

EMAD A. ABU-SHANAB

Associate Professor, PhD in BA & MIS

Department Chair, Management Information Systems Department,
College of Information Technology & Computer Sciences,

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Executive Summary:

Last Update: April 25, 2016

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: 67 [Details](#)
- Conferences: 55 [Details](#)
- Published books: 4 [Details](#)
- Book Chapters: 6 [Details](#)

Teaching: [Details](#)

- Bachelor degree in MIS: 9 courses (YU)
- Master degree in MIS: 4 courses (YU)
- 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**.

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).

Other:

- Reviewer and on editorial board for more than one journal and conference.
- Organized many activities.
- Experience in the public sector in Jordan.
- Member on many committees and teams at YU.

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 or adoption, e-learning, e-CRM and e-marketing, and the digital divide. Other areas in management information systems like strategic issues of IS, 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. MdNor, 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).

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7. Saleh, Z. & **Abu-Shanab, E.** (2010). The Role of Risk Related Knowledge in the Diffusion of Internet Innovations. *Journal of Information 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)*, V8(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.
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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.
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16. **Abu-Shanab, E.** (2012). 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.** (2012). The Digital Divide and Its Influence on Public Education Diffusion. *International Journal of Technology Diffusion*, Vol. 3(4), October-December 2012, pp. 36-47.
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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). 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.** (2014). 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.** (2014). 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. 62-77.
42. **Abu-Shanab, E.** (2015). 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. 6-10.
45. **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. 44-52.
46. **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.
47. **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.
48. **Abu-Shanab, E.** (2015). Gender and Age: Moderators or Predictors of E-government Acceptance? *International Journal of E-Adoption*, Vol. 7(1), pp. 29-44.
49. **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.
50. 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.
51. **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.
52. 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.
53. **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.
54. **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.
55. 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.
56. 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(40), pp. 16-33.

57. **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. 34-48.
58. **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.
59. 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. 20-32.

60. Qasim, H. & **Abu-Shanab, E.** (2016). Drivers of Mobile Payment Acceptance: The Impact of Network Externalities, *Information Systems Frontiers*, **Accepted and expected to appear in 2016.**
 61. **Abu-Shanab, E.** (2016). E-democracy: The Fruit of E-government. *International Journal of Technology and Globalisation*, **Accepted and expected to appear in 2016.**
 62. Al-Jamal, M. & **Abu-Shanab, E.** (2016) Open Government: The Line between Privacy and Transparency, *International Journal of Public Administration in the Digital Age (IJPADA)*, **Accepted and expected to appear in 2016.**
 63. 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*, **Accepted and expected to appear in 2016.**
 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)* **Accepted and expected to appear in 2016.**
 65. Mishaal, D. & **Abu-Shanab, E.** (2016). Utilizing Facebook by the Arab World Governments. *International Journal of Public Administration in the Digital Age (IJPADA)* **Accepted and expected to appear in 2016.**
 66. Alsmadi, I. & **Abu-Shanab, E.** E-government Website Security Concerns and Citizens' Adoption. *Electronic Government, an International Journal*, **Accepted and expected to appear in 2016.**
 67. 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*, **Accepted and expected to appear in 2016.**
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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.

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.
 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* (الرؤية 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.
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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.
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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 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.

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).

Reviewing Activities (existing or old):

- International Journal of Public Administration in the Digital Age (International editorial board & reviewer).
- International Journal of Social & Organizational Dynamics in Information Technology (Associate editor & reviewer)
- International Journal of Technology Diffusion (IJTD) (Editorial board)
- Conference on ENTERprise Information Systems (CENTRIS 2010-2013, Scientific committee & Reviewer)
- International Arab Conference on Information Technology (Reviewer)
- International Conference on Information Technology (ICIT, Reviewer)
- International Conference on Business and Information (BAI2010, Reviewer)

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

- ✓ **Courses at Yarmouk University (Bachelor Degree):**
 - Introduction to Computers (CIS101a), Introduction to MIS (MIS102 old plan), 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.
- ✓ **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).
- ✓ Got the first place regarding students' evaluation as an instructor in the management department at SIUC more than one time.
- ✓ Nominated for the best GA/TA award at SIUC and came second in the college of business (2004/2005).
- ✓ Reviewed a full book and a proposal for a book in the area of operation management.
- ✓ 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.
- ✓ The highest ranked [Google Scholar](#) citation in *IT College* in YU, 6th in *YU overall*.

What did I do until now?

Rich and diverse public service...

- ✓ Working as Department Chair of MIS Dept. starting from September 2015 ...
- ✓ 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”
- ✓ Writes Khaterah in social and higher education issues. For reading a sample of my writings, please visit my blog: <http://emadabushanab.blogspot.com/>

References:

Prof. Zoheir Elsabbagh

Position	Information
Prof. in Marketing Department (Retired) Previously: Vice President of Yarmouk University. (<i>Worked with him on the strategic plan of YU</i>)	Phone: 00962795604316 Retired E-mail: drzoheir2002@yahoo.com

Prof. Suleiman Mustafa

Position	Information
Prof. in Computer Information System Department Dean of Information Technology College in Yarmouk University. (<i>Worked with him as an Assistant Dean for students' Affairs in YU</i>)	Phone: 00962797426633 Office phone: 0096227211111, ext. 2632 E-mail: smustafa@yu.edu.jo

Dr. Faisal Al-Khateeb

Position	Information
Associate Prof. in Computer Science Department, former Head of Management of Information Systems Department in Yarmouk University (2013-2015).	Phone: 009620775645332 Office phone: 0096227211111, ext. 2634 E-mail: alkhateeb.faisal@gmail.com

Prof. Issam Al-Fouqha

Position	Information
Prof. in Philadelphia University Dean of Faculty of Administrative and Financial Sciences, Worked with Him as Quality Officer at Oman College of Management and Technology, Oman.	Phone: 00962799005850 Office phone: 0096264799000 Ext. 2229 E-mail: isam.najib@yahoo.com issam.najib@philadelphia.edu.jo

Thank you for your valuable time