Raed Kareem Kanaan

PERSONAL DETAILS

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Date of Birth: 1973   Nationality: Jordanian

EDUCATION

1. **PhD** Degree in **Information Systems** from De Montfort University, 2009, UK, for the thesis entitled "Making Sense of E-government Implementation in Jordan: A Qualitative Investigation".

2. **Cognitive Field in Business Administration (BA) from Accreditation and Quality Assurance Commission for Higher Education Institutions.**

3. **Equivalent certificate in Electronic Mangement from Ministry of Higher Education.**

4. **Master** Degree in **Information System** from Arab Academy, 1998, Jordan.

5. **Bachelor** Degree in **Finance and Banking** from Yarmouk University, 1996, Jordan.

6. Secondary School Certificate (Scientific stream) from Irbid Secondary School, 1992, Jordan.

TEACHING EXPERIENCE

1. October, 2023 – Present: Professor, Digital Marketing Dept, Al-Zaytoonah University of Jordan.

2. April, 2020 – August 2023: Professor, MIS Dept., Amman Arab University – Jordan.

3. June, 2015 – March, 2020: Associate Professor, MIS Dept., Amman Arab University – Jordan.

4. Sept, 2010 – Aug, 2011: Assistant Professor, MIS Dept., Arab International University, Syria.

5. Oct, 2011 – June, 2015: Assistant Professor, MIS Dept., Amman Arab University - Jordan.

6. Oct, 2009 – Sept, 2011: Assistant Professor, MIS Dept., Arab Academy for Banking and Financial Sciences.

7. 1999-2005: Computer Instructor, IS Dept, Irbid College., Al-Balqa' Applied University.

PhD COMPLETION

Al-Qubaisi, Omar. (2012). ICT, Human Capital Development and Emiratisation of the Labour Market in the United Arab Emirates. External advisor, *Royal Holloway University of London* 4/2012.

ADMINISTRATIVE & ACADEMIC EXPERIENCE

1. Assistant President for Accreditation Affairs/Amman Arab University, September 2019 – 2020.

2. Director of Accreditation and Quality Assurance Department/Amman Arab University, June 2016 – March 2020.

3. Deputy Director of Accreditation and Quality Assurance Department/Amman Arab University, April 2015 – June 2016.

4. Member of University's Strategic Planning Committee/Amman Arab University 2018-2019.

5. Head of Academic Development Department/Amman Arab University April 2015 – 2019.

6. Head of MIS Department/Amman Arab University, Oct. 2012 – Aug 2013

7. Member of several committees at Amman Arab University.

INTERNATIONL EXPERIENCE

- Working as an administrator for preparing AAU to be eligible for QS World University Rankings standards and criteria.
- Responsible for GreenMetric World University Ranking at Amman Arab University (AAU). My mission was to build a conceptual framework for Environment, Economy, and Equity of AAU. Moreover, I was working with a team to measure the campus sustainability efforts for indicators and criteria that are relevant to this ranking.
- I attended several workshops held by Erasmus+ (EuRopean Community Action Scheme for the Mobility of University Students) to facilitate exchange program in the Jordanian universities.
- I was responsible for establishing joint academic programs between AAU and University of Salford in England.

PROFESSIONAL CERTIFICATE AND WORKSHOPS

1. Assessor for King Abdullah II Award for Excellence in Government Performance and Transparency, **EFQM** Assessor Training.

2. Accredited Assessor for quality assurance from Accreditation and Quality Assurance Commission for Higher Education Institutions.

3. Internal Auditor on Quality Management System (ISO 9001).

4. Workshop on Quality Assurance standards for Business Sciences program held by Higher Education Accreditation Commission.

5. Workshop on Quality Assurance standards for Educational Sciences program held by Higher Education Accreditation Commission.

6. Attending 30 hours workshop on implementing Jordan National Qualification Framework (JNQF) held by GIZ and Accreditation and Quality Assurance Commission for Higher Education Institutions.

7. International Computer Driving License (ICDL), Jordan (2003).

8. Network Concepts, Design & Management. Camosun College and Niagara College, Canada (1999).

PhD EXAMINATIONS - EXTERNAL EXAMINER

1. Hiyam Salem Ensour (2009) – Re-Engineering Parameters of Benchmark for Tuning the Web Server Performance, The Arab Academy for Banking and Financial Sciences (External Examiner).
2. Reem Al-Kaabi (2009) – The Critical Success Factors of E-government Implementation in Bahrain, The Arab Academy for Banking and Financial Sciences (External Examiner).
3. Minwer Al-Adwan (2009) – An Integration of IT Portfolio Management and IT Governance Towards Enhancing Performance in Jordanian Public Sector, The Arab Academy for Banking and Financial Sciences (External Examiner).
4. Mokhtar Mohammed Ghilan (2009) – Toward a Successful Implementation of ERP Systems in the Yemeni Industrial Companies, The Arab Academy for Banking and Financial Sciences (External Examiner).

