**Marwa Ahmad**



P.O. Box:1 Philadelphia University 19392 Jordan

Mobile:0798019914

Tel :96264799000

**Fax :96264799035**

E-mail:

[Mar\_Ahmed@philadelphia.edu.jo](mailto:Mar_Ahmed@philadelphia.edu.jo)

[Marwaahmed@Yahoo.com](mailto:Marwaahmed@Yahoo.com)

**Name**: Marwa kamel Mustafa Ahmad(JUMA')

**Academic Rank**: prof.

**Year Rank Obtained**: 19/7/2005

**Years of Experience**: 30 years

**Date of Birth**: Dec/17/1956

**Academic Qualification**:

* **Ph.D:** College teaching Business Administration

North Texas State University (NTSU)

Denton-Texas-U.S.A. (1981-1984)

* **MBA:**Sul Ross State University

Alpine - Texas - U.S.A(1979-1980)

* **B.Sc:** Kuwait University-Kuwait(1975-1979)

**Personal Profile**

* Staff member -Faculty of Administrative & Financial Sciences 1994-till now- Philadelphia University
* Dean of Faculty of Administrative & Financial Sciences 2002-till 2009- Philadelphia University
* Assistant Dean Faculty of Administrative & Financial Sciences-2001-2002- Philadelphia University
* Head of Business Administration Dept-Philadelphia University 1995-2001
* Director of Management & Entrepreneurship Program at al-Quds Open University (QOU) Jan. 1988 till March, 1994.
* Trainer and consultant, Jordan University Training Center, 1990 - present (part time)
* Part time lecturer, AmmanNational University 1992.
* Project consultant, Near East Foundation (NEF) August 1990-January 31,1991
* 19 years lecturing experience in management subjects at many universities
* More than 27 published papers in different fields of management.
* More than 5 seminars about electronic management and small business management.
* Special service Agreement UNRWA (Training consulting &
* publication of technical guidebook) Feb, 1994 & April 1995.
* Project Consultant Training Women in Small Business in Palestine Nov.1994 TEAM International.
* Participate in part of Jordanian working paper for the BEIJING Conference (Jordanian women in small business).
* Design Curricula in Management & Entrepreneurship.
* Participate in the design of the study plan for the Management & Entrepreneurship Program at al- Quds Open University and at Jordan University for Women.{PETRA)
* Evaluate some articles in Operations Research.
* Master's Dergree, Committee member in Jordan University,(Thesis: Small Business in Jordan).
* Experience in preparing feasibility studies.
* Experience in data analysis by SPSS
* Member of the philadelphia UniversityCouncil.
* Member of different committees at philadelphia University .
* Registration Officer at Kuwait University and (NTSU)
* Research Assistant (NTSU)
* Teaching Assistant (NTSU)
* Trainee Sponsored by (NTSU) & a trade office

**Research Interests**

* E-management,Corporate management,Public Relations, Leadership Development, Small Business Management , Quality Assurance in Universities,E-Learning,Communications Skills**.**

**Books**

1. Organizational Behaviour
2. Human Resource Management
3. Entrepreneurship and small business

**Researches**

* Scientific Research difficulties as perceived by teaching staff : Comparative study between Public and Private universities in Jordan, Egyptian Magazine of commercial studies – Al Mansoura University- Egypt. Vol. 1, 2000
* Reasons of Student Wasting time in Jordanian Universities as perceived by students themselves, Magallet Ittihad Al Jamiat Al- Arabiyya, 2001
* Role of Academic Counceling as perceived by students of Philadelphia University and Irbid University (Case Study), Irbid Journal for Research and Studies Vol. 3,No. 2,2001
* Credit Card Services Evaluation as perceived by Academic & Administrative staff in Jordanian Universities, Arab Journal of Administration,Vol. 22,No. 2, 2002
* Practicing the Electronic Government in Jordan, Research Journal of Aleppo University,No.31, 2002
* Difficulties facing Inter-Arab E- Commerce as perceived by Arab E-Commerce Business, Journal of King Saud University Vol. 4, 2002
* Applications of quality ofUniversity Teaching as perceived by Faculty of Jordanian Universities, Magallet Ittihad Al Jamiat Al- Arabiyya,No.39, 2002
* Leadership behavior of Heads of Departments in Jordanian Private Universities as perceived by Faculty of Universities , Economic & Administrative Sciences Magazine- Emarates University, Accepted to be Published
* Market Entry Strategies: An Emerging Market Perspective, Research Journal of Aleppo University,No.37, 2004
* Positive and Negative aspects of teaching in English in the faculty of economics and Administrative Sciences , Tanmiat al rafdeen Al Mousel University Vol. 25,No. 71,2003
* Informatics and Electronic Management, 2002
* Sectorial Study of Jordanian small business handicrafts: Factors influencing management and gender of the owner
* An Organizational Change Strategy:

