



INNOVATION EVERYWHERE

Innovation Acceleration and Future Paradigms for Economic Growth and Sustainability

23 November 2021

IA 15 Virtual Conference 1

Towards an Inclusive and Sustainable Digital future:
Innovation for Quality of Digital Services

8 December 2021

IA 15 Virtual Conference 2

Learning for Skills

25 January 2022

IA 15 Virtual Conference 3

Innovation Systems for Sustainability

24 February 2022

IA 15 SUMMIT

Organized by



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Under the patronage of His Highness Sheikh

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Crown Prince of Dubai and President of Hamdan bin Mohammed Smart University (HBMSU)



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MESSAGE FROM THE CHAIRMAN OF INNOVATION ARABIA



Dr. Mansoor Al Awar

Chairman – Innovation Arabia

Chancellor – Hamdan bin Mohammed
Smart University

I would like to welcome you all to Innovation Arabia 15 (IA 15).

IA 15 is held under the patronage of His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and President of Hamdan Bin Mohammed Smart University (HBMSU), with the title "Innovation Everywhere".

IA 15 coincides with EXPO 2020, which reflects our keenness to be an integral part of the most prestigious event and the greatest show on earth in the coming months, as Dubai becomes the meeting point of East and West, and the ideal destination for pioneering ideas in shaping the future of the world. For the first time in the history of its editions, IA 15 will continue being held over four months from November to February next year. In addition, we will single out this year's edition by launching many innovative and long-awaited initiatives.

IA 15 continues to emphasize the critical value and importance of innovation in the business world, covering innovation through its three carefully selected themes of the conferences/tracks, the first conference/track: Innovation for Quality of Digital Services, the second conference/track: Learning for Skills, and the third conference/track: Innovation Systems for Sustainability. IA 15 will conclude its proceedings with the IA Summit taking place in February, featuring selected keynote speeches and awards ceremonies.

IA 15 hosts a group of handpicked keynote speakers with the brightest minds and the richest experience regarding the themes of IA 15. This indicates our tireless effort to spread the culture of innovation across business communities and organizational environments in various sectors of the economy, adding more resounding successes to the already successful past IA editions.

On a different note, I would like to thank Index Holding for our continuous successful partnership, for the professionalism, excellence and efficiency they have demonstrated throughout the successive editions of IA 15, bringing IA 15 to its goals and aspirations. I also extend my heartfelt appreciation to the other partners, sponsors and supporters, thanks to whose contributions we continue to have this excellent event year after year.

Once again, I welcome all the speakers, participants and invitees, hoping that we will witness an exceptional edition of Innovation Arabia at all levels.

MESSAGE FROM THE EXECUTIVE CHAIRMAN



Dr. Abdul Salam Al Madani

Executive Chairman - Innovation Arabia
Chairman of INDEX Holding

It gives us immense pleasure to welcome you all to the 15th edition of Innovation Arabia Conference and Exhibition, held on February 24, 2022.

As the world slowly heals from the coronavirus pandemic, we need to encourage, strengthen and cultivate innovation, as it is a vital part of our journey and growth. In addition, it is also necessary to turn innovative ideas into functional solutions.

The United Arab Emirates stands at the forefront of innovation, thanks to the vision of our wise leaders, who firmly believe that innovation is the key driver to progress. The UAE works continuously to develop and create a widespread culture of innovation, not only within the country, but also around the world.

Running under the theme of “Innovation Everywhere: Innovation Acceleration and Future Paradigms for Economic Growth and Sustainability”, the 15th edition of Innovation Arabia will provide a platform for passionate communities aspiring to achieve a new level of success for innovation. They will be able to assess the impact of innovation on organizations and draw a plan for the expectations of future generations.

This year, Innovation Arabia coincides with EXPO 2020 – dubbed as the ‘World’s Greatest Show’. It will contribute to Dubai's bold vision of becoming the main hub for connecting minds and creating the future.

Innovation Arabia addresses contemporary issues in service quality, education for skills, and sustainability. It also explores the enormous potential of the Arab countries to accelerate the pace of socio-economic growth and development. Moreover, the conference helps to spread a culture of innovation throughout the world.

In conclusion, we are honored to organize this event in partnership with Hamdan Bin Mohammed Smart University. We would also like to thank our key strategic partners, sponsors, academicians, top decision-makers and exhibitors for their commitment towards making Innovation Arabia a great success and hope that all attendees can gain new insights and expand their skills and knowledge.

We look forward to seeing you at Innovation Arabia 15 and wish you a highly promising and successful event.

MESSAGE FROM THE CHAIR OF THE HIGHER ORGANIZING COMMITTEE



Dr. Fahad Alsaadi

Chair of the Higher Organizing
Committee, IA15

Dear speakers, Dear participants, Dear partners, on behalf of the members of the Higher organizing committee and the members of the scientific committee, it gives me a great pleasure to welcome you to Innovation Arabia 15 (IA 15).

In its fifteenth edition, IA 15 continues to emphasize the critical value and importance of innovation in the business world, with a unifying theme, “Innovation Everywhere”. The conference is held under a generous patronage of His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and President of Hamdan Bin Mohammed Smart University (HBMSU).

Adding more resounding successes to the already successful past IA editions, this time, Innovation Arabia 15 will cover innovation over four months from November to February next year, through three carefully selected themes of the conferences and a Summit. While the three virtual conferences will host the brightest minds and the richest experience regarding the themes of IA 15 using the latest technologies that ensure highest interactivity and wide coverage, the Summit will be held physically and will feature selected keynote speeches and awards ceremonies concluding by launching many innovative and long-awaited initiatives.

The three conferences combine very interesting zones including Innovation for Quality of Digital Services, Learning for Skills, and Innovation Systems for Sustainability. A focus on ideas and practices carried out by international and national experts, decisionmakers, education stakeholders and civil society actors is an opportunity to make an in-depth analysis of the state of the profession with the formal and informal education to examine strategies and explore avenues for solution and action.

Once again, and on behalf of the Higher Organizing Committee, I would like to welcome all speakers, participants and guests, and wish all of you an active participation and involvement with Innovation Arabia 15.

MESSAGE OF THE IA 14 ORGANIZING COMMITTEE



Prof. Ahmed Ankit
Chair, The Scientific Program

Dear Colleagues, Partners, and Participants

On behalf of the members of the Scientific Program Committee, I would like to welcome you to Innovation Arabia 15 conference and exhibition held under the patronage of His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and HBMSU President. The overarching conference theme is 'Innovation Everywhere'.

The conference is the perfect forum for researchers, educators, developers and decision-makers, with an overarching theme "Innovation Everywhere" that brings together industry, creativity and technology, to share their thoughts on the future of technology and innovation from a business viewpoint, among others, and how they collaborate to create a better future for future generations.

Innovation Arabia 15 consists of 3 conferences and one summit. The first conference was on "Innovation for Quality of Digital Services" 23rd of November 2021 54 research works were submitted. The Second conference was on "Learning for Skills" held on 8th of December 2021 to which 57 research works were submitted. And this 3rd conference on "Innovation Systems for Sustainability" held on 25 of January 2022 to which 76 research works have been submitted. All the papers submitted and presented will appear in the IA 15 proceedings holding an International Standard Serial Number (ISSN).

As a result, Innovation Arabia 15 brings together thought leaders, experts, academics, and professionals to exchange ideas and discuss trends, challenges, and solutions related to the development of sustainable economies and societies in the Arab region.

The Scientific Program Committee appreciates highly your submissions including proposals for scientific papers and projects.

We appreciate your active participation and involvement in all conference activities. The members of the Scientific Program Committee are looking forward to meeting you at the conference.

We would like to thank all of the sponsoring organizations for providing their generous financial support.

I call upon you to stay engaged, keep us proactive and help us shape the future of Innovation Arabia.

I wish you all a wonderful event.

INNOVATION EVERYWHERE

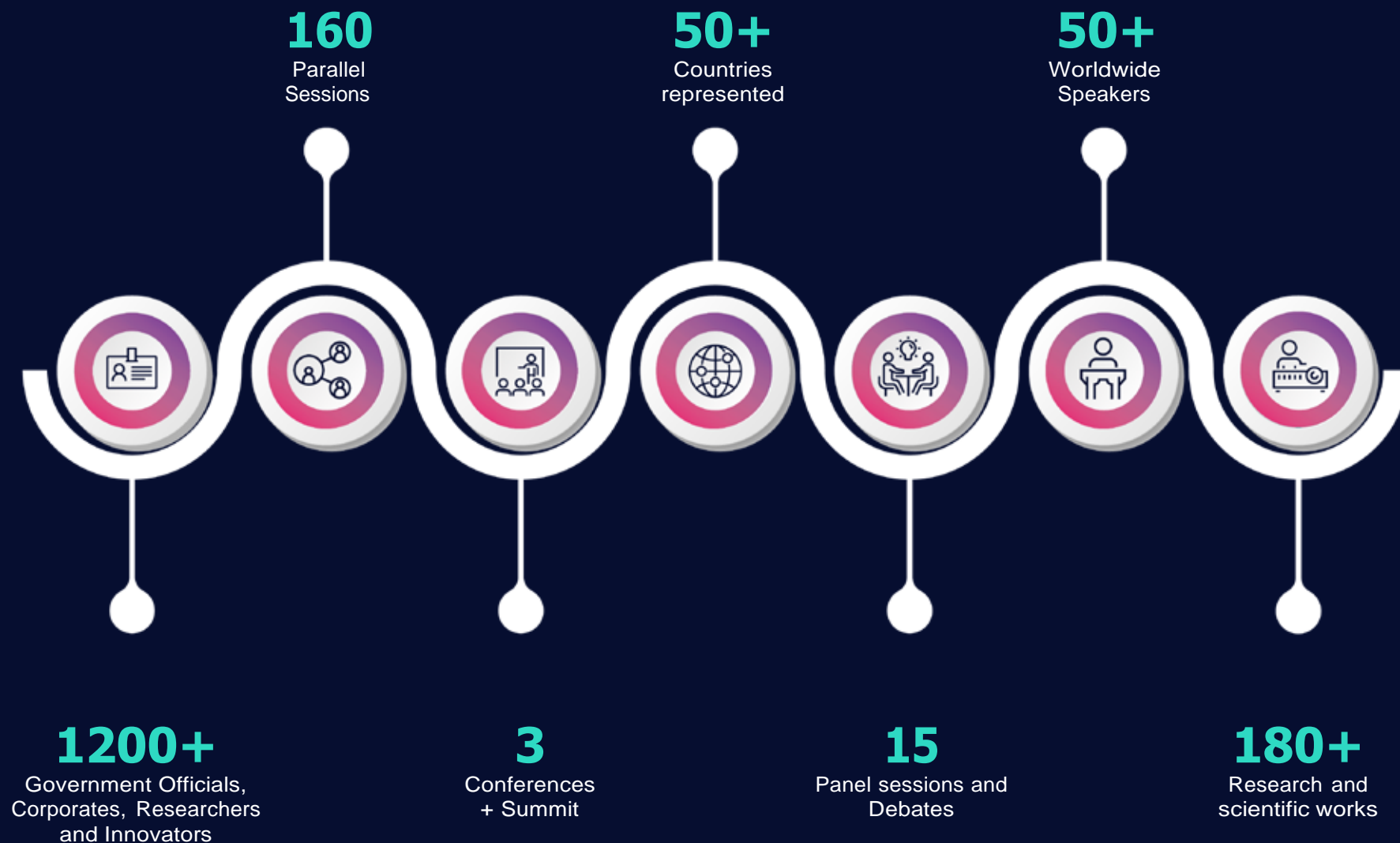
Innovation Acceleration and Future Paradigms for Economic Growth and Sustainability

Rapid changes are disrupting service and manufacturing industries. To survive and remain competitive, businesses must be able to adapt to continuous and accelerated innovations. This trend is not limited to large western companies; rather, it's a worldwide trend. Whether small or large, industries should focus on innovations to manage their ways in this uncertain and volatile world.

The Arab countries need to embark on a real innovation journey and prepare the ground for the rise of the creative revolution, creative class, and creative society to transform their economies into full-fledged knowledge-based economies.



INNOVATION ARABIA FACTS & FIGURES



IA15 coincides with EXPO 2020 and contributes to Dubai as the hub for connecting minds and creating the Future. As an application of its theme “Innovation Everywhere,” IA15 comprises three virtual conferences and a SUMMIT dedicated to showcasing the identified distinguished innovations.

Each of the three one-day virtual conferences will cover innovation within one discipline, including:



Towards an Inclusive and Sustainable
Digital future: Innovation for Quality of
Digital Services

VIRTUAL CONFERENCE

November 23, 2021

Learning for Skills

VIRTUAL CONFERENCE

December 8, 2021

Innovation Systems for Sustainability

VIRTUAL CONFERENCE

January 25, 2022

The three conferences will have distinguished keynote speeches, panel discussions, scientific presentations sessions, webinars, social activities, and entrepreneurial pitches.

THE INNOVATION ARABIA SUMMIT

February 24, 2022

Hamdan Bin Mohammed Smart
University (HBMSU) Campus

Featuring selected keynote speeches and
awards ceremonies

Towards an Inclusive and Sustainable Digital future: Innovation for Quality of Digital Services **Conference 1 – November 23, 2021**



Dr. Souma Alhaj Ali

Conference Chair, Director of
Excellence and Governance,
HBSMU, UAE

The widespread availability of digital technologies enabled the development of radically new services that have brought substantial changes in the way we live, learn, socialize, and do business. The introduction of these services expanded access and offered new opportunities to tackle some worldwide challenges and pave the way towards an inclusive and sustainable digital future.

This one-day virtual conference is open for general debate on topics related to service excellence and digital transformation of services. It features a number of exciting activities including: two keynote speeches, panel discussions, strong line-up of invited and contributed presentations, and interesting workshops, in addition to technical demonstrations and numerous opportunities for informal networking with lead researchers, key players, and decision makers in the area of service quality. Conference attendees will learn from the in-depth analysis, case studies, lively discussions and leave with take-a-ways aligned to their priorities.



Towards an Inclusive and Sustainable Digital future: Innovation for Quality of Digital Services

Conference 1 – November 23, 2021

Topics

Service Excellence and Customer Experience Innovations

Digital Transformation of Services

Quality of Digital Services in Public Sector

Quality of Digital Services in Healthcare Sector

Quality of Services in Digital Banking

Service Excellence in Tourism and Hospitality

Quality of Online, Smart, and Technology-enhanced Education

Quality and Operations Management, Reshaped by AI

The Future of Customer Experience: Personalized, Proactive, Predictive, and Responsive

10:00 – 10:15

PUBLIC SESSION

Moderator: **MC. Ms. Khezna Al Sadi**, Hamdan Bin Mohammed Smart University, UAE

Welcome Note

Dr. Fahad Al Saadi, Vice Chancellor for Learners Development, Head of IA15 Conference Hamdan Bin Mohammed Smart University, UAE

Opening Address: **Dr. Souma Alhaj Ali**, Director of Excellence and Governance, Track Chair, Hamdan Bin Mohammed Smart University, UAE

10:15 – 11:00

MAIN SESSION

Keynote Speech

Moderator: **Prof. Ebrahim Soltani**, Hamdan Bin Mohammed Smart University

Topic: Sustainability—Service Quality Link: A Proposed Framework and Implications for Service Innovations

Keynote Speaker: **Dr. A. Parasuram**, Emeritus Professor of Marketing & James W. McLamore Chair Emeritus, University of Miami, USA

11:00 – 11:30

MAIN SESSION

Keynote Speech

Moderator: **Prof. Nabil Baydoun**, Hamdan Bin Mohammed Smart University

Topic: Leading the Way to Excellence in Government Services Digitization

Keynote Speaker: **H.E. Mohammed Bin Taliah**, Chief of Government Services of the United Arab Emirates Government, UAE

11:30 – 12:00

Networking Break

12:00 – 13:00

MAIN SESSION

Panel Discussion

Topic: Measuring E-service Quality: Revitalizing CX to Reignite Growth

Moderator: **Dr. Souma Alhaj Ali**, Director of Excellence and Governance, Hamdan Bin Mohammed Smart University, UAE

Members: **Colonel Mohamed Saeed Al Shamsi**, Director of the Programs and Smart Solutions Directorate in the

General Directorate of Smart Services and Digital Security, Ministry of Interior

Prof. Dr. Phil Klaus, MBA, MRes, Professor of Customer Experience Strategy and Management , International University of Monaco, Monaco

Dr. Mohammed A. Nasseef, Assistant Professor of Quality and Excellence, King Abdulaziz University, Saudi Arabia

Ms. Moza Suwaidan, Director of Strategy & Innovation, Smart Dubai, UAE

13:00 – 15:30

MAIN SESSION

Parallel Session 1

(Scientific Presentations). Researchers, Experts, Professionals and Learners

Moderator: **Prof. Samer Hamidi**, Dean of School of Health and Environmental Studies, HBMSU

Dr. Bostjan Gomiscek, Faculty Members, School of Business and Quality Management, HBMSU

Topic: Risk assessment in Al Masaood oil and gas

Speaker: **Farah Abu Jadallah**

Topic: Parking Management Using RFID and Drone

Speaker: **Rashed Al Raees**

Topic: Evaluation of the Pharmacy Information System in Ajman Specialty General Hospital (Sage System)

Speaker: **Eman Alblooshi**

Topic: Propelling innovation into the healthcare industry. Applications and challenges

Speaker: **Alaa Ahmed**

Topic: Quality Measurement in Dentistry: Using Dashboard in Dental Practices to enhance oral healthcare

Speaker: **Maram Youssef**

Topic: Novant Health Emergency Drone Operation for COVID-19

Speaker: **Aysha AlMutawa**

Topic: Use of large national databases to study self-harm in nursing homes

Speaker: **Khedidja HadjKali**

Topic: Using clinical decision support systems to advance innovations in hospital management

Speaker: **Niyi Awofeso**

Topic: Testing Lewin's Model in the UAE: A Case Study of the Department of Culture and Tourism (DCT)

Speaker: **Fatema Al Hammadi**

Topic: Social Innovation Applied to Smart Cities: The UAE Example

Speaker: **Khuloud Alzarooni**

Topic: Service Excellence in Tourism and Hospitality

Speaker: **Alanood Wael**

Topic: The integration of Digital Tracer and Targeted Solution Tools Improve Patient Safety Outcome

Speaker: **David Qu**

Topic: A New Innovative Approach of Reducing Hospital Acquired Pressure Injury

Speaker: **King Michael**

Topic: Importance of Business Excellence Models in Promoting Quality Culture in DHA

Speaker: **Einas Alsereidi, Reem alkaabi, Maitha Alnuaimi**

Topic: An Investigation into The Role of School Principals in Building an Online Culture of Innovation within UAE Public Schools

Speaker: **Dua Alhammadi**

13:00 – 14:00

MAIN SESSION

Parallel Session 2

(Scientific Presentations). Researchers, Experts, Professionals and Learners

Moderator: **Prof. Hamdy Abdelaziz**, Dean of School of e-Education, HBMSU

Topic: Quality of Online, Smart, and Technology-Enhanced Education

Speaker: **Shaikha Alkaabi**

Topic: The impact of the Covid-19 pandemic on higher education students in the UAE The case of Hamdan Bin Mohammed Smart University (HBMSU)

Speaker: **Halah Hussein, Dr. Meera Al Marri**

Topic: Enhancing student's problem-solving skills through real-life scenarios aided by technology

Speaker: **Nada Fakhouri**

Topic: Hyper-personalization in E-commerce industry of UAE

Speaker: **Shaima Hajji**

Topic: Quality of Digital Services in Public Sector

Speaker: **Ahmed Albanqah**

Topic: Novant HealthThe airplane passenger boarding process at Emirates Airlines

Speaker: **Amal Al Ali**

13:00 – 15:30

MAIN SESSION

Parallel Session 3

(Scientific Presentations). Researchers, Experts, Professionals and Learners

Moderator: **Dr. Ahmed Al Nakeeb**, Program Chair – School of Business and Quality Management, HBMSU

Dr. Ying-Ying Liao, Faculty Members, School of Business and Quality Management, HBMSU

Topic: The development of an employee satisfaction model: Innovative Solution

Speaker: **Nasra Alhebsi, Omya Shehata**

Topic: Remote Working and Employees Loyalty: The Case of COVID-19 Lockdown in UAE

Speaker: **Ali El Khatib**

Topic: Digitizing the HR processes in governmental organizations | A study of Dubai

Speaker: **Khuloud Hussain**

Topic: Quality of Digital Services: Embrace Technology to Deliver an Unmatched Customer Experience

Speaker: **Dr. Souma Alhaj Ali**

Topic: Impact of Digital Transformation on the Service Quality of Tourism Sector in the UAE

Speaker: **Fatima Ibrahim**

Topic: The role of social media platforms in supporting digital Entrepreneurs: stories of successful female Emirati entrepreneurs

Speaker: **Fatema Al Hammadi, Mouza Almakhmari, Alia Almheiri**

Topic: Social Media Impact on Opportunity Recognition: United Arab Emirates Context

Speaker: Iman Ibrahim

Topic: Utilization

Speaker: Mohamed Mejren

Topic: Risk Mitigation Through AI - Case of Covid-19

Speaker: Jawahir Abughazyain, Dr. Mounir El khatib, Amna Obaid, Fatima Al Mehyas, Fatma Al Ali, Kayriya Alshehhi

Topic: Digital transformation of a financial revenue assurance process: a Lean Six Sigma case study

Speaker: Souraj Salah

Topic: The Authentic-Innovation-Framework for small and medium-sized enterprises

Speaker: Cindy Hadhri

Topic: Digital Transformation of Services

Speaker: Noora Alkaabi

Topic: To design a right blend for attaining superior quality blended learning courses in higher education

Speaker: Vandana Savara

Topic: Digital Service Creation in Smart City Ecosystems

Speaker: Petra Turkama

Topic: Developing a performance appraisal program to enhance teacher's evaluation

Speaker: Dhababa Saif Almazrouei

14:30 – 15:30

PUBLIC SESSION

Youth Talks

Session lead by young Professionals and Entrepreneurs

Topic: The Future of Customer Experience: Trends and Prospects

Speakers: **Ahmad Al Nashash**, Executive Contract Officer, Al Wahda Sports and Culture Club, UAE.

Mohammed Al Ajmani, Head of Performance Management Section, Ministry of Human Resources & Emiratisation, UAE.

Sayed Ahmad Almoosawi, Freez Ice Cream Chief Executive Officer, UAE.

Maryam Alzarooni, Learner, Hamdan Bin Mohammed Smart University, UAE.

Nasra Al Hebsi, Learner, Hamdan Bin Mohammed Smart University, UAE.

15:30 – 16:00

CLOSING SESSION

Moderator: **Ms. Khezna Al Sadi**, Hamdan Bin Mohammed Smart University, UAE

Closing Note

Dr. Souma Alhaj Ali, Director of Excellence and Governance, Conference Chair, Hamdan Bin Mohammed Smart University, UAE

Synthesis of Innovation Arabia 15: **Prof. Ahmed Ankit**, Chair of the Scientific Program, Hamdan Bin Mohammed Smart University, UAE

Abstract Title: Digital Tracer and Targeted Solution Tool to Improve Patient Fall and other Safety Risks

Author Name: David Qu

Author Title: Global Vice President

Author Organization: Joint Commissoin International

Abstract: Introduction The interconnected relationship among patient safety and quality, cost-effectiveness, timeliness, family-centered care, equity, and patient experience is well researched and documented. Over the years, many effective tools have been developed for detecting, managing, and reporting patient safety risks and adverse events. While these tools are proven valuable, patient-safety improvement effort is still daunting, time-consuming, isolated, with limited scale and repeatable success. This presentation aims to introduce anew concept, a new innovation and a new platform to reduce patient fall and other patient safety risks in the hospital setting. Objectives • Give learners an overview of the state-of- the-art patient safety industry • Discuss existing patient safety tools, successes and challenges. • Introduce an innovative and new concept of managing and improving patient safety • Inspire healthcare professionals to create a learning community and spread lessons learned worldwide Material Descriptions: • JCI Tracer methodology empowers organizations to detect potential compliance and patient safety risks (e.g., hospital-acquired infection, medication management errors, patient falls, sepsis, wrong-side surgery, and many others). • The Joint Commission Center for Transforming Healthcare developed Targeted Solution Tools that empower organizations to learn lessons and make improvement from actual patient adverse events. For every major type of patient adverse event, it has specific root causes and solution guidelines in terms of how to improve. Over time, customers around the world can contribute their own root causes, lessons learned, and solutions. • For the first time, we have integrated Tracer methodology with Targeted Solutions Tools and close the loop of patient risk detection and management with continuous quality improvement for targeted patient harms with targeted root causes. This is a major innovation in the healthcare quality and safety industry. Method • Case studies, customer focus group and technology pilots that integrate the Joint Commission International 's Tracer methodology with the Joint Commission Center for Transforming Healthcare Targeted Solution Tools (TST) Results • Preliminary studies have shown significant interest and insight from customer in the studied group. • Reduction of risks in patient fall, hospital acquired infections, medication errors and improvement of patient safety compliance and outcome. • Improved productivity and data insight for quality and patient safety professionals and leaders. Conclusions • All existing patient safety risk management tools have values, but they come with limitations. The industry needs breakthrough thinking and technology innovation. Healthcare organizations must breakdown internal silos. All healthcare professionals, regardless caregivers, quality professionals, risk management, accreditation and compliance leaders, all have accountability to ensure safest delivery of care. This new innovation is promising to bring all stakeholders together on one single platform to share data, insight and collaborate. Keywords: Patient safety, quality improvement, innovation, accreditation, compliance

Abstract Title: A New Innovative Approach of Reducing Hospital Acquired Pressure Injury

Author Name: King Michael

Author Title: Director

Author Organization: Joint Commissoin International

Abstract: Purpose: Hospital Acquired Pressure Ulcers/Injuries (HAPU/I) result in significant patient harm, including pain, expensive treatments, increased length of institutional stay and, in some patients, premature mortality. The challenge is international: studies show international HAPI rates varying significantly across countries, ranging from 3.4 to 32.4% nationally. Long term increases in prevalence are cited between 1990 and 2017 in 15 of 19 EU countries. In Abu Dhabi, a 2019 study shows pressure injury prevalence rising to 10.4% in 2018 from 6.4% in 2013. In the U.S., it is estimated each year that more than 2.5 million patients in acute-care facilities suffer from pressure ulcer/injuries and 60,000 die from their complications. The cost of treating a single full-thickness pressure ulcer/injury can be as high as \$70,000, and total costs for treatment of pressure ulcer/injury in the United States is estimated at \$11 billion annually. The U.S. Agency for Healthcare Research and Quality found that despite a 13 percent decrease in all hospital-acquired conditions from 2014-2017, HAPU/I rates have risen by six percent. Methodology: There are many barriers to consistent, successful implementation of preventative measures for HAPU/I. Led by the Joint Commission Center for Transforming Healthcare, the project utilized Robust Process Improvement® (RPI®) methodology with three participating hospitals in the United States: Johns Hopkins, Kaiser Permanente, and Memorial Hermann. RPI is a fact-based, systematic, and data-driven problem-solving methodology which incorporates tools and concepts from Lean Six Sigma and Change Management. This methodology facilitated the identification of the root causes and barriers to preventing HAPU/I (s) in at-risk patients. The participating hospitals identified and developed solutions to target their organization's specific root causes. Starting from evidence-based practices and utilizing robust process improvement techniques detailed investigation, change management, and analysis were completed. The hospital teams identified five significant contributing factors resulting in 23 root causes validated, and solutions targeted to those root causes were implemented. Each solution was piloted, validated and sustained by the teams. Results: The teams used RPI to identify 23 root causes in their daily work, implemented countermeasures to address them and sustained 62% improvements in HAPI rates, through nine months of the COVID-19 pandemic, with a validated savings of \$15.3MM USD.

Abstract Title: The Authentic-Innovation-Framework for small and medium-sized enterprises

Author Name: Cindy Hadhri

Author Title: Innovation Coach & Mobility Expert

Author Organization: Agile Cosmopolitan

Abstract: The digital transformation creates the demand for new digital products/services and at the same time offers new opportunities to realize them. Small and medium-sized enterprises are facing new challenges which they must overcome with limited financial and human resources. On the other hand, digitization makes it easier than ever for small businesses and solopreneurs to bring new digital products/services into the world on their own. To do this, they need a framework that guide them through their innovation process. This study is conducted to provide this framework - called the Authentic Innovation Framework. Small and medium sized companies will gain guidance in the product development process and by applying this framework. Compared to innovation approaches such as design thinking, the first module of the presented approach focuses on the identity of people inside the company rather than the customer in the first step. In the case of a solopreneur, the first thing to do is to analyze his or her desires and abilities. In a larger company, the

characters of the intrapreneurs/innovators play the first role. Once it is clear what innovations need to be developed that authentically fit the company founder(s), in the second module, customer needs can be taken into account. The "coffee chat" tool applied to the target customer highlights the customer needs and customer experiences. The resulting analysis uncovers the customer's indirect goals to be translated into "jobs-to-be-done." The Authentic-Innovation-Framework continues in the third module with the ideation phase. Here, many creative ideas are to be developed. In addition to the innovator's mindset, the environment also plays a role. Finally, a prototype of the selected ideas is to be built. The "Social Media Prototype", which is part of module 4, is suitable for creating digital products and to find out the user experience. In summary, this Authentic-Innovation-Framework puts innovators in the spotlight so that they can authentically create new solutions driven by their passion and skills. Keywords: IKIGAI, Purpose, Design Thinking, Customer Centric, Ideation, Prototype

Abstract Title: The development of an employee satisfaction model: Innovative Solution

Author Name: Nasra Alhebsi , **Co- Author Name:** Omya Shehata

Author Title: Student, **Co Author Title :** Associate Professor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Content Summary/Description Employee satisfaction is critical to the success of any organization. A high level of employee satisfaction is directly related to a lower rate of turnover. As a result, keeping employees satisfied with their jobs should be a top priority for any employer. Employees may become dissatisfied with their jobs and resign for various reasons, including high stress, a lack of communication within the company, a lack of recognition, or a lack of opportunities for advancement. If management wants to reduce turnover, they should actively seek to improve these factors. Even during a downturn, turnover is an expense that should be avoided. According to Maslow's hierarchy, people have a pyramid hierarchy of needs that they will satisfy from bottom to top. Beginning with physiological survival, the hierarchy of needs progresses to belonging to a social circle and pursuing their talent through self-actualization. If the person's deficiency needs are not met, he or she will experience a deficit, which will impact their performance and development. Therefore, when Maslow's hierarchy of needs is applied to work situations, managers must first ensure that deficiency needs are met. In broad terms, this involves a safe working environment and adequate pay. Second, it entails creating an environment in which employees can reach their full potential. Failure to do so would theoretically increase employee dissatisfaction, potentially leading to poorer performance, lower job satisfaction, and increased withdrawal from the organization. Objective This research aims to apply Maslow's Hierarchy of Needs Model to understand and identify the factors affecting employee satisfaction in a rapidly changing environment in UAE. Furthermore, it intends to offer a new perspective related to digital services by developing an innovative solution to retain and develop employee satisfaction based on Maslow's Model A questionnaire was developed after a careful literature review on Maslow's hierarchy of needs, employee turnover and retention, with emphasis on UAE. A random sample of a survey was distributed for different employees working in the UAE to measure their satisfaction at the workplace. Five hundred twenty-two employees responded to the survey. The question was measuring elements of the theory of need element and how it will affect employee satisfaction. The survey was found to be reliable to approve that the five components of the theory of needs are the basic elements to achieve happiness at the workplace: self-actualization, Esteem, Love/belonging, safety, and physiological need. The less they get from the elements, the more dissatisfaction achieve. Based on the research results, the employees in UAE are mostly motivated by meeting the needs of the higher level, especially the need for self-actualization, and to a lesser extent by meeting

the lower-level ones. Those findings serve as useful insights for the authors to develop an innovative solution for organizations to ensure a high level of employee satisfaction directly related to high performance. Further analysis is required to check the measures in different types of industries.

Abstract Title: Remote Working and Employees Loyalty: The Case of COVID-19 Lockdown in UAE

Author Name: Ali El Khatib

Author Title: Talents Planning & Acquisition Manager

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: In the last decade, remote working has been slowly rising as a contemporary style of employment that many organizations around the globe have adopted for certain jobs and became part of its organizational structure. Furthermore, the United Arab Emirates was amongst the pioneers to legislate and systemize remote working in both the governmental and private sectors. However, the COVID-19 pandemic situation has dramatically affected remote working from different dimensions and rapidly influenced the rhythm of remote working as a vital and basic need. During the COVID-19 lockdown in UAE, remote working was imposed on all sectors with few exceptions of those vital sectors such as healthcare, police, military, etc. This situation has disrupted the remote working concept to become a phenomenon and changed the way organizations look at it. There is clear discrepancy between the pre-pandemic and post-pandemic situations as the importance and necessity of remote working grew larger. On the other hand, organizations started raising concerns related to employee loyalty, satisfaction and retention during remote working. Employee loyalty is one of the most crucial challenges that organizations face every day while managing their utmost valuable human resources. Moreover, the more your employees get engaged and loyal to the organization the more valuable it becomes. Employee loyalty is attained when employees align their personal success with their organization's success and believe that this particular organization is their best choice. This study is timely and would help organizations identify and perhaps overcome the challenges associated with remote working. Thus, the aim of this study is to explore the impact of remote working on employee loyalty in the UAE. Further, this study seeks to identify various factors underlying employee loyalty. Finally, the expected outcomes of this study could provide organizations and managers with techniques to elevate remote workers loyalty through increasing their level of engagement in order to achieve sustainable organizational excellence.

Abstract Title: Digital transformation of a financial revenue assurance process: a Lean Six Sigma case study

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Abstract: Digital transformation of a financial revenue assurance process: a Lean Six Sigma case study Abstract: Once a service is provided, the final step of revenue assurance is vital for any organization to sustain its financial status by accurately capturing its generated income and billing the customers as per the preset commercial agreements. Revenue leakage often associated with wrong or delayed billing is important issue to any organization. There have been various developments in markets across the world, resulting from new realities related to human health, way of living, and technological advancements, which all caused organizations to re-evaluate the effectiveness of their processes in satisfying the changing needs and expectations of their customers. A new evolution in quality management (QM) is Lean Six Sigma (LSS), which is a structured approach and a continuous improvement (CI) methodology that aims at customer satisfaction and system waste reduction. Financial processes such as revenue assurance process can utilize the LSS tools and CI principles to achieve high levels of customer satisfaction regarding cost, quality and delivery. Researchers have considered the integration of Lean and Six Sigma with digital transformation approaches. This research extends the previous works and provides a case study for the implementation of LSS in a financial process with the aim to have it digitally transformed. This case study provides an example of how LSS, utilizing value stream mapping (VSM), can be used to improve the revenue assurance process through an integrated and automated approach. Digital transformation approach is about enabling teams to reassess the existing system of processes from an automation perspective by stepping out of their daily limited process view or focus. It enables the identification of various challenges and opportunities across the value stream including information technology (IT) operating systems (related to smart data entry or electronic upload of information and documents, online payment, online booking of appointments for delivery, three-way verification of information, and integrated software systems to allow fetching the updated information), and virtual customer service and integrated stakeholders platforms (which allows various stakeholders to interact and share data to facilitate the overall communication and simplify the process). In addition, robotic process automation (RPA) which automates repetitive manual tasks through computer programming is considered for calculating revenue and creating invoices. Various outcomes resulted in positively impacting several stakeholders such as automation of manual tasks, reduction of cycle times and overall lead time, much easier and more effective communication among all stakeholders. In addition, the resulting financial savings were in the order of Millions of Dirhams annually. Key words: Lean Six Sigma, Digital Transformation, Revenue Assurance, Value Stream Map, and Robotic Process Automation.

Abstract Title: Using clinical decision support systems to advance innovations in hospital management

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Abstract: Quality improvement in hospital management entails systematic and coordinated approaches to solving a defined problem using specific methods and tools. Quality of hospital services need to be considered with costs of service delivery to arrive at optimal value. Computerized clinical decision support systems, or CDSS, constitute an innovative approach for improving quality of clinical care. The increasing adoption of electronic medical records with in-built CDSS has improved access of hospital staff to CDSS and widened its scope of use. While largely successful in improving quality of hospital services, notable case reports of unintended consequences indicate inherent risks with naïve use of CDSS. This article reviews the established benefits of CDSS in the following areas of hospital management: clinical management, diagnostic support, patient safety, and financial management. Potential risks of suboptimal CDSS use include inappropriate alerts, blunting of due diligence due to over-reliance on CDSS by hospital staff, and operational impact of

incorrect, incomplete, or inadequate content, and interoperability issues. The human factor is an important influence on optimisation of risks and minimisation of benefits of CDSS. Equally important are factors related to input feeds into both knowledge based and non-knowledge-based CDSS. The use of structural approaches for CDSS implementation and an organizational culture focussed on quality care is likely to effectively address individual, organisational and system-level factors that influence optimal CDSS utilization. Achieving high value for patients is an important goal of health care delivery, with value defined as the health outcomes achieved relative to the cost of care. Key features associated with successful CDSS include: the CDSS is integrated into the clinical workflow rather than as a separate log-in or screen; the CDSS provides decision support at the time and location of care rather than prior to or after the patient encounter; the CDSS provides actionable recommendations for care, not just assessments. On the other hand, CDSS establishment, implementation and maintenance costs may be substantial. order facilitators and undiscovered malfunctions revealed to be threats and could lead to new cost drivers in healthcare. Most studies indicate that CDSS contribute substantially to improving clinical outcomes by reducing medication errors and improving the accuracy of clinical diagnosis. However, there are so far little consistency in study outcomes on whether CDSS is cost-effective or cost beneficial in many clinical contexts. Expected economic benefits from averted health care cost could not be determined with confidence because many studies did not fully account for all components of health care. Most of the limitations and cost drivers of CDSS appear to be skewed towards external input, the contributions of clinician errors and due diligence in limiting the benefits and effectiveness of CDSS are noteworthy. The GUIDES checklist https://static-content.springer.com/esm/art%3A10.1186%2Fs13012-018-0772-3/MediaObjects/13012_2018_772_MOESM3_ESM.pdf is a tool to improve the successful use of guideline-based computerised clinical decision support.

Abstract Title: Importance of Business Excellence Models in Promoting Quality Culture in DHA

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Abstract: This study assesses the application of business excellence models in UAE, with a specific focus on Dubai Health Authority (DHA). Most importantly, the study sought to understand whether business excellence models played crucial roles in promoting a culture of quality. Five managers were examined from DHA and provided answers to the study. The study adopted a qualitative approach characterized by the collection of data through conducting of interviews that allow open-ended and conversational communication. The study findings suggest that business excellence models in promoting quality culture in DHA. The study findings suggest that business excellence models are critical for promoting quality culture in DHA. The excellence models promote the improvement of the various aspects of quality such as proper leadership, constant inspections, conducting assessments and implementing them through the set strategies and programs, and organizing best practice sharing events Key Words: DHA, Quality Culture, Business Excellence Models, Leadership Pressures relating to increased competition as well as constant change in technology and customer preferences have necessitated the application of the concept of business excellence to enable the businesses to remain competitive (Tickle, Mann & Adebajo, 2016). The foundation of excellence is the development of a quality culture in an organization. Organizational culture can be described as an organization's shared attitudes, values, beliefs, and behavioural patterns (Bellot, 2011). A quality culture often starts with the leadership of an organization that understands the necessity of diligently serving customers for business survival. The outcome of such an understanding is the development of a culture that

creates a favorable internal environment that can ensure improved client satisfaction and organizational growth. Such a culture emphasizes continuous improvement, total quality processes, satisfied customers, healthy workplaces, and a growing and profitable business. A healthy organizational culture identifies what is suitable for customers and organization and inculcates it into the daily organizational activities.

Abstract Title: Impact of Smart Banking on the Banking Industry and its Customers in the United Arab Emirates: Weighing the Pros and Cons of Digitalizing the Sales and Services with an aim to Expand Globally

Author Name: Khaleefa Al Marzouqi

Author Title: Alumni

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Abstract: This study, aims to analyze the emergence of digital banking in the UAE and its scope and limitations. It explores the benefits of the smart banking approach and its impact on the banks and their efficiency. The study encompasses a detailed report that supports the shift of the banks towards digitization. Appropriate research methodology had been adopted for exploring the concept of smart banking and its advantages and disadvantages. Both primary and secondary methods of data collection were used for collecting data on the digital technology which may be used for improving the efficiency of banking operations. In the primary study, both quantitative and qualitative methods of data collection was implemented to collect data from the customers and the employees of banks in UAE. The findings of the study revealed that the smart banking operations has led to an increased convenience of the customers and access of customers to their banking operations. This could be one of the main reason for the banks to aim to move towards digital technology. The digitization of the banking operations through the use of smart technology is necessary for the expansion of the scope of its international presence digital banking options are related to various risks that include the risks of higher security and since the digital technology is technology driven, technical glitches can restrict the use of the digital technology. Other challenges reported in the use of digital technology have been a lack of awareness of the customers regarding smart banking and the risks of over dependence on technology. The risks associated with digitization of banks has been related to risks associated with digital networks also. The study revealed that smart technology can be the key to optimize the growth of the use of technology in the banking industry for improving the overall banking operations and customer satisfaction.

Abstract Title: Innovation policies and procedures at Cafu

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Abstract: Innovation policies and procedures at Cafu Shamma juma rashid Al Teneiji ID : 200110991 Instructor: Dr. Sanjai Parahoo Abstract: The project provides a deep-rooted analysis of the different innovation procedures at Cafu and how the organization has been maintaining the innovative framework and strategies. In addition, secondary research has been done for this project where relevant pieces of literature have been reviewed, gathered and analyzed. Purpose: The purpose of the research is to gather background information about the organization Cafu in terms of the different innovative procedures that the company has been following. The study's primary objective is to determine the different creative approaches that Cafu has taken to make sure that they support several companies in terms of providing the best innovative services. Methodology/Approach: For carrying out this project, the secondary qualitative approach has been adopted. Data has been gathered from several pieces of relevant literature related to that the innovation procedures adopted by the organization Cafu. Some theoretical and practical implications have also been made based on the innovative approaches at Cafu. Findings: The findings reveal different processes and sources of innovation. It has been observed that technology, energy and transport are the three critical sectors that help Cafu fulfil the 2030 UAE's vision. Cafu also holds some intellectual properties that help in enhancing the lives of people who own businesses. Research limitations/implications, if applicable: One of the significant limitations of the research is the lack of quantitative data. Hence, conducting some surveys with Cafu employees to know whether the innovative approaches help the organization in the long run. Originality/ value of paper: The paper is original because all the information gathered has been authentic and proper references has been made. In addition, the full consent of the participants interviewed for the paper was taken, and their privacy was valued

Abstract Title: Work Engagement in the UAE: Psychometric Properties of the Arabic Version of the Utrecht Work Engagement Scale (UWES-9)

Author Name: Ismaeil Aljazmi

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Abstract: Background: The Utrecht Work Engagement Scale (UWES) has been used across several industries, cultures and countries to map the work engagement of employees by employers and researchers. The psychometric properties of this scale have been established across various areas of study. Methodology: This research paper is based on qualitative analysis and comparison of multiple studies and researches that have been done on the effectiveness of the Utrecht Work Engagement Scale across different cultures and industries. Reports, studies and accounts typical to the UAE have also been used for the qualitative research and comparison. The work culture and effective variables are taken into account keeping UAE and prevalent human resource management practices in view. Results: The psychometric properties of UWES have already been established in multiple different countries all over the world and various kinds of cultures. Based on data collected across various fronts by multiple researchers, and qualitative analysis and comparison of said data, psychometric properties of the Arabic version of the UWES-9 have been established, along with its effectiveness as a good measure of work engagement in the UAE. Conclusion: The Arabic version of the UWES-9 is a reliable and valid instrument for measuring work engagement in employees in the UAE. Keywords: Work engagement, UWES-9, psychometric

analysis, Arabic, UAE INTRODUCTION Work engagement can be defined as a state of mind that is positive and fulfilling and involves complete absorption, dedication and vigour when it comes to work and related activities that are performed by employees (Schaufeli et al., 2002). The concept of work engagement has been applied to not just employees, but also students and their academic activities (Schaufeli et al., 2002). The main idea behind this is, any activity that is being performed under controlled conditions for a specified outcome is 'work' and therefore includes employees as well as students. In terms of work engagement, the word vigour signifies high energy levels and resilience while working, a keenness to invest time and effort, and diligence with work that is maintained even when difficulties arise (Seppälä et al., 2009). Dedication would signify a strong involvement in work, with the employee feeling significant and inspired. A dedicated employee will feel proud and face challenges happily. Absorption means that the employees work with complete concentration without worrying about the time being spent during work hours. (Schaufeli, 2017) There are years of research that point to the fact that work engagement is linked directly with traits in the personality (Sulea et al., 2015), resources of personal nature (Siu et al., 2014), and emotions and feelings that are positive (Ouweneel et al., 2011). The overall consequences for the workers are positive as well, including greater work involvement (Loscalzo and Giannini, 2018), better wellbeing (Tayama et al., 2018), and good performance concerning work (Salanova et al., 2003). The Utrecht Work Engagement Scale is used widely for mapping and measuring work and even academic engagement the world over. The original UWES had 17 metrics to measure engagement, but it was later made more concise and the UWES-9 includes 9 items in addition to psychometric aspects (Schaufeli et al., 2006). The applications of the UWES-9 in industrial and organizational settings have also been validated in multiple countries and cultures across the world. These include Brazil, Finland, Italy, Japan, Norway, Russia, Serbia, South Africa, and other countries (Ouweneel et al., 2011). This research maps the results from these researches and studies with the results of studies conducted within the UAE and will focus on the psychometric properties of the Arabic version of the UWES-9 (Schaufeli et al., 2006). In cultures where significant psychometric evaluations haven't been rigorously carried out yet, the UWES-9 is still a popular scale for measuring work engagement. This points to the effectiveness of the scale in UAE as well, given the lack of significant psychometric scales for measuring efficiency and engagement (Ouweneel et al., 2011). Based on the researches cited, it is hypothesized that the Arabic version of UWES-9 has psychometric properties that are efficient in measuring work engagement in the UAE.

