

Curriculum Vitae



Dr. Shaker Bani Melhem

Biographical Details:

Assistant Professor in Management and HRM in the College of Business Administration at the University of Sharjah, United Arab Emirates. I received a PhD and an MA from the University of Utara Malaysia. I held the positions of Acting Dean of Quality Assurance and was subsequently appointed as Dean of Student Affairs at Al Madinah International University, Malaysia. My teaching and research interests are in the areas of Organizational Behavior, Human Resource Management, Leadership and innovation.

PERSONAL DETAILS

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FORMAL EDUCATION

Ph.D. 2015 University Utara Malaysia (UUM), Malaysia, Human Resource Management (HRM).

M. A. 2010 University Utara Malaysia (UUM), Malaysia, Human Resource Management (HRM).

B. A. 2007, Al-Albait University, Jordan, Computer Information System (CIS).

TEACHING EXPERIENCE

September 2015- Present, Assistant Professor, Department of Management, College of Business Administration, University of Sharjah, United Arab Emirates. (www.sharjah.ac.ae).

Courses taught:

Postgraduate (MBA): Leadership and Organizational Behavior, Managing people in the organization.
Postgraduate (Executive MBA): Human Resource Management.

Undergraduate: Human Resource Management, Organizational Behavior, Leadership and Management, Operation & Supply Chain Management, Total Quality Management, Quantitative Business Analysis, legal for Business Environment, Business and Government, Principle of Management and Fundamentals of Innovation and Entrepreneurship.

February 2013 –June 2015

Lecturer (Full Time), Faculty of finance and business administration, Al-Madinah International University (Mediu) at Malaysia (www.mediuedu.my).

Courses taught:

Human Resource Management, Organizational Behavior, Strategic Human Resource Management, strategic management, Total Quality Management, Operational Management, Quantitative analysis, Principle Of Management, Business Communication and Computer information system (MIS) .

2007–2008

Computer Teacher, Ministry of Education, Jordan.

MANAGERIAL EXPERIENCE

June 2014-June 2015

Dean of student affairs, Al-Madinah International University (Mediu) at Malaysia (www.mediuedu.my).

May 2014- April 2015

Acting dean of Quality & University Development, Al-Madinah International University (Mediu) at Malaysia (www.mediuedu.my).

February 2013 –June 2015

Head of Islamic finance & banking department in the faculty of finance and business administration, Al-Madinah International University (Mediu) at Malaysia (www.mediuedu.my).

2011-2013

Head of student services department, Al-Madinah International University (Mediu) at Malaysia (www.mediuedu.my).

RESEARCH AND PUBLICATION -According to Scientific Journal Rankings (SJR) and ABDC

Bani-Melhem, S., Quratulain, S., & Al-Hawari, M. A. (2019). Customer incivility and frontline employees' revenge intentions: interaction effects of employee empowerment and turnover intentions. *Journal of Hospitality Marketing & Management*, 1-21. ***(Ranked Q1, Scientific Journal Rankings (SJR). A (ABDC) Impact Factor: 3.011.***

Bani-Melhem, S., Abukhait, R. M., & Faridahwati Mohd Shamsudin (2019) “Does job stress affect innovative behaviors? Evidence from Dubai five-star hotels”. *Journal of Human Resources in Hospitality & Tourism*. Forthcoming. Accepted. **(Ranked Q2, Scientific Journal Rankings (SJR). B in (ABDC).**

Al-Hawari, M. A., Bani-Melhem, S., & Quratulain, S. (2019). Do Frontline Employees Cope Effectively with Abusive Supervision and Customer Incivility? Testing the Effect of Employee Resilience. *Journal of Business and Psychology*, 1-18. **(Ranked Q1, Scientific Journal Rankings (SJR) A in (ABDC). Impact Factor: 2.6.**

Abukhait, R. M., Bani-Melhem, S., & Faridahwati Mohd Shamsudin (2019). Do employee resilience, focus on opportunity, and work-related curiosity predict innovative work behavior? The mediating role of career adaptability. *International Journal of Innovation Management*. Forthcoming. Accepted. **(Ranked Q2, Scientific Journal Rankings (SJR). B in (ABDC).**

Abukhait, R. M., Bani-Melhem, S., & Zeffane, R. (2019). Empowerment, Knowledge Sharing And Innovative Behaviours: Exploring Gender Differences. *International Journal of Innovation Management*, 23(01), 1950006. **(Ranked Q2, Scientific Journal Rankings (SJR). B in (ABDC).**

Al-Hawari, Mohd A., Shaker Bani-Melhem, and Faridahwati Mohd Shamsudin (2019). Determinants of Frontline Employee Service Innovative Behavior: The Moderating Role of Co-worker Socializing and Service Climate. *Management Research Review*. Forthcoming. **(Ranked Q2, Scientific Journal Rankings (SJR).**