From Critical Success Factors to Criteria of Performance: Case of Jordan

* Career challenges in Jordanian private sector: factors affecting female managers in senior positions in management ,National Conference for Academic Discipline 16-19/2/2009
* Characteristics of strategic alliancesIn Jordanian Financial Institutions Fifth annual Conference, Philadelphia University / Administrative and Financial Sciences College , 4-5/7/2007
* The Obstacles Facing the Arab Electronic Commerce, The7th Informs Telecommunications Conference /March 7-10/2004 Boca Raton Florida /USA .
* The Concept of Business Ethics as viewed by Jordanian working women

## The relationship between employee interaction quality and service quality in the private sector A Jordanian case study approach

* Women's leadership strategies: does gender matter? An empirical evidence from Jordanian Banks
* The Implementation of Mobile Bank Usage from Marketing point of view of bank managers in Jordan.
* Efficiency Evaluation Standards of Amman stock Exchange Market
* Women Entrepreneurs in Jordan , 50th World Conference of ICSB Conferences Golden Opportunities for Entrepreneurship Washington, DC- USA-15-18 June 2005
* Differences of Work Stress Sources on Employees of the Jordanian Commercial Banks According to Personal and job-related Characteristics –Dirasat Journal –Volume 36,No,1,Jan 2009
* The relationship between employee interaction quality and service quality in the private sector :A Jordanian case study approach,2011
* Code of Practice and Programme Specifications as Elements of Academic Infrastructure for Services Quality and Standards of Higher Education. ( Case of Jordanian universities). INTERDISCIPLINARY JOURNAL OF CONTEMPORARY RESEARCH IN BUSINESS COPY RIGHT © 2013 Institute of Interdisciplinary Business Research FEBRUARY 2013 VOL 4, NO 10
* Conducting the Strategic Situational Diagnosis, case of Jordanian food industries Marwa Ahmed ,Ameen Al-Momani, Wedad Abed AL Azeez AL Aqrabawi/ The 8th international scientific conference:Contemporary Business Environmant Strategies: Noval Vision and Ever-Changing Ideas/29-3-/4/2014

## 9th International Scientific Conference Modern Trends in Administrative and Financial Though Project Management(Challenges and New Horizons): The Success and Failure Factors of Internet Technology Startups and their Product Development6-7/4/2016

* 19th Eurasia Business and Economics society(EBES) Conference

Istanbul Technical University Faculty of

Management Department of Economics,Istanul,Turkey Challenges Facing entrepreneurs: an empirical analysis of computer small businesses 26-28/5/2016

* المؤتمر العلمي الدولي الحادي عشر: الريادة و الاستدامه في قطاع الاعمال Eleventh International Scientific Conference: Entrepreneurship and Sustainability in Business

Factors affecting the success of business incubators: Evidence from Jordan

16-17/4/2018

* تقنيات التواصل الحديثه و دورها في رعايه مجتمعات التعلم الفعال Modern communication techniques and their role in nurturing effective learning communities:

The impact of non - verbal communication on the success of learning process from point of view of undergraduate students of Faculty of Business at Philadelphia University-Jordan / case study16-17/4/2019

**Training programmes:**

**In Arabic and English langueges**

**As a Trainer :**

* How to Conduct Meetings & Active Discussions, Egypt, 30/7-3/8/1989.
* NGO Training Sessions by NEF.
* Small Business Management & How to Start your own Business 19-28/10/1992.
* Planning & Management Control (Submit a working paper) 30/11-2/12/1992.
* Marketing for Small Business, UNDP, 1992.
* Management in Library Science 2-9/11/1992.
* Arab Women & Development 26-28/4/1993 (oral presentation).
* Educational Technology for the Trainer of Teachers, 30/10-3/11/1993.
* Training for Trainers, 1990-1994.
* How to start your own Business 1990-1994.
* Developing Educational packages 1990-1994.
* Personnel Management 1990-1994.
* Feasibility Studies (Marketing, Production & Managerial part) 1990-2000.
* Management Skills.Dubai-2000
* Secretarial work .Dubai-2000
* The Executive Secretary & Office Management 1989-2004.
* Management Skills.2000-2006
* Participatory Rural Appraisal (PRA) 3-18/11/2007
* Management Skills-2000-2009
* Time management 2011 Miahona- Jordan
* (SLA) Service Level Agreements UAE 2011

**As a Participant** :

* Training for the Enterprise, Cranfield School of Management, England 9th Sept - 5th October,1990.
* Learning Packages & Individual Learning 30/11-12/12/1991.
* Regional Seminar on Motivation. Orientation and Training Techniques for Enhancing Industrial. Entrepreneurship in the ESCWA Region, 20-25/1992.
* Distance Education Training Sessions in England. Thailand and Amman.
* Role of Small Business in Economic Development.
* Scales Measuring Companies Performance.
* Turnover of Manpower.
* Job Satisfaction of the Academic Staff in Jordanian Universities.
* Difficulties facing small food processing industries in Jordan.
* Reasons that make women start their own business.
* Problems facing women in Administration Working in the private & public sector.
* Educational Technology in Distance Education.
* Feasibility Study for small business from a technical point of view in Jordan.
* Islamic view for informal organization.
* Role of training sessions in Trainers’ performance.
* Educational Technology in schools.
* The management Process and preparing materials in Distance Education
* Professional training Programm/first semester 2018/2019/Philadelphia University.