Abstract Title: Social Innovation Applied to Smart Cities: The UAE Example

Author Name: Khuloud Alzarooni

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Abstract: Innovation is a broad term that is generally used to describe the introduction of a new product or process to the market. This conventional definition of innovation can be categorized as product, process, organizational, management, production, commercial or service innovation depending on the aspect of the business being considered. However, innovation can also be applied in a non-business setting using the social innovation definition. Social innovation is a specific type of innovation that looks at innovation applied to the social setting with the goal of enhancing social well-being of the relevant parties in aspects of life such as education, healthcare or working condition. One such application of social innovation is in the development of smart cities. The association between the two concepts has not been studied extensively in literature. This paper fills this knowledge gap using a case study analysis by looking at the application of social innovation in this application by citing the UAE as an example. It specifically looks at how the UAE government successfully

exploits social innovation to result in some of the advanced cities that are reminiscent of smart cities described in literature. This is done by providing an in-depth explication of social innovation applied to the electricity utility, telecommunications, transportation, finance, and tourism, sectors. Using the definition and constituent elements of social innovation, the novelty in these fields of the government is demonstrated. The results show that the UAE has made great progress in innovating socially in these contexts using tools such as Artificial Intelligence (AI), big data analysis and the Internet of Things (IoT), thereby demonstrating the importance of social innovation in the development of smart cities. The contribution of this paper include showing the association between social innovation and smart cities as well as analysing this link with a specific UAE example. This is important as it demonstrates how governments around the world can exploit social innovation to transition towards smart cities more effectively. Key words: Social innovation, smart city, Artificial Intelligence, Internet of Things, big data analysis.

Abstract Title: Quality Of Online, Smart, and Technology-Enhanced Education

Author Name: Shaikha Alkaabi

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Abstract: Introduction With the advent of the COVID-19 pandemic, most educational institutions have adopted online classes all over the world. Different innovative technologies have been incorporated into the educational system. The educational system of the UAE is no exception. There are several areas where educational institutions have focused upon such as organization as well as the management of the educational system, evidence-based learning, personalization, communication facilities, etc. Along with technologies and innovations, comes several challenges that can encumber the whole educational system. The students are studying from their homes through online classes. There are issues like students and teachers not being technologically advanced or educated enough to handle the online classes, absenteeism, lack of proper examination methods, training, etc. For ameliorating the educational system several strategies are usually taken such as clear instructions, engaging the interest of the students, etc. There is a need to find out the educational areas for the incorporation of technology, challenges, and strategies used in online education in the context of the UAE. This will help the educational institutions to come up with the best possible practices for the students. Objectives The objectives of the research are: To identify the areas within education improved with the incorporation of technology To analyze the challenges faced with the incorporation of technology within the education To analyze the strategy used to enhance the quality of education using Online Smart Technology Methodology The research philosophy that will be taken will be positivism as positivism helps in finding out the factual knowledge. An inductive research approach has been taken for the research as based on the observations, inferences will be drawn. A descriptive research design has been taken as the study will help to answer the 'what' questions. Data has been procured via both primary and secondary research methods. An online survey will be done through Google Forms to collect primary data. Data has been collected from 100 teachers in different educational institutions. The questionnaire consists of 10 close-ended questions. Through the survey and secondary research, data has been collected. These data have then been thematically analyzed. Results and conclusion It has been found that technology has created a more engaging environment. It helps in the incorporation of different learning styles and helps to create a connection between the teachers and students. It has also been found that administrative functions such as providing reports, scholarships, monitoring students have become much more efficient with the use of online classes. Apart from administration and environment, the areas that have been improved by technology are constant

innovation, evidence-based learning, personalization, etc. The main challenges that have been found in the UAE educational system pertaining to technology incorporation are lack of hardware, lack of student engagement, fear of the introduced innovations and technology, lack of opportunities for providing training, etc. Strategies that have been taken by educational institutions are recruiting tech support, creating engagement for the students, etc. Keywords Online education, Online Smart Technology, COVID-19

Abstract Title: **Quality of Digital Services: Embrace Technology to Deliver an Unmatched Customer Experience**

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Author Organization: **Hamdan Bin Mohammed Smart University (HBMSU)**

Abstract: The world is changing faster than ever. Artificial intelligence, big data, social media, among others are bringing about unprecedented transformation to our lives in ways we have never anticipated. Internet enabled self-service technology has become a business necessity, rather than a mean for companies to gain strategic advantage. It is driving companies to the next level of digital customer experience and ICT-driven services and business. Companies now are operated in digital networks rather than the traditional method of doing business through intermediaries, digital channels are connecting companies to their customers, suppliers, and other stakeholders, and allowing them to leverage data to enhance efficiency, individualization, and create greater agility. Customers are now looking for more personalized, proactive, predictive, and responsive services. Even when research on quality of digital services is still in its infancy stage, it acknowledges the game-changing nature of digital technologies and data-rich environments, the importance of agile co-creation, the need for including service-disadvantaged communities, and the potential of scaling services through the use of cloud-based IT systems. This research investigates the attributes of high-quality e-services and customer experiences. A survey was developed to evaluate how happy the customers in UAE with the quality of e-services and identify the attributes pertaining to the quality of e-services from a customer point of view. The survey was answered by 87 participants, 59% of which were female and 36% were 31-40 years old, the survey revealed that 55% of the participants are satisfied with the quality of e-services, 23% of them were very satisfied and only 1% were very dissatisfied. The participants ranked all the 16 attributes included in the survey as important, however, the following attributes achieved the highest rank: Privacy and security of customer information, Responsiveness of the online customer support, Ease of access and navigation, Sufficiency of the information provided, Functionality of the website or mobile application, and System availability. To be able to spread research findings across different e-service sectors, it is planned to design and disseminate tailored surveys for different e-service sectors, and to interview consumers from different sectors on their expectations and experiences.

Abstract Title: **Social Media Impact on Opportunity Recognition: United Arab Emirates Context**

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Abstract: One of the new means for the entrepreneur to develop and sustain is to recognize opportunities through social media applications. It provides a platform to boost social networking, self-entrepreneurship-alertness to new and updated needs and environment. This paper examines the effects of social media on entrepreneurial opportunity recognition. It investigates the relationship between social media and new opportunities recognized by the entrepreneur through the lens of opportunity recognition theory. This research uses social media as the independent variable because it is one of the emerging areas for opportunity recognition. The significance of this study is highlighting the importance of the increasing number of established business ownership compared to early-stage entrepreneurial activity by social media as a source of opportunity recognition as recommended by the literature which is empirically tested by the study in the UAE Context. The research origin contribution to knowledge is bringing new insights into entrepreneur opportunity recognition process in UAE context by focusing on inadequately represented factor in the literature which is social media. Policy makers to be keen regarding the current development and adaption of the technological platforms for business sector to support the grow and sustain of the sector. Training of the use of social media information for opportunity recognition to bridge the gap and encourage SMEs to use the social media tools to cultivate their business. policy makers and educators may train the student and entrepreneurs on "data mining" technique which will enhance their capability to draw the pattern information from the social media to recognize the new opportunities based on the actual patterns and accordingly take the revenue-based decisions to their business to expand, flourish and sustain. Future research may focus on the latest techniques and methodologies to support the entrepreneurs get the right, on time and accurate information for decision making and continuous opportunity recognition. In addition, future research may examine empirically the impact on the business after recognizing and exploiting the opportunities from social media. Whether it will lead to business growth, sustainability, and competitive advantage.

Abstract Title: Digital Service Creation in Smart City Ecosystems

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Abstract: Public sector innovation landscape has been transforming rapidly during the past decade. Advanced technologies have enabled new means for service creation and citizen engagement in the design process, and services are increasingly created in ecosystem based co-creation. Public agents have transformed from service procurers to active agents in service co-creation processes in emerging public-private innovation ecosystems. The authors study the latest innovation ecosystem literature from Scopus, Google Scholar and EBSCOhost bases from 2010-2020, when the innovation ecosystem research took a significant increase. Focus was on innovation ecosystems, as platforms for the co-creation of new products and services. Current innovation ecosystem literature mainly focuses on corporate or university driven innovation ecosystems. This motivated the authors to make an investigation to public sector driven ecosystem management methodologies, practices and challenges. The investigation was done through literature review for establishing the research gap, and presentation of a representative case study. The authors select Smart City paradigm as a representation of a complex publicly driven innovation ecosystem. The

objective of Smart City ecosystems is to fulfil the mission of the Cities; to improve engagement and quality of life for the residents. The concept of Smart City refers to an emerging paradigm of cities using advanced digital technologies and ecosystem based co-creation models to solve prevailing societal problems including climate change, urbanization, pollution and increasing elderly population (Laforteza & Sanesi, 2019). Cities as urban hubs are considered as contexts for implementing national innovation and technology strategies, and a places for experimenting with emerging digital transformation enabled opportunities (Vanolo, 2014). While the concept was first introduced over a decade ago, related ecosystem management processes, structures, service co-creation methodologies and citizen engagement models are yet to be established and standardized. This paper presents a real-life Smart City project that applies experimental service co-creation methodologies of pre-commercial procurement (PCP) and living labs. The project is analysed by classical case study approach. Pre-commercial procurement is a method for challenge driven co-creation with private companies prior to official public tendering process. The process is based on competitive bidding and risk sharing among the parties in real-life service prototype or blueprint design, development and testing. The role of citizen engagement is highlighted in every step of the process. Living Lab methodology refers to an open, user-driven co-creation approach. It has been widely adopted globally since its' inception with the European Network of Living Labs in 2006, supported by the consequent considerable European Commission. Living Lab approach has become an established practitioner approach to service creation, combining several theoretical approaches and methods. The paper is structured to first present the theoretical background and contemporary research on innovation ecosystem management. Smart Cities are introduced as an example of innovation ecosystems, and the named co-creation methodologies PCP and Living Labs as experimental modifications of classical service design models suited for Smart City context. The paper contributes to innovation ecosystem literature by proposing practice based recommendations for co-creation and citizen engagement in public innovation ecosystems. Managerial recommendations for Smart City context are given.

Abstract Title: Strategic Management of Technological Innovation in the Case of Ministry of Health and Prevention in UAE

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Abstract: UAE as a region has constantly grown in terms of the innovation that they have incorporated within the healthcare systems of the country that has allowing them to develop a strong ranking of the 20th position in terms of the World Index of Healthcare Innovation as of 2021 (Rafeea et al, 2021). Specifically, in the case of how the region has adopted to strategies of IT adoption in healthcare and their performance during the Covid-19 has highlighted the strength of the healthcare systems in the country. Followed by this, the increased level of public healthcare spending and overall motivation that the consumers must spend on their health as well as are focusses on more conscious efforts of wellness serve to be crucial factors of the region's success in deploying innovation aligned with the changing landscape of healthcare in the country. The Ministry of Health and Prevention (MOHAP) in UAE is the regulatory authority focused on delivering effective and a sustainable health system for the society through promoting comprehensive and innovation health services, international standards as well as serving a regulatory and supervisory role for an advanced as well as an integrated health system. The strategy by MOHAP is focused on various aspects of how patients are given priority, excellent and leadership, initiative and productivity, accountability, respect, innovation, teamwork and overall improvement for the community in the long term. In the current environment with increased pressure on different resources, it becomes integral to ensure that the innovation activities undertaken

are in alignment with the vision and the objectives that an organization has suitable to their individual communities and as defined by the mission and goals of MOHAP. Based on this, the objective of the current paper is to be able to examine how the innovation in the case of Ministry of Health and Prevention is in alignment with the Innovation Strategy of the organization. The aim of the paper is to also be able to examine how the usage of resources in terms of efficiency and optimization has helped in improving the overall service that is delivered to the community. Utilizing the TRIZ model of innovation, the aim of the report is to understand how the innovation strategy of MOHAP is focused on developing feasible, effective, and optimized solutions to the community (Boavida et al, 2020). 2. Company Overview: Ministry of Health and Prevention An essential aspect of innovation as seen in the case of MOHAP is that of how there is consistent level of communication that can be seen across different platforms that consumers can utilize. For instance, consumers are not only able to interact based on real time basis through phone calls made to the institution but can also utilize aspects such as mobile application to seek consistent support from the organization. The main benefit and growth of innovation seen from this perspective is that it helps in eliminating the challenge of limited accessibility that is present through connecting with the institution with phone support as compared to mobile

Abstract Title: **The impact of the Covid-19 pandemic on higher education students in the UAE The case of Hamdan Bin Mohammed Smart University (HBMSU) Halah Hussein, Master's Learner, HBMSU Dr. Meera Al Marri, Assistant Professor, HBMSU**

Author Name: **Halah Hussein**

Author Title: **Student**

Author Organization: **Hamdan Bin Mohammed Smart University (HBMSU)**

Abstract: This study explores the impact of Covid-19 on students in the higher education sector, after the disruption caused by the Covid-19 pandemic and UAE universities' lockdown. The shift from traditional to online learning significantly impacted students studying traditionally; which is why it was essential to study the effect on HBMSU students whose education is a hybrid of traditional and online learning before the pandemic. This research was designed to acknowledge the positive and the challenging impacts that the students faced during Covid-19. The study employed a quantitative method approach, where 62 HBMSU students from different educational levels submitted an online descriptive survey to identify the positive and negative impacts of Covid-19 on their learning journey. The data was collected using Google form online survey and used simple random sampling for the study. The research objectives are to study the positive impacts and identify and justify the negative impacts on higher education students on HBMSU. The results showed that the majority of the students were able to use the online service provided by the university like (smart campus, pay their online tuition fees easily, receive IT support, contact their course instructor), and graduate without delaying their graduations. In contrast, minor adverse effects, like increased assignment loads, internet connectivity, speed issues, and problems in recorded virtual classes led to the disruption of their learning experience. As such, Covid-19 did not negatively affect HBMSU students since the university already uses the distance learning concept and students' familiarity with using advanced technology. The study also sheds light on best practices with the UAE community about the pandemic impacts, how to initiate actions to overcome the negative impacts, and methods to enhance students' education through the pandemic. It may take a while for life to get back as usual

before Covid-19; thus, we need to investigate and identify the best solutions for HBMSU students. Keywords: e-learning, Covid-19, higher education, distance learning, positive impact, negative impact

Abstract Title: Utilization
Author Name: Mohammed Mejren
Author Title: Student
Author Organization: University of Dubai

Abstract: Utilization revolves around the resources of manpower that are available during a crisis or a natural disaster. During any disaster, many people lose their jobs, and some are unable to practice their professions, and some are available to volunteer their profession. This was mostly visible during the on going pandemic. Covid-19 has led many people to lose their jobs and even during the lock down period many were unable to practice their professions. Covid-19 has done economic damage to the country as well. This project targets the people that are mostly affected by the disaster at the time and utilizes their professions for the favor of the government as well as they volunteer, for valuable rewards for the individual like: • Discounts on electricity and water bills, phone bills. • Discounts on monthly needs like food • Salik credit as rewards • Certificates and appreciation letters (Always and for everyone) • Discounts on fines • Exempt from yearly fees • Useful coupons This reward system makes it very beneficial for the volunteering individual as well for the country since they will be giving out non-currency rewards. In addition, many will need to save money at the time, and this would be a way of doing it at such times. The project targets especially the economical part of any disaster, since the country would be able to save from the benefits of volunteering at such times with professions that are needed, and to invest the money in the other parts of tackling the disaster. This is not an entirely new subject. We have gathered information from all over and innovated this idea! It is basically a bunch of ideas put together for the right time and situation and can be very effective. It will have its affects mostly on the people since they will be motivated to volunteer at such times with those necessary rewards. In addition, it will help impacting the economic standpoint of the country by helping it save in a disaster. If we take Covid-19 as an example, the country would be saving by using the professions of the people instead of bringing more people to work to solve the disaster, even though this will not stop the country from bringing people to help with the situation. Challenges will arise when holding the project, since it is dependent on the people. Challenges like making it known to the people that there are rewards and reaching to the people.

Abstract Title: The Impact of Quality of Work Life on Job Satisfaction among Registered Nurses Working in the Ministry of Health and Prevention Hospitals in the United Arab Emirates
Author Name: Sarah Sanad, **Co Author Name:** Prof. Samer Hamidi, Prof. Robert Weech- Maldonado

Author Title: Student, **Co Author Title:** Associate Professor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Aims: The study aimed to assess the impact of quality of work life and COVID-19 quality of life on job satisfaction among registered nurses working in Ministry of Health and Prevention hospitals in the United Arab Emirates. The study also aimed to evaluate the psychometric properties of the WRQoL, Minnesota Job Satisfaction (MSQ) and COVID-19 quality of life (COVID-19-QoL) questionnaires. Methods: The study employed a cross-sectional design. Registered nurses working in the Ministry of Health and Prevention hospitals in the UAE (n=919) were recruited. Self-reported measures were used including the WRQoL, MSQ and the COVID-19-QoL questionnaires. Data was collected using an online survey between December 2020 and February 2021. Data was analyzed using SPSS Statistics version 26 for Windows. Independent Student's t-test and one way analysis of variance (ANOVA) were used to compute the differences in mean. Correlation analyses were performed using Pearson's and Spearman's correlation tests. For regression, Generalized Linear Model (GLM) analyses were used. For psychometric analyses, Cronbach's alpha was computed for internal consistency reliability and factory analyses were conducted for construct validity. Results: The study found a significant, strong, positive relationship between WRQoL and job satisfaction ($r = .662$, $n = 889$, $p = .000$). COVID-19 QoL was significantly, inversely correlated with job satisfaction ($r = -.379$, $n = 906$, $p = .000$). WRQoL significantly predicted job satisfaction in the unadjusted regression model ($\beta = .841$, $p = .000$). WRQoL and COVID-19 QoL significantly predicted job satisfaction in the unadjusted regression model ($\beta = .713$, $p = .000$; $\beta = -.125$, $p = .000$ respectively), and after adjustment for age and gender ($\beta = .495$, $p = .000$; $\beta = -.391$, $p = .000$). The WRQoL questionnaire showed satisfactory internal consistency reliability ($\alpha = .936$). Exploratory Factor Analysis (EFA) suggested three factor solution with a good model fit in the Confirmatory Factor Analysis (CFA). The MSQ questionnaire showed satisfactory internal consistency reliability ($\alpha = .954$). The EFA suggested a multi-dimensional model of a three factor solution with a poor model fit in the CFA. The COVID-19 QoL showed satisfactory internal consistency reliability ($\alpha = .932$). Conclusion: WRQoL and COVID-19 QoL reported as significant predictors of job satisfaction among registered nurses working in MOHaP hospitals in the UAE. The WRQoL, COVID-19 QoL and MSQ questionnaires were found to be reliable within the context of registered nurses, however, further validity analyses are recommended to provide more validity measures for the questionnaires. Strategic and futuristic implications should be practically and professionally considered to improve job satisfaction and quality of work life. Future research is recommended to consider a wider population context to include registered nurses from the private and other governmental sectors within the UAE.

Abstract Title: Impact of Digital Transformation on the Service Quality of Tourism Sector in the UAE

Author Name: Fatima Ibrahim

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The tourism industry of the UAE has emerged as the most innovative field in the region as well as the most attractive sector for investment in the Middle East. The primary reasons for the digitalization of the tourism sector are mainly market competitiveness, advancement in technology, attraction and retention of customers, and augmenting the customer experiences. The tourism companies in the UAE either have achieved the digital transformation or are on the journey towards the achievement of the goal. Nevertheless,

one of the primary roles of digital transformation is the quality of services and ultimately the customer satisfaction. However, there is limited data available on the impact of digital transformation on the service quality in the tourism sector of the UAE. Therefore, this research aims to assess the influence of digital transformation on the service quality of the tourism sector in the UAE. The paper specifically intended on evaluating the use of AI (artificial intelligence) based digital transformation for customer satisfaction leading towards the service quality in the tourism sector of the UAE. The present study employs the primary quantitative method for the evaluation of the influence of digital transformation on the service quality of the tourism sector in the UAE. The researcher collects data from the tourism companies that are located in Dubai and Abu Dhabi. Further, the researcher aims to utilize positivism research philosophy and deductive research strategy for the formulation of new theories about the impact of digital transformation on the service quality of the UAE tourism sector. The data has been collected from the employees of the tourism industry working in different companies. The sample size of the population was 150 employees from tourism firms. The collected data was analyzed through correlation and regression analysis. The results of the present study show that digital transformation significantly influences the service quality of the tourism sector in the UAE. The main findings of this study suggest that there is a strong association between service quality and digital transformation with the use of artificial intelligence. The AI-based consumer interactions should be analyzed and the use of AI for a higher level of consumer engagement should be explored. The results of the present study provide insights into the customer expectations, business processes, and technology within the digital transformation of tourism. The results of this study filled the literature gap identified in the previous literature. This paper further suggested the development of AI-based tourism activities that directly involve customer engagement. The paper concluded that the digital transformation highly affects the service quality of the tourism sector in the UAE. Key Words Digital Transformation, Service Quality, Tourism, Digitalisation, Consumer Value, Artificial Intelligence

Abstract Title: Risk Mitigation Through Tracing Applications - Case of Covid-19

Author Name: Jawahir Abughazyain, **Co - Author Name:** Dr. Mounir El Khatib, Amna Obaid, Fatima Al Mehyas, Fatma Al Ali, Kayriya Alshehhi

Author Title: Student **Co - Author Title:** Associate Professor, Student

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Abstract: Abstract: Technology has helped countries globally to mitigate the known and unknown risks and reduce the impact of the pandemic of Covid-19 by providing efficient solutions. One of these solutions is the contacts tracing applications that use different technologies such as; Bluetooth and Artificial Intelligence (AI) to track the infected individuals. Many countries have developed contact tracing applications to eliminate the spread of the existing pandemic (Covid-19). These applications play a critical role in containing the fast spread of the virus and help with reducing the number of infected individuals. This research investigates how contact tracing applications helped countries around the world reduce the impact of Covid-19 and the challenges they face. It also explores the experiences of China, Australia, Thailand, France, and South Korea. Hence, it compares it with the UAE AI Hosn application: features and better utilization of Artificial Intelligence technology in the applications. The researchers used domain analysis to identify the commons and variables. Secondary data were gathered by reviewing literature related to the research topic. Virtual interviews were conducted to collect qualitative data and get a better understanding of the topic and reach candidates' perspectives, while Online surveys were distributed to gather quantitative data. The analysis showed that most of the candidates believe that AI Hosn Application can mitigate the risk of COVID-19. However, 80% of them find that their personal information might be exposed, making them feel unsafe and avoid using the application.

On the other hand, the features of the application were satisfying for 60% of the candidates. It is concluded that countries that have successfully launched tracing applications with advanced AI proved to have more control over the pandemic with fewer infected cases and deaths. Keywords: COVID-19, Contact Tracing Applications, AI Hosn Co-Authors: Amna Obaid - 200113086 Fatima Al Mehyas - 200105677 Fatma Ali Al Ali - 200112941 Jawahir Abughazyain - 200106731 Co-Author and Faculty: Dr. Mounir El Khatib Associate professor, Program Chair, Hamdan Bin Mohamad Smart University, Dubai, UAE

Abstract Title: Innovation and Organizational Change

Author Name: Nouf Abdulla

Author Title: Student

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Abstract: The fast growth of technology has impacted organizations and businesses across the globe. During the covid 19 pandemic, several organizations had a high demand for digital platform selection to ensure business sustainability. It has been noticed that the digital platform reshaped several organizational mindsets, especially the organization that used to park the digital transformation for ages. These organizations were obliged to adapt to the changes and transform their services by selecting several digital platforms to deliver the required services, to stay connected to face the challenges. They had to go the extra mile to reach and compete with competitors, especially with one of the fast innovated countries, UAE, as most organizations focus on innovation, artificial intelligence, and automation action of the services to shift to intelligent organizations per the UAE Leaders vision. On the other hand, the digital platforms were not fully explained. Maybe because of the shortage of time, the employees didn't get the proper training to utilize the complete services provided by the provided platforms. Therefore, the following question to be answered: How can the digital platform or the technology be utilized to serve the right vision of innovation? What should be the Information technology roles and responsibilities while selecting the systems/intelligent services for the organizations? What is the impact of innovation and the future digital services on the employees and the organization? Innovation and digital services are considered crucial topics. It requires more profound knowledge and understanding of different perspectives and aspects. Therefore, focus group interviews would be conducted with some organizations to identify the needs, roles, and responsibilities of the IT Departments and the level of innovation adapted or planned. Also, to understand the process needed to transform from the old traditional systems to the innovated and digital systems. Keywords: innovation, digital platforms, technology, the role and responsibilities of IT Department, transformation, intelligent services, sustainability.

Abstract Title: The Impact of Employee aspect of TQM on Service Innovation through Employee satisfaction

Author Name: Mohamed Al Ahabbi

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Abstract: The Impact of Employee Aspects of TQM on Service Innovation through Employee Satisfaction: A Case of Dubai Police Organization. The literature review presents inconsistent findings on the relationship between total quality management (TQM) and service innovation. This has prompted further investigations on the effect of other variables that may better explain the nature of this relationship, especially with employee satisfaction as a moderator. Many theories posit that the compatibility between strategies, resources, and capabilities is key to success. Accordingly, this study examines such claims by integrating the resource-based view and broaden-and-build theories to investigate the moderating effect of employee satisfaction on the relationship between employee aspects of TQM and service innovation within the Dubai police organization. The study employed data from 1,154 questionnaires for a partial least squares structural equation modeling analysis, revealing that the TQM employee aspects positively and significantly impacted service innovation. also the three employee aspect of TQM (Employee empowerment, Employee involvement, and Teamwork) positively and significantly impacted the service innovation of Dubai Police organization. Therefore Decision-makers in the UAE, especially in police organizations, can improve service innovation by focusing on dimensions that highly influence service innovation: employee empowerment, employee involvement, and teamwork. Moreover, employee satisfaction moderated the relationship between employee teamwork and service innovation. Therefore, Employee satisfaction is key to increasing employees' innovation by working as a team more than as individuals. As a result, Managers can have the advantages of Employee satisfaction to enhanced teams' creativity and improve innovation process. The premises of the resource-based view and broaden-and-build theories were supported by reaffirming the importance of a supportive empowerment, involvement, teamwork, and employee satisfaction in enhancing organizational service innovation in the public sector. Hence, UAE decision-makers, especially in police organizations, can improve service innovation via aspects that highly influence service innovation: namely, employee empowerment, employee involvement, and teamwork.

Abstract Title: A critical analysis of TQM and managerial mindsets

Author Name: Yingying Liao

Author Title: Associate Professor

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Abstract: A critical analysis of TQM and managerial mindsets Ebrahim Soltani (School of Business and Quality Management, HBMSU, UAE...) – Email: e.soltani@hbmsu.ac.ae Yingying Liao (School of Business and Quality Management, HBMSU, UAE) – Email: y.liao@hbmsu.ac.ae Abdullah Iqbal (Kent Business School, University of Kent, UK) – Email: A.Iqbal@kent.ac.uk The positive effects of TQM on service quality offerings is subject to the managerial mindset towards the entirety of service quality outcome and experience. One explanation is that organisation-wide continuous improvement initiatives such as TQM interventions necessitate a fundamental transformation of the organisation's culture and this in turn requires a shift in management's mindset and behaviour across the organisation. As Beer (2003) observes, TQM is only fully present when the levers of control, customer, employee and learning (guiding TQM precepts) are being pulled in an integrated way and that this system is itself fully attuned with the wider organisation's culture. Under this interpretation, the responsibility of embracing the company's quality vision, and creating and sustaining a culture of quality lie with the management of organisation. For the quality transformation

process to occur and TQM interventions to take root and persist, quality gurus and many link-minded scholars require managers to tailor their organisation's balance between the two epistemologically incompatible goals of TQM: control and learning (Sitkin et al., 1994, p. 541). As Beer (2003, p. 625) observes, one way of enacting this is "a shift in the basis of power from top-down, authority-based directives to knowledge and proximity to problems and information" (see Knights and McCabe, 2002). This is in spite of the fact that service characteristics such as the simultaneous nature of service production and consumption could provide the management an opportunity to create an organizational learning environment that is conducive to positive outcome in every interaction with customers. The central argument of this paper is that despite the importance of managerial mindsets in the transformation of the existing culture into a continuous quality improvement and learning culture, there is limited empirical research on how different managerial mindsets could help or otherwise TQM interventions to take roots and prosper in the context of service industry. Managerial mindsets drive the ways in which managers interpret the overarching goals of continuous quality improvement initiatives. They also influence a manager's subsequent choice of actions for managing service quality. The aim of the current study is to build upon the dual goals of control and learning and offer a response to such void in the past research. Our qualitative analysis reveals clearly that managerial mindsets differ in significant ways especially in terms of service quality outcomes and organizational learning environment. The findings are well-suited to fast-changing customer preferences in the new experience economy. - References are available on request

Abstract Title: Evaluation of the Pharmacy Information System in Ajman Specialty General Hospital (Sage System)

Author Name: Eman Alblooshi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The purpose of this study is to evaluate the pharmacy information system (Sage system) used in the Ajman Specialty General Hospital. The sage system in Ajman Specialty General Hospital of the pharmacy department has not been evaluated before so that it will highlight some aspects of the system that can influence the quality of the medication services and improve the overall organization's target outcome that is patient safety. Moreover, it will be useful research for the hospital Leadership to consider the result of evaluation in the decision-making process. The objectives of this research are to evaluate the impact of the sage system (pharmacy information system) on the pharmacy workflow, staff awareness of the system functionalities, and staff satisfaction in using a sage system of the hospital. The Research was performed using a quantitative method (Questionnaire instrument for eight sample size) qualitative method (Interview instrument) with the Head of the IT department and self-evaluation method. The study revealed that the sage system has a great impact on the pharmacy workflow and the daily task of the pharmacist. Staff awareness of the system functionalities is not clear enough and needs further investigation. The staff satisfaction level in terms of content and accuracy is at a moderate level and on a high level in terms of ease of use and timeliness so collectively the satisfaction level on using the Sage system is acceptable and at a good level. Moreover, Leadership is played a significant role in system improvement on a regular basis to enhance the quality of the Sage system. The recommendation is to implement more training programs to increase the capabilities of the staff in using the sage system and have a good practice on how to use the system in an effective and efficient way and Staff satisfaction on system content aspect must be improved in providing the precise information and the information content must meet staff need in all time.

Abstract Title: Developing a performance appraisal program to enhance teacher's evaluation

Author Name: Dhababa Saif Almazrouei

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Teachers are the cornerstone of achieving the quality of the educational system because of the importance of their role in the continuous improvement of the learner's level, which represents the goal that any educational system seeks. The success of efforts to develop schools depend on the effectiveness of the teachers, and what the school

provides for them from a supportive and encouraging work environment, and the use of criteria-based evaluation tools clear, objective, credible, and continuous review, in order to direct and improve the teacher's performance of his practices, and help him to transcend his traditional responsibilities and its routine practices, to new professional responsibilities, which contribute to activating learning situations. (Danielson, C., & McGreal, T, 2000) The teacher's tasks today are different from yesterday. His tasks tomorrow will be other than today, as these tasks are formed within the framework of the knowledge and technological explosion experienced by the teacher and the learner. Therefore, evaluating the teacher's performance is very important because we discover the extent of the teacher's familiarity with his tasks, goals, and level of achievement through it. Teacher evaluation can be a powerful tool for focusing attention on instructional quality (OECD, 2013) (Aguinis, 2009) Defined performance appraisal as judging the level of teachers' possession of some performance competencies to raise that level by overcoming the causes and factors of poor performance and strengthening the reasons and aspects of their strength. The strategies of evaluating the teacher's performance enables educational institutions to achieve a set of goals, including measuring the extent of the teacher's progress or backwardness in his work with concrete standards or weights, as well as in judging the achievement of the necessary balance between work requirements, academic qualifications, and characteristics. From this point of view, evaluation of teacher performance has become an indispensable necessity for development and improvement. However, it is a miscalculation that the teacher is usually evaluated based on his personality instead of his performance and professional practices. Therefore, it was essential to develop a program to assess the teacher according to his achievements, which would increase the credibility and integrity of the evaluation, which would be reflected in the teacher's confidence in his administration. Purpose: • Investigate the gaps in the current performance evaluation • Identify the problems facing teachers in the current evaluation system • Presenting a proposed model through which teacher performance is evaluated effectively and credibly Research question: • What are the challenges that teachers face in the current performance evaluation system? • Will the new performance system increase the integrity and credibility of the evaluation? • Will the new evaluation system increase the teacher's confidence in the management responsible for the change?

Abstract Title: **An Investigation into The Role of School Principals in Building an Online Culture of Innovation within UAE Public Schools**

Author Name: **Dua Alhammadi**

Author Title: **Student**

Author Organization: **Hamdan Bin Mohammed Smart University (HBMSU)**

Abstract: In the era of technological revolution, it is a must that school principals are aware of building online and virtual cultures that nurture innovation using the most recent technological programs, applications, and tools. Some schools' principal's poor of technological competencies might influence the performance of their teachers. Furthermore, inadequate knowledge about building an online culture of innovation considered as a challenge that affects staff and teachers' productivity, their desire to innovate and motivate their learners to be innovative. Thus, this study main focus is the importance of establishing an online culture of innovation within the UAE public schools. Design/methodology/approach: As part of this research, electronic open-ended survey and face to face interviews were conducted to gather data on how school principals used effective leadership skills to motivate their staff and teachers to innovate within virtual schools' environments. A qualitative methodology is approached to gather data. In the data, three critical success factors were

identified: effective communication, drivers, and barriers that aids in building effective cultures of innovation within the UAE schools. The target respondents of this pilot study are school principals from different emirates of schools that belong to the UAE public schools. Managerial Implications: An understanding of proper communication, incentives, drivers, and barriers would help school principals to cultivate thriving online cultures of innovation within their schools. Originality/value: This paper contributes valuably to understanding staff and teacher's propensity to innovate through effective communication of school vision and incentives provided by school principals. Keywords: Innovation, Culture of innovation, Barriers, Drivers, Effective communication When covid 19 pandemic started, most schools modified their work environment to be fully online to assure safety of administrators, teachers, and students. Therefore, principals faced many challenges regarding establishing an online culture of innovation in a virtual school environment. This research has three primary goals. The first goal is to determine the role and impact of the school principal on an existing virtual culture of innovation in UAE government schools. The second goal is to investigate the relationship between principals' efficient communication of vision and initiatives, as well as principals' incentives, and their teachers' proclivity to innovate in educational practices. The third goal is to look into the barriers and drivers of innovation within the Emirates School Establishment while working and learning remotely.

Abstract Title: Enhancing student's problem-solving skills through real-life scenarios aided by technology

Author Name: Nada Fakhouri

Author Title: Professor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Enhancing student's problem-solving skills through real-life scenarios aided by technology Abstract Solving Math word problems has always been a challenging aspect of the Math curriculum, in which students passively perform with the mathematical language of the problem (Causapin & Groombridge, 2014). For many students, word problems can seem unreal as they cannot relate them to their lives in the real world. The Ministry of Education (MOE) in the United Arab Emirates follows the Common Core Standards (CCSS) that require students to become problem solvers. To help students understand math word problems and their utility in real life, we strived to help them develop 21st-century skills through the use of project-based learning (PBL) activities aided by technology. Previous studies have demonstrated the effectiveness of PBL as an approach to improve math learning with authentic tasks (AlMuharraqi & Toworfe, 2020). Our proposed study aims to show how to use PBL with technological tools to enhance students' collaboration skills, communication skills, creativity, critical thinking, and problem-solving skills. The ADDIE model is used as an instructional guide with appropriate assessments to measure the effectiveness of our plan. Our audience is grade seven students from the United Arab Emirates. This study is beneficial for MOE, principals, students, and teachers because it can be used to support the Math curriculum of grade seven by making a series of digital stories together with an authentic project to cover the CCSS of seventh grade. Keywords: Word problem, Project-based learning, Authentic task, Digital storytelling, collaboration, 21st-century skills, ADDIE model. Reference: AlMuharraqi, M., & Toworfe, G. K. (2020). Problem-based learning and the development of key skills in Foundation Mathematics. *Journal of Teaching and Teacher Education*, 08(02), 97–104. <https://doi.org/10.12785/jtte/080204> Causapin, M., & Groombridge, T. (2014). Challenges for Emirati University students in comprehending mathematical text and word problems. *European Journal of Science and Mathematics Education*, 2(2A), 94–107. <https://doi.org/10.30935/scimath/963>

Abstract Title: Hyper-personalization in E-commerce industry of UAE

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Abstract: Through the quantitative analysis, the aim of the study is to determine how the consumer experience can be strongly improvised when they shop through online businesses in UAE. In terms of the significance of the study, there are very few studies that utilize quantitative analysis to ensure that relevant data from the consumers can be collected to understand the specific areas that need to be improved for consumer experience. Based on this, various parameters can be examined such as of brand exposure, interaction with consumers, consumer journey map, processes simplification as well as consumer engagement through the use of artificial intelligence and machine learning programs. Through the study conducted, the expectation is that various insights can be collected across a diverse range of audience groups to determine what they value the most when it comes to shopping on online platforms, what influences their choice of products and services as well as what distinguishes them to choose a specific website than others. The findings of the study would benefit various industry leaders and professionals in enhancing aspects such as website design and layout, consumer interaction and engagement strategies, streamlined product offerings on the basis of their product preferences and previous purchase patterns. The purpose of the paper is to understand the impact and scope of 'Hyper-Personalization' in enhancing the customer experience across online retail businesses based in the United Arab Emirates. The study would examine how personalization, real time analytics and machine learning strategies have been implemented by these companies providing benefits to consumers and the challenges experienced. The significance of the study is in terms of limited empirical evidence and analysis conducted towards understanding the application of artificial intelligence by local and international businesses that have demonstrated the highest level of revenue growth and interaction with the consumers based in UAE.

Abstract Title: The effectiveness of distance learning in developing countries.

Author Name: Weroud Zino

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Due to my work in the field of education for more than two decades, I was greatly struck by the state of education in recent years at the global level. We have come to read about and watch many successive international events, most of which can be considered negative events for people torn apart by disputes, pandemics or natural disasters. The most affected groups in these societies are children, and those who have lost the right to education, all of which ultimately leads to the emergence of an entire generation mired in ignorance and illiteracy due to the lack of basic education sources, so that the whole society is affected and produces unwanted elements that spread on the ground. However, the conditions

we are currently living in with Covid-19 and the global impact of this pandemic have given me a lot of pauses for thought, especially on the educational sector, and its impact on children and learners of all ages. Education for children and pupils in developing countries is rudimentary and ineffective. The developed countries were able to find solutions to keep education afloat, in one form or another, due to the availability of multiple technology resources! But what about millions of children in developing countries, or children in camps who were abandoned where they were receiving education? - Can distanced or hybrid education be considered good, or comparable in quality to education in the classroom? - Will children who are deprived of this type of education one day be safe from the darkness of ignorance and its consequences, if we can help them in one way or another? The key subject of this research that is extremely significant is the impact a disruption in a child's education can cause due to the lack of an instructive educational climate, whatever the reasons might be (social, economic, natural or environmental); the outcome yielded, is a bleak future. The introduction of this research is developing countries that have experienced natural disasters, conflicts, or pandemics, because the effects of the lack of education on them or their deterioration can be considered an imminent and potential catastrophe. Therefore, as an introduction to this comprehensive research on the effect of distance learning on children around the world according to their age and stage of study, I will be showcasing articles, shedding light on the negative and positive aspects on the hybrid model of learning established due to the on-going COVID-19 pandemic, primarily focusing on the state of education in developing countries.

Abstract Title: Novant Health Emergency Drone Operation for COVID-19

Author Name: Aysha AlMutawa

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Innovations have changed our world and transformed our lifestyles tremendously. Mobile phones. For example, revolutionized personal communication. On the same level, drones have the same potential on healthcare delivery (Scott, J., & Scott, C. 2017). Drones are also known as unnamed aerial vehicles or (UAVs) or Remotely piloted aircraft (RPA) (Tulen H et al., 2016). **BACKGROUND:** In the beginning, drones were used exclusively for military purposes (Shaw IG, 2014). However, they are currently utilized for many purposes including the health industry, public safety and commercial industries (Spring T, 2017). The various usage comes from their special design and adaptability as they come in multiple shapes, sizes and functions. They can be as small as an insect and equipped with smart technology such as cameras, GPS, and thermometers. They can also carry large packages and fly in high altitudes (Choi-Fitzpatrick A., 2016) **APPLICATION IN HEALTHCARE:** The first nonmilitary usage was for disaster monitoring as they can bypass inaccessible places and assess the damage in the affected areas (Meier P, 2015). This later inspired their use to deliver medicine and other related healthcare items to rural areas or areas that are difficult to reach via the usual methods. The first approved delivery was in a small clinic in rural Virginia. A drone delivery was made that contained medications for hypertension, diabetes and asthma (Reuters, 2016). This experience has proved that drone deliveries are safe, cost and time efficient. Other applications included delivery of defibrillators, blood samples and vaccines (Balasingam M, 2017). **APPLICATION DURING COVID-19:** The objective of this poster is to present the case study of Novant health that has launched the First long-distance Emergency Drone Operation for COVID-19 Pandemic Response. Drones are flid for 20 to 30 miles to accomplish contactless delivery of medical supplies and personal protective equipment (PPE) to medical teams in North Carolina (Sigari, C., & Biberthaler, P., 2021). The idea was highly significant to the point where the U.S. Federal Aviation Administration (FAA)

has granted an emergency waiver for the operation to begin. The case study aims to provide an overview about the project and its achievements. Despite the obvious advantages of the drone usage, there are several limitations to the realistic application on a global level. Thus, the poster aims to provide knowledge about the advantages and the limitations of drone usage in healthcare services. REFERENCES: A. Choi-Fitzpatrick, D. Chavarria, E. Cychosz, J. P.Dingens, M. Duffey, K. Koebel, S. Siripanh, M. Yurika A. Choi-Fitzpatrick, D. Chavarria, E. Cychosz, J. P.Dingens, M. Duffey, K. Koebel, S. Siripanh, M. Yurika Tulen, H. Watanabe, T. Juskauskas, J. Holland and L. Almquist, Up in the Air: A Global Estimate of Non-Violent Drone Use 2009-2015, Joan B. Kroc School of Peace Studies at Digital@USanDiego, University of SanDiego, 2016. Balasingam, M. (2017). Drones in medicine—the rise of the machines. International journal of clinical practice, 71(9), e12989. Meier P. Chapter 6: UAVs and Humanitarian Response. Drones and Aerial Observation: New Technologies for Property Rights, Human Rights, and Global Development. A Primer. Washington.