Bani-Melhem, S., Zeffane, R., & Albaity, M., (2018). Determinants of Employees' Innovative Behavior. *International Journal of Contemporary Hospitality Management*, vol. 30 (3). **(Ranked Q1, Scientific Journal Rankings (SJR) A in (ABDC). Impact Factor: 3.957.**

Zeffane, R., Melhem, S. J., & Baguant, P (2018). The impact of job satisfaction, trust, gender and supervisor support on perceived organizational performance: an exploratory study in the UAE service sector. *Int. J. Business Excellence*, forthcoming. Vol. 14, No. 3. **(Ranked Q2, Scientific Journal Rankings (SJR).**

Zeffane, R., Melhem, S. J., (2017). Trust, Job Satisfaction, Perceived Organizational Performance and Turnover Intention: A Public-Private Sector Comparison in the United Arab Emirates. *Employee Relations*. vol. 39 (7). **(Ranked Q1, Scientific Journal Rankings (SJR).**

Albaity, M., & Melhem, S. B. (2017). Novelty seeking, image, and loyalty—the mediating role of satisfaction and moderating role of length of stay: International tourists' perspective. *Tourism Management Perspectives*, 23, 30-37. **(Ranked Q1, Scientific Journal Rankings (SJR).**

Zeffane, R., & Melhem, S. B. (2018). Do feelings of trust/distrust affect employees' turnover intentions? An exploratory study in the United Arab Emirates. *Middle East Journal of Management*, 5(4), 385-408.

Mat, N. & Noorulsadiqin Azbiya, Y, Melhem, S. J., (2016). Knowledge Sharing Effect on HRM Practices and Organizational Innovation among Malaysia's Four and Five Star Hotels. *International Business Management* 10 (16) :3580-3590, 2016 . ISSN: 1993-5250. **(Ranked Q3, Scientific Journal Rankings (SJR).**

(2019-2020). Six research articles under review currently.

INTERNATIONAL REFEREED CONFERENCES

Melhem, S. J (2019). Exploring Antecedents of Employee Turnover Intention – Evidence of Five Star Hotels in Dubai. Asian Management Research and Case –AMRC, 2019 -Conference (Hosted by UAE University, Al Ain; 24-26 March 2019).

Melhem, S. J (2016). The influence of Human Resource Management practices (HRM) practices on organizational performance: A study of Jordanian four and five stars hotels. 18th EBES Conference - U.A.E. January 8-10, 2016 U.A.E. Hosted by *American University of Sharjah* , School of Business and Management.

Mat, N. Noorulsadiqin Azbiya, Y & Melhem, S. J., (2016) . Human Resource Management Practices and Organizational Innovation: A Study of Four and Five Star Hotels in Malaysia. *Advances in Global Business Research*, ISS# 1549-9332.

Melhem, S. J. B., & Mat, N. (2014). The mediating roles of knowledge sharing on service innovation: a study of hotels industry in Jordan. *3rd International Conference on Management, Economics and Finance* (ICMEF 2014) PROCEEDING: ISBN: 978-0167- 5705-16-8.

Melhem, S. J. B., & Mat, N. (2014). The influence of knowledge sharing on innovation: A study of Jordanian four and five stars hotels. Management and Technology in Knowledge, Service, *Tourism & Hospitality*, 83.

Melhem, S. J. B., & Mat, N. (2014). The influence of Human Resources Management Practices (HRM) on innovation in service organization. *5 the international conferences on business and economic research*.

Melhem, S. J. B., & Mat, N. (2012). The use of IT and its impact on HRM functions performance and organization performance. *International Postgraduate Business Journal*, vol.4 (2), 87-93.

Research Grant

2017-2018: Funding a Seed Research Project- No.1703030205- University of Sharjah.

Jan 2014-April 2014: Research assistant for Knowledge Transfer Program (KTP) research grant under University Utara Malaysia (UUM). The project title “promoting service innovation in hotel industry through HRM practices & knowledge sharing (s/o code: 12358).

SUPERVISION

Postgraduate dissertations (2017-2019)- Research titles as follows:

- 1- Safya Almazrouei (2017-2018). The impact of Leader Member Exchange (LMX) and the Empowerment Leadership on Employee Voice Behavior: the mediating role of Psychological Empowerment. *Accepted and Submitted to college of Business Administration, University of Sharjah*

