

2016-2025 AACSB CV
Luay Ahmad Anaya
Assistant Professor – Business Information Technology
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RESEARCH PROFILE

Profile	Link	No. of Citations	h-index
Google Scholar	https://scholar.google.com/citations?user=mXWK108AAAAJ&hl=en&authuser=1	240	8
Scopus ID	56622895100	88	6

EDUCATION

Year	Degree	Major	Institution
2016	Ph. D.	Information Systems	University of Agder, Norway
2011	M. Sc.	Information Technology Management	The British University in Dubai, UAE
1996	B. Sc.	Computer Information Systems	Applied Science University, Jordan

ACADEMIC POSITIONS

Year	Academic Title	Institution
2018 – Present	Assistant Professor	Princess Sumaya University, Jordan
2017 – 2018	Lecturer	Palestine Technical University, Palestine
2017 – 2018	Lecturer	Al-Quds Open University, Palestine
2015 – 2016	External Censorship for Database Management Course	University College Southeast Norway, Norway
2012 – 2016	Research Fellow	University Of Agder, Norway

ADMINISTRATIVE/INDUSTRIAL POSITIONS

Year	Title	Institution
2005 – 2012	Systems Analyst	Arab Trade Financing Program/ Arab Monetary Fund, UAE.
2003 – 2005	Systems Analyst	Abu Dhabi Chamber of Commerce, UAE.
1999 – 2002	Team Lead, Application Developer & Designer	Fujitsu Services – (ICL formerly), UAE.
1996 – 1999	Oracle Programmer and Trainer	Arab Turnkey Systems-ATS, Jordan & Palestine.

PROFESSIONAL CERTIFICATIONS & MEMBERSHIPS

Year	Certification	Institution
2014	Certified PRINCE 2 Foundation	APMG International, AXELOS
2009	Certified ITIL V3 Foundation	Office of Govet. Commerce-UK, APMG, EXIN
2007	Certified Project Management Professional (PMP)	Project Management Institute (PMI)

BOOKS/BOOK CHAPTERS – 5 Years

Year	Book/Chapters	Indexing

JOURNAL PUBLICATIONS

Year	Journal Publications	Article Classification (Basic, Applied, Teaching)	Indexing	Quartile
2025	Abushakra, A., Nikbin, D., and Anaya, L. (2025). "Navigating Patients' Intentions in Smart Health: Insights from Novel Factors". Journal of Information and Knowledge Management, Vol. 24, No. 1.	Applied	Scopus, ISI	Q2
2023	Anaya, L. , Flak, L., & Abushakra, A. (2023). Realizing Sustainable Value from ERP Systems Implementation. Sustainability, 15(7), 5783.	Applied	Scopus, ISI	Q1
2023	Qutaishat, F., Abushakra, A., Anaya, L. and Al-Omari, M. (2023), "Investigating the factors affecting the intention to adopt cloud-based ERP systems during the COVID-19 era: evidence from Jordan", Business Process Management Journal, Vol. 29 No. 3, pp. 653-670.	Applied	Scopus, ISI	Q1
2023	Qutaishat F., Al-Oqaily, S., Khattab, S., Abu Zaid, M, Anaya, L. (2023). The Determinants of ERP User Satisfaction and its Effect on Organizational Performance. <i>International Journal of Business Information Systems</i> . Vol. 43, No.3, pp.309-326	Applied	Scopus	Q3
2022	Murad A., Irsheid A., Najdawi M., Anaya L. (2022). Investigation of Consumer Intention toward Online Shopping During Covid-19 Pandemic. <i>Information Sciences Letters</i> . 2022;11(6):2035-51.	Applied	Scopus	Q2
2015	Anaya, L. , Dulaimi, M. & Abdallah, S. (2015). An investigation into the role of enterprise information systems in enabling business innovation, <i>Business Process Management Journal (BPMJ)</i> , 21 (4), 771-790.	Applied	Scopus, ISI	Q1
2014	Anaya, L. (2014). Developing business advantages from the technological possibilities of enterprise information systems , <i>International Journal of Information Systems and Project Management</i> , 2 (2), 43-56.	Applied	Scopus	Q2