Abstract Title: Capstone

Author Name: Fatma Al Marri

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Innovation at the present time is the salient contrivance of quality globally for organizations to evolute, expand and bloom. Innovation in organizations is evaluated through various innovation measurement frameworks. The UAE has proven to the world its attentiveness towards providing the highest standards of quality of products and services of all sectors. Both governmental and private sectors have revealed their scrutiny towards meeting the increasing demand for higher quality services and products in alignment with innovation and technology. This paper points out and puts into words the issues and challenges facing a main governmental organization in the UAE: Dubai Electricity and Water Authority (DEWA). The paper delineates how those challenges are handled through strategic management framework. Data conducted from a questionnaire that assesses innovation will promote recommendations to advocate technological innovation in DEWA. Dewa: Dubai Electricity and Water Authority (DEWA) is a part of Dubai Government that is the official and only electricity and water provider in Dubai. Found in 1992 by His Highness Sheikh Maktoum Bin Rashid Al Maktoum, Dubai Electricity and Water Authority (DEWA) was a merger of two individualistically utilizing companies: the Dubai Water Department and the Dubai Electricity Company. Those two companies have been operating since 1959. DEWA has successfully proven its professionalism and adeptness since then regarding all strands of operations. The company has put all its efforts into improving itself to become a main contributor to the growth of the city's economy through meeting the demands of its customers that has been growing over the past five decades. DEWA was continuously forecasting and improving those demands to maintain this stream to become DEWA's philosophy to bring customer satisfaction first. DEWA currently pledges its customers the most reliable highest quality services that is always steady through its labor force of 11,000 employees today (Gunasilan, 2021).

Abstract Title: M-learning impacts

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Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The research will show positive impacts of using and applying m-learning on young learners in one of the UAE schools, where the teachers must interact with technology and integrate that into their classes for getting positive results. Further, we have to apply and then gather the evidences Abstract This paper will provide a comprehensive plan for needs assessment that will identify the special m-Learning needs in one school throughout assessing and evaluating the effectiveness of multimedia contents in order to refine and enhance the young learners' vocabulary and the vocabulary acquisition. The purpose and the intention of the needs assessment is to know if the school is ready to apply the m-Learning in teaching new vocabulary for elementary learners, or if it still has many needs that must be modified and adjusted in order to fill the gaps. The m-Learning needs assessment will be supportive and helpful for intended school in terms of finding out the gap between two situations: current situation and future situation. The plan starts by setting and writing the achieved goals and the objectives. Then it identifies the required questions for conducting m-Learning needs assessment. In addition, it highlights what the researchers have said about the significant impacts of m-Learning in educational settings. Moreover, significant methods and instruments are developed and demonstrated in order to conduct m-Learning needs assessment such as interview, survey, stakeholders' feedback, checklist, questionnaire, as well as the observations. Furthermore, it allocates and clarifies the technological and human resources, as well as describes the vital processes of analyzing. Lastly, the plan explains and shows the future steps in order to conduct m-Learning needs assessment Infographic Abstract Figure 1: Infographic Abstract of the Needs Assessment Plan

Abstract Title: Digitizing the HR processes in governmental organizations | A study of Dubai

Author Name: Khuloud Hussain

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The whole world is moving towards digitalization and many sectors and industries have gone through drastic changes due to that. This shift is impacting all the departments within the organizations and HR is not an exception. The old school style of running HR is no longer an option for any organization and many have already started adopting the technology available and embedding it part of the HR department. In the UAE and specifically Dubai government entities are always trying to leverage the technology in order to improve the processes and provide extraordinary services whether to their customers or internally to the employees. They always try to digitize the processes and use systems to be more efficient. The usage of systems has increased within the HR department and most of the processes are now digitalized. This has resulted in less human involvement and heavy reliance on systems and technology. The objective of this study is to evaluate the impact of digitizing HR on the employees and up to which extent the human aspect can be eliminated. A quantitative research has been conducted and based on 55 responses received from employees working mainly in Dubai, it is evident that the technology has a great

impact on improving efficiency, building new capabilities and lowering the cost of running HR. As it has replaced the manual work needed for many HR tasks related to attendance, payroll, performance and hiring and reduced the time and effort needed. However, the HR department cannot fully run and rely on technology as most have agreed that the human element will always be needed within the HR department as certain things cannot be digitized. This study is only based on certain government entities within Dubai and the majority were from Smart Dubai. Therefore, it doesn't reflect the data of all Dubai government entities.

Abstract Title: The role of social media platforms in supporting digital Entrepreneurs: stories of successful female Emirati entrepreneurs.

Author Name: Fatema Al Hammadi **Co-Author Name:** Mouza Almakhmari, Alia Almheiri

Author Title: Student **Co-Author Title:** Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Social media has been a digital platform to practice businesses for digital entrepreneurs and it becomes an important element to accelerate businesses. The research aims to study the usage of social media by Emirati female entrepreneurs and how it plays a role in their business journey. The research will be useful for future entrepreneurs because it consists of success stories, which will be a source of inspiration and cope with the modern trends in business. The research identifies digital entrepreneurship and social media to have a better understanding of the key concepts. Also, it illustrates the advantages of social media platforms and the importance of these platforms in supporting entrepreneurs by improving product distribution, adding value through fast recognition, and gaining customer loyalty worldwide, and increasing sales. As well as presenting the factors that motivate women to establish a business on social media platforms with great success stories from around the world. Supporting it with the challenges they go through during their practices to businesses digitally. Five semi-structured interviews were conducted with female Emirati entrepreneurs and a survey was conducted among 35 Emirati female entrepreneurs who own businesses and utilize social media platforms to run their businesses from home. To sum up, the results were analyzed to bring the outcomes of the research and show how important and convenient the social media platform is for all digital entrepreneurs as a part-time job followed by a full-time job. The results show that 77% of female entrepreneurs used social media platforms since their beginning journey and Instagram was the most applicable platform for Emirati businesswomen. Adding that social media played a vital role in marketing their business and receiving and managing customer's orders. Social media introduces a large platform for their users, and digital entrepreneurs know how to leave their stamp nationally and internationally on the digital platform. Keywords: digital entrepreneurship, social media, women entrepreneurs, innovation, and creativity.

Abstract Title: Testing Lewin's Model in the UAE: A Case Study of the Department of Culture and Tourism (DCT)

Author Name: Fatema Al Hammadi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The research demonstrates the importance of technological change in a governmental institution in the Emirate of Abu Dhabi which is the Department of Culture and Tourism (DCT). DCT has adopted new systems which are Microsoft Teams and E-services portal to communicate across the departments effectively. Microsoft Teams enable employees to conduct virtual meetings, provide internal and external calls, circulate files and documents. While the portal is providing different E-services to the employee such as IT services and facility services through a ticketing system. This research aims to investigate the antecedents and consequences of the change in the DCT, which means identifying the factors that led to technological change in the DCT and exploring its effects on the environment and employees. It is an important research topic to present governmental institutions coping with the latest technologies in this era, but also reflecting successful change stories which can be an inspiration change source to other organizations in the UAE. It is suggested that Kurt Lewin's change model support organizations to enhance people's performance and maintain the improvement of the initiatives through its three changing steps, which are unfreeze, change, and refreeze (Bartunek and Woodman, 2015). To understand the internal and external factors that led to technological change in the DCT with its consequences, eight semi-structured interviews were conducted with employees from different managerial levels working in the Department of Culture and Tourism in a focus group discussion approach to get in-depth insights on the change. To sum up, the results show that the technological change that took place in the DCT expressed positive perceptions because there are internal factors that supported the change and the external factors as well. Also, employees accepted the change because of the different advantages of the two systems such as enabling remote working and accelerating work effectively. Keywords: innovation, Lewin's model, technological change, Microsoft Teams, and e-services.

Abstract Title: Service Excellence in Tourism and Hospitality

Author Name: Alanood Wael

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This abstract aims to investigate the role of service quality in tourists' revisit and the development of tourism industry. It initially reviews the importance of tourism industry and the concept and dimensions of service quality, and then it deals with the impact of service quality in tourism and customer satisfaction. Service operations management in the tourism and hospitality industry requires a high level of coordination, communication and facilitation to satisfy visitors. In all of these activities, service excellence means a lot to visitors in terms of their experience, and to the business it means repeat customers and word-of-mouth marketing. Based on fresh empirical evidence from the field, the main Focus is on hotels, attractions, transport providers and other segments in tourism and hospitality. And also to understand the significant roles and effects of technologies in hospitality and tourism. Tourism has been one of the world's fastest growing industries, and there are large societies entirely dependent upon the visitor for their sustenance. The impact of tourism is extremely varied. On one hand, it plays an important and certainly positive role in the social economic and political development in destination countries. For instance, offering new employment opportunities. Also, in certain instances, it may contribute to a broader cultural understanding by creating awareness, respecting the diversity of cultures and ways of

life. On the other hand, as a tool to create jobs, it has not fulfilled its expectations. At the same time, complaints from tourist destinations concerning massive negative impacts upon environment, culture and residents' ways of life have given rise to a demand for a more sustainable development in tourism. Some of the Factors Affecting Service Quality in Tourism are: 1- Destination 2- Hotel 3- Interactions 4- Accommodation quality 5- Environment 6- Value In conclusion, the important outcome for a tourism provider is a satisfied customer who intends to return to the destination. Tourist satisfaction is the result of the interaction between a tourist's experience in the destination area of his or her previous expectations about the destination. Satisfying the tourist is critical because it has an effect on the expectations and intentions for the customer's next destination purchasing decision.

Abstract Title: Quality of Digital Services in Public Sector

Author Name: Ahmed Albanqah

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The quality of digital services within the public sector is to be discussed considering the innovative model that is dependent on the role of the e-concerns following the governmental sector. The 15th edition of the Innovation Arabia (IA15) relates to the virtual conference of the EXPO 2020. This is to address contemporary issues in skill education, sustainability and quality. The objective of the research is to focus on digitalised services within the government sector. The main purpose of this report is on the advancements of the global technology through the innovation of the service quality drawing the planning idea for the future innovation. Furthermore, the planning program will follow the nature of the conferences through the culture of innovation throughout the globe that help in the understanding of socio-economic growth. The condition of digital ethnography is done by Industry 4.0 while transforming the organisations and industries. The big analytics of the data help in growing the industry through entrepreneurial development. The research method will be done based on the secondary qualitative analysis where the theories and models regarding the main context of digitalisation of the industry depend on the advancements of the public sectors. The quality investment of digital technology in the public sector could help in the development of e-governance. ICT or Information and Communication Technology helps in developing the person through laying special emphasis on skill, education and knowledge regarding technological improvements. The conditional approach of this research is based on improving the e-governance culture within the organisation. The organisational development helps in considering the condition of the study that is completely related to the understanding and analysing the secondary qualitative method. The main expected implications will depend on the value of the result that defines the understanding of the practice of theories available. The secondary qualitative method helps in giving a description regarding the theories that are available online. Technological service management helps in giving the advancements of the technology within the domain of public sector organisations. There have been several advancements in technology that have allowed organisations to improve the process of management. The management of quality in the electronic services will be through definition and models with the profit sector. E-governance operates in many of the organisational sectors where the government uses to do business with other organisations (G2B). The main application of this paper is to focus on the advancements of the potential and powerful nature of the Arab countries in front of the global platform. The innovation culture could only be spread if proper reasoning and sense of innovation lie within the sense of the practitioners. Hence, it can be said that technological innovation depends on the proper understanding of Industry 4.0.

Abstract Title: Propelling innovation into the healthcare industry. Applications and challenges.

Author Name: Alaa Ahmed

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: In the recent years, innovation has been introduced broadly into the healthcare industry after its tremendous impact on other industries such as business. As well, the healthcare industry has experienced a proliferation of innovations aimed at signifying new, better, and more effective ways of solving problems with the purpose of improving the quality of services. The definition of the healthcare innovation varied from an idea to a whole system of practice. The introduction of the innovation and the innovative technologies has been recently presented to the healthcare industry however, it is rapidly and widely progressing and growing. The key driver of the healthcare innovation is the information technology as it is highly correlated to the successful adoption and implementation of innovative practices. The impact of the innovative applications and technologies are seen in the quality of digital services, the use of smart technologies in the clinical practices and the utmost goal which is the improvement of the patient health status and patient experience. Despite the innovative applications and their tremendous impact on the health practices, there are several challenges that are faced in propelling innovation in to the healthcare industry and might impede the adoption process. Objectives: This research proposal has been designed to understand the process of propelling innovation into the healthcare industry, the applications and the challenges of this process. As well, to study the impact of the innovative technologies on the health practices in which will additionally reflect their quality. Materials and Methods: A proposal study is to be conducted among the governmental hospitals of Abu Dhabi city with the aim of understating the impact of the innovative technologies on the clinical practices. A quantitative method will be used illustrated in designing a 13 questions survey that will be distributed randomly to 1000 participants (doctors and nurses) from the critical care areas including the Emergency department. The data will be statistically analyzed using SPSS and the analysis will include histograms, ANOVA and T-test analysis. Results and conclusions: The expected results indicates that high quality innovative services and applications have a positive impact on the clinical practices. The impact of the innovative interventions and applications is expected to be illustrated in enhancing the quality of the provided care, promote patient safety, reinforce customer satisfaction and health workers and enhance the financial performance. Key words: Healthcare innovation, Healthcare applications, innovative technologies, innovation challenges, Abu Dhabi hospitals, innovative services.

Abstract Title: The airplane passenger boarding process at Emirates Airlines.

Author Name: Amal Al Ali

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Innovation has been a prominent part of our daily life and has become a necessity for better wellbeing. Emirates Airlines is considered one of the biggest air carriers in the world that provide high-quality services. It was established in 1985 with only two aircrafts. Since that day, they have implemented the most updated and innovative processes to gain customer loyalty and earn more profit. The following report will discuss the idea of innovation in the key process of our daily routine in aviation, which includes the airplane passenger boarding process at Emirates Airlines. The report aims to analyse all the operations involved with the process. The report has been written after evaluating various available literature. Care has been given to ensure that the research journals and the websites studied provide quality content. Emirates airlines are one of the largest airlines globally and by far the most significant airlines to operate in the nation of UAE. It is considered one of the most critical commercial sectors to be seen at large, where many people are dependent on it. For the successful execution of the flights, so that the passengers are safe and secure, there must be ensured a proper boarding system to be performed. If the passengers are adequately boarded, then they can be transported accordingly. It must be noted with due concern here because if there are complexities in ensuring passenger boarding, then the quality of the flight will be affected. There is a distinct cost-related aspect to be seen here, and the detailed cost analysis shall be the central area of focus in this project. With the help of the cost analysis, efforts can be given to make sure that the costs are allocated in the possible right direction so that there are no complexities to be seen. Eventually, this will result in customer satisfaction and end in high revenue.

Abstract Title: Use of large national databases to study self-harm in nursing homes.

Author Name: Khedidja HadjKali

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Background In parallel with the ageing of the world population, the number of older people who need long-term care is on the rise. In Sweden, it is estimated that every tenth adult aged ≥ 75 years lives in a nursing home. Suicidal thoughts are common among nursing home residents. Despite these facts, suicide in nursing homes is sparsely studied. Given the rarity of suicides, large national population-based studies provide a useful context to examine factors associated with suicide in this setting. Objectives To investigate the risk of suicide in nursing home residents aged ≥ 75 . A second aim was to investigate the role of psychiatric and medical conditions in the occurrence of suicide in nursing home residents. Methods A Swedish national register-based cohort study of nursing home residents aged ≥ 75 years between 1 January 2008 and 31 December 2015, and followed until 31 December 2016 (N=288 305). Multiple registers were linked through the personal identity number. Information on nursing home residence was obtained from the Register of Social Services for Older Adults and Persons with Disabilities. Information on dispensed prescription medications was extracted from the Swedish Prescribed Drug Register. Information on medical diagnoses at baseline and during follow-up was extracted from the National Patient Register which contains prospectively collected data on all inpatient stays and specialised outpatient visits in Sweden. Information on all-cause mortality, including suicide, was extracted from the Cause of Death Register. The above mentioned registers are held by the National Board of Health and Welfare. The sociodemographic characteristics of the study population were retrieved from Statistics Sweden. Fine and Gray regression models were used to analyse associations with suicide. Results The study identified 110 suicides (15.8 per 100,000 person-years). Overall, 54% of those who died by suicide were on hypnotics and 45% were on antidepressants. Adjusted sub-hazard ratio (aSHR) for suicide was decreased in those who were on antidepressants (aSHR 0.64, 95% confidence interval 0.42 to 0.97), even after

the exclusion of residents who had healthcare contacts for dementia or were on anti-dementia drugs. The aSHR for suicide was more than two-fold higher in those who were on hypnotics (2.20, 1.46 to 3.31). Suicide risk was particularly elevated in those with an episode of self-harm prior to nursing home admittance (15.78, 10.01 to 24.87). Specialized care for depression was associated with increased risk, while medical morbidity was not. Conclusions A lower risk of suicide in nursing home residents was found in users of antidepressants, while elevated risk was observed in those on hypnotics, and in those with previous self-harm. Our findings suggest that more can be done to prevent suicide in this geriatric setting.

Abstract Title: Quality Measurement in Dentistry: Using Dashboard in Dental Practices to enhance oral healthcare.

Author Name: Maram Youssef

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Title: Quality Measurement in Dentistry: Using Dashboard in Dental Practice to enhance oral healthcare. Introduction: The specialty of oral health refers to the health status of teeth, gums, and maxillofacial system. Most oral conditions are highly preventable in the early stage such as dental caries, periodontal diseases, oral manifestations, and dental trauma. Oral conditions are inter-related with non-communicable diseases such as diabetes, respiratory, heart disease, and cancers. The common modifiable risk factors are tobacco use, unhealthy diet, and obesity which are mutual with the development and progression of oral diseases. World Health Organization (WHO) established the global strategy on digital health 2020-2025 to promote adoption of sustainable person-centric digital health solutions that flourish definition of innovation and collaboration, and strengthen health care system towards efficient and universal access to quality health service . Nowadays, the adoption of electronic health records promotes ability to assess quality and quantity aspects of oral healthcare management. The effective information management tool of tracking clinical and administrative performance is Data Dashboard. It's used to analyze and visual display of key performance indicators and metrics constantly. This study aims to build dental dashboard to monitor set of quality measures that allows to track the effectiveness of dental care services operation. Also, it highlights core dimensions of quality in dentistry to assess several components such as provider's capabilities, patient safety, clinical effectiveness, and oral health status. However, quality measures are categorized according to one of quality assessment models is Donabedian Model which are structure, process, and outcome. Conclusion: Dental Dashboard is an interactive digital information management tool in visualizing oral health quality data to enhance delivery of oral healthcare based on data-driven decisions therefore, exceeding patients expectations. This tool promotes a safe and productive healthcare environment, and it ensure operational sustainability. Keywords: Dashboard, Quality, Measurement, indicators, Oral health, Dentistry.

Abstract Title: Risk assessment in Al Masaood oil and gas

Author Name: Farah Abu Jadallah

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Improved risk management may be required for oil and gas sites in sensitive areas with difficult environmental conditions. Intensified real-time risk monitoring, assessment, and mitigation will benefit not only the operators, but also the surrounding environment. There is still a need for a systematic method for continual quantitative evaluation of safety and environmental issues. For industries that rely significantly on global supply chains, they are frequently accompanied by substantial dangers and significant additional hazards. Throughout the supply chain, the oil and gas industry faces enormous risks. The goal of this article is to investigate disruption risks in oil and gas supply chains from a holistic complex system governance (CSG) viewpoint. In the following research the researcher will be looking at various aspects of risk assessment and identify the utilisation of the same from the perspective of a trainee in the Almasaood oil and gas. For the purpose of the study, the researcher has considered the Almasaood oil and gas company and the analysis of the risk assessment practices of the company is extensively elaborated and compared in the following paper. Risk assessment is a vital stage of any business management. When it's an oil company, risk assessment and risk mitigation becomes even more important because of the complex nature of the oil based products. This report can form an important base to understand which areas are vital for an oil company to keep a track while assessing the risks. This report helped to understand that hazardous risks like fire and loss of fuel are highly probable and impact the oil businesses on a very high scale. It is also a great loss to the economy. The empirical results related to the company has helped to identify the probable areas where such hazardous risks are highly probable and how such risks can be minimized. Thus, the recommendations can help every other oil company to conduct their business services efficiently just like Almasaood oil and gas company.

Abstract Title: The Evaluation of Type 2 Diabetes Order Set Application in the Health Information System at AlWagan Hospital Outpatient Clinic

Author Name: Ahmed AlBannai

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: To evaluate the user feedback and satisfaction with type 2 diabetes order set tool, a clinical decision support (CDS) system, on improving the practice at outpatient clinic setting. Design: A cross sectional study, using a self-administered survey questionnaire (quantitative method), a semi structured open question interview and observation of practice (qualitative method). Setting: The study took place at AlWagan Hospital, a rural general hospital located at the southern district of Al Ain City, targeting 14 physicians covering type 2 diabetes in the outpatient clinic. . Methods: An electronic survey questionnaire, consisting of 15 questions was distributed to 14 physicians, intended to evaluate the end user point of view on the order set taking in consideration usability, efficiency, training, and quality of care. management. The second part consists of 5 semi structured question interviewing the hospital superuser focusing on the order set advantages and challenges. The third part was observations of the general practice in the outpatient setting and appraising the utilization

of the order set. Results: A total of 14 physicians participated in the study. 85% of physicians agreed on the order set ability to reveal issues that they might not otherwise have found out. 50% of physicians expressed the order set does not create more order errors. A downside, 78.5% of physicians agreed that the type 2 diabetic order set has too many technical difficulties, and 43% disagreed with the sufficiency of training received. 50% of physicians were dissatisfied with the order set layout. Overall, physicians agreed that the order set has useful Patient Education and helps in better patient management and quality of care. Conclusions: The study shown the overall utilization of type 2 diabetes in Al Wagan Hospital outpatient clinic was low. There is a need to provide frequent training sections on order sets features and functions to improve utilization. Future studies are required to examine the utilization pre and post training section on order set utilization, diabetic control and quality of care.

Abstract Title: Digital Transformation of Services

Author Name: C Alkaabi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Digital transformation of services involves incorporating digital technology in an organization enabling it to change how operations are carried out, therefore adding value to service delivery. For digital transformation to become successful, an organization must continually experiment with new technology and become comfortable in case of failure (Mergel et al., 2019). The process of digital transformation involves the application of artificial intelligence, automation, blockchains, and cloud computing. The benefits of digital transformation of services are plenty compared to doing business operations traditionally. One of the benefits includes seamless collaboration among the staff in an organization. Cloud collaboration programs such as Microsoft teams have changed how staff communicate and share information regardless of their location. In return, employees can enhance their skills since the need to travel for conferences is minimized therefore saving on time and cost. Another benefit is increased productivity since the digitization of business activities allows the organization to streamline its workflow and information sharing. The other benefit of digital transformation of services improving the organization's efficiency (Mergel et al., 2019). For instance, organizations that have adopted digital transformation of services can carry out their operations more accurately in a short time. Digital transformation is a continuous process; therefore, it requires frequent process adjustments to cater for the ever-changing technological and market needs. For a good outcome in the digital transformation of services, continuous feedback concerning the digitization program must be provided to help the administrators gain a fuller picture of its efficiency (Mergel et al., 2019). Additionally, positive individual technological perceptions are needed to ensure a successful implementation of digital transformation within the organization (Mergel et al., 2019). Lastly, an organizational culture that embraces technology goes a long way in enabling the digital transformation of services. References Mergel, I., Edelman, N., & Haug, N. (2019). Defining digital transformation: Results from expert interviews. *Government information quarterly*, 36(4), 101385..

Abstract Title: Managing Digital Change – Case Study of Dubai Police

Author Name: Maryam Alsuwaidi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This paper is a case study of Dubai Police. The topic is about the Digital transformation in Dubai Police systems and the implementation of new technologies which is considered a major change that the organization have gone through. The purpose of this research is exploring the change that Dubai Police have gone through which is Digital Transformation. Digital transformation is the adoption of digital technology by a company. Dubai Police have changed all its system to operating digitally for the purpose of improving the efficiency, value, innovation of the organization and achieve a better safety standard to be followed not only by other emirates but the world. The targeted Organization have been chosen for this research as it has been through a major change and implemented a new technology. Also, Dubai Police Vision is implementing innovative practices of Smart Security Services in Policing. The research questions that the paper will address is the What is the change model of the Digital transformation? How the change happened? who led the change? and the Critical Success Factors of Change Management? How did the organization deal with resistance of change? The findings section will address all the research question and will conclude it. The methodology used in this paper is Mixed research method: Qualitative and Quantitative Research Method. 2 participants from Top Management from Dubai Police, and a Survey of 30 participants from Dubai Police. Using a mixed research method will give the research strong support for providing evidence and drawing conclusions based on the findings. The paper will show the Conducted Interviews with the findings that draws a conclusion about Digital Transformation and will support an answer for the research questions. All Interviewee details are confidential for Security reasons of the Organization. The paper will include introduction, literature review, research methodology, findings, conclusion, and references..

Abstract Title: An Investigation into the implementation of wellbeing in UAE schools

Author Name: Asma Zayed

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The National Strategy for wellbeing 2031 was approved by the UAE Cabinet, and it was under the leadership of HH Sheikh Mohammed bin Rashid Al Maktoum. Significantly, the great leader has implemented various strategic objectives for ensuring UAE is a global leader in the quality of life that also reflects on the wellbeing of the school (Park et al. 2018). The range of initiatives and strategic objectives influenced UAE to meet the vision of 2021 Purpose: The purpose of the study is to investigate the implementation of school well-being as well as related policy framework that manage Teachers and administrator's wellbeing promotion in the UAE. The educational system in the UAE is growing significantly under the leadership of HH Sheikh Mohammed. In this study, various pieces of literature have been reviewed, and the research framework has been developed. This pilot study is investigating the opinions of various stakeholders about its conceptualization and procedures within the UAE public school sector. Design/methodology/approach: The quantitative

data collected from 30 participants in the study. It has been found that the training program can be used as an effective tool for determining the well-being of the students in the UAE. Practical implications: The Findings can be beneficial and deliver a basis for the future track of comprehending and indorsing wellbeing in the schools as workplaces and can contribute additional to understanding the praxis of staff wellbeing guidelines It is important to note that the regulatory bodies are also playing a pivotal role in ensuring a healthy environment in the schools. Originality/value: There has been little research on the notion of teacher well-being in the UAE until date. This paper presents a literature review of significant issues involving employee well-being at the public sector levels. Also, it participates to UAE-based practices on organizational well-being and its relationship to several more areas of policy including school quality performance. Therefore, there is a requirement of high-quality training by which the school wellbeing in the UAE can be enhanced furtherand the Critical Success Factors of Change Management? How did the organization deal with resistance of change? The findings section will address all the research question and will conclude it. The methodology used in this paper is Mixed research method: Qualitative and Quantitative Research Method. 2 participants from Top Management from Dubai Police, and a Survey of 30 participants from Dubai Police. Using a mixed research method will give the research strong support for providing evidence and drawing conclusions based on the findings. The paper will show the Conducted Interviews with the findings that draws a conclusion about Digital Transformation and will support an answer for the research questions. All Interviewee details are confidential for Security reasons of the Organization. The paper will include introduction, literature review, research methodology, findings, conclusion, and references.

Abstract Title: To design a right blend for attaining superior quality blended learning courses in higher education

Author Name: Vandana Savara

Author Title: Associate Professor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The recent COVID-19 pandemic has caused serious issues regarding the design and delivery systems of instructions in higher educational institutions all across the globe. The disruption caused by pandemic has resulted the top management of institutions to take their services online and it worked as a panacea in this critical situation Industry 4 technology has made educational institutions adopt new learning technologies and course delivery modes. However, the COVID-19 pandemic forced these institutions to accelerate this adaptation to make online delivery the most dominant medium. The continuing pandemic has made it clear that employing online delivery will serve the educational purpose of preparing the students well for the future. The blended learning methodology is expected to be in demand as it will enable a better work-social balance for students – while keeping them safe. However, the questions to be answered are ‘what is the right amount of blend?’ and ‘should we impose the same structure for each course?’. These questions have induced uncertainty for educators and management requiring them to find standardized and sustainable solutions. This study is an attempt to address these queries by designing a methodology that supports faculty to decide how to balance face to face and online instructional pedagogies, in order to provide their students with the best academic experience whilst providing teachers with the ability to enhance their students’ performance. In this research, all of the course learning outcomes of a statistical course are mapped against established learning and assessment modes, which then is reflected against a balanced ratio between online and face-to-face delivery resulting in an optimal percentage for face to face and online components respectively. The application of this model will result in an increase in clarity, trust and accountability while reducing ambiguity and confusion for all the stakeholders in the higher education sector.

Abstract Title: learning plan

Author Name: Maitha Alkaabi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The purpose of this study is to develop learning plan helps to overcome existing educational problem and meets MOE goal. The problem statement in this research is students in grade one science subject find difficult to relate science problems to real life. In addition, this research aims to answer two basic questions which are how problem based learning will help students to demonstrate science problem solving, and Is an online quiz (kahoot) a good assessment tool to know the student's understanding of the lesson objectives?. Problem solving is a 21st century skills that children use and learn to address their problem and prepare them to deal with their surrounding environment problems. Moreover, problem solving is a skill that students must practice and apply since childhood to facilitate and help them face other real world difficulties in the future. This learning plan research benefits grade 1 teachers as it provides them with approach and assessment tools supported with literature review and can be utilize in their science classrooms in order to teach studentshow to solve science problems and relate to their real life. The selected MOE goal is solving an environmental problem that is necessary for grade one students, as they have to know and interact with their environment. In addition, the content objective is grade one students will be able to solve science problems related to real life. So, A problem based learning approach presented in this research in details and enhanced by previous studies, which agreed that this learning approach works, and good for the required MOE learning goals and content objective. In addition, online quiz (kahoot) explained as an effective tool to assess students learning process. Overall, this learning plan research includes valuable information for those science teachers who are looking for learning methods and strategies for grade one students.

Learning for Skills

Virtual Conference – December 8, 2021



Ms. Dolly Otaky

Conference Chair, Institutional
Intelligence Director, HBMSU, UAE

It gives me great pleasure to welcome you all to the Learning for Skills conference, which is hosted on December 2021 ,8 as part of Innovation Arabia 15.

The organizing team has put together a diverse program that aims to satisfy the interest of educators and industry partners with regards to skills development and skill requirements for educational institutions and for employers.

We will ask and answer questions pertaining to skills in higher education, upskilling and reskilling the workforce, partnerships in developing skill-based learning, skill-based academic programs, and the assessment of skills.

With research presentations, expert panel discussions and imminent key note speakers, we also aim to identify ways to establish partnerships between industry and academia to bridge the skill gaps.

The conference will also be a platform for entrepreneurs to share their experiences through the Youth Talks.

I would like to thank the sponsors for their support, and all the participants, researchers, panellists, and keynote speakers for their commitment, time, and intellectual contributions.

I would like to extend a warm invitation to you to participate, learn, and enjoy Learning for Skills at Innovation Arabia 15, on December 2021 ,8.



Learning for Skills Virtual Conference – December 8, 2021

Topics

Learning for skills in higher education

Upskilling and reskilling the workforce

Partnerships in developing skill-based learning

Skill-based academic programs

Assessing skills in schools and higher education



10:00– 10:15

PUBLIC SESSION

MC. Ms. Khezna Al Sadi, Hamdan Bin Mohammed Smart University, UAE

Welcome Note: **Dr. Fahad Al Saadi**, Vice Chancellor for Learners Development, Head of IA15 Conference Hamdan Bin Mohammed Smart University, UAE

Note from the Chair of the Scientific Committee: **Prof. Ahmed Ankit**, Chair of the Scientific Committee, Hamdan Bin Mohammed Smart University, UAE

Opening Address: **Ms. Dolly Otaky**, Institutional Intelligence Director, Hamdan Bin Mohammed smart University

10:15 – 11:00

MAIN SESSION

Keynote Speech

Moderator: **Dr. Shaima Al Harmoodi**, Faculty Member, Hamdan Bin Mohammed Smart University, UAE

Topic: A Holistic Approach for UAE Youth Capacity Building and Empowerment

Speakers: **H.E. Dr. Amna Al Dahak Al Shamsi**, Assistant Undersecretary, Care & Capacity Building Sector, Ministry of Education, UAE

11:00-11:10

Networking Break

11:10 – 11:45

MAIN SESSION

Keynote Speech

Moderator: **Dr. Fawzi Dweikat**, Accreditation Director, Hamdan Bin Mohammed Smart University, UAE

Topic: Skills, Capabilities and Change: Future Learning for A Prosperous Future

Speakers: **Prof. Stephen Murgatroyd**, CEO, Collaborative Media Group

11:45– 12:15

Networking Break

12:15 – 13:15

MAIN SESSION

Panel Discussion – Perspectives 1 & 2

Moderator: **Ms. Dolly Otaky**, Institutional Intelligence Director, Hamdan Bin Mohammed Smart University

Topic: **Learning for Skills: the Perspectives of Academia and Industry**

Panelists: **George Ubachs**, Managing Director, EADTU

Prof. Mohamed Khalifa, CEO, EDUQUAL TU

Dr. Sara Almarzooqi, Writer and Educator

Dr. Natalia Amelina, Chief of Unit of Teacher Professional Development and Networking, UNESCO IITE

13:15 – 14:15

MAIN SESSION

Parallel Session 1

Moderator: **Dr. Khadeegha Alzouabi**, Program Chair - School of e-Education

Topic: **Spoken hands**

Speaker: **Mahabba Almheiri**

Topic: **Exploring the impact of group video creation in multicultural students in the online platform**

Speaker: **Ajrina Hyaaj**

Topic: **The Evaluation of Educational Robots' Influence on Early Childhood Students' Learning Attainments and Language Acquisition**

Speaker: **Esraa Alamiri, Racquel Warner**

Topic: **The degree of availability of digital learning skills during the Corona pandemic and trends towards its use among general education teachers in Hail City.**

Speaker: **Sultan Alanazi**

Topic: **Learning Human Skills: Using Behavioural Science and Tech to transform people and organizations**

Speaker: **Ivan Palomino**

Topic: **Teaching Entrepreneurship for the Digital Emerging Economy**

Speaker: **Ali Zalzala**

Topic: **An Investigation into the implementation of wellbeing in UAE schools**

Speaker: **Asma Zayed**

MAIN SESSION

Parallel Session 2

Moderator: **Prof. Hanan AlHamouz**, Faculty Member, School of e-Education

Topic: الموهوبين والمتفوقين في دولة الإمارات العربية المتحدة بين الواقع والتطلعات المستقبلية

Speaker: **Kulaithem Almazrouei**

Topic: التعلم والتدريس القائم على المهارات في ظل المدرسة الرقمية

Speaker: **Sheikha Alhebsi, Jamila Alhassani**

Topic: "الموهوبين كنز دولة الإمارات" أسباب ومبررات الاهتمام المتزايد بتربية وتعليم الطلبة الموهوبين والفائقين من أبناء الدولة

Speaker: **Ghariba Alrashdi**

Topic: رعاية الفائزين والموهوبين الأسباب والنتائج

Speaker: **Amel Alsaadi**

Topic: مبررات الاهتمام بالموهوبين في دولة الإمارات بين الواقع والتطلعات

Speaker: **Mouza Al Nuaimi**

Topic: اكتشاف الطالب الموهوبين بدولة الإمارات

Speaker: **Zamla Saleh**

MAIN SESSION

Parallel Session 3

Moderator: **Dr. Mohamed El Baradie**, Program Chair, School of Business and Quality Management

Enhancing Students' Skills

Speaker: **Sumayya Al Shehhi**

Topic: The Ontology of Skill-based Learning: A Multisource Perspective

Speaker: **Hamdy Abdelaziz**

Topic: Effective oral language instruction to enhance basic language skills for second language learners.

Speaker: **Zainab Moosawi**

Topic: Online Peer Tutoring in Higher Education

Speaker: **Sherina Al Hemeiri**

Topic:Returning to schools after COVID19 lockdowns: How Can 3rd Grade Teachers Promote " Project Based Learning" Method in The Classrooms to Increase Students Academic Levels in Science Subject

Speaker: Eman Abdulghafoor

Topic:Adolescent's Leisure Time during COVID-19

Speaker: Sara Malek

Topic: The Role of Learning for Skills in Developing Effective Leadership

Speaker: Maryam Al Hosani

14:15 – 14:30

Networking Break

14:30 – 15:30

MAIN SESSION

Parallel Session 4

Moderator: Dr. Meera Al Marri, Faculty Member, School of Business and Quality Management

Topic: Communicative Approach

Speaker: Shaikha Aldhaheri

Topic: The Use of WJ Arabic Tests to Investigate the Cognitive Profiles of Gifted Students

Speaker: Hanan Al Hamouz

Topic: The impact of applying modern leadership practices in public schools.

Speaker: Amal Alzaabi

Topic: A Learning Plan on Using Project-based Learning for English Language Teaching and Learning

Speaker: Halima Alzaabi

Topic: How to Use Cognitive Behavior Therapy in School

Speaker: Heba Alshehhi

Topic: How to make learning history meaningful Learning?

Speaker: Nada Al Ali

Topic: M-learning impacts

Speaker: Haleimah Alseraidi

Topic: Technology Integration in Teaching the main topics of the Elementary School level

Speaker: Nupa Riad

MAIN SESSION

Parallel Session 5

Moderator: **Prof. Hamdy Abdelaziz**, Dean of School of e-Education

Topic: المواهب عبر العصور

Speaker: **Hajer Alblooshi**

Topic: واقع أدوات الكشف والتعرف عن الموهوبين والفائقين من وجهة نظر الطلبة الموهوبين، والكادر التعليمي وأولياء الأمور

Speaker: **Assmaa Hamdy**

Topic: أدوات الكشف عن الموهوبين

Speaker: **Fatima Alhammadi**

Topic: مبررات رعاية الموهوبين في دولة الإمارات العربية المتحدة

Speaker: **Aisha Alketbi**

Topic: رعاية الموهوبين في الإمارات الأسباب والتطلعات

Speaker: **Huda Attas**

Topic: تربية الموهوبين في دولة الإمارات العربية المتحدة بين الواقع والطموح

Speaker: **Khadija Almazrouei**

MAIN SESSION

Youth Talks

Topic: Upskilling and reskilling the workforce

Session lead by young Professionals and Entrepreneurs

Speakers: **Omar Alhumairi**, The Supreme Legislation Committee, UAE

Mohammed Hussain, Mohammad Bin Rashed School of Government, Executive Education Officer, UAE

Dr. Marwa Shalwani, Dubai Health Authority, Dentist and member in CSR committee, presenter of Seha wa Saada media program

Dr. Mohamed Al Hebsi, Student Exchange Program, Leeds University in United Kingdom

Khalid Al Bedwawi, Entrepreneur, UAE

15:30 – 16:00

Closing Session

Moderator: MC. Ms. Khezna Al Sadi, Hamdan Bin Mohammed Smart University, UAE

Closing Note: Ms. Dolly Otaky, Institutional Intelligence Director, Hamdan Bin Mohammed smart University

Synthesis of Innovation Arabia 15: Prof. Ahmed Ankit, Chair of the Scientific Program, Hamdan Bin Mohammed Smart University, UAE

Abstract Title: Spoken hands
Author Name: Mahabba Almheiri
Author Title: Student
Author Organization: University of Dubai

Abstract: We strive to enhance the engagement of deaf and mute people by innovating our community service application namely "Spoken Hands". Surveying humanity is the ultimate goal that we are striving to achieve using this application. This application will allow sign language literal to be educated in this field and communicate better with their fellows, so we are aiming from creating this application is creating a link between deaf, mute, and society members, by increasing their education in sign language and breaking the boundaries. The opportunities for our applications are in 2018, the mobile device users will reach approximately 5 billion (63% of world population), UAE government tremendous effort to engage the people with determination in the society. The challenges we are facing in society are lack of engagement of deaf and mute within society, lack of awareness of sign language, limited effort in supporting signs language tailored for Emirati society, and if we want to measure the success of the app, we can't ask deaf and mute, because this behavior feels uncomfortable, so we asked experts. Therefore, we used the Android studio environment to create this application by using Java language. Unlike most of the existing applications, the "Spoken Hands" contains about 13 languages such as Arabic, English, French, Turkish, Korean, Chinese, etc. In addition, it includes a simple quiz to test the user's understanding. Further to these general classifications, we introduce a second dimension by implementing the Arabic language Emirate dialect, International Arabic alphabets, and numerous videos of the late Sheikh Zayed bin Sultan Al Nahyan, the founder of the United Arab Emirates. Besides, we implement British and American accents in the English language section. Despite other applications, our application is based on AI, it can detect 1441 objects. Similarly, other languages may consist of further classification, where we introduce the notion of the possibility of downloading updates and including further sign languages libraries. Therefore, our contributions in this application are, including Arabic sign language and body language to teach society members, teaching deaf and mute different types of sign language, adding a section for updating sign language, adding a spoken section for Emirati accent, and more. The motivation behind this application is that the number of deaf-mutes in the world is roughly calculated to be from 700,000 to 900, 000, " 8.9% of them are under 18 years, and 91.1% of them are above 18 years these 63 percent, are said to be born deaf, the others losing their hearing by different accidents, and the number of deaf-mutes in Great Britain amounts probably to about 20,000. Our potential customs are deaf and mute people, besides their families, and customer service employees, governmental, and private institutes, especially that the UAE government is concerned about engaging the people with determination in society. Our future plan is to have a real-time Arabic & English sign language, translator. Include sign language in the school syllabus, including online calls for contact with government institutes, include sign language in artificial intelligence, and collaborate with institutes, in gulf

Abstract Title: Learning Human Skills: Using Behavioural Science and Tech to transform people and organizations
Author Name: Ivan Palomino

Author Title: Managing Partner

Author Organization: Bessern

Abstract: For many years, adult learning has been considered one of most conservative and slow changing sectors. The way teaching has been delivered to millions of people globally has pretty much stayed the same for the last 20 years producing low rate of knowledge retention and low incentive to make use of that knowledge in both, higher education and in corporate training. It is only recent that research on behavioural science opened doors to the understanding of the role of the brain on the adoption of cognition and on designing change on human behaviour, which are ultimately the outcomes expected out of learning Human Skills. Human skills are the most on demand skills in corporations – as they have become critical to drive performance and innovation in a rapidly changing workplace. Human Skills affect how we think, how we manage ourselves, how we interact with others, and how we lead. Human skills, such as resilience, growth mindset, critical thinking, self-awareness and others, have become essential to thrive at personal and professional level – but most of the traditional training approaches have little impact – as they are focused on transferring knowledge on not on the actual practice. At Bessern, we have developed and applied a learning framework to allow people to develop sustainable mental capacity for continuous learning and to create a process to manage their psychological resources to transform knowledge into new behaviours. Catering to today's need for continuously updated knowledge requires a model based on "learning how to learn" rather than the simple transfer of knowledge. Combined with technology, learning has become scalable and measurable. In our practice, acquiring human skills is frictionless in the face of volatile human motivation. Our learning framework is based on positive psychology, behavioural and learning sciences to facilitate the adoption of human skills and self-management resources. The results of our methodology make people: 1. create a habit of continuous practice (70% of learners continue practicing what they learnt after 60 days); 2. increase motivation for change and 3. increases their overall wellbeing (as they feel in control of their own development and have built resources for a sustainable growth mindset). It is no secret that organizations that are able to continuously adapt to change are winning the market. Hence, the way people learn and how learning is delivered should also change. Our approach aims to support the transitions that are inevitable for organizations developing future talent. Bessern is an EdTech start-up helping nurture future leaders with the right mindset, skills and mental resources to grow individually, lead high performing teams and fuel organizational growth. Our advisors and investors include: Maan (Department of Community Development in Abu Dhabi), Plug & Play (VC) and Supercharger Ventures (VC).

