Cases on Management and Organizational Behavior in an Arab Context

Part of the Advances in Logistics, Operations, and Management Science Book Series

Grace C. Khoury (Birzeit University, Palestine) and Maria C. Khoury (Independent Researcher, Palestine)

In the era of globalization and ease of international connectivity and business interactions, professionals from all over the world benefit from having a well-rounded view of business culture and organizational practice at the regional level.

Cases on Management and Organizational Behavior in an Arab Context provides a presentation of teaching cases emphasizing the positive and negative experiences on a variety of management topics. Focusing on organizational behavior and leadership in Arab countries and the impact of culture in management and behavior, this publication is an essential resource for business professionals, managers, and upper-level students seeking real-life examples of management and organizational situations in the Arab business world.

Topics Covered:

- Change Management
- Corporate Governance
- Workplace Culture
- Group Dynamics
- Business Ethics
- Corporate Social Responsibility
- Leadership and Management
- Restructuring and Downsizing
- Sexual Harassment

Grace Khoury is an Associate Professor and the Director of MBA Program at Birzeit University in Palestine. She has over twenty years of experience as a university professor, administrator, students’ career advisor, researcher, management trainer and consultant at private and public organizations. She holds an MBA from Suffolk University, USA, and PhD in human resource management from Bradford University, UK. Dr Khoury is founder of Grace Consulting Services (GCS) and marketing director at Taybeh Brewing Company, a family-owned business. She serves as an academic council member and on a number of university and community committees. She obtained certificates in project management and customer relationship management. She has published a number of management case studies and research articles in several academic journals. She is co-editor of a case book titled Rising to the Digital Challenge: Lessons from Mediterranean Enterprises (2005). She is co-author of The Palestinian Executive: Leadership under Challenging Conditions (2012).
Section 1: Introductory Management Cases: Dynamic Nature of Organizations and Responding to Changing Expectations

Chapter 1
Universal HRM and the Gulf Leadership Style:
William Scott-Jackson (Oxford Strategic Consulting, UK)
Jonathan Michie (University of Oxford, UK)

Chapter 2
MALAK Technologies Ltd.:
Niveen Eid (Birzeit University, Palestine)
Lorraine Warren (University of Southampton, UK)

Chapter 3
Encountering Strategic Management and Corporate Governance Issues within a Turbulent Environment:
Grace Khoury (Birzeit University, Palestine)
Leila Amer (Birzeit University, Palestine)
Zein Khalaf (Anabtawi Group, Palestine)

Chapter 4
Proactive Corporate Social Responsibility (CSR) Strategies:
Dahouk Douwoud (Birzeit University, Palestine)
Anton Sabella (Birzeit University, Palestine)

Chapter 5
Leadership Consciousness to CSR:
Sabah Sibtan (Birzeit University, Palestine)
Imad Rysub (Royal Industrial Trading Co., Palestine)

Section 2: Individual and Group Dynamics in the Organization

Chapter 7
Can Women Say “No” to Sexual Harassment in the Workplace?
Flair J. Karaki (Al-Quds Open University, Palestine)

Chapter 8
Under Pressure:
Grace Khoury (Birzeit University, Palestine)
Beverley McNally (Prince Mohammad Bin Fahd University, Saudi Arabia)

Chapter 9
Communication, Culture, and Discord:
Reema Rasheed (ESDC, Palestine)
Keith Jackson (SOAS, UK)

Chapter 10
Teamwork in the Palestinian IT Industry:
Beverley McNally (Prince Mohammad Bin Fahd University, Saudi Arabia)
Munthea Obied (Progineer Technologies, Palestine)

Chapter 11
Risk Management Decisions and Organizational Structure in the Case of a Development Management Firm:
Mohammad Baydoun (Millennium Development International, Lebanon & American University of Beirut, Lebanon)

Section 3: Influence and Organizational Processes

Chapter 12
The Case of the National Capital Market Authority:
Khoul Hjouj (Management Consulting Executive, Canada)

Chapter 13
A Case of Leadership Styles:
Musa Aba-Dieh (El Wafa, Palestine)
A’sa Abu-Dieh (El Wafa, Palestine)
Lorraine Warren (University of Southampton, UK)

Chapter 14
Who Will Be Next?
Elena Khoury (Birzeit University, Palestine)
Maria Khoury (Independent Researcher, Palestine)

Chapter 15
Downsizing at Paltel:
Samir Baidoun (Birzeit University, Palestine)
Wojdan Farraj (Birzeit University, Palestine)

Chapter 16
Downsizing and the Organizational Performance:
Rasha Odleh (Birzeit University, Palestine)
Samah Abu-Assab (Birzeit University, Palestine)

Chapter 17
Company Restructuring as Part of a Comprehensive Change Plan during Periods of Transition in Leadership:
Mawakeb Massad (Birzeit University, Palestine)

Chapter 18
The Royal Credit Bank Strategy and Transformation Program:
Khoul Hjouj (Management Consulting Executive, Canada)

Chapter 19
Reality of Change:
Flair J. Karaki (Al-Quds Open University, Palestine)

Order Your Copy Today!

Name: _____________________________________________
Organization: _____________________________________
Address: __________________________________________
City, State, Zip: _____________________________________
Country: __________________________________________
Tel: ________________________________________________
Fax: ________________________________________________
E-mail: ____________________________________________

Enclosed is check payable to IGI Global in US Dollars, drawn on a US-based bank

Credit Card □ Mastercard □ Visa □ Am. Express
3 or 4 Digit Security Code: ____________________________
Name on Card: _____________________________________
Account #: _________________________________________
Expiration Date: ___________________________________