INTERNAL EXAMINER

I have been selected by Amman Arab University and Arab Academy for Banking and Financial Sciences as an internal examiner for about 20 PhD and Master students. Student names and their thesis's titles will be provided upon request.

PUBLICATIONS

1.   Kanaan. R, et al (2008). The Social Side of Theory: A Community Based Narrative of Research and Theory, *The International Journal of Doctoral Studies*, Vol.3, pp. 31-42.

2.   AL-Zou′bi. D, and Kanaan. R (2010). Intellectual Capital and Universities: A Future Study. *World International Conference on Education (WICE-2010).19-20, May, Amman, Jordan.*

3.   Fidler. C, Kanaan. R, & Rogerson. S (2011). Barriers to E-Government Implementation in Jordan: The Role of Wasta. *International Journal of Technology and Human Interaction*, Vol.7, Issue. 2

4.   A. Mohammad, G. Kanaan, R. Kanaan, T. Khdour, S. Bani-Ahmad, A. Alarabeyyat (2011). Toward Access Control Model for Web Services Applications. *International Journal of Research and Reviews in Computer Science* Vol. 2, No. 2, April 2011.

5.   Mohammad. A, Khdour. T, Kanaan. G, Kanaan. R and Bani-Ahmad. S (2011). Analysis of Existing Access Control Models from Web Services Applications' Perspective. *Journal of Computing,* Volume 3, Issue 3.

6.   Kanaan. R, Atieh. K, & Aldabbas. O, (2011). Business IT Alignment as Enabler for E-Government Implementation in Syria. *11th European Conference on eGovernment, University of Ljubljana, Ljubljana, Slovenia 16-17 June.*

7.   El Sheikh. A, Alawneh. R, and Kanaan. R, (2011). Development of Embedded Personal Health Care Record System. *Journal of iBusiness*. Volume 03, Number 02 (Jun. 2011) PP.178-183.

8.   Furizly. E, Kanaan. R, Kanaan. G, and Atieh. K (2011). Enterprise Integration and E-Government Interoperability Framework Case study "Syria". *Chapter submitted for inclusion in the 'Handbook for E-Government in Emerging Economies - Adoption, Continuance Usage, e-Participation and legal frameworks'. IGI Global.*

9.   Alnaqeep. L, Kanaan. R, and Alhaj. S (2011). Supply Chain and Its Impact on Customer Satisfaction: An Exploratory Study of Computer Companies in Jordan. *International Conference of Information Technology and e-Services (ICIT es) April 10-12-2011, Sousee, Tunisia.*

10.   Aldayel. M, Aldabbas. H, Kanaan. R, Sarrab. M, (2012). The Use of E-Government among Citizens. *Proceedings of the IADIS International Conference e-Society 2012 Berlin, Germany*.

11.   Kanaan. R, Kanaan. G, Aldabbas. O, and Alfawair. M (2013). The Impact of War and Conflicts in Neighbouring Countries on E-Government Implementation: Jordan as A Case Study. *The 4th International Scientific Conference of Arab Statisticians, Baghdad, Iraq 20-21 November*.

12. Kanaan. R, Masa'deh. R, and Gharibeh. A (2013). The Impact of Knowledge Sharing Enablers on Knowledge Sharing Capability: An Empirical Study on Jordanian Telecommunication Firms. *European Scientific Journal*, Vol.9, No.22.

13. Njadat. F, Kanaan. G, Kanaan. R, Aldabbas. O, and Al-Shalabi. R (2013). Genetic Algorithm Solution of the Knapsack Problem Used in Finding Full Issues in the Holy Quran Based on the Number (19). *Computer and Information Science*; Vol. 6, No. 2.

14. Kanaan. R and Kanaan. G (2013). The Failure of E-government in Jordan to Fulfill Potential. *International Journal of Advanced Computer Science and Applications*, Volume, 4. Issue12.

15. Mohammed Otair. M, Kanaan. G, Kanaan. R (2013). Optimizing an Arabic Query using Comprehensive Query Expansion Techniques. *International Journal of Computer Applications*, Vol. 71, Issue. 17, PP.42-49.

16. Kanaan. R and Kanaan. G (2014). An Improved Algorithm for the Extraction of Triliteral Arabic Roots**.** *European Scientific Journal*, Vol.10, No.1.

17. Raho. G, Al-Ani. M, Al-Hamami. A, and Kanaan. R (2015). Universal Developing of Persons Identification Based on RFID. *Journal of Emerging Trends in Computing and Information Sciences*, Vol. 6, Issue. 10, PP. 592-597.

18. Kanan. T, Al-Dabbas. O, Kanaan. R, Kanaan. G, Al-Dahoud. A, (2016). Extracting Named Entities Using Named Entity Recognizer for Arabic News Articles. *International Journal of Advanced Studies in Computer Science and Engineering IJASCSE*. volume 5 issue 11.

19. Otair. M, Fahmi. E, Al-Mansoori. K, Kanaan. R (2017). Image Noise Reduction using Median Filter and Avoid Biased Values: MF-ABV. *International Journal of Science and Applied Information Technology*, Vol.7. No.1, pp 36-40.