Abstract Title: The Evaluation of Educational Robots' Influence on Early Childhood Students' Learning Attainments and Language Acquisition

Author Name: Esraa Alamiri

Author Title: Teacher

Author Organization: Emirates Foundation for School Education

Abstract: A new revolution in education has reshaped the education system with the aid of robotics and artificial intelligence. Early childhood education has been affected by robotics

in the process of optimizing the learning experience for children and enhancing various essential learning skills. Numerous advanced countries in artificial intelligence and innovation have introduced policies to support robotics education and optimize the learning experience in the education sector including Singapore, China, South Korea, United States and Japan. In fact, integrating educational robotics into education system has been optimizing the learning process and creating adverse challenges simultaneously. It has been discussed that involving robotics into an educational context could leave a positive impact on young children's psychology and social interactions. The questions that this study explore are how do educational robots influence children's learning attainment and language acquisition in the KG classrooms? In what ways do educational robots improve children communication skills? In what ways do educational robots expand children vocabulary acquisition? In what ways do educational robots enhance children engagement and motivation towards learning? In order to explore these questions, this research benchmarked against five pioneering countries in AI and robotics in early childhood context namely Japan, China, South Korea, Singapore and USA. These countries were compared in order to extract the best practices in robotics education in an early childhood context like kindergartens. The research design of the study is exploratory qualitative design based on secondary data analysis. The data are collected through secondary data collection method, which is document analysis. There are certain criteria that have been implemented to select the secondary sources including; countries where robot use is prevalent such as China, Japan, South Korea, Singapore and United State, and countries where the use of robot is a policy decision, countries where digital technology and AI is very advanced. This research aims to create a sense of how educational robots can be implemented in early childhood classrooms as a learning tool in order to support children learning attainment and language acquisition. Recommendations for the Ministry of Education are provided in order to promote kindergartens learning experience in the UAE.

Abstract Title: Exploring the impact of group video creation in multicultural students in the online platform

Author Name: Ajrina Hysaj

Author Title: English Language Instructor

Author Organization: University of Wollongong in Dubai

Abstract: Introduction Covid-19 and the imposed online learning created the need for curriculum adaptations to meet the learning outcomes while keeping students engaged in the learning process. This study took place in academic writing classes. It evaluated the application of learning theories in a Digital Learning Platform (DLE) aiming to increase students' active engagement and social interaction in the online platform to improve undergraduate students' academic performance. Bloom's Taxonomy emphasizes that for the teaching and learning process to be meaningful theories of cognitive and constructivism need to be integrated during learning process. The process of learning languages and developing academic study skills depends substantially on the modification of the present cognitive structures, the ways we see the world and our worldviews. Therefore, creation of new spaces for fresh information, development of links between the new and existing information as well as acceptance of other people's viewpoints is substantial to our existence as human beings (Vykotsky 1987). Objectives As educators we need to create inclusive online sessions so our students can participate actively in synchronous or asynchronous sessions. This study aimed to explain the adaptations to curriculum design by the use of group videos to increase multicultural students' online involvement and create an inclusive environment by considering aspects of cognitivism and socio-constructivism learning theories and most importantly the andragogical aspects associated with them. Materials and Methods The sample size was 40 multicultural undergraduate students from different countries with a variety of mother tongues. The aim of the study was to explore the impact of group work

and video creation in the online platform in a multicultural undergraduate class. Video creation on cultures was incorporated with a reflection task. The topics of the reflective task were 1) experience of group video creation in the online platform, 2) reflection on the group work in the online platform. Choice of video creation was guided by cognitivism and socio-constructivism learning theories (Sankey 2020) and considered closely the need to develop students' cognitive abilities as well as their individual and social belongings. The topic of the video creation was: Where cultures meet and where they differ? Discussion Online teaching and learning needs to be a combination of individual work and teamwork, similar to face-to-face teaching. The online teaching platform requires continuous exploration for the benefit of the parties involved. Furthermore, teachers need to be aware of their roles as facilitators of learning and should explore ways of encouraging students' active and proactive engagement in the learning process. Although the boundaries between the group and individual work may be blurry at times, reinforcement of support from instructors could result in a successful and empowering experience for multicultural students. Results and Conclusion Over 69% of students expressed that group video creation encouraged them to negotiate their thoughts, discuss worldviews and make decisions based on newly constructed worldviews. Majority of students 75% expressed the desire to work in groups and create group videos in other subjects. Finally, over 80% found that the reflective task helped them reconnect with the process.

Abstract Title: Teaching Entrepreneurship for the Digital Emerging Economy

Author Name: Ali Zalzala

Author Title: Director

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This paper presents a systematic approach for embedding entrepreneurship and business start-up concepts and practice as part of university education. We discuss the integration of ICT4D for digital economy with relevant concepts and definitions including emerging economies, inclusive growth, business development models, entrepreneurship and innovation, and startup ecosystem. We then explain a framework for delivering entrepreneurship as a means of inclusive economic growth in emerging markets. The framework defines a startups design process through community incubation during internships and projects part of university degree programs, hence validating market targets and value proposition. Global exposure is gained by studying in identified value-added locations in UAE and USA in addition to India, and mentorship is a combination of academic rigour and corporate industry practice. We will present the stages of implementation and show that incubation and venture capital are perhaps not the best options for inclusive growth in the target emerging markets. The findings so far suggest that incubation and venture capital are perhaps not the best options for inclusive growth in the larger emerging markets, and community incubation may pose as a more productive approach. Most participating students are part of the target communities, and the most important take noticed from experimenting with the framework over so many years is the level of clarity and often changes in students' mindset. Management degrees in particular guide students to manage existing businesses but not necessarily how to grow new businesses. The general perception that startups are only new products and services that are difficult to succeed conflicts with the fact that startups can also grow businesses within existing corporates and industries. Project-based education with directed reading and based on scientific research methodologies require higher dedication and discipline than usual, but controversially not necessarily higher academic stands due to the practical nature of the studies.

Abstract Title: The Ontology of Skill-based Learning: A Multisource Perspective

Author Name: Hamdy Abdelaziz

Author Title: Dean

Author Organization: The School of e-Education

Abstract: Rational Learning for skills is not quite modern paradigm. It came to practice for more than a century ago, when the educational reformer John Dewey introduced the “progressive education” movement and its impact on building a culture of educational democracy to encourage experimental intelligence through functional psychology and learning by doing as a psychological and pedagogical model. Since then, there were theoretical perspectives and pedagogical models that support learning for skills in in-person educational contexts. The question is: does the advancements in educational technology and the increased demand for online learning programs and micro credentials change the ontological bases of learning for skills or skills-based learning? The objective of this study is to investigate the impact of the transformation to online and smart learning paradigm in the Post-Pandemic Era on the ontological bases of skill-based learning (SbL). Thus, this study is conducted to identify the epistemological (function) and ontological (structure) of skill-based learning (SbL) through a multi-lenses and collective reflection perspective. Methodology This study applied a mixed method research design through Sequential Exploratory Strategy in which we depend on qualitative and quantitative data. The qualitative data were collected through two focus group meetings. The first focus group meeting was consisted of a panel of 5 international experts from academia in innovation in curriculum leadership, online learning design and technology and assessment. The second focus group meeting was consisted of a panel of 6 international curriculum specialists who are responsible for curriculum development agenda in their home countries. The two focus groups are supposed to be followed by a survey distribution to a random sample of higher education instructors (n=20), and graduate students (n=35). The objective of the survey is to explore the participants’ understanding of what makes (the structure) of the learning for skills concept. Thus, the study is conducted on three stages: focus group interview, survey and theoretical modeling. Results The results of the focus group meetings (the first stage) revealed seven major themes or patterns of the features of skills-based curriculum that guide skills-based learning. Skills based curriculum is 1) ever evolving, 2) personalized, 3) smart, 4) disruptive, 5) agile, 6) futuristic, and 7) participative in nature. While the results of the second focus group interview revealed that the skill-based learning (SbL) – from curriculum specialist perspective - emphasizes and addresses the following major concepts: mastery learning, subjects’ mastery, promote a culture of differentiated instruction, enhanced by a responsive feedback and feedforward, smart content, dynamic assessment techniques, analytical practices and experiences, and depends on HyFlex learning platforms and spaces. In addition, skill-based learning could be fostered by: autonomous learning techniques (customization), learning through experience (action learning), problem design learning, interactive content, workplace projects, collaborative and peer learning. According to curriculum specialist panel, SbL needs accurate mapping between CLOs with workplace needs, a harmony with professional practice benchmarks, multiple paths assessments, and reflections-on-action strategies. The survey results and theoretical model generating are still in progress.

Abstract Title: The Effects Of Using Electronic Devices On The Writing Skills Of Students In First Grade

Author Name: Fatima Eissaee

Author Title: Teacher

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Electronic devices have developed rapidly in the recent years and their use has become widespread, especially in schools. However, those devices are commonly used in combination with the traditional teaching methods. Thus, its appropriateness for the task is still questionable. The main purpose of the study is to explore the effect of using electronic devices on first grade students' writing skills. Design/methodology/approach: A simple random sampling method will be selected to select the respondents. The target respondents will include teachers of first grade in Al Ain/UAE Schools. An online survey will be designed to collect response. The target respondents are 40 to 50 teachers from Al Ain Schools. Practical implications: The study has found that use of electronic devices improves students' writing skill as the students feel comfortable while using them. However, these devices can have a negative impact on writing skills as they increase the chance of spelling and grammatical errors. An understanding of the use of electronic devices will help the teachers identify the proper use of electronic writing and help the students with their writing abilities. Originality/value: This research paper will contribute to the understanding of electronic devices and their use in improving students' writing skills. The research proposal I conducted is addressing some questions I raised in the context of the UAE education environment. This research will focus on the below research questions: i. How do electronic devices affect the writing skill of first grade students? ii. What are the impacts of using electronic devices on the writing skills of first grade students? The study is not completed as another random survey could be conducted and more detailed questions could be introduced. I consider this research study as a good start and basement and I believe that it can be enhanced and improved in near future.

Abstract Title: التعلم والتدريس القائم على المهارات في ظل المدرسة الرقمية - جميلة الحساني وشيخة الحبسي

Author Name: Shaikha Alhebsi, **Co-Author Name:** Jamila Alhassani

Author Title: Smart Learning Coordinator

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: يشهد العالم الذي نعيش فيه تغييرات كبيرة التحضن مستقبل التكنولوجيا في جميع المجالات، ونحن كمتربون نعمل لنواكب هذا التقدم والتطور التكنولوجي في نظامنا التعليمي حيث نأمل أن نعيد تشكيل أنظمتنا التعليمية لمواكبة المطالب المتزايدة على مهارات القرن الحادي والعشرين والثاني والعشرين. لقد عملنا معاً كفريق واحد في مكتب العين التعليمي بمختلف مجالاتنا وتخصصاتنا على تجربة نستطيع من خلالها حث الميدان التربوي على تبني التعليم والتعلم القائم على المهارات تحت مظلة مبادرة المدرسة الرقمية إحدى مبادرات قطاع العمليات المدرسية. اتسمت تجربتنا على العديد من التحديات سواء كانت تحديات تقنية أو تلك التي تتصل مباشرة بالطالب والمعلم، كان على القيادات الإدارية والفنية أن تتبنى الفكرة ومن ثم دعم تنفيذ المشروع في مدارسنا. ثم كان علينا أن نقنع المعلمين بالتخلي عن الحشو الزائد في المادة المعرفية والتركيز على المهارات. كان أيضاً علينا أن نحرص على تمكين الميدان من المهارات التقنية لنتمكن من الاستفادة القصوى من المكنات المتاحة لجميع من له صلة بالمشروع. ورغم التحديات الكثيرة استطعنا أن نغير من ثقافة الميدان بآلية التعامل مع المهارات وذلك بتطوير آليات في المجالين التاليين: 1- المدرسة الرقمية التي تعد الوسيلة المثالية التي تفي بمتطلبات التعليم والتقنية، لما لها من قدرة كبيرة على إيجاد مجتمع متكامل ومتجانس تجمع بين أطراف العملية التربوية ليكونوا شركاء في تطوير التعليم الإلكتروني بهدف تحديث العملية التعليمية ووسائل الشرح والساليب التربوية وخصوصاً التقنية وبالتالي تخريج أجيال أكثر مهارة واحترافية وتقنية مواكب مع تكنولوجيا المعلومات والثورة الصناعية الرابعة. 2- التعليم القائم على اكتساب المهارات المعرفية والفكرية والتي تغير مفهوم التعليم التقليدي الذي يعتمد على الكم والانتقال إلى الساليب التربوية التي تمكن الطالب من المهارات التي تدعم تطوره الفكري على مدى سنوات التعليم والتي تؤهله للاندماج في الحياة الواقعية واقتصاد المعرفة والتطور التقني. النتائج: قام الفريق القائم على المشروع بتدريب جميع الأطراف على التحديثات الخاصة بمنصات التعليم

ومتابعة التقارير الخاصة بتفعيل المنصات التعليمية شهريا وعمل على خطط تحسين التي ساهمت في فاعلية توظيف تطبيقات وأدوات مايكروسوفت Office365 وكذلك نجح الفريق بتنفيذ خطة النضج الإلكتروني في الحصص الدراسية بمهنية عالية. وأدى تدريب الكادر الإداري حول منصات التعلم الذكية والمشاركة في Showcase School Program من مايكروسوفت على زيادة تفعيل المنصات المتاحة والعديد من المنصات الأخرى المساندة للتعليم. وحرص دائما على تحديث الخطة التشغيلية إطار التحول نحو المدارس الذكية وتطبيق التقييم الذاتي إطار التحول والعمل على تنفيذ مبادرات حول نشر ثقافة الأمن الإلكتروني لدى أولياء الأمور والتنوعية السلوكية استخدام منصات التعلم الذكي مما ساهم بشكل نوعي على تخطي الكثير من التحديات والعقبات والذي ظهر جليا في تقارير الرقابة المدرسية. بالتزام مع هذا النوع من التدريب المكثف على تفعيل المدرسة الرقمية، عمل فريق الدعم على تطوير مهارات المعلمين على التدريس بالمهارات حيث تم مراجعة وتحليل المناهج الدراسية ووضع الخطط الدراسية التي تستهدف مهارات القرن 21 والمهارات الفوق معرفية التي تمكن الطالب من مهارات التعلم الذاتي وتحمل المسؤولية ومهارات القراءة باللغتين العربية والانجليزية. قام الفريق أيضا بوضع أدوات قياس مناسبة تستهدف قياس مدى تمكن المعلمين من تدريس المهارات في الحصة الدراسية ودمجها في الأنشطة الطلابية وكذلك نجح الفريق في تطوير مهارات القائمين على وضع الاختبارات المناسبة للمهارات وكيفية استخدام برنامج Swift Assess لبناء هذه الاختبارات.

Abstract Title: The Use of WJ Arabic Tests to Investigate the Cognitive Profiles of Gifted Students

Author Name: Hanan Al Hamouz

Author Title: Professor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The Cattell-Horn-Carroll (CHC) factors of the Woodcock-Johnson Arabic Tests of Cognitive and Achievement Abilities were used to assess the cognitive and achievement skills studied with a group of gifted and average students. The WJ Arabic Tests are based on the Jordanian local norms that have been established in Jordan for individuals ranging in age from 4 years to 22 years. Woodcock-Johnson Arabic Tests are a comprehensive, norm-referenced, individually administered assessment of cognitive abilities and achievement. In addition, the WJ Arabic battery is a perfect tool to identify gifted students since it relies on assessing multiple criteria of Cognitive and Achievement abilities by using Cattell-Horn-Carroll theory of cognitive abilities (CHC theory). The major purpose of this study was to identify the cognitive and achievement variables that underlie performance differences between gifted students and average students. The sample included 60 gifted students and 60 average students between second and fifth grades. Participants were recruited from two private schools in the central region of Jordan. The two groups were matched on grade, gender, age, and father's level of education. The findings indicated that there were statistically significant differences between gifted students and average students in all study variables, and these differences were in favor of gifted students. In addition, the hierarchical multiple regression analyses in this study revealed that the best model of predicting students' GPA consisted of the WJ Arabic Achievement Tests with a higher contribution from Calculation Test. The results of this study may be used as a first step for building comprehensive gifted educational programs for Arabic speaking students. These programs should be counterbalanced to promote all CHC abilities and follow up the progress of gifted students. In addition, these programs should be integrated in the Jordanian national educational system under the provision of inclusion to provide fair opportunities for all gifted students across the country.

Abstract Title: Communicative Approach

Author Name: Shaikha Aldhaheri

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Abstract: My goal is to create a model for teachers to apply it in their teaching. This model is a learning plan which based on new strategies and methods for English teachers in primary school. The problem my learning resource tries to solve is that students are not able to speak fluently when they ask to express or share their thoughts. My focus was communicative approach which enhance students' speaking and equipped them with tools needed to develop their own conversation. Although other skills of 21st century are involved but the focus is communicating. My learning resources will benefit all English teachers who teach in KG-4. In addition, it benefits all students specifically second language students who struggle with speaking in English language classes. My research supports two main methods. The first one is discussion group strategy which guides students through many activities to improve students' speaking in classroom. While Home -project encourages students to collaborate with their peers to expand their learning through conversations. My learning objective is to use story to illicit a conversation. I divided my lesson to many steps. First, they will use sentence starter to start speaking. Then, they use sticky notes to express what they have learnt or to connect a topic with another friend's topic. After that, they will choose a story of their choice which spark their interests to connect it to their life and finally to come up with a new end based in their life as a group work. They will record themselves while speaking and that will be uploaded to their teacher to evaluate it. Giving student's chance to talk, think and share is a very effective method which ensure learning for every student in the classroom. Students are independents when they can express their own ideas and thoughts through speaking.

Abstract Title: The impact of applying modern leadership practices in public schools

Author Name: Amal Alzaabi

Author Title: Student

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Abstract: I chose this topic because through the process of evaluating and observing the competencies of school leaders that I supervise, I noticed that there is a difference in leadership performance in general. One of the results of the evaluation is that there are principals who did not adopt the appropriate change in their educational and leadership practices in order to achieve the desired goals. Keeping pace with rapid changes in educational systems will improve the performance of professional managers and institutional performance as well. Moreover, I noticed that the low performance of some principals led to the failure of their schools to pass the assessment, quality, and school inspection processes. Therefore, the main reason for choosing this topic for research is that there are modern methods of school leaders and certainly the use of modern leadership in accordance with professional standards is extremely important, and leaders must have sufficient knowledge of it, training in it, and also practice it so that they can make a positive difference in education systems that they manage. For the above, I have chosen my research question that I will work on, which is: The importance of applying modern leadership practices for principals in public schools in UAE

and its impact on their professional development and the improvement of the overall performance of their schools. I will present the results of this study to the Ministry of Education, where the summary of this report will be published to the principals of government schools in the Emirates in order to exchange experiences and knowledge that will develop the performance of school leaders. School principals will also realize the importance of modern leadership according to professional standards for school leaders. On the other hand, they will have awareness about the importance of developing their educational performance through their focus on the application of active learning practices in schools and linking the learning context with 21st-century skills and online learning theories in the blended learning process which implemented in schools due to the Covid pandemic.

Abstract Title: إدارة المعارف ودورها في صقل المهارات

Author Name: Raed Abounaga

Author Title: Policies & Regulations Manager

Author Organization: Rak Transport Authority - Uae

Abstract: يان التغير السريع في مناخ الأعمال والمناخ التعليمي، والتطور التكنولوجي، والمنافسة الشرسة، وحاجة المؤسسات إلى خفض التكاليف وتقليص أعداد القوى العاملة تسبب بضائع المعارف وكذلك بضالة الوقت المتوفر النتاج واكتساب الجديد منها. وقد أدى كل هذا إلى الاهتمام بمفهوم إدارة المعرفة وتطبيقاتها من قبل المختصين في "علم الدارة" الذين اعتبروا "إدارة المعرفة" هي المرحلة النهائية من الفرضيات ذات الصلة ُ بنظم المعلومات، وصقل مهارات الطالب والعاملين في كافة القطاعات، وكذلك تنبؤوا بأن أداء جهات العمل سيرتبط بشكل مباشر بصناع المعرفة "Workers Knowledge" ممن يساهمون في إضفاء القيمة المضافة عبر معالجة المعلومات المتوفرة النتاج معارف جديدة ونقلها أقرانهم بما يساهم في تطوير العمل وتوفير منتجات وخدمات مبتكرة. حيث أن (الإدارة المنظمة لأصول المعرفة في الجهة بهدف خلق قيمة مضافة وتلبية الاحتياجات الاستراتيجية، وهي تشمل كافة المبادرات والعمليات والنظم التي تعمل على إنتاج واكتساب المعرفة وتصنيفها وتخزينها ونشرها واستخدامها / إعادة استخدامها، حيث تتضمن هذه المعارف 5% معارف صريحة كالسياسات والدلة والتقارير وغيرها بينما تستحوذ المعارف الضمنية على نسبة 95% من المعارف وتشمل اللغات، الخبرات المكتسبة معلومات موجودة في عقول الخبراء وفي حال تحقيق ذلك . تنتج القيمة المضافة في المؤسسات التعليمية والمؤسسات العامة عن طريق الاستفادة من المعارف المتعلقة بالعناصر التالية:)رأس المال البشري، رأس المال المعلوماتي، رأس المال المؤسسي(وهناك أدوات وأساليب النتاج المعرفة تساهم في حفظها وصقل المهارات على سبيل المثال: 1- منتديات المعرفة Café Knowledge بما تشمله من جلسات للعصف الذهني ومختبرات الابتكار 2- منصات تبادل المعرفة 3- القراءة / المطالعة 4- برنامج التوجيه الوظيفي Scheme Mentoring أيضا هناك حاجة ماسة لتطبيق آليات الحفظ والنشر مثل: 1- أنظمة إدارة الأصول المعرفية / أنظمة الأرشفة 2- مصادر الخبرة "أسأل خبير" ويحتاج تصميم مثل هذا النظام إلى التالي: - تحديد أهداف إدارة المعرفة في المؤسسات: يمكن استخدام مصادر المعرفة إسأل خبير كواحدة من أدوات المعرفة فقط في حال مواءمتها مع الأهداف حيث تساهم في صقل مهارات العاملين ونقل الخبرات وتبادلها. - تصميم واجهة المستخدم: يجب أن يكون التصميم سهل الاستخدام وقابل للتعديل عند اللزوم، كما يجب أن يطلب من الموظفين تقديم تغذية راجعة مستمرة الغرض تحسين وتطوير الداة. - تسجيل خبرات المستخدمين ومعارفهم: تتطلب هذه المرحلة بذل الجهد في إقناع أصحاب الخبرة والمعرفة بأهمية تسجيل مواضع المعرفة التي يتميزون بها، ولتشجيعهم على القيام بذلك يمكن للمؤسسات أن ترصد لهم مكافآت تحفيزية وأن تنشر قصص النجاح الناتجة عن الاستفادة من معارف موظف معين. ومن المهم التركيز على إمكانات إدارة المعرفة وهي : 70% الأشخاص/الثقافة/التعليم، 20% للعمليات، 10% للتكنولوجيا، وكثيرة شخصية أعتقد ضرورة تطوير استراتيجية واضحة المعالم لمنظومة إدارة المعرفة في المؤسسات على أن تشمل المحاور التالية: رؤية واضحة المعالم، أهداف واضحة مثل " الوصول إلى مفهوم المؤسسة المتعلمة، حصر المصادر المعرفية، بناء مستودعات المعرفة. كما يجب تطوير مشاريع معرفية مثل " بنك المعرفة، نشر ثقافة المعرفة، تفعيل دور خبراء المجال المختصين، حصر الأصول المعرفية الضمنية والصريحة" الخاتمة: "أن ما يقاس ال يمكن متابعته وتقويمه" ومن هذا المنطلق يجب تطوير مقاييس ومؤشرات لقياس مدى نضج المعرفة استراتيجية وتشغيلية، ومنها على سبيل المثال ال حصر "نسبة العائد على الاستثمار في إدارة المعرفة، عدد الدروس المستفادة، عدد الوثائق التي تم نشرها أو تبادلها والمرتبطة بنقل المعرفة، نسبة دقة وحداثة المعلومات المعرفية"

Abstract Title: رعاية الموهوبين في دولة الإمارات

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Abstract: تولي دولة الإمارات اهتمام خاص بالموهوبين وأصحاب القدرات حيث تولي عناية نوعية لواقع ومستقبل هذه الفئة، وترى أن إعطاء رعاية الموهوبين له أهمية بالغة، يأتي من إيمانها العميق بهذه الفئة أنها هي من سيساعد البشرية على حل مشكلاتها لذا تسعى الدولة في تطوير طرق وأساليب اكتشاف الموهوبين وتقديم كل الدعم لهم، والاستفادة من مواهبهم بما يخدم مسيرة التنمية في المجتمع. فمنذ زمن قررت دولة الإمارات التحول إلى دولة ذات اقتصاد مستدام يركز على قاعدة موارد متنوعة تأخذ في عين الاعتبار أهمية الاستثمار في الإنسان والبحث عن أصحاب المواهب والمبتكرين، حيث تحثنا قيادتنا الرشيدة على الاهتمام بالموهوبين نظرا لإدراكهم الدور المحوري الذي سيلعبه الابتكار في مسيرة الدولة التنموية. هناك العديد من المؤسسات التي لها دور فعال في الدولة في اكتشاف الموهوبين ورعايتهم وتقديم الدعم لهم ومن أبرزها وزارة التربية والتعليم وجائزة حمدان بن راشد آل مكتوم للأداء التعليمي المتميز وجمعية الإمارات لرعاية الموهوبين ولجنة أبو ظبي لتطوير التكنولوجيا. سأحدث عن الدور التي تقوم به كل مؤسسة بإيجاز، حيث تسعى وزارة التربية والتعليم في تأمين فرص تعليم متكافئة للطلبة الموهوبين في المدارس الحكومية والخاصة بما يتناسب مع احتياجاتهم والبرامج الماثمة من خلال التقييم والتشخيص التربوي المناسب، وتسعى لتدريب المختصين والمهنيين العاملين مع الطلبة الموهوبين على أفضل وأحدث الممارسات في مجال التربية الخاصة، وتسعى لتعليم الطلبة الموهوبين من قبل مؤهلين ومختصين في مجال التربية الخاصة وحاملين شهادات متخصصين في الموهبة ذلك بهدف تلبية احتياجاتهم. أما يأتي دور جائزة حمدان بن راشد آل مكتوم للأداء التعليمي المتميز في تقديم الدعم المستمر للموهوبين وإثراء الميدان التربوي في مجال رعاية الموهوبين، وصقل مواهبهم واكتشافهم ورعايتهم، ومتابعتهم بوعي ودراسة، وبشكل مدروس وعلى أسس منظمة و توفير كل ما من شأنه الارتقاء بهم، حيث تسعى الجائزة إلى اكتشاف الطلبة الموهوبين من خلال توفير أدوات اكتشاف مناسبة من شأنها التعرف على الطلبة وقياس قدراتهم ومن أهم الأدوات وأولها حقيبة اكتشاف الطلبة الموهوبين وهي تعتبر من أدوات الاكتشاف المعترف بها عالميا، وهي حقيبة متكاملة تشمل جميع مراحل الاكتشاف علميا وعالميا ومقننة على بيئة الإمارات من قبل خبراء دوليين في مجال الموهبة، و تحرس جائزة حمدان على تأهيل الطلبة الموهوبين المنتسبين إلى مركز حمدان بن راشد آل مكتوم للموهبة والإبداع من خلال تطوير مهاراتهم العلمية والمعرفية، و إبراز مواهبهم على المستوى الإقليمي والدولي للمشاركة في المسابقات كممثلين للجائزة في المحافل العلمية محليا ودوليا، حيث تهدف المسابقات إلى تبادل الخبرات مع الفرق المنافسة لزيادة المعرفة وتطوير الأداء، تسعى أيضا إلى إثراء مهارات الطلبة الموهوبين من خلال الأنشطة والفعاليات و ورش العمل التدريبية، تسعى إبراز مواهب الطلبة الموهوبين واستثمار قدراتهم لتحقيقهم على الإبداع.

Abstract Title: رعاية الفائقين والموهوبين الأسباب والتأثيرات

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Abstract: مستخلص الدراسة تهدف الدراسة إلى التعرف على العوائق والعقبات التي تواجهها الأسر والمشرفين بشكل خاص في مجال رعاية الموهوبين والفائقين والوسائل الخاصة للتغلب عليها، كما أنها تحاول معرفة الآليات والمناهج الخاصة برعاية الفائقين والموهوبين في الدولة، وأكثر المواهب التي ينبغي أن يتم التركيز على رعايتها مستقبلا، والخطط الخاصة بتنمية المهارات الإشرافية على رعاية الموهوبين، وآراء صناع القرار حول الاستراتيجيات الخاصة في رعاية الموهوبين وكيفية تطويرها. المقدمة تعد رعاية الموهوبين حافزا أساسيا للأفراد في المجتمع من أجل أن يحذو هؤلاء حذو المبدعين والعباقرة فيما بعد، لذا بات الاهتمام بتلك الفئة من

الواجبات الوطنية والاجتماعية نظرا لدورها في تحقيق مستويات أعلى من الأمن الوطني، والاقتصادي، والاجتماعي، فالهدف من المؤسسات التعليمية لم يعد تلقين الطالب معلومات توضع أمامهم بصورة جاهزة ، بل يجب أن يتركز دور المعلم والمُشرف وحتى الأسرة على تزويد الطالب الموهوبين بالوسائل الخاصة بحل المشكلات، بالإضافة إلى مهارات أخرى مثل الإنجاز وحس الاستطلاع من أجل اكتساب مهارات تعينه على التعامل الأمثل مع البيئة المحيطة به، ومع الاحتمالات التي يتوقع أن يصبح عليها مستقبل، لكي يصبح مؤهلا على إنتاج المعرفة وليس استهلاكها وحفظها فحسب، ولعل الموهوبين والفائقين في الكثير من الأوقات يتم إهمال موهبتهم وقدراتهم ويصبح التركيز جله على الطالب ذوي التحصيل الدراسي المنخفض، باعتبار أن الموهوبين يستطيعون الاعتماد على أنفسهم في تطوير مهاراتهم والاستمرار على نفس النمط في التفوق وأنهم يستطيعون شق طريقهم بمفردهم حتى أن البعض يشكك في جدوى رعايتهم والاهتمام بهم. • البِد من النهوض بدور الموهوبين من خلال إنشاء مؤسسات أكثر في الدولة الحضان ورعاية المواهب، وتعريف المجتمع بها، بل يقع عليها عبء الوصول إلى كل موهوب وحث الأسر على استخدام أبنائهم الكشاف مواهبهم في حال لم يتم التعرف عليها، ليصبح في كل أسرة أكثر من موهوب تتم رعايته أسريا واجتماعيا ومن قبل الدولة أيضا ، ومتابعة ما وصلوا إليه أوّل بأول من قبل متخصصين في الموهبة حتى لا تترك المجال لهم للتقاعس أو طمس الموهبة الخاصة بهم. • توفير الدعم المادي الأسر الموهوبين بشكل مستمر، وذلك لما تتطلبه فترة الاستكشاف والمتابعة لمواهبهم من الحاجة المستمرة للمادة إن لزم الأمر، حيث يقع شراء كثير من الأدوات أو جلبها على الأسرة التي قد لا تكون ذات مقدرة مالية متيسرة فتصبح عائقا أمام الموهبة (الخطيب ، 2009م). • الحاجة الماسة إلى الإرشاد الأسري الأسر الموهوبين حتى يتم الدعم الكامل بشكل سليم ومتواصل، وإن تطلب الأمر أن تتلقى الأسرة فترات تدريبية عملية مع شهادة اجتياز تمكنهم من تلقي أساسيات المتابعة والتحفيز وحل المشكلات المرتبطة بموهبة ابنهم. • زيادة تفعيل استخدام التكنولوجيا في الكشف عن الموهوبين، والاهتمام بوضع برامج واضحة لرعايتهم ال تعتمد فقط على مقاييس الذكاء، بل تبحث عن آليات أخرى للكشافهم مثل الملاحظة وغيرها. • ضرورة الاهتمام بمهارات ومواهب ال يمكن تجاهلها مثل: الجرأة واللقاء وحل المشكلات، وفهم الذات، والشخصيات وغيرها من المواهب التي يجب التركيز عليها مستقبل. • تعزيز ثقة الموهوبين في أنفسهم من خلال الأسرة أوّل، ومن ثم المراكز الإبداعية التي يلتحقون بها بمنحهم دورات متخصصة في ذلك من أجل التخلص من الطابع الشكلي للبرامج لتكون تنفيذية وواقعية بصورة أكبر(ألباني ، 2020م).

Abstract Title: A Learning Plan on Using Project-based Learning for English Language Teaching and Learning

Author Name: Halima Alzaabi

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Abstract: (Designing a learning plan on using project-based learning for English language teaching and learning) This paper presents a learning plan that can be shared with other teachers for improving English language teaching and learning practices. It provides a description of the research problem, the research question, learning goals and objectives, and literature review discussed in the learning resource. The development of the learning plan is based on the ideas of collaborative learning theory, constructionism, and constructivism. This learning plan works to help sixth-grade students who have challenges in using English outside the classroom to use the language more confidently in real-life situations. Students learn English as a second language in the context of United Arab Emirates. As non-native English-speakers, students struggle in using the language in the classroom as well as in communicating with others outside the classroom. The learning plan aims to improve students' English language skills (reading, listening, writing, and listening) and promote students' communicative skills, collaborative skills, and higher thinking skills. The literature review supports the effectiveness of project-based learning and provides assessment tools for measuring the learning goals related to language skills and 21st-century skills. Some measurements like English language skills exams, post-test assessments, questionnaires would be used via virtual learning environment such as a learning management system (LMS) that elementary school teachers use and Microsoft Team to carry out project-based learning activities. Similar activities would be used as well in real classrooms. The learning plan is applicable in both settings, virtual and physical, in a blended learning environment. Project-based learning supports 21st-century skills and prepares students to higher education and job hunting by applying what they learn in school and relate it to real-life situations. The

effectiveness of the learning plan will be measured through assessing the learning outcomes and whether students' performance in standardized English language skills tests have improved along their competence in completing collaborative works for school.

Abstract Title: مبررات الاهتمام بالموهوبين في دولة الإمارات بين الواقع والتطلعات

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Abstract: دأب المختصون في التربية والخبراء، وكذلك علماء الاقتصاد والتنمية على حث المجتمعات الإنسانية، والعالم قاطبة لاهتمام بتربية ورعاية الموهوبين والفائقين الذين يمثلون قيمة مادية ومعنوية الـ يُستهان بها حاضرا ومستقبلا فقدراتهم عالية الذكاء تشكّل مجالاً خصبا لاختراعات والكتشفات، والتطورات العلمية، والتكنولوجيا، والاقتصاد، والى شاك أن الرعاية الخاصة للطفل الموهوب والمتفوق هو حق للحصول على فرص متساوية كغيره من فئات التربية الخاصة مثل بطيئي التعلم، وذوي الإعاقات العقلية؛ مما دفع المراقبين وصناع القرار في الدولة إلى المناشدة بأهمية إنشاء المراكز الوطنية المتخصصة لرعاية الموهوبين والفائقين، ليشبع حاجاتهم العلمية والنفسية، والإبداعية، مرما يعود بالنفع والصالح والتقدم للوطن. أحاول في هذا التقرير أن أسلط الضوء حول بعض القضايا المتعلقة بمبررات الاهتمام بالموهوبين والفائقين في دولة الإمارات من خلال مقابلات لفئات معينة، لإجابة عن الموضوعات المحورية الآتية: الفرق بين الموهبة والرفق، وأسباب التي تحول دون رعاية الموهوبين والفائقين، وتنمية قدراتهم، بالإضافة إلى مبررات رعاية الموهوبين والفائقين، والنتائج المأمولة من رعاية هذه الفئة من المجتمع، يليه التحدث عن دور دولة الإمارات في رعاية الموهوبين، ووصولاً إلى المقترحات والتوصيات المناسبة لتكثيف الجهود نحو رعاية الموهوبين والفائقين الرعاية المثمرة لخدمة المجتمع. وتظهر أهمية البرامج التي تنبأها دولة الإمارات لرعاية الموهوبين والفائقين التي تقي بحاجاتهم، وحاجات المجتمع على حد السواء، وتحقق مهارات القرن 21 التي تنبأها الدولة في رؤية 2030، والذي تشاركها فيه أكثر الدول تقدماً وحضارة وازدهاراً بالكفاءات العلمية، والخبرات، والموهوبين المبدعين في جميع المجالات. وهذا مما أثار دافعية كتابة هذا التقرير لتحديد أسباب مبررات اهتمام دولة الإمارات بأبنائها الموهوبين والفائقين، ومقارنتها بالأسباب والمبررات العالمية لاهتمام بهذه الشريحة من المجتمع. أهداف التقرير: - رصد واقع وصفي لاهتمام بالموهوبين والفائقين. - دوافع ومبررات اهتمام دولة الإمارات بالموهوبين والفائقين من أبنائها. - وضع توصيات ومقترحات مناسبة للاستثمار طاقات الموهوبين والفائقين الاستثمار الأمثل. منهج التقرير: يتبع هذا التقرير المنهج الوصفي التحليلي (المقابلة المنظمة، وتحليلها). الفئة المستهدفة: المتخصصون التربويون- أولياء الأمور- صناع القرار. وقد اعتمدت المقابلات الإلكترونية القائمة على MS Teams & Zoom، كما تم تغريغ المقابلات، وتحليلها باستخدام أسلوب الترميزات Codes عبر تطبيق MAXQDA.

Abstract Title: How to Use Cognitive Behavior Therapy in School

Author Name: Heba Alshehhi

Author Title: Student

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Abstract: Cognitive Behavioral Therapy (CBT) is significant in addressing the anxiety and stress-related issues affecting new students. Previous research reveals that new students

face a range of issues such as slow adoption to their new environment, difficulties in making new social partnerships, and the pressure to score high academic grades. This study aims to investigate several issues related to anxiety and stress that new student's encounter. It also examines how CBT can be applied in the school setting to alleviate anxiety and stress among new students. The study performs a systematic review of four articles that contain information about stress and anxiety among students. Only articles published and published after 2010 met the criterion for inclusion. Common themes in the articles include the challenges posed by anxiety and stress, and the role of CBT in mitigating these challenges. The findings indicate that anxiety and stress lead to challenges such as poor academic performance, lack of friendships, substance abuse, and suicide. The findings, in addition, reveal that CBT can help to identify and alleviate negative thoughts among students by cultivating positive behavior through the help of inhibitory learning principles, input of parents, and use of technology. CBT is therefore significant in addressing anxiety and stress among new students. The learning plan for this search focus on for Grade 4 students. This is the first stage of upper primary school education after completing early childhood and lower primary education. The fact that grade students have transitioned from lower to upper education can cause a substantial amount of stress and anxiety. Apart from transition, most students are new and are more likely to suffer from stress and anxiety. Grade 4 students also have specific and distinct learning needs as compared to other grades. To conclude with, CBT is a comprehensive intervention for addressing stress and anxiety since it involves parental and family guidance, inhibitory learning principles, technological techniques, and individualized case conceptualization. Through an appropriate CBT-based learning plan, anxiety and stress can be alleviated in new students thus making them happier and more confident in achieving better outcomes.

Abstract Title: How to make learning history meaningful Learning?

Author Name: Nada Al Ali

Author Title: Student

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Abstract: The current study was developed to address the learning goals for grade 8 students, including comparing life in the UAE past and present and explaining the significance of preserving archaeology in the UAE. The major problem that has been addressed in this study is that it highlights the fact that most of the students find learning history to be boring, and specifically, the Grade 8 students possess various to be less attractive. Many studies indicate that students are not interested in learning History (Nair & Narayanasamy, 2017). The current study will address this issue and aims to turn history learning into something meaningful and interesting for learners. As a part of this, the learning resource would address some 21st-century skills, including online or digital learning plans such as online or virtual educational tours. While stating the significance of the research, it should be noted that there are various people who might be interested in the current research, such as educational specialists in museums, teachers, parents, students, and some educational organizations. Learners will explore Sharjah Archeology Museum, which is considered significantly effective as the process would allow the students to achieve a practical learning experience, which in turn would be appeared as effective to acquire the lessons in the classroom easily by the students. The memories or practical experience received by the students would help them to memorize the learning effectively. Learners will achieve MOE goal, which explains the knowledge of the influence of people, events, and significant developments that take part in shaping the society of the UAE regarding various periods of time and in multiple locations. For example, the digging activity in a museum would help the students connect with the excavations of archaeological sites in the UAE. However, the strategic effectiveness can be measured by taking tests or further assessments or monitoring the learning progress level

of the students between the past and present.

Abstract Title: Effective oral language instruction to enhance basic language skills for second language learners.

Author Name: Zainab Moosawi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Early language skills are critical skills that children need to achieve to acquire a second language (Mattsson et al., 2013). English as a second language is a requirement in UAE kindergartens, and children need to acquire basic language skills at the end of the early childhood stage. Therefore, teaching a second language requires specific approaches that match the children's abilities (Mattsson et al., 2013). Social contexts and meaningful activities is an essential area to focus on during language learning. Vygotsky (1978) suggested that learning a second language happens through social interactions. This learning plan focuses on oral language and communication, which are essential aspects that enhance future literacy skills such as phonemic awareness. Meaningful activities such as role-playing, storytelling, and story recalling helps children improve their oral language, communication, and presentation skills. The learning plan aims to inform teachers how to incorporate language skills into meaningful activities throughout the daily routine to enhance language learning. Chomsky (1965) argued that the child's brain has a special language-learning mechanism. Therefore, learning a second language should be incorporated through the learners' daily routine. A language should be used during meal time or creating a conversation during the day. Using appropriate strategies and activities will allow second language learners to be confident in using the language to communicate with others. Teachers should use gestures, mimes and facial expressions while speaking with second language learners to convey a message (Greenfader et al., 2014). The learning plan addresses crucial 21st-century skills such as critical thinking, creativity, communication, and collaboration. It also enhances information literacy skills by comprehending given information. The teacher can use modern ways to assess children's language skills through puppet shows, prompt cards, and role-playing. Teachers can observe and audio-record children's producing the language to inform their future instruction. This learning plan contributes to teachers' understanding of language teaching techniques that can be implemented in daily activities.

