Dr. Nour Qatawneh

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Personal Data
- Nationality: Jordanian

Education:

- **PhD** in Business Administration/ Management Information Systems, Brunel Business School, Brunel University London, **United Kingdom** (2020). **(QS ranking).**

- Master of Business Administration (M.B.A) /Electronic Business with distinction, Faculty of Business, Mutah University –Jordan. 2013.

- Bachelor of Management Information Systems, Faculty of Business, Mutah University – Jordan. 2011.

Work experience:

- **Associate professor in Business Intelligence and Technology, Business Intelligence and Technology department, Mutah University** (Since 21 October 2025).

- Assistant Professor, Management Information Systems department, **Mutah University** (January 2020 – October 2025).
- Member of the Jordanian Economic and Social Council (2023- up to date).
- Administrative assistant, Student Learning Support & Research, Brunel Business School, **Brunel University London** (Part time) (Sep 2018 – May 2019).
- Lecturer (Part time)– Brunel Business School, **Brunel University London** (2018)
- Lecturer (Part Time) – School of Business, **University of Jordan** (2014 -2015).

Courses and skills:

- Introduction to Teaching and Supporting Learning for Postgraduate Research Students. Awarded by **Brunel Educational Excellence Centre- London** (UK). **Certificate**
- Communication skills course– Brunel University London 2019
- Project Management *(*Brunel University Alumni Network) 2018
- Leadership and Communication (Brunel University Alumni Network) 2018
- Statistical Packages: IBM SPSS Statistics 22.0.0, Amos 7.0, PLS Smart2.0).
- Research methodology Course –Brunel Business School.
- IELTS – British Council Jordan 2016
- ICDL

Research Interests

- E-Government.
- Business Excellence Models
- Sustainable Development
- Health Informatics.
- Internet of Things (IoT)
- Financial Technology (FinTech)
- Business intelligence
- Cloud computing.
- E-business.
- Mobile government.
- Human trust in Information systems.
- IT-Business strategic alignment

- Information systems innovation, adoption, and diffusion.
- E-Learning
- Social implications of the emerging technologies.
- Smart Cities and Data Science.

Academic Supervision

I have supervised more than 12 master's theses in e-government at Mu'tah University- Department of Management Information System.

- Analyzing the impact of open data policies on e-government services: A case study of e-government platforms (2022)
- The impact of electronic services on job excellence in the Jordanian Ministry of Justice (2022).
- The Impact of Cyber Crime on adopting Internet Banking Services (case study) (2022).

- The impact of the use of e-government applications on the creative abilities of government institutions employees in Jordan (2021).
- Factors influencing the adoption of e-government services in Jordan: Older Adults perspective (2022).
- The Mediating Effect of E-trust and E-satisfaction on The Relationship between Website Quality and Citizen's E-loyalty: A Study from Domestic Tourism in Jordan (2021).
- The impact of using smart government applications on the quality of the e-learning in the Jordanian Ministry of Education: Darsak platform (2021).

- The role of e-government in improving the quality of services in the Greater Amman Municipality (2021)

Publications

- Almajali, H., Thuneibat, N., & Qatawneh, N. (2025). Investigation of the Antecedents of Digital Transformation and Their Effects on Operational Performance in the Jordanian Manufacturing Sector. Journal of Risk and Financial Management, 18(8), 446.

- Qatawneh, N. (2024). Building a framework to drive government systems' adoption of cloud computing through IT knowledge. *Discover Sustainability*, 5(1), 282.

- Qatawneh, N., Al-Okaily, A., Al-Okaily, M., & Ur Rehman, S. (2024). Exploring the antecedent factors of continuous intention to use mobile money: insights from emerging markets. *Digital Policy, Regulation and Governance*.

- Qatawneh, N., Alkhasawneh, R., Althonayan, A., & Altarawneh, A. (2023). Examining the Influence of Website Quality on Citizen's E-Loyalty in Domestic Tourism in Jordan: The Role of E-Trust and E-Satisfaction. *Human Behavior and Emerging Technologies*, *2023*(1), 2614673.

- Qatawneh, N., Al-Okaily, M., Alkhasawneh, R., Althonayan, A., & Tarawneh, A. (2024). The mediating role of e-trust and e-satisfaction in the relationship between e-service quality and e-loyalty toward e-government services. *Global Knowledge, Memory and Communication*.

- Qatawneh, N. (2019). *Investigating sustainable strategic alignment of IT-business and organisational performance: the role of business excellence in Jordan* (Doctoral dissertation, Brunel University London).

- Aljaafreh, A., Qatawneh, N., Awad, R., Alamro, H., & Ma'aitah, S. (2022). FinTech adoption in Jordan: extending UTAUT2 with eWOM and COVID-19 perceived risk. In *The Implementation of Smart Technologies for Business Success and Sustainability: During COVID-19 Crises in Developing Countries* (pp. 91-97). Cham: Springer International Publishing.

- Qatawneh, N., Aljaafreh, A., Allymoun, O., & Aladaileh, R. (2024). Critical Success Factors Influencing the Behavioral Intention to Adopt Smart Home Technologies. *IEEE Access*.

- Qatawneh, N., Aljaafreh, A., & Al-Laymoun, O. L. (2024). Business Intelligence Adoption Model During the Digital Transformation Era: An Empirical Investigation in the Jordanian Insurance Companies. In *Information and Communication Technology in Technical and Vocational Education and Training for Sustainable and Equal Opportunity: Education, Sustainability and Women Empowerment* (pp. 543-552). Singapore: Springer Nature Singapore.

- Mbaidin, H. O., Allahawiah, S., Tarawneh, S., Alqatawneh, N. A. N. C. Y., & Al-Qatawneh, N. O. U. R. (2020). The impact of knowledge management processes on business transformation as mediated by it agility. *Journal of Theoretical and Applied Information Technology*, *98*(06).
- Masa'd, F. M., Al-maaitah, T. A., Al-maaitah, D. A., Qawasmeh, E. F., & Qatawneh, N. A. (2024). Harnessing artificial intelligence for human resources management: Tools, advantages, and risks in the energy sector. In *E3S Web of Conferences* (Vol. 541, p. 02004). EDP Sciences.

Conferences

- Qatawneh, N. (2024). The 7th International Conference on Information Science and Systems (ICISS 2024). Edinburgh, United Kingdom.

- Qatawneh, N., and Althonayan, A (2019). British Academy of Management Conference. Birmingham, UK.
- Qatawneh, N., and Althonayan, A. (2019). European Academy of Management Conference. Lisbon,Portugal.

- Qatawneh, N., and Aljaafreh, A. (2022). The 4th International Computer sciences and Informatics Conference (ICSIC 2022). Amman Arab University, Jordan.

- Qatawneh, N., and Aljaafreh, A. (2022). International Conference on Business and Technology (CBF2022). Ahlia University , Manama – Bahrain.

- Qatawneh, N. (2023). International Conference on Business and Technology (CBF2023). Ahlia University , Manama – Bahrain.

Availability

Available upon request