PROCEEDINGS/PRESENTATIONS – 5 Years

Year	Presentations	Article Classification (Basic, Applied, Teaching)	Indexing
2025	Anaya, L. , Olsen, D., Hustad, E. (2025). How do ERP systems contribute to sustainable development? a case study of two Middle Eastern enterprises. <i>Procedia Computer Science</i> , CENTERIS 2024 https://www.sciencedirect.com/science/article/pii/S1877050925004934	Applied	Scopus, ISI
2025	Dawoud, S., Anaya, L. (2025). Implementation of Artificial Intelligence and Robotics Process Automation in Jordanian Banking Sector: Benefits and Challenge. <i>Procedia Computer Science</i> https://www.sciencedirect.com/science/article/pii/S1877050925021076	Applied	Scopus, ISI
2024	Anaya, L. , Braizat, A., & Al-Ani, R. (2024). Implementing AI-based Chatbot: Benefits and Challenges. <i>Procedia Computer Science</i> , 239, 1173-1179. https://www.sciencedirect.com/science/article/pii/S1877050924015278	Applied	Scopus, ISI
2024	Habeeb, A., & Anaya, L. (2024). Digital Technologies in the Healthcare Industry: Literature review. <i>Procedia Computer Science</i> , 237, 363-370. https://www.sciencedirect.com/science/article/pii/S1877050924011323	Basic (Conceptual)	Scopus, ISI
2022	Anaya, L. and Qutaishat, F. (2022). ERP systems drive businesses towards growth and sustainability. ISCSI - International Conference on Industry Science and Computer Sciences Innovation, published by Procedia Computer Science.	Applied	Scopus, ISI
2019	Anaya, L. (2019). To what extent is it viable to apply benefits management approach for ERP systems? CENTERIS - Conference on Enterprise Information Systems, published in Procedia Computer Science.	Applied	Scopus, ISI
2015	Anaya, L. , Flak, L. and Olsen, D. (2015). Start-up company? Get your ERP system ASAP!. European, Mediterranean & Middle Eastern Conference on Information Systems (EMCIS2015), June 2015, Athens, Greece.	Applied	Scopus
2014	Anaya, L. and Olsen, D. (2014). Implementing ERP in a Challenging Environment: The Case of a Palestinian Telecom Company. Paper presented at the 8th European Conference on IS Management and Evaluation (ECIME), Ghent, Belgium, September 2014. Published by ACPIL	Applied	Scopus

RESEARCH WORK IN PROGRESS

Year	Work in Progress / Title	Status (Submitted, Accepted)

RESEARCH FUNDS/PROJECTS

Year	Project Name	Duration	Sponsor

IMPACT OF SCHOLARSHIP

Year	No. of Reviewed Articles
2025	6
2024	3
2023	5
2022	6
2021	4
2020	6
2019	2
2018	1

RESEARCH/EDITORIAL MEMBERSHIPS

Year	Journal/Conference	Role (editor, associate editor, editorial advisory board member, reviewer)
2017, 2019, 2021, 2022, 2023, 2024	CENTERIS - International Conference on ENTERprise Information Systems. https://centeris.scika.org/?page=committees	Scientific Committee
2023, 2024	HCist - International Conference on Health and Social Care Information Systems and Technologies https://hcist.scika.org/?page=committees	Scientific Committee
2025	Sustainable Futures	Reviewer
2024, 2025	Journal of Information and Knowledge Management	Reviewer
2025	An-Najah University Journal for Research	Reviewer
2024	Informatics Journal	Reviewer
2023	Information Resources Management Journal (IRMJ)	Reviewer
2022	Indonesian Journal of Electrical Engineering and Informatics (IJEI)	Reviewer
2022, 2023, 2024	iSCSI – International Conference on Industry Science and Computer Sciences Innovation https://iscsi-conference.org/committee/	Scientific Committee
2019-present	Information Technology and People (IT&P)	Reviewer
2016 - 2018	Hawaii International Conference on System Sciences (HICSS)	Reviewer
2017 - present	Business Process Management Journal (BPMJ)	Reviewer
2014 - 2016	European Conference in Information Systems (ECIS)	Reviewer
2018 – 2018	Electronic Journal of Information Systems in Developing Countries (EJISDC)	Reviewer