Abstract Title: Enhancing Students' Skills

Author Name: Sumayya Al Shehhi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This project focuses on Higher Education institution goals and efforts to empower students' employability readiness skills and prepare students for the workplace and future careers. By asking the question: what do the potential graduate students in The Higher Education need to be willing to start their future careers? There are different approaches and methods that the career department is applying in Higher Education on the way to assure that the students in year four (potential graduate) are ready to start their career path and gain the required skills. This research will benefit the students and they will be able to determine and develop the required skills for their future and develop their 21st-century skills such as communication, creativity, collaboration, problem-solving, and innovation. For instance, conducting one-to-one sessions about Employability Readiness skills focusing on CV writing skills and interview skills. Through these sessions, we will scaffold students and build their new knowledge in a way that enhances their 21st-century skills like communication skills. Additionally, conducting CV competition (creating animation video) to evaluate and assess students' understanding and promote their skills. Creating and designing videos engage creative and critical thinking skills through the steps of planning and product video. Moreover, the Entrepreneur program contains several workshops, seminars, and a storytelling program to educate students about the entrepreneur. I believe seminars are one way to engage and attract students to learn. Besides, it supports students in developing their communication skills through discussion and interaction with the audience. Finally, the internship services allow students to practice and apply the learning and growth of their skills. It is also the approach that assists students in building their networking and increasing their communication skills. To conclude, to measure the effectiveness of these methods, several assessments are applied to evaluate the students' skills and learning.

Abstract Title: Difficulties And Solutions In Mathematics (Addition)

Author Name: Maitha Alkaabi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The main goal of this learning resource is to provide effective strategy plan focusing in achieving innovative and meaningful learning outcome. In connection, this research project focus on its learning objective to discuss, collect relevant information, validate resources related to main factors affecting the students ability to understand math concept and address solution through developing learning design to help learners develop 21st century skills. This learning resource aims to resolve the problem on how kindergarten student develop problem solving skills and ability to use mathematics in everyday life, identify the factors affecting their numeracy skills and find best solutions to engage and help kindergarten students learn about math concept with the use of modern technology. And the main purpose of this study was to prove the importance of adding technology into teacher's instruction method and show significant improvement of student's attitude and performance toward mathematics concept and learning activities based on research related to computer and student. ` Learning resource address students learning ability to understand concept of addition and develop student's critical thinking skills, flexibility, communication, collaboration, technological literacy which is aligned to 21st century learning skills. The learning plan is designed to cater and benefit all kindergarten who is struggling in understanding math concept and provide opportunities to all learners with different level of learning capabilities to get engage with different learning styles in order to establish positive attitude toward mathematics and ensure young learners to appreciate and benefit from its practical application in life. According to Epstein, (2014) Selecting digital technology to teach important ideas is important for teachers to be intentional in selecting learning materials and planning educational experiences for children. Technology and interactive multimedia are more

conducive to learning. Students are engaged in their learning using these powerful tools and can become self-motivated, socially active and provide opportunity to achieve mastery of the learning objective. Live worksheets allow teachers to transform traditional printable worksheets into interactive online exercises with self-correction, which we call "interactive worksheets". Students can do the worksheets online and send their answers to the teacher. Live worksheets or Interactive Worksheets are made with educational apps that take favorite PDF worksheets and convert them into engaging digital materials delivered online to students. If the students log in with their username and password and do the exercises in their workbooks, you can check their work in your notifications. You can also go to my students and click on the students' names to check all their work, or click "group results" next to the group to see all their work at a glance. Effectiveness of this learning resource is accessible to measure at any time.

Abstract Title: Online Peer Tutoring in Higher Education
Author Name: Sherina Al Hemeiri
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This project looks at the impact of conducting peer tutoring program in an online environment that will benefit any institution looking to shift their services such as peer tutoring to an online medium which will benefit both tutors and tutees to have more flexibility for users to meet each other anytime and anywhere. Although the other aim is for tutees to progress academically, the tutor and the tutee will be able to develop in other areas such as with their personal skills and especially their 21st century skills which includes collaboration, creativity, communication and digital literacy. Students will be able to apply social constructivist learning theories as they coach others through social interaction during their interaction time. The focus group is students who are learning in higher education. Studies showed that when the pandemic hit globally, teachers and students had to shift gear to teach and learn fully online and despite going back to physical learning slowly, online learning and services is still in demand to continue function remotely. Therefore, it is important to develop an online peer tutoring program with rules, responsibilities and ways to measure its effectiveness to be able to maintain the quality of delivering this service. Tutors and Tutees will need to attend tailored orientation sessions created to fit their roles and learn about using the Learning Management System as it will serve the main connecting point. Tutors will post their schedule, and the subject they will teach. On the other hand, tutees will select their preferred tutor and consequently, a session will be scheduled, making it easy to sync calendar appointments, track attendance and record sessions for future review purposes. At the end of the semester, an analysis will be conducted on the number of tutees who attended the sessions, comparing it with the number of students who passed their courses.

Abstract Title: المواهب عبر العصور
Author Name: Hajer Alblooshi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: مما الشك فيه أن اهتمام المجتمعات والشعوب لرعاية الموهبين والفائقين من الأمور التي تنقل تلك الشعوب إلى بر الأمان ومواجهة كافة الصعوبات والتحديات التي يمكن أن تحدث، وإمكانية التصدي لها وإيجاد حلول مناسبة لحالات الطوارئ والأزمات. كما أن أي موهوب البد وأن واجهته تحديات وعوائق منعه من التقدم سواء كانت عوائق مجتمعية أو نفسية أو مالية. ويجب على المجتمع أيضا الوقوف بجانب هؤلاء الأشخاص لأنهم قدموا للبشرية إنتاجات فكرية عظيمة وساهموا في تغيير مسيرة التاريخ سواء على الصعيد المحلي أو العالمي. ومن الجدير بالذكر بأن العقول المبدعة في السابق كانت تهاجر من موطنها الأصلي إلى مواطن أخرى في العالم أجنبي حيث الاهتمام والرعاية وتبني تلك العقول الشابة المبدعة والموهوبة ودعمهم وتوفير كافة السبل للحفاظ عليهم؛ إدراك تلك الدول بأهمية تلك العقول والاستفادة منها في نمو دولهم واقتصادهم وحل ما بها من أزمات وكوارث طبيعية وأخرى قد كانت تحدث بين الحين والآخر. إل أن دولة الإمارات العربية المتحدة استطاعت أن تضم هذه الفئة تحت مظلة واحدة بإنشاء جمعية خاصة بهم تضم كافة القدرات الإبداعية التي تحتوي على مختلف القدرات والمواهب بمجالات مختلفة عن طريق إنشاء جمعية الإمارات لرعاية الموهوبين، والتي تعمل جاهدة في تلبية احتياجات الموهوبين وتنمية قدراتهم وصقل مهاراتهم الإبداعية لخدمة الوطن، وإعطاء الموهوبين والفائقين كافة الدعم المعنوي والنفسي ومنع هجرتها إلى الدول الغربية والحفاظ على الشباب من أبناء الوطن حتى تنافس الشعوب الغربية والوصول إلى العالمية. وسيتم التعرف أكثر عن دور الجمعية في الكشف عن الموهوبين من خلال أحد المقابلات مع نائب رئيس الجمعية، ومعرفة جهات أخرى مهتمة بالموهوبين بالدولة. وتعود أهمية الكشف عن الموهوبين بمعرفة نوع الموهبة التي يتحلّى بها الطفل وعملية اكتشافه في مرحلة مبكرة من العوامل الهامة في تطور مهاراته ووضع برامج معينة وفقا لموهبته وقدراته، بالإضافة إلى الأهمية البالغة للكشف عن الموهوبين في الدول إيمانهم بقدرات أبنائهم ومهاراتهم التي تشكل السالحي الذي تتخذ كل دولة في بناء وطنهم ومواجهة كافة التحديات التي من الممكن التعرض لها والتغلب على هذه التحديات من خلال الحلول والخطط التي تقدمها لهم أبنائهم الموهوبين فهم الثروة الحقيقية للوطن. وهناك أسباب عالمية أخرى أدت إلى الاهتمام بالموهوبين والمبدعين: حركة القياس العقلي- الانفجار السكاني- الجمعيات المهنية والمؤتمرات العلمية- انهيار الاتحاد السوفيتي. (د. فتحي جروان، 2013) وتعود أهمية الكشف عن الموهوبين بمعرفة نوع الموهبة التي يتحلّى بها الطفل وعملية اكتشافه في مرحلة مبكرة من العوامل الهامة في تطور مهاراته ووضع برامج معينة وفقا لموهبته وقدراته، بالإضافة إلى الأهمية البالغة للكشف عن الموهوبين في الدول إيمانهم بقدرات أبنائهم ومهاراتهم التي تشكل السالحي الذي تتخذ كل دولة في بناء وطنهم

Abstract Title: Real-life subtraction mission

Author Name: Shayma Alshehhi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: A noted problem is that grade one math students experience confusion when moving from one skill to another. Such as from addition to subtraction. The focus of this project is to help grade one math learners learn how to learn, specifically to help them overcome the difficulties and confusion when learning new skills. The 21st-century skills that will be used in this learning resource are thinking skills, technology skills, problem-solving, communication, and interaction skills. By connecting the lesson through using visuals and stories. This learning resource will be very helpful for the students, teachers, and parents. The students will carry those lessons with them during their life as a way to apply those skills in their

future challenges and real-life situations. The teachers will be able to give the right and effective lessons to the students. Parents will gain the ability to give their children real-life skills in order to know how to deal with it alone. My learning resource has been talked from MOE's main goals and the curriculum that has been applied for grade one books. Which is "Recognizes the concept of addition and subtraction, through the senses and simple life situations". Those resources will be implanted during class time and in real-life situations by doing the right activities that support the student's level and skills. To measure the effectiveness of the plan is by letting the students apply what they have learned in their life. The 21st-century assessment will help gain the right result of the student's understanding and do a small presentation of the process via video. In conclusion, when the teacher lets their students learn how to learn. These skills will be helpful for them during their study at school, college, and then at work years and beyond. We as teachers must always make sure that we deliver the best skills for the students.

Abstract Title: **Returning to schools after COVID19 lockdowns: How Can 3rd Grade Teachers Promote " Project Based Learning" Method in The Classrooms to Increase Students Academic Levels in Science Subject**

Author Name: **Eman Abdulghafoor**

Author Title: **Student**

Author Organization: **Hamdan Bin Mohammed Smart University (HBMSU)**

Abstract: As a cycle one teacher of 3rd grade students, I observed a very challenging and negative attitudes towards students weak understanding and lack of skills in science concepts that have been taught during the virtual classes at the COVID19 lockdown through the pre assessments that was giving to them at the beginning of this year when the students returned to schools again. Educators believe that there is a solution for every student ineptitude in different educational areas by providing numerous of effective tools and utilize teaching methods accurately based on their ages. Based on some scholars and personal researches studies that was done within my classroom pupils in the previous years of teaching I am going to state in this article how "Project Based Learning" method promotes 3rd grade students learning and increases their achievements in science subject by working in a specific project related liquid substance of state of matter topic which is about measuring the amount of sugar in soda drinks" that requires students collaboration and essential digital resources to attain the learning outcomes successfully. The goals of integrating technology in PBL are to support students active learning, develops critical and problem solving skills, increases the opportunity of using advanced applications and websites, foster creativity and build a motivational and potential team work interaction (Hmelo-Silver, 2004). Creating an assignment rubric is significant for students to follow because it facilitates the project processes and it determines minimal advanced digital tools to apply during their formative assessments such as limnu for concept maps, powtoon for creating videos, padlet for sharing their experiences, seesaw for work submission and feedback and live worksheet, but as their summative assessment they need to use " Canvas" free software that is concession because it permits team work members to have an access in designing their final innovative work and provide their interesting and appealing ideas and conclusions of the task professionally and collaboratively through presentation slides in order for them to conduct and explain their project in the science fair day for grade three and national diabetes day event at the school with clarity and the teachers can fulfill their concerns about students achievement levels positively by evaluating the students acquisition skills and academic progress of science subject.

Abstract Title: Education Theories

Author Name: Nouf Almansoori

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Abstract: Abstract Education Theories The application of learning theories can help develop effective learning strategies to improve online learning. In the twenty-first century, blended learning has become the norm, with teachers integrating traditional and online classes. The biggest challenge has been fostering the success of online learning through the adoption of effective learning strategies. For this reason, the learning resource seeks to demonstrate the application of different learning theories in enhancing blended learning. The learning resource seeks to resolve the existing problem apparently in online learning. Specifically, instructors have been unable to manage the environmental, emotional, and cognitive influences that affect the learning process in blended education. The resource seeks to establish a fantastic guideline for providing educators with the right tools and skills in fostering effectiveness in blended learning. The resource serves as a source of important skills such as delivering content in the digital age through effective instructional strategies. The learning resource will benefit learners at the college and university level that are dependent on blended education. Educators at various levels will benefit from the resource because they will gain insight into the most effective approaches for fostering learning in the blended environment. The current learning resource will serve as a learning plan that categorically foregrounds the best instructional strategies for online teaching. The implementation process will take place among KG2 children to establish various levels of support to foster effectiveness in blended education. After the implementation process, a rigorous assessment of learning outcomes will establish the learning resource's effectiveness. Keywords: learning theories, blended education, instructional strategies, online learning, learning plan. Research Question (Education Theories) a. How can learning theories be used to improve educational outcomes in the 21st century in blended learning? b. Why online learning is a preferred alternative to traditional education in the 21st century. Education Theories

Abstract Title: واقع أدوات الكشف والتعرف عن الموهوبين والفاائقين من وجهة نظر الطلبة الموهوبين، والكادر التعليمي وأولياء الأمور

Author Name: Assmaa Hamdy

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: واقع أدوات الكشف والتعرف عن الموهوبين والفاائقين من وجهة نظر الطلبة الموهوبين، والكادر التعليمي وأولياء الأمور هدفت الدراسة إلى تقييم واقع الكشف عن الموهوبين والمتفوقين في دولة الإمارات العربية المتحدة، والوسائل والأدوات المستخدمة للكشف عنهم ومؤشرات نجاحها ومعوقات عملية الكشف. لتنفيذ الدراسة قامت الباحثة بإعداد استبانة وتحديد أبعادها الرئيسية والتي شملت على أبعاد ثلاثة "أدوات الكشف

عن الموهوبين ومؤشرات نجاحها ومعوقات أدوات الكشف" ويندرج تحت كالم منها مجموعة من العبارات وعددها 7 عبارات، وقد تم تحديد سلم الاستجابة علي كل عبارة حسب مقياس ليكرت الخماسي بحيث يتدرج من 1-5 (وتمثل 1) (غير موافق بشدة، 2) (ال موافق، 3) (مجايد، 4) (أوافق، 5) (أوافق بشدة، طبقت الباحثة صدق المحكمين على أداة الدراسة حيث عرضت على مجموعة من المحكمين وعددهم 3)، وتكونت عينة الدراسة من 15 فرداً، لتشمل عدد 5) من معلمي ومعلمات مدراس إمارة الشارقة وعدد 5) من الطلبة الموهوبين وعدد 5) من أولياء أمور طلبة موهوبين. استخلصت الدراسة مجموعة من النتائج الهامة من وجهة نظر الباحثة، كتأخر عملية الكشف عن الموهوبين بالإضافة إلى عدم إتاحة الفرص لتدريب وتأهيل الكوادر التعليمية على كيفية استخدام اختبارات الكشف عن الموهبة فزال عن محدودية الحوافز التشجيعية المقدمة للطلبة الموهوبين والمتخصصين المبدعين في مجال الموهبة والتفوق، وعدم كفاءة مناهج التعليم العادي لتنمية قدرات الموهوبين واستغلالها، كما توصلت الدراسة إلى عدم توافر قانون للموهبة والتفوق فزال عن غياب الوعي الأسري الأهمية رعاية الموهوبين وتعليمهم وعدم تقديم الدعم النفسي والاجتماعي للموهوبين أنفسهم. واستناداً لما أفرزته نتائج الدراسة، توصي الباحثة بضرورة الاستعانة بالجهات المختصة لتدريب وتأهيل الكوادر التعليمية على جوانب عملية الكشف عن الموهوبين وطرق وأساليب بناء برامج خاصة تتماشى مع قدرات الموهوبين والاهتمام بتقديم حوافز وبرامج تشجيعية متنوعة للموهوبين والمعلمين المتميزين في مجال تربية الموهوبين ورعايتهم، فزال عن أهمية العمل على استحداث قوانين وتشريعات وطنية تنظم عملية الكشف عن الموهوبين وتحفظ لهم حقوقهم في الرعاية والاهتمام، والاستفادة من المؤسسات الوطنية والمجتمعية لتوعية الأسر بضرورة الاهتمام بالموهوبين ورعايتهم وتقديم الدعم النفسي والاجتماعي للموهوبين أنفسهم.

Abstract Title: The impact of LMS on enhancing blended learning
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Abstract: Blended learning became an effective alternative nowadays. It is a combination of the online learning and the normal classroom. There is a need to support online learning with technological software like learning management system (LMS). Thus, this research aims to demonstrate the impact of using LMS on enhancing learning in the blended learning and assess the LMS features on the educational process. Moreover, the research aims to the impact of using LMS on the technological skills. Integration of educational technologies in education leads to the use of different tools which support teaching and learning as well as enhance achieving of the learning outcomes. Learning management system plays an efficient role on the student's learning. Rapidly changes in the world have raise the use of LMS on the educational field because it is considering the learners' abilities. Moreover, LMS help teachers to deliver content easily for the students which help them to gain knowledge by using different materials in virtual learning environments. Today, Corona pandemic effects on the teaching and learning process as well as it enhances the use of the virtual learning environments. Learning management system is a software that can be used to deliver information and to track the students' progress. It has many features which facilitate the teaching and learning process. For example, it helps to use different activities for the lesson plan as well as it improves the communication between the teacher and the students. On the other hand, LMS offers the opportunity to the students to collaborate, discuss, and share ideas. I choose this topic because it is relevant to the MOE outcomes and it is crucial for the stakeholders to know more about the impact of the learning management system on enhancing learning. Furthermore, studies in this topic specially in the United Arab Emirates are limited. Blended learning becomes a good alternative through the Covid-19 pandemic, and it supported by different applications and software.

Abstract Title: أدوات الكشف عن الموهوبين
Author Name: Fatima Alhammadi
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Abstract: هدفت الدراسة إلى التعرف على أدوات الكشف عن الموهوبين في الإمارات، ومعيقات اكتشافهم وأهم المقترحات لتطوير طرق الكشف عنهم، وتمثلت العينة من 15 فرداً، أحدهم متخصص في الكشف عن الموهوبين، خمسة معلمين، أربعة من أولياء الأمور وخمسة طالب موهوبين. وكانت نسبة الإناث للذكور 80% من العينة. أما الأعمار فكانت 60% من العينة تعدوا الأربعين، و40% تحت الأربعين. وبالنسبة للخبرة فكانت 40% للذين خبرتهم أقل عن 10 سنوات، و33% كانت خبرتهم ما بين 10-19 سنة، بينما 27% كانت خبرتهم أكثر من 20 سنة في مجال الموهوبين، وتم التواصل معهم بالهاتف وإرسال الاستبانة الإلكترونية لهم، وتكونت الاستبانة من 3 أبعاد لكل بعد 7 فقرات، البعد الأول أدوات الكشف عن الموهوبين، والثاني معوقات الكشف، والثالث مقترحات لتطوير طرق الكشف، ومن نتائج البحث أن 90% من الأفراد وافقوا بشدة حول وجود طالب موهوبين في المدارس لم يكشف عنهم بعد، وحول أهمية وجود أنشطة في المدارس تكشف عن الموهوبين بنسبة 90%، ووافقت بنسبة 88% على أن أهم أدوات الكشف هي تزكية المعلم، ونسبة 78% على أن المستوى الاقتصادي للأسرة يلعب دوراً في إعاقه اكتشاف موهبة البناء ونسبة 70% أن هناك نقصاً في توفير أدوات الكشف عن الموهوبين في المدارس، وكانت محايدة بنسبة 62% حول انتشار ثقافة الموهبة، ومحايدة بنسبة 65% حول استخدام اختبار القدرات العقلية في المدارس. أما الاقتراح سبل أخرى لتطوير طرق الكشف عن الموهوبين فكانت الاستجابات بضرورة بوجود مختصين في اكتشاف الموهوبين في المدارس، وأن يكون هناك مدارس خاصة بالموهوبين في الدولة. وأخيراً توصي الباحثة بتوفير معلمين مدربين على اكتشاف الموهوبين؛ ألن المعلم يعرف الكثير عن الطالب بسبب طول اليوم الدراسي وتعامله المباشر مع الطالب، كما توصي بتوفير الأدوات اللازمة للكشف عنهم؛ فالمعلم ال يستطيع العمل دون أدواته والتي يجب أن تناسب بيئة الإمارات، بالإضافة لتوفير اختبارات للقدرات العقلية، وتكثيف الأنشطة والمسابقات في المدارس اكتشاف الموهوبين، وأخيراً توفير مدارس خاصة بالموهوبين في إمارات الدولة كافة؛ لما لها من أهمية بالغة في اكتشاف الموهوبين.

Abstract Title: مبررات تربية الموهوبين في دولة الإمارات العربية المتحدة
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Abstract: يهدف هذا التقرير إلى التعرف إلى واقع رعاية الفائقين والموهوبين في دولة الإمارات العربية المتحدة والوقوف على أهم أسباب ومبررات الاهتمام المتزايد بتربية وتعليم هذه الفئة من أبناء الدولة ومدى انسجامها وتماشيتها مع الأسباب العالمية لرعاية الموهوبين والفائقين. كما تناول التقرير سبل وطرق الرعاية المناسبة لفئة الموهوبين من منظور وطني ينسجم مع معطيات وخصوصيات وتوجهات الدولة، ووقف على أهم المعوقات والتحديات التي تواجه رعاية هذه الفئة، سواء كانت متعلقة بالقوانين والتشريعات، أو المؤسسات الراعية للموهبة، أو المدارس - باعتبارها الحاضن الرئيسي للمواهب والمتفوقين - أو التحديات الخاصة بالطالب نفسه أو الرعاية الأسرية لموهبته التي يحظى بها في المنزل. كما سلط الضوء على تطلعات ورؤية صناع القرار والمسؤولين وأولياء الأمور لرعاية الموهوبين وتصورهم لما سيكون عليه واقع الموهوبين بعد 20 سنة من الآن. تم استخدام أسلوب المقابلات في إعداد هذه الدراسة، حيث تم التركيز في بناء أسئلة المقابلات على أهداف الدراسة وهي خمسة محاور رئيسية كانت كالتالي: 1- أسباب ومبررات الاهتمام المتزايد بتربية وتعليم الطلبة الموهوبين والفائقين من أبناء الدولة. 2- سبل وطرق الرعاية المناسبة لفئة الموهوبين. 3- أهم المعوقات التي تواجه رعاية الموهوبين في الدولة. 4- الآمال والتطلعات المستقبلية لرعاية الموهوبين في الدولة. 5- التوصيات والمقترحات لتحقيق

هذه التطلعات المستقبلية وتم عقد هذه المقابلات بطرق مختلفة تنوعت بين مقابلات شخصية ومكالمات هاتفية ومن خلال برنامج Microsoft Teams وذلك لأسباب تتعلق بجائحة كورونا وصعوبة اللقاء المباشر مع جميع المعنيين. ولقد هدفت من تنويع العينة إلى تحقيق نظرة شاملة لمبررات رعاية الموهوبين من عدة جهات؛ فبطبيعة الحال فإن رؤية صناع القرار ستكون مختلفة عن منظور من يتلقى هذه الرعاية كالتألب وأولياء أمورهم، وتبقى رؤية المتخصصون التربويون أيضا ذات أهمية بمكان باعتبارهم المنفذون لهذه البرامج وهم حلقة الوصل بين صناع القرار وأولياء الأمور، حيث تتضح لهم رؤية أخرى من خلال عملهم على تحويل القرارات إلى واقع ملموس. ولقد قمت ببناء التوصيات والمقترحات بناء على التحليل النوعي لهذه المقابلات لوضع الخطوات المستقبلية التي نحتاج أن نتحرك باتجاهها لتقديم أفضل الخدمات لهذه الفئة المحورية في المجتمع

Abstract Title: 611 Effective Design and Delivery of Online Course

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Abstract: The Master of Arts in Online Curriculum and Instruction is an online course concerning the development of effective online learning. The course provides learners with the opportunity to undergo preparation in the education profession (HBMSU, 2021). This is done by exploring the coursework and pursuing various subject matters, therefore, improving the teaching proficiency of learners. The intended audience for this course is learners who have a background in education. Persons that interested in creating and designing educational materials utilizing online technologies (HBMSU, 2021). That is, the target audience of the course is those who show interest in integrating e-learning and key smart technologies in both their teaching and training practices. The course's main goals include integrating learning theories in online learning programs; to match learning context with relevant technology; to develop both formative and summative evaluation plans; implementing the pedagogical strategies in online learning, and offering learners the necessary principles of instructional design that enables them to learn online. Course Design Understanding the course design entails being knowledgeable on the design of learning objectives, content, and use of tools. Design of the learning objectives of the chosen course entailed demonstrating the main components of knowledge and practice that the learners need to acquire from the course (Burns, 2016). Additionally, these objectives were designed in a way that allowed the learners to understand what exactly was expected of them while taking the course. Design of the content of the course and its sequencing took place by making each of the components of the course to be taught at designated times. This begins from the introductory element of the content to its actual use. The course's content modules have been enhanced using relevant affiliated tools. An example of this is video integration. There are also some links in the modules to some information websites and blogs (Roffey, 2006). Another tool in the module is a section containing common resources that learners can use. The course offers learners an opportunity to take part in its evaluation. This entails the learners grading the course for its effectiveness. This is provided at the end of the course whereby the learners get to fill in a feedback questionnaire assessing various elements of the online course.

Abstract Title: The degree of availability of digital learning skills during the Corona pandemic and trends towards its use among general education teachers in Hail City.

Author Name: Dr.Sultan Soliman Alanazi

Author Title: Teacher

Author Organization: ALRAJHI

Abstract: The outbreak of the Corona virus epidemic has led to the stay of (290) million students around the world in their homes to prevent the damage of the virus (UNESCO, 2020), which led to the adoption of educational institutions around the world on distance learning to mitigate the loss of the objectives of the educational process for all stages, While achieving the desired level of education as well as its quality is one of the continuous challenges, which exacerbates this crisis. Therefore, the competencies of teachers in the educational application of digital technology in an effective and future-oriented manner may be more important than ever (Barakat, 2020). As digital learning requires a number of technical and pedagogical skills that the teacher must have to help him succeed in dealing with digital learning. From this point of view, the current study aimed to identify the degree of availability of digital learning skills during the Corona pandemic and the trends towards its use among general education teachers in the city of Hail. The study sample consisted of (243) male and female teachers (127 male and 116) female teachers, who were randomly selected from public education schools. The descriptive approach was used in this study (correlative and comparative). After using the statistical methods, arithmetic averages and standard deviations, as well as the t-test for independent samples, the results of the study concluded that the degree of availability of digital learning skills was at a high degree. The results of the study also showed that the trends towards digital learning in the Corona pandemic came to a medium degree, while the results of the study did not show the presence of statistically significant differences in the degree of availability of digital learning skills during the Corona pandemic and the trends towards its use due to the gender variable. digital, and building programs that contribute to the development of positive trends towards digital learning. key words Digital Learning Skills Corona Pandemic Trends Teachers

Abstract Title: Adolescent's Leisure Time during COVID-19

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Abstract Many people would agree that, in the last ten months, we have faced a pandemic (COVID-19) that affected all the world and all ages, especially their daily routines. Families have struggled the most since all members are at home dealing with lockdown; facing the fact that it has been over four-to-six months and the routines of the family members suddenly changed. They were introduced to new habits that later became a part of their routine; an example is the overuse of electronic devices. My topic for this research will be about the effects and the overuse of electronic devices primarily on adolescence during the quarantine. As well as how the electronics have affected the family's bond and the way of communication around the world. I chose this topic because I have noticed the drastic changes in the lives of the adolescent in the fields of education, physical/mentalhealth and finally, their communication skills. The second reason for choosing this topic is the importance of finding a solution towards the adolescent overuse of electronic devices

and how to manage their time well and healthier. Keywords Teenagers, Adolescence, Adolescent, Leisure Time, Free Time, COVID-19, Communication, Overuse, Electronic Devices, Quarantine, Education, Physical Health, Mental Health, Time Management Paper Type Research Paper Method and Recommendation The data was collected primary as survey questions, it was distributed online through emails and mobile app to parents and family members of adolescents in Dubai. The data was analysed and compared in two programs: Google Form and Microsoft Excel. The survey details were analysed in normality, validity, and reliability tests. The results of the hypotheses are also typed and reported. Different types of recommendation were introduced: how to deal with the problem in an analogue way, the adolescence character type and how to communicate with them, and to make the atmosphere a device free zone.

Abstract Title: مبررات رعاية الموهوبين في دولة الإمارات العربية المتحدة
Author Name: Aisha Alketbi
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Abstract: مبررات رعاية الموهوبين في دولة الإمارات العربية المتحدة المستخلص هدفت هذه الدراسة إلى البحث والتقصي عن أسباب ومبررات الاهتمام المتزايد بتربية الطلبة الموهوبين والفائقين في دولة الإمارات العربية المتحدة، ومقارنتها بالأسباب والمبررات العالمية، وتم استخدام مهارتي البحث والتقصي باستخدام المقابلة المنظمة مع مؤسسات رعاية الموهوبين كوزارة التربية والتعليم ومركز حمدان بن راشد للموهبة والابتكار، ومجلس الشارقة للتعليم، وكانت هذه المقابلات مع عينة تتكون من أربعة مختصين في برامج رعاية الموهوبين، و إثنين من أولياء أمور الموهوبين، وتم إجراء هذه المقابلات هاتفياً أو عبر برنامج teams في ظل جائحة كوفيد 19، و تضمنت هذه الدراسة استفتاء الآراء المختلفة حول أساليب ومبررات تركيز الدولة على رعاية الموهوبين ، و أهم البرامج التي يتم تقديمها للطلبة الموهوبين ، وأثر الجوائز المحلية والعالمية والمسابقات في دعم و رعاية الموهبة والموهوبين ، والمقترحات والتوصيات حول سبل رعاية الموهوبين ، والتحديات التي تواجه مؤسسات رعاية الموهوبين في الدولة، وأظهرت النتائج أن الابتكار وكون الطلبة الموهوبين الثروة الوطنية للدولة أهم أسباب رعاية الموهوبين فهم الحل البشري للتحديات والمشكلات التي ستواجه الدول في المستقبل، ومن أهم المقترحات حول سبل رعاية الموهوبين المطالبة بمراكز متخصصة برعاية الموهوبين فقط وتوفر لها أفرع في الإمارات الأخرى، و تفعيل بطاقة الكترونية تحمل مزايا للطلبة لموهوبين وتوظيف منصة توظيف رقمية لربط الموهوبين بأصحاب العمل وخلق سوق عمل افتراضي، وكذلك من أهم التحديات هي عدم وجود قوانين أو تشريعات خاصة بالموهوبين في دولة الإمارات العربية المتحدة وقلة الكوادر المتخصصة والمتفرغة للعمل على برامج الموهوبين في المدارس، ومن أهم التوصيات ضرورة توحيد جهود جميع المؤسسات التي تدعم الموهوبين لتحقيق التكاملية في البرامج المقدمة للموهوبين، و ربط الطالب الموهوب بسوق العمل من خلال إبراز مواهبهم وتهيئة الفرص المناسبة لتطويرهم من خلال البرامج التراثية التي تقدم لهم في مجالات العلوم والأدب والفنون وإكسابهم استراتيجيات التفكير وأساليب حل المشكلات وتطوير قدراتهم الابتكارية وإكسابهم المهارات الشخصية ومهارات البحث العلمي، و عقد المؤتمرات والجلسات واللقاءات التعريفية لنشر الوعي بأهمية رعاية الموهوبين في المجتمع.

Abstract Title: رعاية الموهوبين في الإمارات الأسباب والتطلعات
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Abstract: هدفنا من هذه اللقاءات أن نسلط الضوء على الاتجاه الذي تسلكه دولة الإمارات في مجال رعاية الموهوبين، هذا المجال الذي سبقتنا إليه كثير من الدول، أردنا أن نتعرف وجهة نظر الدولة، وإلى ما تطمح؟ وما هو المستقبل المنتظر؟ حيث أننا نستطيع معرفة مدى قوة الدولة والمال التي ستؤول إليه من خلال اهتماماتها ، فهناك تحد كبير ينتظر الأمم، فعلى كل دولة أن تشمر عن سواعدها وتخطو خطوات واسعة في مجال رعاية الموهوبين للتبوء مكانة عالية بين الدول، ونعي أن مصدر قوتها هو في أبنائها ، وأنهم درعها وسالحتها وحاضرها ومستقبلها . تم اختيار ثالث فئات للقاء بهم ، فئة من صناع القرار، وفئة من منفي القرار، وفئة من أولياء الأمور والخصلة ست شخصيات، اثنان منهما من صانعي القرار، واثنان من المنفيين، واثنان من أولياء أمور الموهوبين. اخترنا من صانعي القرار الأستاذة موزة الخاطري رئيسة قسم الموهوبين والمتفوقين من وزارة التربية والتعليم والأستاذة موزة النعيمي مدرسة في معهد التكنولوجيا التطبيقية، وسنوات خبرتها في مجلس أبوظبي للتعليم ومعاهد التكنولوجيا التعليمية 20 عاما ، حاصلة على اعتماد القائد الممارس في مجال التعليم، وعضو في لجنة تقييم الابتكار في وزارة التربية والتعليم، وعضو في فريق الابتكار في معاهد التكنولوجيا التعليمية ومن المنفيين الأستاذ أحمد عبدالصور الحاصل على ماجستير في رعاية الموهوبين من مصر، ويعمل في مركز حمدان بن راشد آل مكتوم للموهبة ، ومديرة مدرسة فاطمة الزهراء الأستاذة نادرة عبيد الشحي والحاصلة على جائزة التميز التربوي في عام 2021م، وأما عن فئة أولياء الأمور فالتقينا بأهم الطالبين الموهوبين سهيلة إبراهيم عبدالله ، وأم خليفة الطالب الموهوب ، والحاصلة على الماجستير في الاستراتيجية والقيادة، وتحضر الدكتوراة حاليا في إدارة الأعمال والنسبة لأسئلة التي تم طرحها مع الشخصيات التي تم التواصل معها فهي كالتالي : 1- ما أسباب ودوافع تركيز دولة الإمارات حاليا على رعاية الموهوبين ؟ 2- ما المقترحات والتوصيات التي تمثل آمالك وطموحاتك وتطلعاتك المستقبلية حول سبل رعاية الموهوبين والفائقين ؟ وقد خرجنا بنتائج عديدة منها أن الموهوبين لم تتم متابعتهم ، ولم يربطوا بسوق العمل، وال يتوفر معلمون متخصصون بتدريس الموهوبين، فقد كان الموهوبون يشكون من الملل وضخالة ما يقدم لهم . ويوصي الباحث بأن تتم متابعة الطالب حتي ما بعد التخرج من الجامعة ، وربطهم بسوق العمل، وتعيين المعلمين المؤهلين لرعاية الموهوبين.

Abstract Title: تربية الموهوبين في دولة الإمارات العربية المتحدة بين الواقع والطموح

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Abstract: تربية الموهوبين والفائقين في دولة الإمارات العربية المتحدة بين الواقع والطموح يعد الموهوب ثروة وطنية، وعامل من عوامل نهضة مجتمعه في مجالات الحياة المختلفة، وإن الكشف المبكر للطالب الموهوب والفائقين، هو الخطوة الأهم في إعداد البرامج والخطط من أجل تنمية مواهبهم والاستفادة من قدراتهم وطاقاتهم، وإذا تمت عملية الكشف بالطرق الصحيحة، وقدمت العناية والرعاية لهم، حتما سيبز العديد من القادة المبدعين والمبتكرين في المجالات المختلفة. وإذا نظرنا في وقتنا الحالي فإننا نجد أن تعريف الموهبة والموهوبين غير محدد في دولة الإمارات ، وما زالت غالبية مدارس الدولة تستخدم الطرق التقليدية في الكشف عن الموهوبين مثل الترشيح والتحصيل الدراسي ، وهذا الاختيار قد يظلم مواهب مبدعة تاهت بين الاختيار، وأيضا البرامج المقدمة للموهوبين ال تتعدى البرامج العادية التي تقدم للطلبة العاديين ، أما الوحدات الإثرائية التي تضمنتها بعض المناهج ضاعت جهودها في التركيز على الانتهاء من المناهج في الوقت المحدد للعام الدراسي متناسين القدرات الموهوبة التي في الفصول الدراسية . ونظرا للتطور التكنولوجي والتطور المعرفي المتزايد يوميا، يحتم على التربويين في الدولة العمل على اكتشاف الموهوبين بطريقة صحيحة وفعالة، وتدريب المختصين على تطبيق اختبارات القدرات واختبارات الذكاء، وتوعية الأسرة بأهمية دورها في اكتشاف أبنائها الموهوبين، والسعي في المستقبل القادم الوصول إلى تعريف موحد للموهبة يترجم رؤية الإمارات لرعاية الموهوبين، وأيضا توجيه الجهات والمؤسسات الوطنية المتخصصة في الدولة بتفعيل أساليب جديدة لرعاية الموهوبين غير أسلوب إثراء مثل: أسلوب التجميع والتسريع، وتوجيه الجامعات ومؤسسات التعليم العالي الستحداث برامج دراسية متخصصة (دبلوم و بكالوريوس والماجستير) في رعاية الموهوبين. ومنح الطالب الموهوب شهادة تغطية الأولوية في القبول بالجامعات وكليات التقنية، وتخصيص بعثات خارجية للموهوبين لتمكينهم في التخصص الذي سيخدم مواهبهم، وتأسيس مراكز للموهوبين والمتفوقين في كل إمارة للموهوبين والمتفوقين يكتشفون ويبتكرون ويبدعون حسب مواهبهم ليتمكنوا من الدخول إلى الجامعات وهم يمتلكون الخبرات المتميزة للبدء في دراسة التخصص وضعهم في أماكن قيادية في الدولة تؤهلهم لتقديم الأفضل لمستقبل دولة الإمارات ورد الجميل

لهذا الوطن المعطاء، اسم الطالبة: خديجة حميد حمد سيف المزروعى رقم الطالبة :

Abstract Title: Technology Integration in Teaching the main topics of the Elementary School level

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Abstract: The integration of technology into the teaching process is significant for the continuous of the education system. The assessment aims to discover the individual talents of students through an integrated teaching system. The project aimed at the development of minds for the advancements in technology and science. The assessment is further aimed at the development of a curricular map through the integration of technology to identify the individual capabilities of the students. The project has proposed the application of Seesaw and Nearpod for the support of the curriculum at the elementary level. The Literature has suggested the need for studies to signify the technology integrated education at elementary study. Our learning plan and the curricular map has used Seesaw and Nearpod applications for integrating different subjects at the elementary level. The literature review reveals that the digital technologies which have been used by the instructors and students at Elementary levels create a huge impact on the young mind. The effectiveness of Nearpod and Seesaw applications for integrating the traditional educational system with technology has been explored in this research. They create a platform for interactive learning of students and are considered extremely effective in the teaching and learning process as they empower future teachers in schools of education , make the learning process more active, enable teaching and learning through production, problem solving , and creation. This has also been effective since it creates an aptitude among the children for interacting with complicated technologies at the initial level. At the end, the assessment has concluded through the review of relevant literature that the integration of technology into the teaching process is being achieved through the development of appropriate policies across Educational institutes in the UAE. The UAE focuses on the integration of technology in the teaching process, and gives attention to the considerable impact of the integration of technology in Education . The present assessment will be beneficial for the enhancement of technology integration in the public and private sectors of education in the UAE. Keywords: Technology Integration, Nearpod, Seesaw, Teaching System, Teaching of different elementary Sciences

Abstract Title: Integration of technology in Teaching Elementary main topics

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Abstract: The basic goal of the project is to enhance the level of teaching and learning elementary main topics and advanced technology. Moreover, the project aimed at the creation of minds that are open to global awareness, advanced science and innovation. Further, the technology integration and learning plan is a project undertaken to discover the individual talents of the students at the elementary stages. Besides, the project has shed light on the enhancement of an integrated and continuous education system. Finally, the project aimed at using Seesaw and Nearpod as the applications for the integration of technology in the elementary classroom. Objectives and Outcomes • To enhance the level of teaching and learning using science and advanced technology • To create minds that are open to global awareness, advanced sciences, technology, space and innovation • To discover the individual talents of students in elementary stages • To enhance the integrated and continuous education system • To use Seesaw and Nearpod as the applications that will lead to achieving the above-mentioned goals The use of technology in teaching and learning has become essential for the improvement in the efficiency of education according to the developments in technology and communication (Ghavifekr & Rosdy, 2015). The integration of modern technologies into educational activities have never been this important because the technologies offer different options to the students and teachers in the classroom. The process of teaching has become technology-supported when the technology has immersed into the teaching process (Saidin et al., 2015). According to Fidan & Tuncel (2019), technology-based education includes interactive and interesting technological applications for the maximum participation of students that may stimulate the positive attitude of the students towards the learning activities. However, as the teachers are responsible for the creation of a learning environment in the classroom and the leadership in the schools have the responsibility to develop the environment that supports these activities in the school through providing and enabling the suitable environment for the teachers. For this purpose, the leadership of the educational institutions should be clear about the competencies and knowledge of effective teaching along with directing and leading the educational activities (Hilliard, 2015).

Abstract Title: The Role of Learning for Skills in Developing Effective Leadership

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Abstract: Skill development and refinement have emerged as an integral part of the modern corporate working environment. Such assertions are based on the direct and positive relationship between skill development, employee efficiency, and individual productivity. On the other hand, there is limited research available that discusses the role of learning for skills in developing effective leadership. Effective leadership has also become one of the most desirable corporate behaviors in the modern business environment. Despite amplified importance for skill development and enhancement, there are limited academic programs and training programs that improves learning for skills among employees. Accordingly, this research study aims to investigate the role of learning for skills in developing effective leadership, so appropriate recommendations are made. Objectives: The objectives of this research are in line with the role of learning for skills in developing effective leadership. Accordingly, the first objective of this study is to assess the need for learning for skills in the corporate working environment for continuous career progression. The second objective of this study is to identify the obstacles faced during skill enhancement in the modern corporate environment. The third objective of this study is to investigate the relationship between skill enhancement and decision-making ability. The last objective of this study is to determine the role of learning for skills in acquiring a leadership position. Materials and Methods: The research study under consideration follows a qualitative research design.

A qualitative research design helped the researcher to conduct interviews with employees on managerial or leadership positions. A total of 10 interviews were conducted from employees with more than 10 years of work experience, and handling a team of at least 5 employees. Thematic analysis will be used to analyze the qualitative data collected through semi-structured interviews and open-ended questions. Results: It is expected that a positive relationship between a positive approach towards learning for skills and career progression will be identified, considering other factors are kept constant. New skill development or skill enhancement allows individuals to takeover new and unique roles, allowing them to continuously advance in their careers or at least adopt better roles in the same organization or in other organizations. It is further expected that one of the major obstacles faced during skill enhancement in the modern corporate environment refers to the lack of academic programs at the higher education level as well as the availability of limited training options. The results are also expected to yield a positive relationship between skill enhancement and the ability of employees to acquire a leadership position. Conclusions: The research findings clearly indicate a positive impact of skill enhancement and skill development on individual productivity as well as employee efficiency. Developing a positive approach towards learning for skills increases the openness required to adopt new roles, face new challenges, and accomplish difficult tasks. Such characteristics are in line with traits of effective leadership style. Key words: Effective leadership, learning for skills, skill enhancement, skill development, decision-making ability, employee efficiency, and individual productivity.

