to Computers (CIS101a), Introduction to MIS (MIS102), E-services (MIS109), Operations Research (MIS241), Electronic Commerce (MIS250), Software Project Management (MIS361), Production Information Systems (MIS381), Legal Issues in MIS (MIS421), and Special Topics (E-government; MIS492).
- ✓ **Courses at Yarmouk University (Master Degree):**
 - Advanced Management Information Systems (MIS630), E-government (MIS654), Strategic Information Systems (MIS680), and Special Topics in MIS (E-marketing and E-CRM perspective; MIS691). Master Project coordinator in the department for many years (MIS695).
- ✓ **Courses in an IT management joint master program between Yarmouk University and Sunderland University – UK (Jointly taught):**

- Electronic Commerce, Risk Assessment for System Change & Quality and Information Systems Strategies.
- ✓ **Courses at Qatar University** Introduction to MIS (MIST 201), Information Systems Project Management (MIST 460), and Special Topics (GIS, MIST 390).
- ✓ **Courses at Qatar University (Master Level)** Management Information Systems (for MBAs, MIST 606).
- ✓ **Presentations and sessions in diverse outlets:**
 - Two session in two years about Electronic Commerce in the Royal Defense Academy (Amman, Jordan)(2014 & 2015).
 - Organized two workshops in the conference: The Conference of Digital Information Technology. Titles of workshops: 1) how to bridge the digital divide, and 2) improvement and development in e-government (In Arabic language).
- ✓ **Non-Degree Teaching:**
 - Teaching in the higher diploma program in education technology (Change-Agent for Arab Development and Education Reform, CADER).
 - Teaching in The Faculty Development Center at Yarmouk University (IT courses and technology tools for faculty members).
 - Lectured and trained for AIESEC, an international youth group, and supported their activities at YU.
 - Miscellaneous lectures: Leadership, Communication skills, Time Management, Professional career planning & self-confidence & empowerment.
- ✓ **Courses at SIUC-USA:**
 - Organizational Behavior, Management Science, Database Management, Computing for Business Administration, First Line supervision.

Achievements and Awards:

- ✓ Invited as a keynote speaker to “The Information Security and E-government” conference in Malaysia. Sponsored by ARADO.
- ✓ Worked in a Tempus project for ICT convergence (Jointly with Greece & UK).
- ✓ Participated in committees at YU and IT College level (**Quality Assurance, E-learning & Strategic planning**). Worked on the follow-up committee of the strategic plan for YU for the years 2009-2013.
- ✓ Headed the organizing committee of the "Scientific week of IT College" at Yarmouk University for 3 consecutive years: 2007, 2008 & 2009.
- ✓ Member of the organizing committee of the Arab International Conference on Information Technology (ACIT) for the year 2006.
- ✓ Awarded the **John M. Fohr Memorial Scholarship in Management** honor certificate in the year 2004 as the best PhD student (at SIUC – USA).
- ✓ Nominated for the best GA/TA award at SIUC and came second in the college of business (2004/2005).
- ✓ Conducts session/workshops at the "Faculty Development Center", "Queen Rania Center", and “National Training Center” at YU.
- ✓ Participated in a national leadership training course in Jordan (Fast track leadership program). A research project was submitted as requirement for that training course.
- ✓ Participated in many Water Authority related workshops and training courses in management, technical, design, legal, and administrative areas.
- ✓ Good ranking in [Google Scholar](#) citation in YU and QU.
- ✓ Member of Internal Review Board for Human Subject research since January 2020 in Qatar University (IRB-QU).

What did I do until now?

Rich and diverse public service...

- ✓ Associate professor in the Department of Accounting & Information Systems, College of Business & Economics, in Qatar University.
- ✓ Working as Department Chair of MIS Dept. 2015/2016.
- ✓ An associate professor at the MIS Department, IT College, Yarmouk University (2012-September 2015....
- ✓ **Director of Faculty Development Center** at Yarmouk University for the Academic Year 2010-2011.
- ✓ Quality Assurance Officer in Oman College of Management & Technology, Oman (September 2009-August 2010).
- ✓ Working as an assistant professor in the MIS department at YU (2005-2012).
- ✓ Appointed as the **Assistant Dean for students' affairs** at the IT College for two years 2006-2008.
- ✓ Appointed as an **Assistant Professor at Yarmouk University**, MIS department on the 28th of July 2005.
- ✓ **Finished My PhD degree at Southern Illinois University, Carbondale, USA.** Graduation date is Aug. 6, 2005.
- ✓ **Water Authority of Jordan:** A public sector work with the Ministry of Water and irrigation (The Hashemite kingdom of Jordan).
 - From Jan. 1996–Aug. 2001: Head of the Supervision & Design Section in Zarqa District.
 - From Aug. 1992 – Jan. 1996: Head of the Operation and Maintenance at the Russaifa city – Zarqa District. [**Finished my MBA from Aug. 1994-Aug. 1995 at WLU-Canada as a Jordanian scholar**]
 - From Jun. 1990 – Aug. 1992: Subscribers' section Engineer.
 - From Jul. 1988 – Jun. 1990: Foreign Purchasing engineer.
 - From Dec. 1986 – Jul. 1990: Supervision Engineer.
- ✓ From Sep. 1984 – Sep. 1986: Jordanian Armed Forces, Supervision Engineer.

Other important information:

- ✓ **Date of birth: August 25, 1962. Married with five kids.**
- ✓ Energetic and enjoys dynamic and challenging environments.
- ✓ Communication skills, computer skills, Internet involvement, social media, and leadership and project management skills.
- ✓ Supportive of youth and women entrepreneur initiatives and associations.
- ✓ Fast adapter, easy going, like to travel, and have an optimistic view of life.
- ✓ Fluently bilingual (Arabic and English).
- ✓ Senior Member of the Jordan Engineers Association since 1984.
- ✓ Senior Member of the Institute of Research Engineers and Doctors (IRED), the “Universal Association of Civil, Structural And Environmental Engineers”
- ✓ Member of the Institute of Electrical and Electronics Engineers (IEEE) (2017)
- ✓ Member of Association of Information Systems (AIS) (2017)
- ✓ Writes Khaterah in social and higher education issues. For reading a sample of my writings, please visit my blog: <http://emadabushanab.blogspot.com/>

Thank you for your valuable time