GRADUATE RESEARCH SUPERVISION & EXAMINATION

Year	Thesis title	Role (Supervisor / Co-supervisor/Examiner)	Degree (PhD, MSc)	Institution
2025	Ayah Darawsheh: Discovering and Predicting Online Purchase Intent Using Machine Learning Techniques	Co-supervisor (Initial Stage)	MSc	PSUT
2025	Sara Dweikat: Using AI Tools to Support Mental Health in Tech Companies: Opportunities, Challenges, and Ethical Considerations	Supervisor (Initial Stage)	MSc	PSUT
2025	Marwan Al-Masri: Optimization of Aircraft Separation in Jordanian Airspace: Enhancing Air Traffic Control Officers Decision-Making for Efficient Airspace Utilization	Supervisor (In Progress)	MSc	PSUT
2025	Nabela Abdelateef: "A Proposed Model for Successful Implementation of Digital Transformation In Jordanian Business Organizations"	Examiner	MSc	PSUT
2025	Shaima' Fetyan: Procurement Process Analysis in Humanitarian Organization Using Process Mining Techniques	Examiner	MSc	PSUT
2024	Ola Al Mahrouq: Comparing ChatGPT and Google Translate for Educational Translation Practice: A Comparative Study	Examiner	MSc	PSUT

GOVERNANCE/COMMITTEES

Year	Name of Committee /Institution	Role
2025-2026	Representative of the BIT department in the school council	Member
2025-2026	Higher Education committee at the department level	Member
2024-2025	EQUIS Preparation (Self-Assessment Report) for Chapter2- Programs	Head of a committee
2023-2024 2024-2025	PSUT – Committee for Development of a new master degree	Member
2023-2024	PSUT- BIT Local Quality	Member
2023-2024	PSUT-School level- Scientific research	Member
2023-2024	PSUT-BIT Research Committee	Member
2023-2024	PSUT-BIT Interviewing Students Applicants (BSc. And MSc. Business Analytics)	Member
2022-2023	MSc. Comprehensive Exam	Member
2022-2023	AACSB Standard 7	Member
2021-2022	PSUT University Board	Member
2020-2021 2021-2022 2022-2023	PSUT/BIT Program Plan (curriculum) Committee	Member

2023-2024		
2021	PSUT/BIT Practical Training Committee	Member
2019	PSUT/BIT Hiring Committee	Member

COMMUNITY SERVICE AND SOCIAL RESPONSIBILITY

Year	Society/Association/ Institution	Role
2022	Emerald Outstanding Reviewer https://www.emeraldgrouppublishing.com/journal/bpmj/business-process-management-journal-literati-award-winners-2022	Award
2022, 2023	The Amman Baccalaureate School	Referee for High-School Projects
2020-Present	Master students' questionnaires (inside and outside PSUT)	Referee
2023	Participated as expert panelist for a study by a doctorate student at Grand Canyon University	Expert Panelist

UNDERGRADUATE PROJECTS SUPERVISION

Year	Project title	Role (Supervisor / Co-supervisor/Examiner)	Degree (BSc)	Students
2023-2024	Medicare Reminder: Mobile Application	Supervisor	BSc	Ahlam Al-Qershi + Leen Nanaah + Sumaya Abudiab
2023-2024	Sahm El 5eir: Your go-to app for discovering and engaging in volunteer opportunities	Supervisor	BSc	Tala Al-Khoury + Mays Abdallah + Sadeen Ali +
2022-2023	Salameh: Mobile Application (Participated in 6 th PSUT Graduation Projects Exhibition in May-2023)	Supervisor	BSc	Husam Manasreh + Qamar Alsheikh + Seif Al-Omari

UNDERGRADUATE INTERNSHIP SUPERVISION

Year	Training Institution
Spring & Summer 2025	Provide supervision for 11 students got internship in different organizations like Zain Telecom, Orange Telecom Jordan, Progress Soft, Kia Motors, Capital Bank, Kayan HR
Summer 2024	Provide supervision for 9 students got internship in different organizations like Hikma Pharmaceuticals, Solidarity Insurance Company, EY Jordan, Kingdom Concrete, Abdali Boulevard Company, Vuedale Technologies, HyperPay among others.
Summer 2021	Provide supervision for 12 students got internship in different organizations like Naitel, TSME Solutions, Sky-Tech, Progress Soft, NeoGenesis, Bank Al-Etihad, Jordan Bank, CSC Beyond Safwa Islamic Bank, Pio-Tech-Al-Rowad IT solutions among others.