Abstract Title: اكتشاف الطالب الموهوبين بدولة الإمارات

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Abstract: اكتشاف الطالب الموهوبين بدولة الإمارات لقد تناول هذا البحث بالدراسة أهمية اكتشاف الطالب الموهوبين باعتبارهم ركيزة أساسية للتنمية، وموردا مستداما للثروة البشرية، يمكن عن طريقهم تحقيق التقدم في المجتمع، ومواجهة تحديات المستقبل وطموحاته التي تفرضها متغيرات العصر في كافة المجالات، ومن هذا المنطلق فقد حرصت الدول عامة ودولة الإمارات خاصة علي وضع المزيد من المقاييس وذلك للكشف عن الطالب الموهوبين وذلك م لتتمة قدراتهم ومهاراتهم لتحقيق ذلك التقدم المنشود، كما حرصت دولة الإمارات علي تقديم المزيد من المبادرات في كافة المجالات الرياضية والفنية والأكاديمية إثراء الطالب الموهوبين. تستند هذه الدراسة على المنهج الوصفي التحليلي بناء على طبيعة البحث و الأهداف التي يسعى إليها وعليه استخدمت الباحثة مصدرين أساسيين لجمع المعلومات والتي تعد خطوة مهمة من خطوات البحث وهي المصادر الأولية كالاستبانة والمصادر الثانوية ممثلة في الكتب والمراجع العربية والأجنبية وغيرها. أما مجتمع وعينة الدراسة فقد اشتملت على (35) مبحوثا من أولياء الأمور، بحيث تم توزيع (40) استبانة على عينة الدراسة بطريقة العينة العشوائية، وبعد إتمام عملية جمع البيانات وصلت محصلة الجمع إلى (35) استبانة بنسبة استرداد (87.5%). أما أداة الدراسة قامت الباحثة بإعداد الاستبانة بما يتناسب مع الدراسة الحالية، ويحقق أهدافها، إذا تتكون في صورته النهائية من (24) فقرة، منها المجال الأول: أدوات الكشف عن الموهوبين بواقع (8)، بينما المجال الثاني: مؤشرات نجاح الأدوات يتكون من (8) فقرة بينما المجال الثالث: معوقات الكشف عن الموهوبين تكون من (8) فقرات، وتكون أداة الدراسة الاستبانة من أربعة أقسام رئيسية. النتائج والتوصيات في ضوء نتائج التحليل الإحصائي التي تم التوصل إليها يمكن التوصل إلي النتائج التالية بلغ المتوسط الحسابي للمجال الأول: أدوات الكشف عن الموهوبين (3.86)، وهذا يعني أن هناك موافقة بدرجة كبيرة من قبل أفراد العينة على فقرات أدوات الكشف عن الموهوبين. وبلغ المتوسط الحسابي للمجال الثاني: مؤشرات نجاح الأدوات (3.88)، وهذا يعني أن هناك موافقة بدرجة كبيرة من قبل أفراد العينة على فقرات مؤشرات نجاح الأدوات. بلغ المتوسط الحسابي للمجال الثالث: معوقات الكشف عن الموهوبين (3.95)، وهذا يعني أن هناك موافقة بدرجة كبيرة من قبل أفراد العينة على فقرات معوقات الكشف عن الموهوبين. وعليه جاءت التوصيات كالتالي: - يجب علي وزارة التربية والتعليم اكتشاف المواهب، والعمل على التعرف عليهم بالطريقة العلمية، والاختبارات التحصيلية المقننة. - العمل على الاهتمام بالمبادرات، والمسابقات التي تعزز اكتشاف الطلبة الموهوبين، للتعرف على قدراتهم، ومن تزويدهم بالمهارات والمعارف التي من شأنها الارتقاء بهم. - ضرورة استخدام المقياس المتعارف عليها التي تقيس السمات الشخصية للحصول على المعلومات اللازمة للموهوبين، وأيضا مقاييس استعدادات والقدرات

Abstract Title: الموهوبين والمتفوقين في دولة الإمارات العربية المتحدة بين الواقع والتطلعات المستقبلية

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: إن الاهتمام بالموهوبين مكسب حضاري ، فلقد ازد الاهتمام بتربية الموهوبين في دولة الإمارات العربية المتحدة عن السنوات السابقة ، وذلك بسبب تطلعات القيادة الرشيدة ومتطلبات الدولة المستقبلية وضمن رؤية دولة الإمارات العربية المتحدة 2021 م ، بأن تكون دولة إمارات ضمن أفضل دول العالم من حيث التنمية الاقتصادية والاجتماعية، بقيادة إما اربين يتميزون بالمعرفة والإبداع ، وهذا ال يأتي إل من موهوبين أبناء الدولة ، حيث لوحظ في السنوات الأخيرة نظرة القيادة الرشيدة للطاقة البشرية وتوظيفها بما يصب في خدمة الوطن والمواطن ، و حرصهم واهتمامهم ودعم غير محدود منها في جميع مايتعلق بمجال التعرف على الموهوبين ورعايتهم، وتوحيد وتطوير الجهود المبذولة في الوقت الحاضر للكشف عن الموهوبين والمبتكرين، وكذلك الخطط الاستراتيجية لدولة الإمارات العربية المتحدة وأهدافها ، و تطرق أعضاء المجلس الوطني الاتحادي للموهوبين للوعي بأهميتهم ، كما ال ننسى الجمعيات والمؤسسات المهتمة بالموهوبين والفائقين وتنبههم ، كجمعية الإمارات لرعاية الموهوبين ومركز حمدان بن راشد للموهبة والإبداع ، ومن خلال الملفات والمؤتمرات أيضا ، التي ساهمت بشكل كبير في تعريف الموهبة ضمن حدود المؤسسة أو الجمعية التي ترعى الموهوبين والفائقين. وإذا تأملنا أخي / أختي الكريمة واقع تربية الموهوبين والفائقين والتوقعات المستقبلية في السنوات القادمة في دولة الإمارات ، فإنه من المتأكد بأن يزداد الاهتمام بالموهوبين والفائقين عن السنوات السابقة من قبل المؤسسات الحكومية والخاصة ، وسترعى القيادة الرشيدة الأفكار والإبداعات والابتكارات من الموهوبين والفائقين ، كذلك وعي المجتمع بأهميتهم وبكيفية توفير البيئة المناسبة لهم ، وتتوقع تأسيس وزارة الموهبة والتفوق التي ستكون كمظلة واحدة للموهبين والمتفوقين في دولة الإمارات تضم تعريف واضح للموهبة و التفوق ، وتضع الأسس والمعايير العالمية ضمن منهجيات موحدة ومعيارية الكشف الموهوبين والمتفوقين وتنمية مواهبهم والوقوف معهم ، وستكون قاعدة بيانات وتعزيز للموهوبين والفائقين ، وأيضا ستضم مركز استشراف مستقبل الموهوبين والفائقين ودعم اتخاذ القرار ، و ستساهم الدراسات والبحوث العلمية التي سوف تنشر في هذا الجانب إلى الوقوف بالتوصيات والمقترحات وتحقيقها بما يتناسب لذلك، مع تطبيق منهج للموهوبين في كل مراحل التعليم بحيث يحدد المهارات والمعارف التي يجب أن يتعلمها الطلبة الموهوبين والمتفوقين ، و يركز على عمليات التفكير العليا، و إصدار قانون للموهبة يضمن حقوق الموهوبين ويكون مرجعا ، و ال ننسى المؤتمرات العالمية والورش الفترضية لوالخلوة الفترضية العالمية في استشراف مستقبل الموهوبين كل هذا سيعزز من مكانة دولة الإمارات العربية المتحدة على الخريطة العالمية ويدفع عملية التنمية المجتمعية، وستخطوا دول العالم حذو الإمارات ، أنها دولة التطور والمستقبل المشرق التي تجعل الإنسان محور اهتمامها ، وهذا ما أكدته القرار رقم 15 (للسنة 2021 م، الاعتماد المبادئ العشرة لدولة الإمارات العربية المتحدة للخمسين عاما القادمة ، الذي أصدره صاحب السمو الشيخ خليفة بن زايد آل نهيان رئيس الدولة -حفظه الله - ، والذي نص المبدأ الرابع على استقطاب المواهب ، حيث أن المحرك الرئيسي للمستقبلي للنمو هو رأس المال البشري تطوير التعليم، واستقطاب المواهب، والحفاظ على أصحاب التخصصات، والبناء المستمر للمها ارت هو الرهان للحفاظ على تفوق دولة الإمارات

Abstract Title: An analytical study of teaching programming for grade 10

Author Name: Shaikha Salem Alieliely

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The study aims to provide a proper analysis of the ways to learn student programming easily. The problem statement considered is that students are not able to use the programming codes for the solving of the problems that are present in this study. The representation of literature contexts is analyzed in this study along with the representation of strong information related to the topic. A strong curriculum plan is developed for the wellbeing of the learners' environment. The representation of a strong relationship between the technological integration and learning development plan is provided in this report. The literature review analyzed is surrounding the two different papers that illustrate the ways of providing teaching to the students to use programming codes as a whole. This provides a suitable way for planning out the learning curriculum for the grade 10 students to provide them with a suitable way for carrying out the learning process as a whole. It will be enhance the student on their problem-solving skills. The technology and the learning plan include the use of code.org website and scratch to teach programming. The description related to the learning goals and the learning outcomes are also aimed to be provided with the integration of MoE curriculum. Apart from this, the benefits related to the technological integration and learning plan along with the targeting of learners descriptions are provided in this study. This helps in enriching the study along with improving the learning environment for the implementation of programming codes. Using technology integration will help to teach student the concept of programming easily also the teacher can use the technology to explain more for the student about the problem they have to solve it using programming. Also the teacher can know the level of understanding of the students for the programming and solving problems. For teaching the concept of programming the teacher can use code. org website and Scratch website. W3schools also a web site that can be used for learning the programming using Python. The teacher can use many tools to explain the problem for the student using presentation tools. Because the problems that students to solve it using programming in general difficult to understand the teacher should explain the problem using different strategies like discussion, peer-peer learning and individual learning.

Abstract Title: الموهوبين كنز دولة الإمارات "أسباب ومبررات الاهتمام المتزايد بتربية وتعليم الطلبة الموهوبين والفائقين من أبناء الدولة"

Author Name: Ghariba Alrashdi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: يعتبر اكتشاف ورعاية الموهوبين من أساليب الرقي والتطور للمجتمعات، فأساس تنمية المجتمعات وقيامها هو عقول أبنائها ومواهبهم، لذلك حرصت المجتمعات المتطورة على تقديم عناية خاصة بأفرادها المتميزين، وتعددت طرق رعاية الموهوبين عن طريق رعاية اهتماماتهم وتعزيز فكرة الخطأ والمحاولة المستمرة، كما ترتبط طرق رعاية الموهوبين بالمراحل العمرية لأشخاص، فكل فئة عمرية تحصل على عناية خاصة بها. وإدارة الموهوبين تلتزم دائما بتطوير وتعظيم الموهوبين المناسبين لكل وظيفة، كما تحثهم على الاستمرار وتقديم أفضل ما عندهم، من أجل تطوير المؤسسة والمضي بها نحو التقدم والثبات. تهدف هذه المهمة إلى معرفة آراء مختلف فئات المجتمع حول موضوع رعاية الموهوبين واستطلاعاتهم المنتظرة في دولة الإمارات العربية المتحدة، حاولنا من خلال هذه المقابلة معرفة مختلف الآراء ومدى استعداد المختصين وأصحاب القرار للمجازفة في سبيل اكتشاف هذه المواهب وتطويرها وكذلك الحفاظ عليها داخل المؤسسة أو الشركة، كانت الأسئلة الموجهة ذات إجابات مفتوحة تتقبل جميع الآراء على اختلافها وحاولنا ان نحلل هذه النتائج ونقارنها فيما بينها وبين دراسات سابقة في نفس المجال. تتكون العينة المختارة من ثالث فئات، الأولى فئة المختصين التربويين والمشرفين على برامج رعاية الموهوبين وهي فئة مختصة في اكتشاف والعيانة بالمواهب، الفئة الثانية فئة أولياء الأمور أي الأشخاص المسؤولين عن تربية أصحاب المواهب المختلفة والأشخاص المقربين لهم، أما الفئة الثالثة والخيرة فهي فئة صناع القرار والمسؤولين السياسيين. تحديد عينة للدراسة ودراسة آرائهم حول موضوع رعاية الأفراد الموهوبين والمتفوقين، ومحاولة معرفة واقعها في الإمارات ومدى اهتمام السلطات والمؤسسات بإدارة هذه المواهب، محاولين بذلك الإجابة عن السؤالين التاليين: ما هو مفهوم إدارة المواهب المتفوقة، وماهي التطلعات في دولة الإمارات بما يخص الموهوبين؟ • أدوات الدراسة: في هذه الورقة البحثية اعتمدت على مبدأ المقابلة حيث قمت بطرح عدد من الأسئلة على العينة وتوثيق إجابات. • آلية تنفيذ اللقاءات: • اللقاءات

الشخصية مع المسؤولين وأولياء الأمور • الاتصال الهاتفي • الرسائل ... ليتسنى لهم الإجابة عن الأسئلة في أوقات فراغهم • محاور أسئلة الدراسة: تم تقسيم محاور الأسئلة إلى أربع محاور أساسية: • المحور الأول: من هو الموهوب، معلومات عامة؟ • المحور الثاني: أسباب اهتمام الدولة بالموهبيين والفائقين. • المحور الثالث: التطورات والمقترحات لرفعة سوية الموهوبين والفائقين في الإمارات؟ • المحور الرابع: التحديات والعقبات التي تواجه تربية الموهوبين والفائقين في الإمارات؟

Abstract Title: الاهتمام بالموهوبين بدولة الإمارات العربية المتحدة تحت المجهر"
Author Name: Khawlah Suliman Antali
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: مع تنافس الدول القوية على البقاء فإننا نعيش في عالم متغير باستمرار وبالأخص بعد أزمة Covid-19، فهنا نسأل أنفسنا سؤالاً جوهرياً، ما هو دور الموهوبين في هذا الصراع؟ فهو بمثابة صراع من أجل البقاء، هل سيكون لهم بصمة تساهم في هذا التغيير من خلال مواهبهم وتطلعاتهم المستقبلية؟ فإلبد أن نؤكد هذا التغيير سواء كان بالخطط الاستراتيجية أو بالابتكارات العلمية، أُن الفترة الحالية هي فترة بقاء سواء على المستوى الاقتصادي من المنتجات والمخرجات المعرفية للموهوبين، أو على المستوى التعليمي، أو اكتشاف أساليب جديدة عن طريق الموهوبين والمبتكرين والمخترعين تساهم في خدمة البشرية، فقد أصبحت العناية بالموهوبين ضرورة ملحة يجب على الدول الاهتمام بها، فهي صناعة شاملة ضمن منظومة متكاملة يجب أن تهتم الدول بها، فيعتبر الموهوب كنز يجب التنقيب عنه، في البداية يتم اكتشافه عن طريق إحدى وسائل الكشف كاختبارات الذكاء المختلفة أو المقابلات أو الترشيحات وغيرها من أساليب الكشف، ثم العناية بهم وتخصيص برامج خاصة لهم، وتوفير الدعم بمختلف جوانبه سواء كان الدعم المادي أو المعنوي. تعتبر العناية بالموهوبين بدولة الإمارات العربية

المتحدة صناعة شابة، حيث رسمت دولة الإمارات لهؤلاء الموهوبين خارطة طريق حول توجهات الدولة المستقبلية، فقد أولت الدولة الموهوبين اهتماماً كبيراً ورصدت لهم أموال طائلة لخدمة مواهبهم وتنفيذ ابتكاراتهم. تم اختيار المقابلة لجمع بيانات الدراسة، وهي أحد الوسائل المستخدمة لجمع المعلومات في الدراسات العلمية، تم توجيه المقابلة لثلاث فئات مختلفة صناع القرار، وتربويين، ولية أمر، وطالبة متفوقة أكاديمياً موهوبة في مجالات مختلفة، تراوحت مدة المقابلة بين خمس وعشرين إلى خمس وأربعين دقيقة، ويمكن تحديد مشكلة الدراسة في ثلاثة أسئلة رئيسية صيغت بناء على الغرض من الدراسة: السؤال الأول: أسباب ومبررات تركيز دولة الإمارات العربية المتحدة على رعاية الموهوبين. السؤال الثاني: المعوقات التي تواجه تربية الموهوبين بدولة الإمارات. السؤال الثالث: المقترحات والتوصيات لرعاية الموهوبين بالدولة. التوصيات نتجت من الدراسة مجموعة من التوصيات نذكر منها: • إيجاد تعريف واضح للموهبة خاص بدولة الإمارات العربية المتحدة تبنى على غرار بقية الخطط الخاصة بالكشف عن الموهوبين ورعايتهم. • توحيد جهة واحدة بالدولة لرعاية الموهوبين، ينبثق من هذه

الجهة تعريف الموهوبين، طرق الكشف عنهم، البرامج والخطط الخاصة بهم.

Abstract Title: Developing a learning Plan Based on Learning Theories
Author Name: Fatima Eissaee
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: It is difficult to underestimate the importance of engaging students in learning that can really create a significant practical value for them. Contemporary learning suggests that students need to engage in authentic learning activities rather than process teaching materials in conventional formats such as lectures and textbooks. That is why reliance on blended learning is particularly strong nowadays. The following paper focuses on the development of authentic learning for health sciences lesson for the 11th grade. The students will be expected to acquire basic skills of providing first aid in emergency situations: appropriate performance of CPR is the main learning objective based on the MOE's curriculum. The following paper provides an account of an authentic activity that involves the use of a manikin for the practice of CPR and further discussion with a professor. The online part of the learning relates to sharing and commenting on peers' discussion board posts. Modern learning implies that extracurricular skills development should be embedded in learning objectives. Therefore, skills and competencies relevant to the 21st century are taken into account. That is why the lesson contains the development of communication skills, collaboration, and critical thinking that are valuable for promotion and fostering confidence amongst the students. The lesson plan does not presuppose any complex assessment. In fact, the assessment of real-world practice is based on a professor's feedback and discussion questions held in the classroom. The online part of learning is appraised with peer review of discussion board posts so that the professor only evaluates the way students apply their critical thinking during discussion of each other's discussion board posts. Taken together, this lesson presents an example of authentic activities and learning that are corresponding with the MOE's curriculum in the UAE and reflects on the skills needed in the contemporary world.

Key words: health science, CPR, first aid, authentic activities, blended learning, MOE curriculum

Innovation Systems for Sustainability

Virtual Conference – January 25, 2022



Dr. Sanjai Parahoo

Conference Chair, Associate
Professor, HBMSU, UAE

Industrial development has adversely affected the state of the environment, leading to a negative impact on the quality of human life. In an era of increased environmental awareness, society now expects business institutions to reverse the trend by minimizing the impact of their operations on the environment, and to contribute to improving its physical state. One approach to this end is through innovation systems geared towards sustainable development. These emanate from setting up an institutional ecosystem conducive to the launch of new products, processes, and services that are designed for both efficiency and effectiveness. Furthermore, institutions are contributing to enhance our physical environment by implementing strategies geared to “doing well by doing good.”

This one-day virtual conference part of Innovation Arabia invites conceptual or empirical research presentations, and case studies, thereby enabling interaction and debate between academics, practitioners, and other stakeholders to critically analyse the policies and strategies related to the developments of innovation systems for sustainability.

It features a judicious mix of events, including keynote speech, panel discussions, strong mix of invited and contributed research presentations, and technical demonstrations.



Innovation Systems for Sustainability

Virtual Conference – January 25, 2022

Topics

Adoption of environmental quality standards, lean production, and environmental performance

Sustainable supply chains

Consumer adoption of green products and the marketing of sustainable business initiatives

Regulatory mechanisms, such as voluntary programs that act as information diffusion programs

Antecedents of environmentally beneficial activities

Social Entrepreneurship

Healthcare Innovations for addressing Covid-19

Innovations in Teaching and Learning in online environments

10:00– 10:15

PUBLIC SESSION

Welcome Note: **Dr. Fahad Al Saadi**, Vice Chancellor for Learners Development, Head of IA15 Conference Hamdan Bin Mohammed Smart University, UAE

Note from the Chair of the Scientific Committee: **Prof. Ahmed Ankit**, Chair of the Scientific Committee, Hamdan Bin Mohammed Smart University, UAE

Opening Address: **Dr. Sanjai Parahoo**, Associate Professor, Hamdan Bin Mohammed Smart University, UAE

10:15 – 10:50

MAIN SESSION

Keynote Speaker

Moderator: **Prof. Ahmed Ankit**, Dean of Research and doctoral Studies, Hamdan Bin Mohammed Smart University, UAE

Topic: Innovation for a Greener Transportation Infrastructure

Speakers: **Mr. Mousa Mohamed Al Raeisy**, Director - Technology Strategy & Governance department, RTA, UAE

10:50-11:00

Networking Break

11:00 – 11:45

MAIN SESSION

Key Note Speech

Moderator: **Prof. Nabil Baydoun**, Vice chancellor for Academic Affairs, Hamdan Bin Mohammed Smart University, UAE

Topic : The importance of proper Waste Management and the circular economy to create sustainable communities for all.

Speaker: **Ms Joelle Saab, Dulsco**, Official Waste Management partner of Expo 2020, Dubai, UAE

11:45– 12:00

Networking Break

12:00 – 13:00

MAIN SESSION

Panel Discussion

Moderator: **Dr. Sanjai Parahoo**, Faculty Member and Conference Chair, Hamdan Bin Mohammed Smart University, UAE

Topic: Developing an effective and efficient Innovation ecosystem geared towards sustainability

Panelists: **Olav Scholte**; Strategic Alliances, Public & Government Affairs and Agriculture; Signify Middle East
Dr. Ashraf Mahate, Chief Economist – Dubai Exports, Dubai Department of Economic Development, Government of Dubai
Darshan Dagli; Director Software Solutions, META; Honeywell International ME

12:15 to 3:15

PUBLIC SESSION

USTART

Organizer: **Mr. Saad Abbas**, Smart Training Manager, Hamdan Bin Mohammed Smart University

Dr. Shaima Al Harmoodi, Faculty Member, Hamdan Bin Mohammed Smart University

Speaker: **Mr. Muhammad Farrukh Irfan Khan**, Of Counsel, United Trademark and Patent Services n

Jury: **Mr. Muhammad Farrukh Irfan Khan**, Of Counsel, United Trademark and Patent Services

Ms. Sabine Holl, Vice President Technical Sales and CTO MEA Technology Sales, IBM Middle East and Africa

Mr. Farhan Faraidooni, Group CEO, SIDRA

Benita Rowe, Digital Development And Technology Specialist, UNICEF

Mr. Mohammed AlShael, CEO of the Corporate Strategic Affairs Sector, Department of Economic Development DED

Team 1: Fraggie | **Team 2:** Robosafe | **Team 3:** Lumi | **Team 4:** ICAS | **Team 5:** Marine Hook | **Team 6:** Utilization

Team 7: Spoken Hands | **Team 8:** Crush on You | **Team 9:** Ethos Earth | **Team 10:** Plunk Restaurant

Team 11: Smart and Sustainable PV Window | **Team 12:** The sustainable builders

3:15 – 3:30

USTART Closing

Closing Note: **Mr. Saad Abbas**, Smart Training Manager, Hamdan Bin Mohammed Smart University

13:00 – 14:00

MAIN SESSION

Parallel Session 1

Moderator: **Dr. Ahmed Al Nakeeb** Program Chair – School of Business and Quality Management

Topic: Re-Building or Re-Branding sustainability in Services: a 5P agenda

Speaker: **Marianna Sigala**

Topic: Insights from Open and Cross-Industry Innovation teams - from diversity to coherent heterogeneity

Speaker: Vlad Lichtenthal

Topic: Determinants of firms to join an international R&D consortium and its effects on firm R&D output (Nuclear Fusion industry, green energy)

Speaker: Regien Sumo

Topic: Which Cultures are Easier for Expatriates to Adjust? Host Country Cultural Influence on Expatriates' Adjustment Difficulty

Speaker: Seydahmet Ercan

Topic: Sustainability through HR Legislations and Policies – Success story from UAE

Speaker: Pushkala Muralidharan

Topic: Analyzing the UAE and GCC Job Market reliability for a Transition from an Oil/Gas based Energy Economy towards a Sustainable Energy Economy

Speaker: Abdulla Al Shimmari

Parallel Session 2

Moderator: Dr. Bostjan Gomiscek Faculty Member, School of Business and Quality Management

Topic: SaifAir – Net Zero

Speaker: Samiullah Khan

Topic: Regeneration From Chiller: A New Approach Of Green Building

Speaker: Sushil Kannan

Topic: A story of widening education access for farmers: practices of the Open University of China

Speaker: Songyan Hou

Topic: Smart Steering (Smart Vehicle Cabinet)

Speaker: Maitha Ahmad

Topic: Cultivating creative thinkers, innovators and masters of core content through big ideas of sustainability.

Speaker: Sheela George

Topic: Innovation Frameworks in Creating Stakeholder Value: Industry 4.0 Solutions For Achieving Sustainability Goals in Hospitality

Speaker: **Sanjay Nadkarni**

14:00 – 14:15

Networking Break

13:00 – 14:00

MAIN SESSION

Parallel Session 3

Moderator: **Dr. Ahmed Al Nakeeb**

Moderator: **Prof. Ebrahim Soltani** Faculty Member, Hamdan Bin Mohammed Smart University

Topic: Determining the cause factors for effective Learning experiences in Blended learning: An Empirical investigation

Speaker: **Ahmed Al-Nakeeb / Vandana Savara**

Topic: Identifying problems worth solving - The Female Inventors of the Future Initiative - an action research approach

Speaker: **Vlad Lichtenthal**

Topic: The Trend and Practices of Sustainability Development Goals

Speaker: **Abeer Abdelrahman**

Topic: The Power Of Big Data Mining To Improve The Health Care System In The United Arab Emirates

Speaker: **Khawla Alhajaj**

Topic: Use of Smart tracking system in detecting movement of affected patients during the pandemic.

Speaker: **Aamna Yousef**

Topic: Quality of Digital Services in Healthcare Sector

Speaker: **Mohammed Al Marzooqi**

PUBLIC SESSION

Youth Talk

Topic: Challenges and Opportunities for Young entrepreneurs in post Covid-19 era

Speakers: **Mohamed Al Hammadi**, Certified Human Development and Creativity trainer, The Ideology Training institute

Hadeel Almuraqab, Freelancer photographer and social media marketing, UAE

Ali Al Shamsi, Ministry of Interior, UAE

Laila Alshaer, Hanover Medical Services, Owner and Founder, UAE

Reem Al Suwaidi, Owner of United Football Academy, UAE

CLOSING SESSION

Closing Note: Dr. Sanjai Parahoo, Associate Professor, Hamdan Bin Mohammed Smart University, UAE

Synthesis of Innovation Arabia 15: Prof. Ahmed Ankit, Chair of the Scientific Program, Hamdan Bin Mohammed Smart University, UAE

MAIN SESSION

Parallel Session 4

Moderator: Dr. Moetaz El Sergany Program Chair, School of Health and Environmental Studies

Topic: Global E Waste Management

Speaker: Hanan AL Dhanhani / Salima Alsharji

Topic: Impacts of Plastic Waste on the Livestock Case study: Sharjah's Central Region

Speaker: Athra Alkaabi

Topic: Trends in different solid waste in Emirate of Abu Dhabi by using real waste statistical data for the past five years (2016-2020)

Speaker: Saeed Ahmed AlKhoori

Topic: Indoor plants as a sustainable source of air purification; a contemporary and future perspective

Speaker: Fares Alahbabi

Topic: The Sustainability of Medical Waste Management in the UAE

Speaker: **Muna Al Ali**

Topic: Construction and Demolition Waste Management

Speaker: **Shaikha Alsamahi**

Topic: The Impact of Technological Innovations on Healthcare Quality

Speaker: **Muna Alhalaki**

Topic: Hand Hygiene as a Quality Indicator for Patient Safety

Speaker: **Sabah Hussein**

Topic: An environmental economic approach for better understanding of water scarcity dilemma in UAE

Speaker: **Khulood Alkokhardi**

MAIN SESSION

Parallel Session 5

Moderator: **Dr. Shamim Siddique** Program Chair, School of Business and Quality Management

Topic: The effect of applying the learning styles on the academic achievement among the high school students in UAE

Speaker: **Aisha Alayammahi**

Topic: Innovations In Teaching And Learning In Online Environments

Speaker: **Ali Mohammad**

Topic: The Impact of Implementation the Remote Work in Federal Government

Speaker: **Hamda Salem Masood Masood**

Topic: Customer Excellence and Customers Experience Innovations

Speaker: **Muna Alharbi**

Topic: Upskilling And Reskilling The Workforce In Private And Government Sectors

Speaker: **Hamda Almarzooqi**

Topic: Testing CEAL tool in the UAE: A case study of Etihad Airways

Speaker: Mayid Alshaer

Topic: Towards sustainable indoor quality: A risk assessment approach for the use of indoor home scents.

Speaker: Jawaher Al Rasheed

Topic: The Reasons Behind The Low Adoption And Usability Of Dubainow Services By Registered Users

Speaker: Hend AlNuaimi

Topic: استدامة تطوير الموهوبين بالواقع الافتراضي و الواقع المعزز

Speaker: Shaikha AlNuaimi

MAIN SESSION

Parallel Session 6

Moderator: Dr. Shamim Siddique Program Chair, School of Business and Quality Management

Topic: TQM and Open Innovation: Resolving the Quality-Innovation Paradox Through Leveraging Ambidexterity and Open Innovation Climate

Speaker: Farhat Sultana

Topic: Role of Innovation in Enhancing Governmental Services to the Public in the UAE

Speaker: Mohamed Ahmed

Topic: The Effectiveness and Efficiency of Real-World Corporate Innovation Initiatives in a Local Transport Entity

Speaker: Latifa Alnuaimi

Topic: The effectiveness and efficiency of real-world Corporate Innovation in ABC company

Speaker: Ohoud AlAnsaari

Topic: The Analysis of TQM Culture at Emirates NBD

Speaker: Reem Albanna

Topic: Innovation and it's relevance toward increasing diversification

Speaker: Noura

Topic: Innovation-Triggered Change and the Critical Role of Leadership

Speaker: Turki Al Ali

Topic: Corporate Entrepreneurship Assessment Instrument (CEAI)- Case Study Of Dubai Police

Speaker: Maryam Alsuwaidi

Topic: The Antecedents And Consequences Of Sustainable Change In Uae's Ministry Of Energy And Infrastructure

Speaker: Maryam Alarri

Topic: Free & Regulated Trade Impacts on Sustainability

Speaker: Zainab Rashed

Topic: Sustainable Ways To Improve Sdlc Of Company

Speaker: Ghanim Alkaabi

17:00 – 18:00

MAIN SESSION

Parallel Session 7

Moderator: Prof. Awoniyi Awofeso Program Chair, School of Health and Environmental Studies

Topic: Management Change in Post-COVID 19: A Case Study of the Healthcare Sector in the UAE

Speaker: Abdulla Alali

Topic: Effectiveness of Telemedicine Technology from patient perspective in Dubai during Covid-1

Speaker: Mariam Alraeesi / Reem AlBlooshi

Topic: Patients Satisfaction with Telemedicine During the Current Pandemic A Pilot Study

Speaker: Maryam Hassan

Topic: Strategic Management of Technological Innovation in the Case of Ministry of Health and Prevention in UAE

Speaker: Hamda Kazim

Topic: Enhancing Health Supply Chain Sustainability During the COVID-19 Pandemic in the UAE Health System

Speaker: Dina Al Nuaimi

Topic: Assessment of domestic water use in a selected sample of Emirati households in Dubai, United Arab Emirates

Speaker: Noof Alhabab

Topic: Specimen errors and usage of EPPID

Speaker: Amna Mohamed Yassin

MAIN SESSION

Parallel Session 8

Moderator: Dr. Ying-Ying Liao Faculty Member, School of Business and Quality Management

Topic: Impact of Change Management on the Organizational Performance in the Era of COVID-19

Speaker: Nasim Najib

Topic: Examining Innovation in Roads and Transport Authority: A Mixed Method Study

Speaker: Afra Almezaina

Topic: What is coming next? A case study across the innovation and change journey of Digital Dubai Authority

Speaker: Latifa Alnuaimi

Topic: Strategic Management of Technological to services Innovation in the Emirates Group

Speaker: Khadija Alhammadi

Topic: Global Impact of CoronaVirus-19 to the Businesses and Job Market in the UAE

Speaker: Maitha Al Riyami

Topic: Shifting From Unsustainable To Sustainable Fisheries In Uae

Speaker: Sara Alabdalla

Topic: The Impact of Emiratization Policy Track on Human Resource Management Practices: Qualitative Evidence from the Banking Sector

Speaker: Noora Alzaabi

Abstract Title: Analyzing the UAE and GCC Job Market reliability for a Transition from an Oil/Gas based Energy Economy towards a Sustainable Energy Economy

Author Name: Abdulla Al Shimmari

Author Title: CEO

Author Organization: HCMS

Abstract: Labor force is one of the key components for economic growth of energy industry. The increasing demand for energy resulted from population growth and thrive for economic developments has attract the attention of several researchers. Hence, the demand for renewable energies (RE) become essential due to several factors including global population growth and environmental related issues. In the UAE, energy generation is heavily dependent on fossil fuels, mainly natural gas, despite the UAE's renewable energy initiatives, visions and projects. Although the UAE is setting clear RE related visions, policies and regulations that smooth the energy dependency transition process, yet the question lies within is how ready the UAE's job market and labor force is for the transition from a fossil fuel-based economy, towards a more Renewable Energy and Sustainable friendly based economy. This research paper investigates the readiness of the UAE's and GCC job market to shift to a more sustainable one based on skills and competencies detailed assessment. Domestic and international Standardization Classification of Occupations (SCO) were used for the purpose of analyzing skills and competencies which are supplied by the educational institutions versus Skills demanded by the job market. This paper's findings demonstrate the general usefulness and applicability of a data mining method that highlights job market trends in industries of Oil and gas and RE in the UAE and GCC, identifying occupational gaps in terms of supply (syllabuses provided by universities), and demand (jobs available in market measured through the online job postings). The research also aims to contribute towards the enrichment of the Human Resources strategy through the application of data science methods which enable decisions driven from the data insights rather than choices made based on assumptions. These findings also contribute to the domain of teaching and learning based on skills, which is achieved through the implementation of state-of-the-art Artificial Intelligence and Data analysis tools and techniques.

Abstract Title: The Power Of Big Data Mining To Improve The Health Care System In The United Arab Emirates

Author Name: Khawla Alhajaj

Author Title: Family physician, Head of Zabeel Health Center

Author Organization: Dubai Health Authority

Abstract: RELEVANCE: Digital and technology driven transformations)How the big data can be utilize in better understanding the health care need and requirements and tailor the service accordingly CONTEXT AND AIMS: Technology has become an integral part of our daily lives; with the growth of data from numerous mobile networks, cloud computing systems, health applications, and electronic medical records, there is an increased need for a comprehensive approach for maintaining and updating information. In this regard, big data

is developed to capture the insights of various topics, alongside the inclusion of software inference (Sahoo et al., 2019). The companies that have pioneered the use of deep analytics on large databases have been those that operate on the Internet, such as search engines, social networking sites and online commerce sites. However, with the development of new types of remote sensors such as telescopes, video cameras, Magnetic Resonance Imaging (MRI) machines, chemical and biological sensors, and environmental monitoring sensors, new flows of digital data have been generated. Likewise, people, through their cell phones, personal computers, websites and other types of digital devices, generate large flows of personal data. This shows that big data presents incalculable opportunities for the formulation of scientific research, accelerates innovation and can help improve areas ranging from health to government (Groves, Kayyali, Knott, & Kuiken, 2013). New business opportunities are also opening up as mechanisms emerge that allow the understanding of business dynamics in real time, such as consumer behavior and markets. It should be noted that big data also presents challenges and dangers since data technologies are increasingly pervasive, intrusive and difficult to understand. Therefore, integration of big data in the health care system of the UAE will not only promote useful, timely care services but will assist health care professionals in understanding the latest technology and innovation to identify the health care needs of a larger population. The result of which will enhance population health in a proactive rather than a reactive approach. Research Aims, Objectives This research study aims to gain further insight using a systematic approach to review the role and effectiveness of big data in the area of health care within the UAE. The objectives of the study are: To investigate the role of big data in the health care system. To identify opportunities to enhance the quality-of-care services through the integration of big data in the health care system. To understand the challenges related to the implementation and use of big data technologies. FINDINGS: The study concludes that the health care systems in the UAE can be improved through the use of big data however the authorities within the UAE must acknowledge that the development of efficient frameworks for the performance and quality assessment of the new health care system is significant. The said goal can be achieved via the integration of big data and health informatics with the help of IT specialists, health care managers and stakeholders.

Abstract Title: A story of widening education access for farmers: practices of the Open University of China

Author Name: Songyan Hou, **Co-Author Name:** Guangde Li, Ziyi Du, Jinfeng Fu, Tingting Zhao, Yuanjing He

Author Title: Associate Researcher

Author Organization: The Open University of China

Abstract: The development of farmers in rural areas has been a key issue for the modernization in China, which is closely related to the sustainable development of Chinese economy. In 2002, the Chinese government proposed an aim of building a moderately prosperous society. To provide equal education access for farmers is one of the components of the aim. According to the statistics of the 5th census in 2000, the number of farmers with a certificate of middle school and above only accounted for 39.1% of the whole population in rural areas, whereas the proportion with diploma and above was only 0.48%. In order to widen education access for farmers in rural areas, the Ministry of Education in China launched "One College Student Per Village Scheme" (the Scheme) in 2004 with the aim of cultivating local talents through open and distance education. The Open University of China (the OUC) was entrusted to implement the Scheme using its system nationwide. Based on the features of local farmers, the OUC has implemented targeted education delivery as follows: 1. According to farmers' needs and the local context, 29 programs in the field of planting, farming, food processing, economic management, etc. have been offered. 2. In order for farmers to learn efficiently and effectively, the learning resources are packaged with course guidance, online and printed materials, video, formative and summative assessment included, which

brings great convenience. 3. A smart online learning platform integrated AI was built, which provides intelligent learner support services. A blended learning mode with self-study, online teaching, offline tutorials and mobile learning included has been formed. 4. The OUC system which includes provincial and county-level open universities is motivated and encouraged to involve in the Scheme. As of June 2021, the Scheme has enrolled 870,185 learners in 1513 learning centers, 29 provinces and 552,685 have graduated. The Scheme has widened education access for farmers and cultivated thousands of local talents who have played a positive role in local poverty alleviation. In 2021, the Scheme was awarded UNESCO King Hamad Bin Isa AL-Khalifa prize. Local economy has been improved to a certain degree because many graduates of the Scheme have become farmer businessmen. They have helped lift local residents under the poverty line out of poverty. This has made great contributions to China's eradication of extreme poverty. Since 2020 has witnessed eradicating absolute poverty in China, the Scheme will be transformed to serve the national strategy of Rural Revitalization.

Abstract Title: Parking Managemnet Using RFID And Drone

Author Name: Mohammed Mejren

Author Title: Student

Author Organization: University of Dubai

Abstract: Parking management is a very challenging task that governments and companies should manage efficiently. Currently, parking management is mainly based on human intervention whereby an agent has to check the car by car. If parking fees were paid, then record this in his machine. Lately, new technics emerged whereby cars equipped with smart cameras and using Artificial Intelligence (AI) are now patrolling at parking then by using plate recognition it can detect if car drivers paid already the fees or not. In case no fees were paid the car owner will receive a fine automatically. Furthermore, parking management solutions are mainly based on gates which allow the system to track which car gets in and then be able to estimate the parking cost then charge the user accordingly. Our solution is proposing a complete and novel approach for parking management whereby gates are not required at all as we don't need an in/out gate barrier. Knowing that the cost of the gates represents an important portion of the overall parking management solution cost. While our solution will save a big amount of money in addition to the time spent at the gate entrance. We developed a smart application for parking management using RFID technology and Drones. This application can track and charge cars parked in open-air parking by flying a drone. It can also provide available parking slots that can help users and authorities to efficiently manage parking which is the best of our knowledge is the first solution that can combine parking fees charging with parking availability matrix. In a broad scope, our solution might be diverted to address other challenging issues such as but not limited to containers' tracking in big ports, inventory management of big covered warehouses, or car dealers' open-air warehouses. Our application is combining Cost Effectiveness, Efficiency and Innovation

Abstract Title: Smart Steering (Smart Vehicle Cabinet)

Author Name: Maitha Ahmad

Author Title: Student

Author Organization: University of Dubai

Abstract: This project came to life to reduce the traffic accidents resulting from losing control of the vehicle due to unfavorable side effects of diabetes and high/low blood pressure, where the smart steering will predict and measure the current and future health situation of the driver and his/her ability of driving the vehicle. Not only this, the smart steering will send SOS message to the concerned department summarizing the current situation and asking for the needful to be done in case of any emergency. According to the International Diabetes Federation (IDF), the Middle East and North Africa (MENA) have the world's second-highest prevalence of diabetes. In the UAE, 17.3 % of the population, between the ages of 20 and 79 has type 2 diabetes. This is the 15th highest rate globally. The exact figure could be much higher as in 50 % of cases diabetes manifests no symptoms until blood sugar levels get dangerously high. Besides this, 30% to 33% of adult Emirates are suffering from high blood pressure according to the UAE Ministry of health. However, in UAE, British and American research, it was shown that roughly 95% of road traffic accidents are attributable to human errors or defects from the vehicle, the road, or the environment. European studies indicate that only about 2% of road traffic accidents are caused by all medical conditions e.g. epilepsy, narcolepsy, and diabetes with, in particular, hypoglycemia. Before start giving the solutions, we were obliged to study the initial symptoms that might occur in case of having high/low blood sugar levels as well as high/low blood pressure levels. The results were after consulting professionals in the field, is that the most common initial symptoms are acceleration in the heartbeat in case of high blood pressure or slow heartbeat in case of low blood pressure. And finally, in case of low blood sugar level the common initial symptom is shivering. And thus, we thought of using these two initial sensors to begin with: - heartbeat sensor on the steering wheel, where it'll manage to measure and send the heartbeats rate regularly, where the main function of this sensor is to send the readings to our system that will monitor the condition of the driver systematically and will predict if he/she will have an unfavorable symptom such as coma or heart attack. And it'll be a great addition if we use 'omron' watch to measure blood pressure. - Shivering Sensor -Gyroscope Module L3G4200D that will be fixed on the car seat, where it'll send the readings of the anomaly driver's shivering to our system to predict if the driver is having an up normal blood sugar level. The system module that we have built using mathematical equations will decide and predict whether the initial symptoms from the sensor's readings will affect the driver's ability to drive or not. We're currently searching for a data set for both diseases so that we could connect it to our AI system.

Abstract Title: The Trend and Practices of Sustainability Development Goals

Author Name: Prof Abeer Abdelrahman

Author Title: Associate professor in finance, Head of Logistics of International Trade Department

Author Organization: Arab Academy for Science and Technology & Maritime Transport, College of International Transport and Logistics,
Logistics of International Trade Department

Abstract: The 2030 Agenda and the sustainable development goals (SDGs) is increasingly considered in the research and public debate. This calls research to give an up-to-date and

structured insight into the literature published during the past seven years on Sustainability Development Goals (SDGs). It also suggests trends for future research based on the research issues identified through systematic and comprehensive analysis of earlier studies on SDGs in business area. Design/methodology/approach – A state-of-the-art literature review is applied by systematically collecting the existing literature over a period of 7 years (2015-2021) and categorizing it on the basis of attributes such as the applied SDGs, methodology and the industrial sectors. Also, the literature is classified according to the level of countries development, the geographic region and year of publication. Findings – Achievement of Sustainable Development Goals (SDGs) has globally become one of the most important goals. SDGs are increasingly applied and the researchers and practitioners recently have become more interested in SDGs issues in the past few years. A need for adapting and achieving SDGs has been universally felt, owing to an increasing global humanities problem and the environmental and ecological complexity. The review proves that there exists a need to identify the humanity issues like human resource management, natural resources issues. Moreover, proves that all countries at all levels of development and businesses need to adopt sustainable development goals SDGs to significantly improve the economic growth and human well-being. Research limitations/implications – The present review depends on research trends in the past 7 years only. Originality/value – Most of the preceding reviews have either focused on specific issues related to SDGs. The current study collectively takes into consideration papers that analyse the impact of the different goals of sustainability. Keywords SDGs , developing and developed countries, economic growth Paper type Literature review.