- 2- Janna Abdalla (2017-2018). Does high Job Security lead to Counterproductive Work Behavior (CWB)?: The moderating role of Accountability. *Accepted and Submitted to college of Business Administration, University of Sharjah*
- 3- Khawla Alserkal, (2017-2018). Determinants of Employee Creativity in UAE public sector. The mediating role of Employee Happiness. *Accepted and Submitted to college of Business Administration, University of Sharjah*
- 4- Salma Ghufli (2017-2018). Determinants of Organizational Citizenship Behavior (OCB). The mediating role of Felt Obligation. *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 5- Ali Sajwani (2018-2019). The Impact of Training & Development and Employee Empowerment on Employee Innovative Behavior: The Mediating Role of Knowledge Sharing. *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 6- Alya Salim (2018-2019). Comparison between the impact of Abusive Supervision & Open Leadership style on Knowledge Sharing: The mediating role of Knowledge Sharing. *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 7- Dalal Al Kaabi (2018-2019). The impact of **Leader Member Exchange (LMX) and Job Stress on Employee Engagement: The mediating role of Emotional Exhaustion.** *Accepted and Submitted to college of Business Administration, University of Sharjah.*

Internal examiner:

Spring 2019: Rafeeah Alketbi (2019). Internal examiner- MBA- Research title: “The Impact of Workplace Happiness on Employee Performance and Level of Creativity” - *Accepted and Submitted to college of Business Administration, University of Sharjah.*

2014: Internal examiner- MBA- Research title: “The factors affecting employee job satisfaction of universities libraries in Malaysia -Al-Madinah International University”.

Undergraduate dissertations (>30) (2012-2014). Al-Madinah International University (Malaysia), Department of Business Administration.

SPECIAL AWARDS

December -2011:

Awarded as the best staff in the Al-Madinah International University(Mediu) at Malaysia.

June- 2012:

Awarded as the best staff in the Al-Madinah International University(Mediu) at Malaysia.

Community Service- Projects and training programs.

2016 - 2017: I have been involved in research project funded by the *UAE General Authority of Youth & sports Welfare*, with overall budget exceeding \$30,000. Project title: The impact of corporate governance on organizational performance: *The case of UAE General Authority of Youth & sports Welfare.* Submitted to the *UAE General Authority of Youth & sports Welfare.*

2016-2019: Conducted seven training courses in different areas related to management. At

University of Sharjah Training Center.

University Service, University of Sharjah, UAE (Sept. 2015 – Present)

2019-2020: Member of Recruitment Committee [University level].

2019-2020: Member of the University Training Center Committee. [University level].

2019-2020: Member of Recruitment Committee [Department level], College of Business Administration, Department of Management.

2018-2020: University of Sharjah- Strategic Plan 2020/2024- Champions Committees. [University level].
2020/2024.

2018-2019: Member of University Training Center Committee. [University level].

2017-2018: Member of Recruitment Committee [University level].

2017-2018: Member of Recruitment Committee [Department level], College of Business Administration, Department of Management.

2017-2018: Member of MBA program committee, College of Business Administration.

2017-2018: Member of Accreditation Committee [department level], College of Business Administration, Department of Management.

2017-2018: Chair of Student Affairs Committee [College level], College of Business Administration.

2016-2017: Member of Student Affairs Committee [University level], 2016-2017.

2016-2017: Member of Student Affairs Committee [college level], College of Business Administration.

2016-2017: Member of University Training Center Committee. [University level].

November 2015: Conducted an “employer survey” to collect data about our faculty graduates from the managers in different sectors in UAE, and then prepared full report including the analysis of the data for the accreditation purpose. [college level], College of Business Administration.

2016-2017: Participated in the “Sharjah Award for doctoral dissertations in administrative sciences in the Arab world”.

WORKSHOP AND TRAINING PROGRAMMS CERTIFICATES

2016-2019: Conducted eight different training courses at the University of Sharjah Training Center. University of Sharjah Training Center.

2017: Attended a training program titled “class time reconsidered: Active learning in the university classroom” by Prof. Derek Bruff, Director, Organized by the institute of leadership in higher education [University of Sharjah, UAE, April 30, 2017].

2014: Attended a training program titled “How to use Amos for research analysis”. Al-Madinah international university – Malaysia

- 2013: Attended a training program titled - How to use “SPSS” for research analysis. UUM – Malaysia, 2013.
- 2013: Attended a training program titled - “ISO 9001: 2011 Internal Quality Auditing”-Provided by Malaysian government.
- 2013: Attended a training program titled “How to do Business reports”. Al-Madinah International University – Malaysia.
- 2012: Attended a training program titled “Microsoft Dynamic Customer Relationship Management system (CRM)”. Al-Madinah International University – Malaysia.
- 2012: Participated in Training program on Alim and Campus Management System (CMS). Al-Madinah International University – Malaysia.
- 2009: Participated in workshop titled “International Human Resource Management”, 2009, University Utara Malaysia.

COMPUTER SKILLS

General: MS Office
Statistics: SPSS, AMOS and Smart-PLS.
E-learning applications: Blackboard Learning System and Campus Management System (CMS).

References

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