20. Kanaan. R, Masa'deh. R, (2018). Increasing Citizen Engagement and Participation through eGovernment in Jordan. *Modern Applied Science*; Vol. 12, No. 11.

21. Zawaideh. F, Al-Zoubi. M, Abualoush. S, Kanaan. R, Masa'deh. R, (2018). The Impact of Knowledge Documentation Process as an Intermediary Variable among Knowledge Acquisition Process, Organizational Culture and Human Capital. *Modern Applied Science;* Vol. 12, No. 11.

22. Kanaan, R., Abumatar, G., & Abu Hussein, A. (2019). Cloud-Based Management Information System: A Systematic Review and Future Research Scope. *Journal of Social Sciences*, *8*(3), 509-525.

23. Kanaan, R., Abumatar, G., Al-Lozi, M., & Abu Hussein, A. (2019). Implementation of M-government: Leveraging Mobile Technology to Streamline the E-governance Framework. *Journal of Social Sciences, 8*(3), 495-508.

24. Kanaan, R., Abu Hussein, A. & Abumatar, G. (2019). Knowledge Management - Contemplating the Link between Knowledge Sharing, Technology, and Employee Motivation. *International Journal of Business Management and Economic Research(IJBMER),* Vol 10(3),2019, 1593-1599.

25. Kanaan, R., Abumatar, G., Abu Hussein, A., & Al-Lozi, M. (2019). Management Information System using Blockchain Technology in an E-commerce Enterprise: A Systematic Review. Journal of Business & Management, 7(3), 216-233.

26. Sweis, R., Ismaeil, A., Obeidat, B., & Kanaan, R. (2019). Reviewing the Literature on Total Quality Management and Organizational Performance. Journal of Business & Management, 7(3), 192-215.

27. Fatafta, L., Obeidat, B., Bany Mohammed, A., & Kanaan, R. (2019). The Effect of Information Technology on Organizational Performance: The Mediating Role of Quality Management Capabilities. *Journal of Social Sciences, 8*(3), 456-480.

28. Eman Al-Bawaia, Raed Kareem Kanaan, Ashraf bany Mohammed, Bader Obeidat, Ra'ed Masa'deh. (2019). Reviewing the Literature of Corporate Culture, Employee Motivation and their Effect on Organization Effectiveness. *International Business Information Management Conference (33rd IBIMA), Spain, Granada.*

29. Kanaan, R., Abu Hussein, A., & Abumatar, G. (2019). Exploring the Factors that affect E-government Implementation in Jordan over Time. *Journal of Business & Management, 7*(3), 252-263.

30. Hayajneh, N., Suifan, T., Obeidat, B., Abuhashesh, & M., Kanaan, R (2020)*, 9*(1), 2305-9494.

31. Kanaan, R., Obeidat, U., Al-Zu'bi, M., Abuhashesh, M., (2020). The Effect of Intellectual Capital on Competitive Advantage in the Jordanian Telecommunication Sector. *Journal of Business & Management, 8*(1), 2306-8043.

32. Alsaraireh, J., Shamaileh, N., Saraireh, S., Al-Azzam, M., Kanaan, R., Mohammad, A.,and Al-Hawary,S. (2022). The Impact of Online Reviews on Brand Equity. *Information Sciences Letters, An International Journal*, 11(6), 1-10.

33. Alshawabkeh, R., AL-Awamleh, H., Alkhawaldeh, M., Kanaan, R., Al-Hawary, S,., Mohammad, A. and A. Alkhawaldah, R,. (2022) The mediating role of supply chain management on the relationship between big data and supply chain performance using SCOR model. *Uncertain Supply Chain Management* Vol,10. No, 3. 729–736.

EDITORIAL REVIEW BOARD AND REVIEWER

1. Member of the International Editorial Board (2012-2016) of the Journal of E-government Studies and Best Practices (JEGSBP).

2. Reviewer for Journal of Information, Communication & Ethics in Society (Emerald Insight)
3. Reviewer for International Journal of Advanced Computer Science and Applications (IJACSA).

COURSES ATTENDED IN UK

1. Researching the Information Society.
2. Literature Searching and Reference Management.
3. Research Student Induction Event.
4. Planning and Managing Research.
5. Intellectual Property Rights and Ethics.
6. English Language for Academic Research Purposes.
7. Writing Skills.
8. Research Methods.
9. Research Ethics.
10. Presenting Your Research to an Audience.
11. Effective Presentation Using PowerPoint.
12. Writing for Publication.
13. Postgraduates Who Teach.
14. Using SPSS.
15. Typesetting Documents Using Latex.

AREAS OF INTEREST

E- Business, E-government, E-commerce: BI, E-government Framework, E-services and Structure of E-government, Business Models, E-commerce Approaches, Mobile Commerce, Content Management Process.

Information Management: Business Requirements Analysis, Knowledge Management.