Abstract Title: SaifAir – Net Zero

Author Name: Samiullah Khan

Author Title: COO

Author Organization: Fakhruddin

Abstract: Introduction: The UAE announced its intention to reach net zero by 2050 becoming the first Middle Eastern and Gulf country to do so. UAE National Agenda 2021 mandates measurement and improvement of Air quality. H. H. Sheikh Mohammed bin Rashid Al Maktoum issued a resolution to implement green building specifications and standards mandatory for all new buildings in the emirate. Mariam Hareb Almheiri, Minister of Climate Change and Environment, presented the National Strategy for Food Security The Key focus areas are 1. Reduction of Carbon Footprint 2. Improving indoor Air Quality 3. National Food Security 4. Water Security- Air to water Objective SaifAir is an integrated system specifically designed for each building to meet the following objectives. 1. Reduction of Carbon Footprint – Energy Efficiency 2. Improving indoor Air Quality – Elimination of Sick Building Syndrome 3. National Food Security- Roof Top Micro Green House - Hydroponic 4. Water Security- Air to water Materials and Methods SaifAir system provides clean air and energy efficiency in a centrally air-conditioned system. The process takes Cold Air from the building and removes the Carbon Dioxide, VOC and Humidity, and returns the cold air back to the building thereby reducing the amount of fresh air intake. This will reduce energy consumption drastically. SafeAir works on the first principle of Demand Side Management by finding the right "Demand", identifying the "Deficiencies", modifying the "Process" and achieving promised "Results" by the way of SMART MOVE – Study; Measure; Analyze; Recommend; Transform; Measure; Observe; Validate; Empower. SafeAir is a sensor-based SMART MOVE process, that conserves Energy and also eliminates Sick Building Syndrome by offering a Dynamic Indoor Air Quality Management – AQMS which is the actual "Demand". Once installed SafeAir customers enjoy a healthy lifestyle while saving energy – A unique concept in the Building Management Solution. The CO2 and humidity captured are diverted into a Micro Greenhouse and are cooled using the established Radiant cooling principle.

The plants absorb the CO₂ during photosynthesis, any excess CO₂ captured from the building is compressed and stored for future utilization. The humidity condenses on the radiant cooling mats producing water that can be utilized in a hydroponic or aquaponics system installed in the Green House. Results and Conclusion The CO₂, VOC, and Humidity capture system (HEECO₂R) has been patented, won the UAE Innovates award and under the first commercial installation in a Hotel in Dubai sports city. The water generation system has won the DEWA Suqia Global water awards and has been commercialized. A greenhouse using Radiant cooling technology has been built on a 22 story building in Business Bay, Dubai. The project is being funded at present by Fakhruddin Holding a 60 years' young responsible private company. The system developed needs to be validated by the regulatory authority and made mandatory in governmental and private institutions as it contributes towards 1. Energy Saving – Carbon footprint reduction – Direct Air CO₂ capture 2. Improving Indoor Air Quality – Sick Building Syndrome elimination 3. Meeting National Food

Abstract Title: Cultivating creative thinkers, innovators and masters of core content through big ideas of sustainability.

Author Name: Sheela George

Author Title: Principal

Author Organization: ASPAM Indian International School ,Sharjah

Abstract: Introduction: To build explicit curricular connections with sustainability and strengthen students' knowledge and skills on environmental stewardship, shape them into climate literates and earth citizens, ASPAM IIS ensured to integrate the big ideas of sustainability in their curriculum from Preschool to Grade12. We believe that EFS can be an effective lens through which the academic skill instruction, can be delivered to shape the climate literates and earth citizens of tomorrow. Aim / Objective: • Nurture students into creative and innovative learners to tackle civic and environmental issues. • Develop among students' stewardship attributes and values needed to protect the Earth resources. Materials and Methods: Using big ideas of sustainability, the school did mini action research on two projects. Project A: Group A of Grade 7 created an environmental tale with visuals based on the team teaching class that they had with a chapter in English and Science subject. A comparative analysis was done with Group B of Grade 7, that had English and Science taught separately. Students of Team A as creative thinkers moved a step forward by telling the imaginary tale on the same topic to Grade 1 during their story telling class and studied the impact of it through the creative worksheets. Project B: Students of Grade 11 participated in a project to study the chemicals present in the cleaning materials and its impact on the air quality. The study is done to improve the surrounding air, at a time of COVID. Policy: The school has green policies that addresses on maintaining a sustainable learning environment. The policy emphasis on establishing practices that shall enable all stakeholders to understand and seek knowledge on leading healthy life that is vital in producing quality work. Mode of Operation: To shape students into upstream thinkers, they were supported by the teachers after sufficient training, with EFS Lessons and necessary materials to test the quality of air. Outcome and Impact: Students tales, worksheets, observation reports, comparative analysis does reveal that there are remarkable differences in the outcome, when the big ideas of sustainably is used effectively. Future plans: Team ASPAM will integrate civic and environmental issues into the core subject and school-wide approaches to develop and nurture the stewardship attributes and values among all students that is needed to protect the Earth's resources. M.Sheela George Principal, ASPAM IIS

Abstract Title: Global E Waste Management
Author Name: Hanan AL Dhanhani, **Co- Author Name:** Salima Alsharji
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: E-waste is a common term for electronic products that have reached the end of their useful life. E-wastes are unsafe because some components of certain electronic products contain hazardous materials, which depending on their quality and density, pose a threat to human health and the environment. Stereos, copiers, fax machines, electric lamps, mobile phones, audio devices and disposed of. Many of these products can be reused, refurbished or recycled in an environmentally friendly way, reducing their effect on the environment. Humans, livestock and the atmosphere are all at risk from e-waste. Heavy metals and extremely toxic compounds such as arsenic, lead, beryllium and cadmium pose a major danger to the environment. Therefore, this is necessary for the population to become more aware regarding the generation and management of E-waste for avoiding the pollution that arrives from this. The study aims to pay attention to the adverse effect of the e wastes on human lives and nature. The study also tries to identify the way of improving the issues generated from the E-waste take advantage, also the ways to recycle it to be good. The research will review some of the countries affected by e-waste and the effects resulting from it are proven by statistical figures. The research will review the role of countries in addressing the continuous growth of electronic waste and the methods used globally to guide developing countries in facing this problem. also, will review the standards and methodologies for measuring E-waste. E-waste can feed local industries and become a profitable commodity when exported. The research mentioned some examples of this issue. the research paper will include: Abstract, Introduction, Literature Review, Research Design, Methods and Analysis, Discussion, Finding and Conclusion, and Limitations and Scope for Further Research. The work was completed by the efforts of two students, Hanan Al-Dhanhani and Salima Al-Sharji, from Hamdan bin Mohammed Smart University.

Abstract Title: Change Management at British Airways
Author Name: Rashed Alketbi
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Organizational change is inevitable in the ever-changing business environment. British Airways is one of the companies that have experienced multiple changes in its cultural and operational practices. The current qualitative study utilizes questionnaires to gather information regarding the effects of change management at British Airways (BA) on employees, customers, and the organization. The questionnaire was sent to the respondents through email. The study sample comprised of 102 participants. The study results indicate that British Airways has implemented multiple change management over the last six decades. Several critical change management themes that emerge from the BA's case study

include adopting new conflict resolution strategies, merging with Iberia airways, and customer service restructuring. The study findings indicate that BA has made tremendous efforts to retain its employees and avoid worker strikes by increasing salaries and addressing stakeholders' needs. In addition, the company has expanded its focus to engaging employees in change management to prevent workplace instability. These changes have positively affected BA's performance by increasing its revenue, enhancing customer satisfaction, stabilizing labor relations, and increasing its global dominance. Organizations must be adaptable to change to compete in a constantly changing environment. The methods through which a corporation prescribes and executes transformation within its operational processes involve determining the necessary steps for change, assisting staff through the process, and evaluating actions to ensure change is implemented successfully. Lack of leadership, miscommunication, personal resistance, prioritizing issues, and an absence of clarity are the most prevalent barriers to change management. The three layers of change management must be established to understand how instructions from business leadership might run into these roadblocks. Personal change management examines how people cope with change and what aids employees in making a smooth transition. Furthermore, to assure personal transformation, this level employs techniques from fields such as neuroscience and psychology.

Abstract Title: **Validation of Arabic version of Utrecht Work Engagement Scale (UWE-17): assessing psychometric properties in the UAE**

Author Name: **Dr. Mohammed Ghadi, Co- Author Name: Fadi Sakka**

Author Title: **Associate Professor**

Author Organization: **Hamdan Bin Mohammed Smart University (HBMSU)**

Abstract: Objective: The objective of the current study was to examine the psychometric properties of the Arabic version of the Utrecht Work Engagement Scale (UWES-Arabic) in a sample of organizations in the UAE Design/Methods: A pre-determined survey on was used. Full time employees from the top 50 organizations listed in Forbes list in the UAE (total N = 633) voluntarily completed a self-administered questionnaire. Cronbach alpha was used to assess the internal consistency of the scale, whereas series of confirmatory factor (CFA) analysis and exploratory factor analysis (EFA) were conducted to assess the scale's factorial and discriminant validity. Other tests were also conducted. Results As predicted, the proposed model best fit the data. Statistical analysis yielded several findings. Confirmatory factor analysis revealed that the hypothesized three-factor model (vigour, dedication and Absorption) of the 17-item version of the UWES-A (UWES-Arabic-17) fitted the data best. The internal consistency of the scale was acceptable. We found that work engagement was positively related to continuance commitment, workplace happiness, performance, and organizational citizenship behaviour and it was negatively related to intention to quit and counterproductive behaviours, confirming its construct validity. Research limitations/implications The current paper address some limitations. First, due to the cross-sectional design of the present study, the question remains whether the UWES-A-19 are stable overtime. Second, the common methods bias might be a problem because it is one of the main sources of measurement error in validation studies using self-reported scales Conclusion The findings revealed that the UWES-A-17 has satisfactory psychometric properties and provided supportive evidence for use of the UWES-A-17 in the UAE context. Originality/value The present study provided an early supportive evidence for the use of the Arabic version of the UWES-17 as a valid measure of work engagement in the UAE. Keywords: Psychometric properties, Validation, Work engagement

Abstract Title: Employees' Attitudes towards Implementation of Business Excellence Models: Dubai Police Force & General Directorate of Residency and Foreigners Affairs in Dubai

Author Name: Mouza Almakhmari

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Employees' Attitudes towards Implementation of Business Excellence Models: Dubai Police Force & General Directorate of Residency and Foreigners Affairs in Dubai
Presenter: Mouza Almakhmari – 200116916@hbmsu.ac.ae Co-authors: Maitha Alhammadi – 200111793@hbmsu.ac.ae Mohammed Alhattawi – 200116473@hbmsu.ac.ae Yingying Liao, y.liao@hbmsu.ac.ae
Abstract With its vision to make UAE one of the best countries to live in the entire world, the UAE government has enforced implementing business models in all public institutions (McAdam et al., 2012; Al Ghafli, 2012; Al Shemali, 2009). They facilitate organizations to achieve high performance and meet customer expectations through conducting quality-related initiatives. Moreover, it is suggested that excellence models support organizations to maximize financial and non-financial benefits (Dahlgaard et al., 2013; Al-Dhaafri et al., 2016). Implementing business models in an organization, employees play a critical role, not least because they are the task performers and work to deliver value to customers and prove the organization's quality. This study aims to understand their attitudes toward implementing a business excellence program and their involvement in related activities. Seven semi-structured interviews were conducted with employees from two institutions: the Dubai Police Force and the General Directorate of Residency and Foreigners Affairs (GDRFA) in Dubai. To sum up, the results show that employees from the two organizations expressed positive perceptions about excellence models implemented in their organization. In addition, the findings show the importance of excellence models in achieving organizational goals and competing with other organizations. Moreover, three factors (e.g., top management involvement, continuous learning (through training programs and customer feedback), and financial and non-financial rewards) were found to support employees' positive perceptions of excellence models in public institutions in the UAE. While employees from Dubai Police were less aware of the implementation process of excellence models than employees from GDRFA, personnel from both institutions agreed that excellence models are essential approaches to promoting a culture of excellence and quality. Top management involvement and incentives are significant factors for encouraging employees to pursue excellence models in both organizations. However, employees from GDRFA relied on training programs to ensure continuous improvement, while employees from Dubai Police (in specific departments) rely on customers feedback and statistical ratings to meet customers' expectations and sustain improvement. Applied models and awards in UAE should emphasize the relationship between personnel and excellence models and awards through developing a set of proven principles that can be generalized in governmental organizations. Further research is needed on personnel with consideration to the UAE culture and the context of the organization and how employees affect organization performance and productivity. Achieving higher job satisfaction and improving employees' motivation and commitment should be a priority for organizations that can be incorporated in excellence awards as they have a direct link to performance, quality, and excellence.

Abstract Title: Impact of Change Management on the Organizational Performance in the Era of COVID-19

Author Name: Nasim Najib

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Every organization encounters a change from time to time. It can be either organizational, technological, or new ways of doing their business. Due to vast development of technology, the change rate has increased rapidly in the last two decades. Nevertheless, change is always challenging as people do resist it because they are used to be in their comfort zone; thus, that is why the concept of change management is required and important. The aim of this study is to highlight the effects of change management on organizational performance post COVID-19 pandemic era, analyze the change resistance and barriers in the United Arab Emirates (UAE) when COVID-19 pandemic hit the globe and provide recommendations on how to overcome the change obstacles. The research focuses on three factors which are employee's productivity, new ways of working, and organizational culture and leadership with regards to change management concepts. Quantitative data using survey questions analysis was carried out and 20 respondents in both private and public sectors' organizations in the UAE were selected. A framework model was developed, and the findings were tested both upon them and along with the survey results. The findings indicated that change management has major effects on all the three factors as well as the overall organizational performance. Recommendations were listed and included embedding change management trainings in the organization's structure such as Change Acceleration Process (CAP), assigning a change management or leader in every department, and putting a strong focus on the proper use of technology and training employees with different Information Technology needs. The research results and implications will help managers in the UAE conduct plans to allow them overcoming the change resistance and implement change management initiatives in the workplace. Employees are the key factor in any development. The study also listed some limitations and next steps for future research.

Abstract Title: Innovations in Teaching and Learning in online environments

Author Name: Samira Alblooshi

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Abstract: With globalization comes the emergence of new technological developments that have created a significant impact on the lives of people. In education, these developments in technology have helped improved the quality of teaching and learning. Innovation in education in an online environment, as Scardamalia and Bereiter (2014) pointed out, focuses on enabling students to build knowledge by improving their thinking capacities. The teachers and the school, which play an integral role in this process, are responsible in teaching students how to think better, thus helping them develop or enhance their skills in problem solving, critical thinking, and several other traits necessary for knowledge-building through the use of technology. In this time of COVID-19 where online learning has already become the norm, innovation in education is emphasized. As teachers encounter challenges with online teaching, strategies to support the learning and development of their students are necessary wherein technology is used as a tool (König, Jäger-Biela & Glutsch, 2020). With the wide

implementation of online learning today due to the pandemic, it is the goal of this research to explore the innovative strategies implemented to improve the outcomes and overcome the challenges of online teaching and learning. In order to achieve this objective, qualitative research will be performed involving university teachers. The target number of participants for the interview is 20 who will be selected based on specific criteria such as number of years as a university teacher and the current learning curriculum followed or adopted. Through an interview, the perceptions of teachers about the new learning curriculum and the strategies they have employed to overcome the challenges of adopting to an online environment. References König, J., Jäger-Biela, D.J. & Glutsch, N. (2020). Adapting to online teaching during COVID-19 school closure: teacher education and teacher competence effects among early career teachers in Germany. *European Journal of Teacher Education*, 42(4), 608-622. <https://doi.org/10.1080/02619768.2020.1809650>. Scardamalia, M. & Bereiter, C. (2014). Education for Innovation: Beyond '21st Century Skills'. *Educational Technology*

Abstract Title: Impacts of Plastic Waste on the Livestock Case study: Sharjah's Central Region

Author Name: Athra Alkaabi, Co- Author Name: Dr. Moetaz Elsergany

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Excellence in Environmental Management Abstract : Almost every household in Sharjah's Central Region owns livestock. Their livestock is being affected by plastic waste. Plastic waste lead to harmful impacts on their livestock that might lead to leg amputation, starvation resulting from plastic accumulation in the stomach, or death because of suffocating. Camels in the UAE suffer harm at a 1% mortality rate owing to ingesting plastic waste (Eriksen et al., 2021). Owners are affected economically because livestock is part of their food sources. Also, these might impact their income since they sell the livestock. Moreover, people might be affected by plastic waste through the food chain (feeding on livestock that fed on plastics wastes). Ingested rumen plastic particles release toxins into the rumen fluid, which can eventually enter our food chain via meat and dairy products (Kunisue et al., 2004). In addition to that, plastic waste affects the economy, UAE's food security and contradicts the UAE sustainability agendas. A primary study will be done regarding this issue to investigate the effect of plastic waste on livestock, the possible causes, and solutions by using an online survey. The survey will be sent to telegram groups to the residents of Sharjah's Central Region. Also, part of the survey will be for the livestock owners to investigate the harmful effect on their livestock. References : Eriksen, M., Lusher, A., Nixon, M., & Wernery, U. (2021). The plight of camels eating plastic waste. *Journal of Arid Environments*, 185, 104374. <https://doi.org/10.1016/j.jaridenv.2020.104374> Kunisue, T., Watanabe, M., Iwata, H., Subramanian, A., Monirith, I., Minh, T. B., . . . Tanabe, S. (2004). Dioxins and related compounds in human breast milk collected around open dumping sites in Asian developing countries: Bovine milk as a potential source. *Archives of Environmental Contamination and Toxicology*, 47(3), 414-426. doi:10.1007/s00244- 004-3172-4

Abstract Title: Specimen errors and usage of EPPID

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Abstract: Today healthcare organizations are growing up rapidly and due to the changes this sector will always be exposed to a lot of challenges. Errors are one of the things which might effect the quality of the provided healthcare services. So a lot of these organizations are trying to eliminate and manage the errors in which reflect positively in the healthcare services delivery. specimen errors is one the things which healthcare organizations are trying to reduce and this achieved by the implementation of electronic positive patient identification.). It's a kind of barcode scanner that is used to ensure correct patient identification , proper sample identification along with proper laboratory testing. There was a study that was done with cause and effects analysis which emphasized the necessity of EPPID system usage in order to boost better patient care in the process of specimen labelling and processing different laboratory specimens. Furthermore, this system enhances and improves better workflow. Setting: the setting for this study was Sheikh Shakhboub medical city (SSMC) one of the most leading healthcare organization in Abu Dhabi city in UAE. SSMC is one the main trauma centers and their aim is to provide a high quality services and maintain the best healthcare delivery system. Methods and Solution: introducing and implementation of EPPID within the healthcare systems helped in reducing patient misidentification, improve patient safety and enhance overall organization performance. There is a rising body of literature which identifies the positive impact of introducing the EPPID within the healthcare systems. For Instance, the EPPID is significantly an effective and efficient technology which is decreasing the percentage of patient's misidentification, along with unlabeled specimen without reducing the collection process. Moreover, it improves patient's safety and avoids any treatment postponements, along with specimen retesting, inconvenience, and needless discomfort. Additionally, the EPPID is fully integrates with the hospital information system, increases operational productivities along with decreasing unnecessary duplication. Challenges: There was a study done that was illustrating the barriers or the challenges that can take place during the applications of the barcoded system. The authors recognized three main barriers or obstacles which included technology, process and staff resistance. The technology focused on the software, hardware along with the role of the sellers. While the process part focused on the flow of the process issues and training necessities. The third part was the staff resistance and which focused on communication issues along with their own negative perception toward the technology changing roles. Strategies: There were some strategies to overcome the barriers in the EPPID application. Firstly, acknowledgement of the limitations toward this technology along with continuous sellers' involvement were so vital in overcoming the technology related obstacles. Secondly, workflow adaptation is highly recommended along with constant improvement and enough training session to the staff. Lastly, the staff struggling resolved via smoothing collaboration along with clear communication and highlighting new information. Conclusion : As conclusion, specimen errors are one the vital side effects that negatively affect any patient while carrying out the care delivery. By understanding each and every organization needs, the optimum care can be delivered to patients. The usage and the implementation of electronic positive patient identification system led to multi positive outcomes and its advisable for sure to use this barcoding device which lowering down the specimen errors, enhances the patient quality care delivery, reduce the length of stay and enhances the workflow. Keywords : specimen, electronic positive patient identification, patient's misidentification, readiness, performance, quality, mislabelled.

Abstract Title: Innovation-Triggered Change and the Critical Role of Leadership

Author Name: Turki Al Ali

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Abstract: The ability to embrace innovation that facilitates change is known to be one of the critical components of organizations' success. Because of the volatility of today's business environment, it is crucial to be able to adapt to both internal and external fluctuations rapidly and effectively, which is why change is inevitable. However, not all organizations are comfortable with it. The objectives of this paper are (1) examine what aspects of innovation are critical for innovation-triggered change, (2) assess the factors that determine how well organizations adapt to external change, (3) evaluate the overall importance of change for organization, and (4) explore the characteristics of the leadership that facilitate the management of innovation-triggered change. The research portion of the paper is preceded by an extensive literature review on the topic that covers such issues essential for the understanding of innovation-triggered change as the importance of innovation for organizations' thriving, the strategies that organizations adopt to embrace innovation, factors that affect organizations' ability to manage innovations, and leadership attributes that foster productive innovation-triggered change. The method used in the research is the qualitative analysis of relevant scholarly literature published between 2010 and 2021. The publications are found on academic database (such as Google Scholar) using keywords (including "organizational innovation", "change management innovation", and more). The findings are consistent with the problems of organizational innovation and change discussed in the literature review. In particular, they support the assumption that organizations' innovation capability is among the main factors that predict their performance and success. Additionally, the analysis of the literature reveals that leadership plays a central role in organizations' effectiveness in managing innovation. Organizations with leaders who encourage employee initiative and are willing to consider employees' innovation ideas are more likely to be effective when implementing change. It is recommended that leaders trust employees and show interest in embracing employee innovation. Furthermore, the findings suggest that the management should be intentional about encouraging employee innovation. In addition to showing continuous support for employees voicing their ideas and concerns, managers should consider organizing training that would expand employee understanding of the value of innovation and equip them with specific tools for fulfilling their innovation potential. Finally, the research also shows that organizational communication predicts how well organization manage innovation-triggered change. When managers use such strategies as goal-setting and systematic, intentional employee encouragement, the results are better. The paper ends with a discussion of the implication and possible directions for future research on the topic of innovation-driven change. Among other things, it would be helpful to explore the role of different leadership styles in innovation-driven change and conduct a more detailed examination of the specific strategies that leaders can employ to promote employee innovation.

Abstract Title: Trends in different solid waste in Emirate of Abu Dhabi by using real waste statistical data for the past five years (2016-2020).

Author Name: Saeed Ahmed AlKhoori

Author Title: Student

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Abstract: Abu Dhabi has undergone major changes since 1960's with the rapid economic development fueling population growth, large scale urbanization and consumption resulting in high volumes of waste generation (more than 2 kgs per capita per day). Change has been driven by exploitation of the Emirate's significant oil reserves and reinforced by political stability offered through its membership of the United Arab Emirates. Population growth in the UAE is amongst the highest in the world. In the last 36 years, the resident population of Abu Dhabi has risen tenfold resulting in diverse population. The transformation of Abu Dhabi's economy since the discovery of oil has been mirrored by a rapid expansion in population, primarily through an increase in the number of non-nationals. This capstone project aims to evaluate the waste generation by its fractions in Emirate of Abu Dhabi using real obtained statistical data from the concerned entity to operate, collect, handle and treat waste in Abu Dhabi, which is Abu Dhabi Center of Waste Management – Tadweer. Trendlines of 18 different types of collected wastes were defined, the estimated population of Abu Dhabi was calculated along with the pollution coefficient and per capita generation of waste. The per capita generation of waste was found to be ranging from 6.8 kg/capita/day to 9.6 kg/capita/day for all types of wastes. On the other hand, the per capita generation for MSW fraction only varied from 0.09 kg/capita/day to 0.12 kg/capita/day. Pollution coefficient were defined for types of wastes that are recycled, e.g. green wastes and construction wastes and were found to be 0.01 to 0.04 and 0.48 to 0.64, respectively. Trendlines showed some concerns especially for the wastes going to the landfill and dumpsites as they are in continuous increase, e.g. Mixed green waste, this require a strict regulation and policies to be implemented in order to apply source segregation and increase waste diversion from landfills.

Abstract Title: Air Quality Monitoring in Dubai City

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Author Title: Student

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Abstract: The main aim of the study is to ascertain the air quality of Dubai in UAE by collecting data from ((Air Quality index- Dubai air environment)) from four different locations for 30 days. It will be taken into three points in peak times of the day, such as morning from 7 to 9 AM, afternoon from 1 to 3 PM, and evening from 7 to 9 PM. The average was calculated by 3 hours for each level of the time to identify the standard of each day to understand the variation in air quality in Dubai. The four areas selected for data collection are Sheikh Zayed Road, Emirates Hills Station, Jebel Ali Village Station, and Warsan station. The Calculations of the Air Quality Index are based on measurements of major pollutants: CO, NO2, SO2, O3, and PM. The areas are entirely appropriate because they will provide insight into natural environment trends by considering air quality to understand the needs of mobile and stationary monitoring stations in ascertaining air quality. This study will mainly focus on evaluating air quality by considering the primary sources of pollution present with air. Thus, it can be said that the study will help understand the application of environmental monitoring tools to study air quality trends. . The collect data study has used reliable data sets provided by the Air Quality Monitoring Station (AQM) in Dubai from the local air-quality management center, mixed with meteorological data. In comparison, these data sets are of high accuracy, the concentrations computed by the AQM station installed at in a location in the city. Collected data from different backgrounds to compare the which areashave higher concentrations of pollution. That will help to know to select the site and identify why this area has more breakdown from other locations. The real and direct impact that corruption can have at the human level could be completely different than higher dispersed pollution concentrations.

Abstract Title: Innovations in Teaching and Learning in online environments

Author Name: Ali Mohammad

Author Title: HR services officer

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Coronavirus pandemic has had an influence on educational institutions, leading to alterations in the way that students are being taught and learned. Consequently, as a result of the epidemic, institutions were compelled to digitize all of their student-to-student interaction in order to comply. Formal education is frequently regarded to be benefited by the use of digital technology. Every aspect that contributes to students' understanding can be classified as a barrier, including lack of motivation, delayed information or guidance because professors are not always available when students need advice while studying, and feelings of loneliness because there are no colleagues in the immediate vicinity. Consequently, we predict that if the learning process is carried out entirely digitally, these hurdles and inefficiencies would be exacerbated even more. Because of their professional experience with E-learning and the limited amount of time they had to construct their teaching style, it is possible that they were responsible for this incident. Furthermore, it is difficult for schools to maintain their courses current and relevant, to connect effectively with their colleagues in higher education, and to recruit new students. Some students expressed worry about accessibility, connectivity, and appropriate gadgets for students, as well as social difficulties represented by the absence of touch and involvement with professors and classmates, according to a survey of their opinions on e-learning conducted by a university. Students' perceptions of the usage of online environments in teaching and learning, according to research done by our team, may be considerably influenced by e-learning. We needed to know whether or not students had acclimated to E-learning and were satisfied rather than dissatisfied with this unique online experience. This was critical information for us. E-learning offers a wide range of options for exchanging information and uploading resources in a variety of formats, which makes the learning process easier to manage and more sustainable. The material may be accessed at any time by the user because the system is digital and there are no required procedures to complete.

Abstract Title: Use of Smart tracking system in detecting movement of affected patients during the pandemic.

Author Name: Aamna Yousef

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: From last five years, there has been a dramatic increase in the utilization of wearable devices. The pandemic situation of COVID-19 has spread across the World as well as changed daily lives dramatically. In order to reduce all of the issues, IoT devices and different sensors can be utilized in order to monitor people's movement. These necessary actions can be taken to prevent the spread of COVID-19. Due to this condition, the Abu Dhabi Government has implemented the utilization of electronic wristbands in order to decrease

the COVID-19 spread (Ueafuea et al., 2020). This smart tracing device serves as effective monitoring and tracking tool, as well as these devices, are linked with the AI Hosn, which is the tracing and testing application of COVID-19. Smartwatch is a smart tracking system that was utilized in the United Arab Emirates in 2020 in order to determine and follow the geographical location of the COVID-19 affected patient. These smart tools have been given to the patient free of cost (Ding et al., 2020). These smart tracking devices can only track the patient's movement but not track the status of infectious disease. A practical solution to this issue is not provided in this research paper. As findings, medium and long-term strategies are highly needed in order to stabilize the economy at the time of this recession (Kumar et al., 2020). It is concluded from the literature analysis that sensors, as well as IoT and wearable devices, can preserve the UAE's economy through the prevention of the COVID-19 spread. Keyword: Wearable devices (Electronic Wristbands), COVID-19, Socio-economic growth. Reference Ding, X., Clifton, D., Ji, N., Lovell, N. H., Bonato, P., Chen, W., ... & Zhang, Y. T. (2020). Wearable sensing and telehealth technology with potential applications in the coronavirus pandemic. *IEEE reviews in biomedical engineering*, 14, 48-70. Retrieved from https://eng.ox.ac.uk/media/6973/rbme2020_covid.pdf Kumar, S., Maheshwari, V., Prabhu, J., Prasanna, M., Jayalakshmi, P., Suganya, P., ... & Jothikumar, R. (2020). Social economic impact of COVID-19 outbreak in India. *International Journal of Pervasive Computing and Communications*. Retrieved from <https://scholar.archive.org/work/53dmpmq465dxjqnozqh2yitqe/access/wayback/https://www.emerald.com/insight/content/doi/10.1108/IJPC-06-2020-0053/full/pdf?title=social-economic-impact-of-covid-19-outbreak-in-india> Ueafuea, K., Boonnag, C., Sudhawiyangkul, T., Leelaarporn, P., Gulistan, A., Chen, W., ... & Piyayotai, S. (2020). Potential applications of mobile and wearable devices for psychological support during the COVID-19 pandemic: A review. *IEEE Sensors Journal*.

Abstract Title: Novant Health Emergency Drone Operation for COVID-19

Author Name: Aysha AlMutawa

Author Title: Student

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Abstract: INTRODUCTION: Innovations have changed our world and transformed our lifestyles tremendously. Mobile phones. For example, revolutionized personal communication. On the same level, drones have the same potential on healthcare delivery (Scott, J., & Scott, C. 2017). Drones are also known as unnamed aerial vehicles or (UAVs) or Remotely piloted aircraft (RPA) (Tulen H et al., 2016). BACKGROUND: In the beginning, drones were used exclusively for military purposes (Shaw IG, 2014). However, they are currently utilized for many purposes including the health industry, public safety and commercial industries (Spring T, 2017). The various usage comes from their special design and adaptability as they come in multiple shapes, sizes and functions. They can be as small as an insect and equipped with smart technology such as cameras, GPS, and thermometers. They can also carry large packages and fly in high altitudes (Choi-Fitzpatrick A., 2016) APPLICATION IN HEALTHCARE: The first nonmilitary usage was for disaster monitoring as they can bypass inaccessible places and assess the damage in the affected areas (Meier P, 2015). This later inspired their use to deliver medicine and other related healthcare items to rural areas or areas that are difficult to reach via the usual methods. The first approved delivery was in a small clinic in rural Virginia. A drone delivery was made that contained medications for hypertension, diabetes and asthma (Reuters, 2016). This experience has proved that drone deliveries are safe, cost and time efficient. Other applications included delivery of defibrillators, blood samples and vaccines (Balasingam M, 2017). APPLICATION DURING COVID-19: The objective of this poster is to present the case study of Novant health that has launched the First long-distance Emergency Drone Operation for COVID-19 Pandemic Response. Drones are flid for 20 to 30 miles to accomplish contactless delivery of medical supplies and

personal protective equipment (PPE) to medical teams in North Carolina (Sigari, C., & Biberthaler, P., 2021). The idea was highly significant to the point where the U.S. Federal Aviation Administration (FAA) has granted an emergency waiver for the operation to begin. The case study aims to provide an overview about the project and its achievements. Despite the obvious advantages of the drone usage, there are several limitations to the realistic application on a global level. Thus, the poster aims to provide knowledge about the advantages and the limitations of drone usage in healthcare services. REFERENCES: A. Choi-Fitzpatrick, D. Chavarria, E. Cychosz, J. P.Dingens, M. Duffey, K. Koebel, S. Siriphanh, M. Yurika A. Choi-Fitzpatrick, D. Chavarria, E. Cychosz, J. P.Dingens, M. Duffey, K. Koebel, S. Siriphanh, M. Yurika Tulen, H. Watanabe, T. Juskauskas, J. Holland and L. Almquist, Up in the Air: A Global Estimate of Non-Violent Drone Use 2009-2015, Joan B. Kroc School of Peace Studies at Digital@USanDiego, University of SanDiego, 2016. Balasingam, M. (2017). Drones in medicine—the rise of the machines. International journal of clinical practice, 71(9), e12989. Meier P. Chapter 6: UAVs and Humanitarian Response. Drones and Aerial Observation: New Technologies for Property Rights, Human Rights, and Global Development. A Primer. Washington

Abstract Title: The Future of Economics: Obstacles and Opportunities on the UAE's Road to a Cashless Economy

Author Name: Riham Rizk

Author Title: Associate Professor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The Future of Economics: Obstacles and Opportunities on the UAE's Road to a Cashless Economy This study charts the United Arab Emirates' journey towards a cashless economy. Through stakeholder engagement, the study examined the existing financial ecosystem through an exploration of common concepts, terms and understandings, as well as both nation and sector specific experiences and best practices. The primary aim of phase one of the project, on which this study reports, was the identification of obstacles and opportunities inherent in the digital transition. A multi-method sequential qualitative research approach was adopted for data collection. This included a review of the relevant academic and practitioner literature, roundtable discussions, two focus group discussions of six participants each and eight semi-structured face-to-face interviews. The resultant data was classified along the following themes: 1. Facilitators 2. Obstacles 3. Risks 4. Opportunities 5. Benefits Preliminary findings indicate that while the UAE is well positioned and ahead of many of its regional and international peers, the transition to a truly cashless society will not be without its socio-economic, technological and cultural challenges. Proposed recommendations for industry, governmental and regulatory bodies, as well as education and training institutions, are included in the report to address these challenges. Findings also indicate opportunities to leverage overlapping efforts and agendas throughout the financial ecosystem and beyond. These include, but are not limited to notions of circularity, economic resilience and financial innovation and inclusion in the economic realm to poverty alleviation, upskilling and cross-skilling of the workforce, and Sustainable Development Goals (SDGs) in the social realm. This report concludes with an introduction to phase two of the research project which aims to pilot a proposed multi-stakeholder innovation in sustainable finance through an applied case study entitled the Big Deal. Key words: Cashless Economy, Sustainable Finance, Financial Technology, Economic Resilience, Circular Economy, SDGs, The Big Deal

Abstract Title: The Impact of Implementation the Remote Work in Federal Government

Author Name: Hamda Salem Masood Masood

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Abstract: The purpose of this research is to highlight the importance about the adoption of the remote work, as well as applying the best practices and global solutions in the field of human capital management and development focusing on Federal entities in the United Arab Emirates. By adopting the concept of Remote working for majority of the employees because the main reason for applying best practices is to add some improvements for any organization to continue human capital productivity. This study is about the adoption of an application of the Remote Work in Government Entities in UAE especially the federal authorities. This study also aims to define how can we implement the Remote Working outline, provide flexibility in official hours moreover find different benefits for Employers, Employees, and the community, how can organizations measure the Employees' productivity and satisfaction, ways to overcome the challenges they face. does Remote Work assists in maintaining a better working life balance for the employee, continuing the application of the remote work system as a work option available in the future and to explore the impact, success factor, acceptance by the Government entities along with the employees. The method that is used in this research is qualitative and the data collected through a questionnaire which was designed to get an opinion of employees on Remote Work in General and under the current Circumstance pandemic of (Covide 19). The participants included all the employees in the Government sector especially in "Securities and Commodities Authority" have been randomly selected. I believe that the results will not differ much from the previous studies in the literature review. However, we might find new results to ensure the work continuity with highest quality. The purpose of this research is to highlight the importance about the adoption of the remote work, as well as applying the best practices and global solutions in the field of human capital management and development focusing on Federal entities in the United Arab Emirates. By adopting the concept of Remote working for majority of the employees because the main reason for applying best practices is to add some improvements for any organization to continue human capital productivity. This study is about the adoption of an application of the Remote Work in Government Entities in UAE especially the federal authorities. This study also aims to define how can we implement the Remote Working outline, provide flexibility in official hours moreover find different benefits for Employers, Employees, and the community, how can organizations measure the Employees' productivity and satisfaction, ways to overcome the challenges they face. does Remote Work assists in maintaining a better working life balance for the employee, continuing the application of the remote work system as a work option available in the future and to explore the impact, success factor, acceptance by the Government entities along with the employees. The method that is used in this research is qualitative and the data collected through a questionnaire which was designed to get an opinion of employees on Remote Work

Abstract Title: A comparison of the financial performance of Islamic vs conventional banks in the MENA region

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Purpose: This paper compares the financial performance of Islamic and conventional banks in the Middle East and North Africa (MENA) region. Approach: The comparison is undertaken through examining the influence of bank specific factors and macroeconomic factors on banks' financial performance using data obtained from Bankscope and Worldbank Databank for 108 banks comprising 35 Islamic banks and 73 conventional banks from 15 countries (Algeria, Bahrain, Egypt, Jordan, Iran, Iraq, Kuwait, Libya, Morocco, Oman, Saudi Arabia, Tunisia, Qatar, Yemen, United Arab of Emirates) for the period 2004-2014. Multivariate linear regression and non-linear Artificial Neural Network models are employed. Findings: The study found that only credit risk was not statistically significant between Islamic banks and conventional banks in the MENA region suggesting that credit risk management approaches might be similar in both banking types. In addition, the study showed evidence of increased capitalisation, but declining financial performance, of Islamic banks after the 2008 financial instability. Conventional banks performed relatively better than Islamic banks in this period despite high fluctuations. Further, the study suggests that conventional banks were affected relatively more than Islamic banks by the 2008 global financial crisis. Also, a comparison of the results obtained using the artificial neural network to those obtained using the multivariate regression analysis showed that overall, the explanatory power obtained using the artificial neural network was relatively higher suggesting superiority of the methodological approach. This paper is aimed at comparing the financial performance of Islamic banks and conventional banks in the Middle East and North Africa (MENA) region for the period 2004 to 2014 the study makes an empirical contribution through giving a broader perspective to the comparative study of financial performance of Islamic and conventional banks. This study also makes a methodological contribution in using two research methods: multivariate linear regression and artificial neural network (ANN) approach. through employing this research method, this study makes a methodological contribution in advancing the usage of non-linear models and providing empirical evidence to its explanatory power

Abstract Title: The Impact of Free Trade & Regulated Trade on The Sustainability

Author Name: Zainab Rashed

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Key words: Free Trade, Restricted Trade, Sustainability, Environment, Economy, Society Introduction: Trade have changed our lives throughout the years, allowed us experience different cultures and exchange technologies and information, along with the benefits comes the drawbacks. This paper investigates the differences between free trade, which refers to the removal of trade barriers between countries, and restricted trade, which refers to restricting imports from outside to protect local industries. Additionally, it explores, the impact of each type of trade on the main aspects of sustainability, namely the environment, the economy and society. Finally define the type of trade in UAE and provide measures to optimize opportunities and overcome threats. Objectives: This abstract is submitted to IA since it briefs the investigation of a topic that is not discussed enough which is the impact of trades on sustainability, it will contribute to greater awareness and enable decision makers to look at the measures provided at the end of the study to optimize the opportunities and overcome the threats of open trade strategy in UAE. Methodology: The research method for this study was heavily dependent on examining different literature

reviews, along with reliable international and local resources related to the topic. Results When it comes to the environment, free trade enables individuals in countries to increase demand for cleaner production methods, yet it contributes to increased levels of pollution and hazardous waste because of pressure on resources and increased consumption. In organized trade, countries restrict the import of products that pose a danger to humans and the environment, but nevertheless, these restrictions are also imposed on the exchange of environmental technologies. For the economy, in free trade it breaks the monopoly of nations but slows down economic growth in developed countries, regulated trade increases GDP due to lower imports and yet hinders the transfer of knowledge and innovation which negatively affects human capital. For society, free trade decreases the level of poverty, but it widened the wage gap between the genders, the restricted trade, points out unethical behaviour under the free trade, but in return it contributes to low standards of living due to limited options and high prices. Conclusion It was concluded that UAE has an open trade with minimal tariffs. This type of trade enabled the country to have the most diversified economy in the GCC region, increase foreign investment and thus increase economic growth. Yet it contributes to increased consumption, pressure on resources. The UAE could maximize the benefits of open trade strategy and overcome threats through ensuring that trade agreement does not contain protocols that pose severe threats on the environment, involving environmental expert, encourage FDIs on environmental projects, adopt innovative environmental projects, continue leading or participate in regional conference, conduct further studies on the areas of production where the country can be independent and encourage domestic production.

Abstract Title: Indoor plants as a sustainable source of air purification; a contemporary and future perspective

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Abstract: Human beings spend over 90% time indoors, and under recent circumstances of increased air pollution, and COVID-19, it is imperative to incorporate ventilation as well as air purification systems in the infrastructure. Indoor environments are estimated twelve times more polluted than the outdoors, and emissions from building materials, biological agents, particulate matter, volatile organic compounds, and some gases have harmful effects on human health. Multiple health conditions including those of asthma, respiratory issues, and nausea among others have been strongly correlated with the impure air. In such cases, variety of methods have been employed in coping up issues of air pollution, however, not all of them have been found sustainable and have environmental, economic, and social costs. Therefore, finding sustainable solutions to environmental pollution is need of the hour. Here, we suggest the use and employment of indoor plants as a tool for purifying the air and improving air quality. This biological approach is sustainable, environment friendly, economical, and more publicly acceptable compared with other physical and mechanical methods. As "Innovation Systems for Sustainability" is one of the thematic areas of Innovation Arabia 15, therefore, this study proposes potential solutions to indoor air pollution by employing primary and secondary research methodologies. Indoor plants have been linked with relieving stress, improving productivity, and purifying the air. They have long been employed in domestic, services, and travel infrastructure, and recent studies have observed significant clean-up of indoor environments by such plants, although carbon dioxide emission during dark hours is a point of concern which can be addressed through better management. As the focus moves towards better indoor environments, a variety of established plant species such as rubber, and Ficus trees, certain ferns, spider plant, different types of palms (such as bamboo, dwarf date, areca) have received significant attention. However, considering the Middle East and North Africa (MENA) region; plants adapted to local conditions such as

aloe vera, peace lily, English ivy, snake plant, and Gardenia Jasmine among others may be considered. Incorporation of indoor plants in households are deemed to contribute towards reducing air pollution and improving the overall quality of indoor air, as they are predicted to bring their aesthetic value for all age groups. This study will particularly explore the current practices (use of air purifiers etc.) and analyze the advantages of utilizing natural solutions in an effort to promote sustainability in building and living infrastructure by exploring further the physiological aspect of simply having a green plant which might support in relieving stress and improving productivity. Keywords: air contaminants, respiratory diseases, indoor plants, air purification, aesthetic value

Abstract Title: Towards sustainable indoor quality: A risk assessment approach for the use of indoor home scents.

Author Name: Jawaher Al Rasheed

Author Title: Student

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Abstract: Towards sustainable indoor quality: a risk assessment approach for the use of indoor home scents. Jawaher Al Rasheed - 200115434 It is critical to understand the quality of the air that one breathes in order to provide a safe and healthy living environment for one's family. People spend a considerable amount of their lives indoors, and the quality of their indoor air has a direct impact on their health and wellbeing. Poor indoor air quality is linked to a wide range of health issues, including respiratory illnesses, coughing, headaches, and more. Indoor home scents like Arabian incense can have an impact on the quality of the air in your home (Bakhour). The smoke of Arabian Bakhour contains a variety of harmful and toxic substances that are harmful to human health and affect indoor air quality, such as polycyclic aromatic hydrocarbons (PAH) and carbon monoxide (CO), among others. These substances are harmful to human health and affect indoor air quality. To estimate Bakhour smoke's health risk, this study follows a paradigm established by the National Academy of Science, USA, and collects secondary data from a previous study on the same topic (Dalibalta et al., 2015) In addition, a survey of Emiratis who burn Bakhour, Arabian incense, was done to corroborate the secondary results. A decent interior air quality is necessary for people's health and well-being in order to meet sustainability goals. For the sake of sustainability, it is imperative that the risk assessment be conducted in conjunction with the goal of good air quality and good health and wellbeing. Healthy lifestyles and well-being for people of all ages are top priorities for the UAE's Sustainable Development Goals (SDG) webpage. Several Emiratis were surveyed as part of this study and the results revealed that some of them only use incense bakhoor for a few minutes at a time, while others keep it burning for as long as possible. Toxicity of chemicals is difficult to demonstrate due to a lack of data and the complexity of chemicals. A study by Cohen et al. (2013) and their experiments found that burning incense bakhoor indoors poses a medium-low risk. This was based on their findings. Conclusion: To use incense, people should limit the amount of time they spend in close proximity to the flames; use proper ventilation; purchase charcoal from trusted retailers; or use electrical devices to heat up the incense to eliminate charcoal's chemicals emissions. • Dalibalta, S., Elsayed, Y., Alqtaishat, F., Gomes, I., & Fernandes, N. (2015). A health risk assessment of Arabian incense (Bakhour) smoke in the United Arab Emirates. *Science of The Total Environment*, 511, 684–691. <https://doi.org/10.1016/j.scitotenv.2014.12.024> •Cohen, R., Sexton, K. G., & Yeatts, K. B. (2013). Hazard assessment of United Arab Emirates (UAE) incense smoke. *Science of The Total Environment*, 458–460, 176–186. <https://doi.org/10.1016/j.scitotenv.2013.03.101>

Abstract Title: Innovation and it's relevance toward increasing diversification

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Abstract: Innovation provides a privileged viewpoint from which to understand the dynamics of it and how it shape our ideologies. How does it shape our different sectors including economical which undertake the diversity as an important phenomenon and how it affect our life. Innovation performance originate essential firm value, pointing in mind that it's difficult to administer due to the unexpected risk, which is commonly thought to result in avoiding as well as cutting the innovative implementation, inoperative distribution of resources among the organization is also something to take into consideration. Lastly, if any firm is managing the financial resources and innovative activities equally it will result with a diverse effective business environment. Its important to spot the light into the innovation and diversity in economy because we have to realize how would measuring the effect of innovation and economical diversity on any sector would operate and what shall we do to support this innovative view with the maximum needed resources with out failing the mission. Innovation is connected and related to all aspects of our life, and all sectors would be improved with it. In conducting a research about this two divergent topics (innovation and diversity) it's important to say that the main finding is related to research, development, policies, managing risk, incentives, technological change and theories. What makes it more is that one thing leads to the other. Innovation is already an important driver of growth we can realize that simply from the income and outcome of the countries, the exhibitions such as GITEX that shows the new innovative technologies and products of the companies around. Most importantly how did innovation maintain and increase the financial growth within any organization or country and what is the main thing about rising the income and outcome by using innovation as the main key of the process.

Abstract Title: Teaching Learners with communication (Speaking and listen) skills Problems in the classroom

Author Name: Maryam Alaleeli

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Abstract: In this project, the communication skills problems in the classroom have been examined considering two-sided communication problems, the teachers and learners. The secondary research approach has been used in which the data was collected from already established resources and analyzed through literature review. It is ensured that data is collected from accurate and authentic sources. The results revealed that there are number of factors that contribute learners' and teachers' communication problems such as language, reference confusion, expression, body language, physical discomfort and disinterest. Communication skills are essential from both sides to create a good environment in the class. The role of parents is equally important to enhance communication skills amongst their children. The results also revealed the use of multiple methods to improve communication skills

in the classroom such as the use of spoken language and clear visual support. Theories such as Sociocultural theory, Zone of Proximal Development and Montessori theories have been used to enhance the understanding of the importance of communication skills for students and teachers. The concept of 21 Center Skills further provided an understanding of the types of communication skills required in effective communication. The main limitation of this study is focusing on secondary research approach whereas future studies can be conducted using primary research approach in order to enhance the significance of the study. Research questions The main question to be addressed in the study is: • How are pupils with speaking and listening skills problems taught in a classroom? From the main focus question, some other sub-questions include: 1. How do teachers satisfy the needs of all students in the classroom who have challenges with speaking and listening skills? 2. What kinds of activities and support do teachers provide to students who have problems with speaking and listening skills in order to help them enhance their academic performance? Justification of the study Some of the reasons which prompted this particular study are my personal experiences in government kindergarten with children who learn the English language for the first time who had speaking and listening problem. Furthermore, there is a lack of teacher understanding about diagnosing students with this problem and providing the essential support at an early stage. Purpose of the study The main purpose of the study was to investigate how pupils with the speaking and listening problem are taught in the government school. Objectives of the study In order to achieve the above purpose, I sorted to do the following: • Find out the instructional approaches, strategies, and directions that instructors use in the classroom to help students with speaking and listening difficulties. • Discover the learning materials/resources that were used to help these students improve their speaking and listening skills. Significance of the study The findings of the study may help many kids with communication difficulties in the early stage since the results may be disseminated to different stakeholders. Furthermore, the same conclusion can also be applied to government entities to assist in providing support services to these youngsters

Abstract Title: Corporate Entrepreneurship Assessment Instrument (CEAI)- Case Study Of Dubai Police

Author Name: Maryam Alsuwaidi

Author Title: Student

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Abstract: This paper is a case study of the effectiveness and efficiency of real-world Corporate Innovation initiatives in Dubai Police. The topic is about assessing and diagnosing Dubai Police internal environment for corporate entrepreneurship. It was assessed through the corporate entrepreneurship assessment instrument (CEAI). The purpose of this research is understanding and assessing the effective internal environment for corporate entrepreneurial activity in Dubai Police. CEAI is a tool used to assess executives' perception of the five dimensions relatively to creating an entrepreneurial and an innovative environment in the organization. CEAI focuses on five specific dimensions that are important determinants of an environment conducive to entrepreneurial behavior: 1. Top Management Support, 2. Work Discretion/autonomy, 3. Rewards/Reinforcement, 4. Time Availability, 5. Organizational Boundaries. CEAI provided a conclusion if Dubai Police has successfully implemented an internal entrepreneurial and an innovative environment. The targeted organization have been chosen for this research as it has been one of the first organizations in the UAE that were internally innovative and supports entrepreneurial activities. Dubai Police Vision is implementing innovative methods of Smart Security Services in Policing. The research questions that the paper will address is 1) Does Dubai Police top managers support, facilitate, and promote entrepreneurial behavior in the organization? 2) Does Dubai Police tolerate failure, provides decision-making authority and responsibility to lower-level managers and

workers? 3) Does Dubai Police use reward systems to its employees based on their entrepreneurial/innovative practices? 4) Does Dubai Police provide extra time for employees to pursue innovation? 5) Does Dubai Police have flexible organizational boundaries. The findings section will address all the research question and will draw a conclusion. The methodology used in this paper is Quantitative research method: a Survey of 51 participants from Dubai Police. Using a Quantitative research method will give the research strong support for providing Statistical evidence. The paper will highlight on the Survey analysis in the findings that draws a conclusion about entrepreneurial and innovative environment in the organization and will provide an answer for the research questions. The Survey Participants details are confidential for Security reasons of the Organization. The paper will include introduction, literature review, research methodology, findings, conclusion, and references.

Abstract Title: Determining the cause factors for effective Learning experiences in Blended learning: An Empirical investigation

Author Name: Vandana Savara

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Abstract: Determining the cause factors for effective Learning experiences in Blended learning: An Empirical investigation Dr. Ahmed Al-Nakeeb Hamdan Bin Mohammed Smart University – Dubai Dr. Sanjai Parahoo Hamdan Bin Mohammed Smart University – Dubai Dr. Vandana Savara Rochester Institute of Technology, Dubai Campus Dr. Aftab Rizvi Abstract Purpose: Nowadays, blended learning (BL) is being progressively embraced by higher education institutions. Despite a large body of literature on technology-enabled learning, only a few studies have looked into the causes of effective BL. The current study's goal is to investigate five major factors identified in the existing literature as influencing the quality of students' learning experiences in BL settings (Technology infrastructure quality; Student engagement; Technology competence of instructor; Student Interactions; and Quality of course design) and relate them to cause and effect groups. Design/Methodology/Approach: Instructors with intensive experience in BL were targeted for this study. Data was gathered, through a survey, from 22 participating instructors. Decision-Making Trial and Evaluation Laboratory (DEMATEL) was utilized to analyze the gathered data. The relative weights of the different criteria for each factor were then identified using data from four global BL experts and analytic hierarchy process (AHP). Findings: Two causal factors were identified by the study namely technology infrastructure quality and technology competence of instructor. The remaining three factors were identified as effect factors. The relative weights of the various criteria, for each causal factor, have been identified. Research implications: A gap in knowledge, related to the antecedents of quality learning experiences in BL, has been addressed and, therefore, a significant contribution to literature has been made. Various important theoretical and practical implications are discussed. Practical implications: As BL is being increasingly embraced by higher education, administrators will benefit from this research as it can assist them in properly allocating scarce resources to develop an effective BL environment. Furthermore, the research will also inspire educators to design quality learning experiences for their students. Originality/Value: The study uses Decision-Making Trial and Evaluation Laboratory (DEMATEL) and analytic hierarchy process (AHP) investigate the prerequisites of quality learning experiences in BL.

Abstract Title: The Impact of Technological Innovations on Healthcare Quality

Author Name: Muna Alhalaki

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Abstract: Technological innovation is a fundamental driver of performance and growth in major service sectors. The importance of healthcare industry increased world-wide. Similar to other service industries, healthcare is highly dependent on technological development. Technology has significantly changed the way health organizations operate. Hospitals have been adopting different technologies to improve their performance and service quality. The concept of technological innovation in healthcare sector is very broad. While the impacts of innovation can be significant, it is not evident that innovation always results in positive impacts. In term of measuring the effect of technological investments on most of the service industries, the result most likely will show a positive relationship between technological developments and organization performance. While in healthcare sector, this relationship is difficult to establish due to several factors like difficulty to determine the performance indicators. Therefore, the purpose of this study is to critically analyze the impact of innovation and new technologies on healthcare system quality and sustainability. This research will be helpful for improving quality of healthcare services. The main objectives of this study are to identify technological innovation in healthcare, its types, and its impact on service delivery. In addition, it outlines the challenges facing the widespread of technological innovation. The project study will be conducted by using quantitative method. The survey will be used as it is a powerful tool to collect high quality of data. The sample will be 500 participants of healthcare providers who are working in different departments of healthcare organization in Abu Dhabi. From these surveys, it is expected that the clinical position has no relation with the innovation impact. By researching the relationship of technology to healthcare quality; it becomes evident that there is a significant positive impact of new technology on health services. Which will resulted in improve quality of life and clinical outcomes. The results of this study will help hospital administrators and managers to make better decisions in regards of implementing innovations in health care organization and to redesign their innovation policy. Keywords: Technological Innovation, Healthcare system, Performance, Service quality.

Abstract Title: Change management in post COVID 19 scenarios

Author Name: Abdulla Alkabi

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Abstract: This paper aims to effectively identify the steps taken by the senior officials of Al- Futtaim Group in the UAE to manage the changes caused by the pandemic. The thing is that the recent outbreak of pandemics has massively impacted the Al-Futtaim group. Due to this reason, the senior officials of this organization have witnessed some changes in their everyday operations. This is crucial for all business organizations to deal with the changes caused by the pandemic as this is important for the sustainability of the organizations. This respective organization is not an exception in this concept. Due to this reason, this paper has shed light on this area to identify the change management process in this organization. The qualitative research method, mainly the case study method, has been utilized in this path of this paper. Here, both the primary and secondary data have been collected to have

the most desired outcome. The thing is that for the sake of collecting the primary data, five managers of the Al Futtain group have been interviewed. At the same time, various articles and journals regarding change management have been reviewed. Since various sources of data have been utilized, it can be said that the case study method has been followed here. The findings of this study have revealed that the impact of the pandemic on the normal operations of the business organizations is havoc, and this is the same for this organization too. Due to the pandemic, this organization has been forced to shift their business to the online mode to maintain sustainability. It has also been found that they have focused on long-term sustainability with short-term outcomes. This means the pandemic outbreak has forced them to utilize the online business instead of using the stores. This is a long-term sustainability as when the pandemic will be gone permanently; this online mode of business will remain and will increase the profit. However, this online business is maintaining the sustainability in the pandemic as this was the only way of running business then.

Abstract Title: **E-Government Implementations, Barriers, and Solutions in Program Management. A study focused on Governmental Organizations in Dubai, UAE.**

Author Name: **Abdullah AlShehhi**

Author Title: **Student**

Author Organization: **Hamdan Bin Mohammed Smart University (HBMSU)**

Abstract: In the current age, the world is getting the IT involved in almost everything we use or deal with on the daily basis either for communication, transportation, entertainment, healthcare and personal needs and wants, etc. The increased efficiency in every task that IT has improved in is what makes all individuals, businesses, governments, and all relevant entities compete in which who applies it better in a certain product or service to make it a better version for consumers/ users in terms of time, power, sustainability, flexibility, etc. One of the most critical yet has an outstanding impact on both sides of use is the implementation of electronic governments. The electronic government is basically defined as the use of information communication technology (ict) including all or some of its services such as the internet in the basic implementation of any service provided by the government organization or the "public sector". This paper discusses a critical area of study in which project managers in the world marks it as a highly important and fruitful area of study to focus on and gain more knowledge and experience in; Electronic Governance. The paper will discuss deeply the e-governance implementation in program management focusing on the UAE. The research include the study of current e- government implementation from multiple resources, and a study focus on government entities in the UAE using a structured focused questionnaire applying quantitative approach. The data collected from government sector staff and analyzed to study the current progress of implementing the e-government services, the improved efficiency on the running projects, and to address any gaps or areas to improve for future works. The research concludes with a set of statements that approve the great progress of e-government implementation, the positive influence of such practice on the organization, the current barriers that influence the success in the implementation process, and suggested solutions for such barriers.

Abstract Title: The Analysis of TQM Culture at Emirates NBD
Author Name: Khawla Al Shamsi
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The aim of this project is to analyze the degree of how quality is measured at Emirates NBD and to what extent is the current company culture and weather it has compatibility with the TQM principles or not. Thus, the group members has conducted a research on the literature review of implementing ISO 9000 in Emirates NBD for seeking continuous improvement, then the data was collected in the research method after creating five questions that had the main information that was needed in this research, we have managed to interview two employees and two managers from Emirates NBD that are involved in the implementation of TQM in the company. In addition, the interviewee's answers were used to support our project, the data highlighted the implementation of the adopted business excellence models in the organization. Lastly, recommendations were suggested that aimed to support the management of Emirates NBD to establish solutions for their quality measures through an effective implementation of TQM and business excellence models. Emirates NBD is known to be one of the leading banks in the Middle East, it was established in the year of 2007 after the merger between the two largest national banks in the UAE; National Bank of Dubai and Emirates Bank . The bank has many branches world-wide which are Russia, Turkey, UK and Germany with a total number of 925 branches and 4,115 ATMs. The bank is considered to be a major assist in the United Arab Emirates corporate segment and is known to be one of the leading banks in terms of investments, asset management and Islamic banking. The bank is an active member of the United Arab Emirates government's strategies, which includes enhancing financial stability in the country. (Emirates NBD, 2020). The main aim of this project is to further analyze the total quality management at Emirates NBD and to measure the extent of the current organizational culture compatibility with TQM principles through conducting a qualitative research method and to provide further suggestions to form a culture of quality in terms of effective planning and implementation of TQM and business excellence models.

Abstract Title: The Reasons Behind The Low Adoption And Usability Of Dubainow Services By Registered Users
Author Name: Hend AlNuaimi
Author Title: Student
Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: There has been a rapid increase in the number of mobile applications on smartphones provided by the government entities (Government.ae, 2018). Smart Dubai launched DubaiNow app based on the directions of H.H Sheikh Hamdan Al Maktoum to deliver integrated services in one platform (Smart Dubai, 2016). DubaiNow is a mobile application with is a single point of interaction for accessing city level services that is available on both stores (iOS and Android) and it is accessible to the public. This research aims to identify the

reasons contributed to low adoption and usability of DubaiNow services by the registered users. It also explores the factors affecting users' usage and adoption. The researcher seeks to understand whether DubaiNow's registered users are the right target customers or not. To gain the accurate data, a research methodology was used that consisted of an online survey and interviews conducted to current DubaiNow users according to their app usage. Results show that the participants are overly satisfied with DubaiNow as it is a unique app that provides many useful services that help people finish their house and personal responsibilities easily and in one place. The findings show that users were satisfied with DubaiNow but required some modifications in term of more personalized services, dashboard and notifications. However, they would like to see a personalized list of services based on their profile like a parent, businessman, student, housewife and employee. Moreover, the interviewees suggested that the app should send notifications about the services and features available in the app to increase awareness about the services and features. Just like any app, DubaiNow has many aspects they can improve and get the public's opinions, and ideas are essential to elevate the app higher. Since DubaiNow is a citywide app, the findings suggest that adding services like seeing new events, sports, and concerts as a useful feature that adds value to the app and their lives as well. This research is just a small window about users' usage and adoption behavior to a much bigger topic when talking about DubaiNow as a whole, interactive app.

Abstract Title: The effect of applying the learning styles on the academic achievement among the high school students in UAE.

Author Name: Aisha Alayammahi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This research discusses the effect of learning styles on the academic performance among high school students, especially grade 12 in the United Arab Emirates. The main goals of this research are to identify the preferred learning style among high school students and how the learning method can contribute to raising academic performance. In addition, the research aims to identify the preferred method for males and females. This research will be helpful for every student looking for a learning style that helps him to raise his academic performance. That is because to know the best learning style which will increase their self-confidence and it teaches them how to use their brain in order to achieve the success. Also, it helps them to reduce the stress of the learning and how can get exiting while they learn. Moreover, knowing the best learning style can show how can take advantage of their skills. To achieve the goals of this research the opinion of 130 people was taken through a questionnaire on the topic of the impact of learning styles on the academic performance of the student. From the answers to the questionnaire, It turned out that most students prefer corporative learning instead of individual learning because they share the information around them. Also, visual learning through pictures, charts, and graphs is the preferred learning style for students, it helps them to understand and absorb faster and easier. In addition, it also shows that most female students prefer to attend the class while most male students prefer distance learning. All of these learning styles can affect and raise their performance and that is because each student has their own skills that are different from the rest of the students. This is the reason for having multiple learning styles that are each student can choose their preferred learning style according to their skills.

Abstract Title: Quality of Digital Services in Healthcare Sector
Author Name: Mohammed Al Marzooqi
Author Title: Student
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Abstract: Today in our contemporary era, healthcare organizations have witnessed a significant evolvement in quality by embracing latest technologies that assisted in offering business efficiency and extraordinary quality of care towards patient. Digital services like digital imaging, Electronic health records (EHR), enterprise resource planning systems and e-prescription services are all incorporate in the information technology (IT) in several healthcare systems. Furthermore, digital services had positive impact on healthcare employees where it granted them detailed access to patient data more than ever. Nevertheless, networks connected to IT which command healthcare systems has become more complex. Therefore, this complexity has added a challenge to IT department to be much consistent and safeguard the healthcare network along with patient's data. Based on the submerge technology, Digital Services in Healthcare Sector are designated (e.g., big data, EHR or social media) or they rely on technological device (e.g., an application on a mobile phone for m-health). Digital services are functional in minimizing errors, workflows, and enlarge the efficiency in setting of results so that the physicians' decision-making thus the process turns faster preventing time wasting, therefore leading to the improvement of the treatment course and diagnostic outcomes, in addition to increasing the quality of services and users' satisfaction. Digital technologies are one of the top goals in the healthcare sector's development. Digital technologies are considered in healthcare as a collection of financial, economic, technological, social, organizational, and production business processes that may have an impact on medical service quality. Fundamentally new ways of development in the healthcare sector, such as the digitization of medical data, the use of mobile devices to monitor and transmit medical indicators online, the development of cloud services for their storage and processing, and the use of artificial intelligence to assist doctors in making quick decisions, may emerge in the future. Duarte, J. G., & Azevedo, R. S. (2017, March 21). Electronic health record in the Internal Medicine Clinic of a Brazilian University Hospital: Expectations and satisfaction of physicians and patients. *International Journal of Medical Informatics*. Retrieved 2021, from <https://www.sciencedirect.com/science/article/abs/pii/S1386505617300680?via%3Dihub>. Habran, E., Saulpic , O., & Zarlowski, P. (2018, March). Digitalisation in healthcare: An analysis of projects proposed by practitioners. *Research Gate*. Retrieved, 2021, from https://www.researchgate.net/publication/323687390_Digitalisation_in_healthcare_An_analysis_of_projects_proposed_by_practitioners. Haggerty, E. (2017, November 17). Healthcare and Digital Transformation. *Network Security*. Retrieved 2021, from <https://www.sciencedirect.com/science/article/abs/pii/S1353485817300818>. Ter-Akopov, G. N., Kosinova, N. N., & Knyazev, S. A. (2019). Digital technologies in healthcare: achievements and prospects. 81(Mtde), 321–325. <https://doi.org/10.2991/mtde-19.2019.61>

Abstract Title: The effectiveness and efficiency of real-world Corporate Innovation in ABC company
Author Name: Ohoud AlAnsaari
Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: ABC company one of the leading telecommunications companies in the UAE was established 15 years ago. The ownership of ABC company is divided between the UAE government, Dubai Holding, and individual shareholders. Besides that, they have over 3,000 employees and have several branches around the UAE. This research aims to assess the application of innovative practices in the ABC company based on the framework outlined by Kuratko, Hornsby, and Covin (2014). Moreover, the methodology design will be used quantitative methods as we are using the Corporate Entrepreneurship Assessment Instrument (CEAI), we have distributed an online survey to representatives from different departments to give us a general view of the company's entrepreneurial environment. The representatives were contacted through e-mails, social media channels, and acquaintances. The ABC Human Resource team have also distributed the survey among their staff. 50 people were contacted, and 50 responses were received, which shows no response bias. This model has been used in excel software for analyses data. The results suggested that regarding the Organizational boundaries have to investigate why their employees do not follow their standard operating and allow employees to pitch ideas and give feedback on enhancing standard operating procedures and practices such as feedback exchange has a significant link to employee engagement because it has the potential to address issues quickly and promote knowledge sharing. Overall, this research concludes that the ABC company has strong support from top management and weakness in Organizational boundaries. Expected Findings of the research are valuable for the ABC firm must identify its strengths and limitations in order to develop a strategic plan and initiatives to achieve the company's objectives.

Abstract Title: The effect of applying the learning styles on the academic achievement among the students in grade 12 in UAE

Author Name: Aisha Alayammahi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: This research discusses the effect of learning styles on the academic performance among high school students, especially grade 12 in the United Arab emirates. Samples frame will be taken and studied from all emirates of the country without exception, especially high school students and the sample will be randomly , to know the different methods used by them, which increase their success rate. The main goals of this research are to identify the preferred learning style among high school students and how the learning method can contribute to raising academic performance. In addition, the research aims to identify the preferred method for males and females. This research will be helpful for every student looking for a learning style that helps him to raise his academic performance. That is because to know the best learning style which will increase their self-confidence and it teaches them how to use their brain in order to achieve the success. Also, it helps them to reduce the stress of the learning and how can get exiting while they learn. Moreover, knowing the best learning style can show how can take advantage of their skills. To achieve the goals of this research the opinion of 130 people was taken through a questionnaire on the topic of the impact of learning styles on the academic performance of the student. Conducting the questionnaire will be answered by the respondents themselves, that is, administered by themselves. Thus, by doing so, the questionnaire data and answers will be more accurate because the identity of the respondent is not shown in the questionnaire. The questionnaire will be mailed or personally sent to the respondents. The two methods used to analyze questionnaire data are qualitative data analysis techniques and quantitative data analysis

techniques. For example, among the quantitative data that I will analyze is the number of students participating in the questionnaire, and one of the qualitative data that I will analyze is the preferred method of education for most students that will help them succeed and innovate. From the answers to the questionnaire, It turned out that most students prefer corporative learning instead of individual learning because they share the information around them. Also, visual learning through pictures, charts, and graphs is the preferred learning style for students, it helps them to understand and absorb faster and easier. In addition, it also shows that most female students prefer to attend the class while most male students prefer distance learning. All of these learning styles can affect and raise their performance and that is because each student has their own skills that are different from the rest of the students. This is the reason for having multiple learning styles that are each student can choose their preferred learning style according to their skills.

Abstract Title: Managing Resistance to Change: Case Study of a UAE Organization

Author Name: Hanadi Alblooshi

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Abstract: This case study aims to examine the resistance of employees to change in one of the ministries in the United Arab Emirates. The new cabinet was announced in the United Arab Emirates government on 25 September. Although, therefore, UAE will complete its 50th year, as in 9 December 1971, the first Cabinet of the United Arab Emirates was led by the late Sheikh Maktoum bin Rashid Al Maktoum after the UAE formed. All government strategies and directions have changed. The change of the ministerial structure was to strengthen the role of the government in all fields beyond 50 years. The turning point to the future announced by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces that 2020 will be the year of preparation for the next 50 years. our leadership looking forward to the future, so preparing for the next 50 years needs an evolving administrative system in the government system so that it will be more flexible, fastest, and adaptable to future changes. Change is important to keep up with the development. Cooperation between teams working in the country is a must to reach the goal of the UAE to become an advanced country in all fields in the next 50 years and UAE's Golden Jubilee will mark a huge change to revamping the country's development model. This case study focuses on questionnaires with employees at different levels in the organization, distributed to focus groups of around six via e-mail addresses. In addition, I use Bridges' Transition Model to address the employee's feelings toward change. The findings revealed that changes initiatives influence employees' general attitudes.

Abstract Title: Identifying problems worth solving - The Female Inventors of the Future Initiative - an action research approach

Author Name: Vlad Lichtenthal

Author Title: PhD candidate / Chief Scientific Officer

Author Organization: University of Hamburg

Abstract: In the aftermath of the current global pandemic, leading economies are thriving to strengthen their innovation capabilities and create sustainable growth structures for the upcoming decades. Innovation ecosystems around the world are striving to orchestrate their resources and various stakeholders in new ways to generate organic growth. The number of granted and commercialized industrial patents is an indicative measure for the R&D efforts of technology-driven firms around the world. In 2020 alone, more than 3,2 million patents were granted. However, only 12,5% of these patents were filed by a female inventor (or co-author). The disparities around the world are very large. Across all industries, only 6% of all the Japanese industrial patents have a female co-author, while nearly 20% of all the Russian patents were co-authored by a female inventor. Furthermore, female co-authorship varies across disciplines. Around 50% of all biotech patents have at least one female co-author. Female inventors may prove to be one of the largest untapped sources of innovation in the upcoming decades. Several initiatives are striving to encourage the education of female inventors by introducing platforms that facilitate co-ideation and value co-creation. Adopting an action research approach, this study follows an ongoing initiative by a Finnish Open Innovation studio (The Adjacent Possible) to crowdsource the search for "problems worth solving". The Female Inventors of the Future initiative aims to develop training videos and materials for various female stakeholders of different ages that explain the basic concepts of industrial patenting and the development of patentable solutions. The initiative uses platform tools based on gamification to facilitate engagement in a collaborative online environment for all participants. Many of the most promising concepts developed by the participants are evaluated may get patented in the process. The Female Inventors Initiative has been awarded the 'The best and most innovative digital solution in Business & Commerce award from Finland' award by prestigious WSA Social Entrepreneurship association.

Abstract Title: Health-Care Robot (Mutawajid)

Author Name: Eiman Al Kaabi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The research aims to examine how robots facilitate whether service of patients or nurses and physician, and also how it enhance the quality and safety of the patients. Robots are playing a significant roles by assisting a various tasks which are being doing by hospital staff. Although they're a lot of literature on various aspects of healthcare, but here still is a scope for having detailed review of how robots can help various entities of the healthcare managment, (Meshal Alotaibi, Mohammad Yamin, 2019). The use of robots can help in assisting the medical personnel in their daily tasks which are keeping them pressurized and pressing them under their responsibilities at a healthcare organization. Most importantly they can make the medical procedures safer and can be cost-effective for the patients and hospital as well. As they need programming so they perform accurate surges. Right now, robotic medical assistants are being used to enter the data automatically in the electronic healthcare record of the patients. In this paper, I am going to explain about a robot serving the health sector in hospitals which I named it (Mutawajid) and the reason for this name. Furthermore, I will discuss the importance of Mutawajid Robot and his benefits which are delivery equipments, sanitizing the facilities. Then, I will discuss the other tasks that Mutawajid Robots can assist with which is detecting the waiting time of patients and their temperature.

Finally, the design of Mutawajid Robot and its system will be explained in this research. This is inspirational research that might solve the phenomena of overcrowding in the emergency department and, the technology of this robot is stimulating growth by improving reduce cost in healthcare and the outcome of the patients. Mutawajid can detect the causes for the delay during the service that can be prevents in the future.

Abstract Title: Assessment of domestic water use in a selected sample of Emirati households in Dubai, United Arab Emirates

Author Name: Noof Alhabab

Author Title: EHS Specialist

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: High water consumption among households has been dramatically growing over the last few years in the UAE. Therefore, this research paper aims to identify the water consumption trends among Emirati householders in Dubai and to investigate the factors that can influence water consumption and determine domestic activities that have high water intake. Moreover, measure knowledge, attitude, and behavior towards their electricity and water bills and identify the appropriateness of the use of the fixed green water consumption indicator in the DEWA bill as an educational tool. An online survey approach was used in this study, the individuals that are selected for this study are Emirati people living in Dubai city the questionnaire included 22 questions in which examine individuals' knowledge and awareness. The information of the questionnaire will include factual information (e.g., age, gender, and family size) and opinions (e.g., attitudes and views related to domestic water management). Overall, the results of the research findings were analyzed to provide insights into the water usage of Emirati households in Dubai and to find the correlation of water consumption behavior of Emirati owners at the household level and factors. Also, the data offered new parameters that influence on water tariff system which will benefit the policy and planning of domestic water management and reformation of DEWA water tariff to reflect the true cost of household water usage. The results can be summarized as follows; the data indicated that the average weekly showers of Emirati family members in Dubai ranged between 5 to 7 times. In addition, some inefficient practices associated with water usage such as keeping the tap on while hand washing dishes and during showers. The frequency of gardening during the summer season higher than the winter season and the most common irrigation systems for gardening was exclusively hosepipe with only a small minority of householders used drip irrigation for gardening. Furthermore, a large population of respondents is unaware of their water usage. Despite the high number of Emirati families are reviewing their utility bills (DEWA bills) frequently, their perceptions on water consumption increased during the last 3 years at their homes. Moreover, the data showed the perception of the respondent on their willingness to pay in which a large number of responses indicated the water shall be free of charge with only a minor group disclosed their willingness to pay 1.5 fils per 3.785 liters and more. Most respondents reported their main motive behind water conservation is saving the environment and money.

Abstract Title: Re-Building or Re-Branding sustainability in Services: a 5P agenda

Author Name: Marianna Sigala

Author Title: Professor of Marketing

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Abstract: Studies around tourism and hospitality sustainability, their environmental impacts, and climate change are flourishing. Recently, researchers (Higgins-Desbiolles, 2020) also debated the industry's responsibility to also achieve social and ecological justice. The ever-present importance of tourism and hospitality sustainability is evident not only in the euphoria of publications and industry practices, but also in the already large number of inter-related concepts that is also continuously expanding, evolving and modernizing to better reflect our societal advances. From ecotourism and environmental management, social and green marketing, we moved to an era emphasizing a triple-button (environmental, socio-cultural and financial) sustainability and corporate social responsibility (CSR). Nowadays, we talk about woke marketing, brand/corporate activism, cultural branding and political CSR (e.g. Pineda et al., 2020; Tortosa-Edo et al. 2020), tourism for good, travel with purpose, which address many contemporary issues: brand anthropomorphism, customer (brand) engagement and online activism (through social media and brand communities), (online) (environmental) citizen science (participation), corporate/brand engagement activities with social issues (e.g. #MeToo #BlackLivesMatter) influencing, forming or even setting social values, political practices and wider ideologies. COVID-19 intensified discussions and magnified the long overdue need to increase tourism and hospitality sustainability (Gössling et al., 2020). The pandemic may be seen as an accelerated living lab experiment enabling everyone to 'better see' and experience the benefits but also the limitations and negative consequences of tourism on our environment, communities and livelihoods. COVID-19 free up mental and physical capacity allowing everyone to rethink and reflect on previous practices, recalibrate priorities and values, reset new 'better' lifestyles and business models. During the lockdown, tourism organizations have been demonstrating their social responsibility, own reflections and recalibrations by engaging in campaigns, communication strategies (e.g. #WeAreTogether) and philanthropic activities providing 'empathy', compassion, hope and support to various tourism stakeholders, e.g. tourists, employees, suppliers. "Build back better" has become the new mantra of tourism academics and professionals reimagining and re-setting the tourism parameters making the industry more sustainable, responsible and resilient to outperform in the next normal. Many see COVID-19 as a transformational stressor that will help reset a better tourism (Sigala, 2020). But to what extent the virus has broken through socio-cultural, economic and technological barriers, constraints and mindsets that prevented us from achieving tourism sustainability in the past? Will these COVID-19 reflections and pressures to change the industry persist? Will tourism/hospitality build back better or bounce back? Do the COVID-19 messages reflect an authentic organizational message with meaning, purpose and conviction to change or they are another superficial marketing fuss? Is the COVID-19 sustainability push being commercialized or a real opportunity to achieve a paradigm shift? In this paper, I look backwards to move forward. I reflect on past sustainability research and industry practices, complement them with contemporary developments and research to propose a 5P agenda guiding scholars and industry alike: it helps tourism/hospitality organizations and destinations to design an actionable sustainability strategy that has substance and conveys an authentic meaning and purpose; while it also proposes directions for advancing and futurizing research frontiers.

Abstract Title: Management Change in Post-COVID 19: A Case Study of the Healthcare Sector in the UAE

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Author Title: Engineer

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Title: Management Change in Post-COVID 19: A Case Study of the Healthcare Sector in the UAE By Abdulla Alali Abstract On March 11, 2020, the Global Health Agency declared COVID-19 a global pandemic, and the world is still suffering from its aftermath. Cases quickly expanded throughout the globe, forcing international governments to take stringent measures to isolate infections to limit the virus's transmission rate. Nevertheless, such activities have shattered the current international health sector and economy since it put a huge pressure on health facilities with the increasing number of people affected by the pandemic. Moreover, global commerce & collaboration have given birth to a local concentration on rivalry for finite and limited resources which have been observed in the race of developing vaccines and test subjects. In this light, this article discusses the role of leadership in the healthcare sector in UAE generally and focusing on Dubai in terms of decision making during the fast moving events that occurred in the past year. The article also presents a critical evaluation of the pandemic's positive and negative consequences, as well as ideas on how it might be used to guide the globe forward towards a healthier and more stable healthcare systems. The article identifies the risks of the external and internal factors which affected the leadership in the health sector in UAE, which relies on disease outbreak advantages to meet sustainable development goals, and emphasizes the necessity for a clear, fundamental structural shift. Moreover, the article calls for a re-think and learn from the recent events that affected the health systems and the global market growth model, which would be structured by a nonlinear economy system, backed by profiteering and energy-guzzling manufacturing processes of medical equipments and medicines, in favor of a far more sustainable approach built just on the CE (Circular Economy) paradigm. The study found that the UAE government implemented a unified, logical, and effective plan. (Adams and Walls, 2020) To manage the COVID-19 crisis, it developed risk communication strategies in public health that conformed to international standards all while taking into consideration its own political, financial, economic, and diversity lifestyle. The study also concluded that more training must be done to the HCWs to boost their confidence as well as spreading more accurate information in the usage of vacancies to contain the public fear. This study collected primary data collection by conducting surveys in Dubai hospitals (DHA) and secondary data from outside resources. The aim is to define the positive and the negative consequences of the pandemic and how it impacted the healthcare sector in the UAE Post COVID-19.

Abstract Title: Hand Hygiene as a Quality Indicator for Patient Safety

Author Name: Sabah Hussein

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Abstract: The international burden and the epidemiology transmission of healthcare associated infections emphasizes the priority of application an excellent evidence based practices in healthcare settings through the promotion of hand hygiene. In critical care areas it's known that "clean care is safer care". While the stability of applying the guidelines and recommendations is effective, however, healthcare workers adaption is desirable. Healthcare associated infection is a crucial issue for patient safety in every healthcare setting. In fact, the surveillance and prevention should be addressed as a priority in healthcare organizations to motivate and sustain healthcare workers to be committed for a safer care. The impression of healthcare associated infections are increased microorganism resistance toward antibiotics, prolonged length of hospital stay, long-standing disabilities, great

financial burden, more mortality rates, and increased patient and family costs. The main cause is due to the complexity of diagnosing healthcare associated infections which depends on complicated criteria and does not require a single laboratory investigation and the use of multiple diagnostic methods and criteria. Hence, healthcare associated infections are considered to be cross-cutting and hidden concern in several healthcare settings where it is not yet been solved. The purpose of the paper is to identify, improve, and sustain hand hygiene compliance among healthcare providers as a key indicator for patient safety and intervention for infection prevention. performance of hand hygiene was measured using direct and indirect methods. Monitoring hand hygiene through the direct method contains direct observation, self-reporting of healthcare workers, and patient assessment. While indirect method consists of monitoring the consumption of the products and automated observation of using sinks and hand rub machines. Probability sampling method was used were simple random sampling and stratified sampling were chosen to reduce selection bias and calculation errors. The study research was conducted through 20-weeks period from October 12 to November 30, 2021. As a recommendations, national coordinated programs should be considered to sustain and promote hand hygiene improvements. Infection control guidelines should emphasize the correlation between effective application of hand hygiene and decreased surveillance and rates of healthcare associated infections. Improving auditing, performance feedback, and reminders are successful and effective strategies which may yield more promising returns in terms of hand hygiene compliance. Key words: Hand Hygiene, Quality indicator, Sustainability, Patient safety.

Abstract Title: The Antecedents And Consequences Of Sustainable Change In Uae's Ministry Of Energy And Infrastructure

Author Name: Maryam Alarri

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Motivation to change is imperative in the modern world. The study focused on the change project in the Ministry of Energy And infrastructure, that resulted in creating the first pioneering government model in the world (the first ministry in the world in which these functions are combined) by merging of two government entities, Ministries of Energy and Ministries of Infrastructure Development and two other organizations known as the "Federal Transport Authority - Land and Maritime" and "Sheikh Zayed Housing Program". The reasons the ministry wanted the change was to maximizing the effective contribution to the development of the national economy and gross domestic product, by cut costs, consolidate systems and enhance efficiency. A qualitative research method was utilized where the data collecting tool used was a focus group. A convenience sampling approach was used in selecting the participants. The results demonstrated that big challenges encountered during the implementation of the change, such as; the demotivated staff, resistance to change, unifying the employees compensation scale, and transforming the existing different cultures with a new culture that serve the newly merged entity. The change helped to achieve synergy, increase efficiency, and reduce costs. The study will have managerial implications because it shares information on the importance of change, the implementation process, the challenges, and the results. The information could be useful to organizations and governments who are planning such a big scope of change project. The limitation of the study was that it focused on implementers of change which might have led to biases in collecting data, recipients of change did not included in the data collection. Future research would be advisable to collect information from change strategists, implementers, and recipients to gain balanced knowledge of the change, and get comprehensive image of the change project. In addition to this ministry leaders required to conduct further continuous assessment, to assure the effectiveness of the change on the long term

Abstract Title: The Effectiveness and Efficiency of Real-World Corporate Innovation Initiatives in a Local Transport Entity

Author Name: Latifa Alnuaimi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Innovation and entrepreneurship are some of the most valuable factors for organizational success. This research will be about the effectiveness and efficiency of real-world Corporate Innovation initiatives. The Corporate Entrepreneurship Assessment Instrument (CEAI) is among various ways to measure innovation. It is a popular and effective method for measuring the critical internal organizational factors that influence entrepreneurial activities and outcomes. CEAI consists of 5 dimensions: management support, work discretion, reward/reinforcement, time management, and organizational boundaries. This research focused on a local Roads and Transport organization's innovation and entrepreneurship levels across the five CEAI dimensions. The paper applied the standard assessment tool to gather quantitative data from 48 internal employees in the organization. A questionnaire was digitally distributed to employees from different departments. The respondents varied in age, years of experience, and position according to the results. Once the data collection process was completed, each question's median was calculated to analyze the findings. It also identified which dimension was strong in the organization and which required improvement. After gathering all the data, results were analyzed and showed an overall strong sense of innovation in the organization, especially in the reward/reinforcement and organizational boundaries. However, it lacked the rest of the elements for several reasons, with work discretion being the lowest of all the dimensions. Recommendations were made to encourage innovation and discourage negativity in the work environment for each CEAI dimension. For example, the management should allow the mentality for change and accept that risks must be taken. They should encourage a positive attitude toward failure and that the process does not end there. Moreover, HR should set some policies and generalize standards across the organization to promote innovation. The department must ensure training and sessions are given to help the employees change their pace and remind them of their role in the organization. It is recommended not to overload the employees and create a culture of innovation. This way, innovation, and entrepreneurship will be some of the most valuable skills for the organization. Key Words: Organization Success, Corporate Entrepreneurship, CEAI, Innovation, Management Support, Culture of Innovation

Abstract Title: Role of Innovation in Enhancing Governmental Services to the Public in the UAE

Author Name: Mohamed Ahmed

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Abstract: The economic stability has benefited most nations in the world and allowed them to finance different innovative projects aimed at improving the delivery of services to citizens. The federal government has allocated a lot of capital to boost innovation, research, and development in recent years; Moreover, UAE's government has initiated a lot of innovation-support foundations, innovations awards and also indulge innovation in their governmental excellence models and the country's vision to accelerate building the culture of innovation in their people mindset. In the current research study, the United Arab Emirates (UAE) was analyzed as one of the most innovative nations in the world. A questionnaire was used to collect data from a random sample of 50 participants in two cities in the country, namely Abu Dhabi and Dubai. It revealed that innovation had improved the citizens' attitude and appraisal of the government's efficiency in delivering various services. The collected data, the validity, and reliability of which were established using a 1-sample median and chi-square tests revealed that most UAE citizens perceived that the level of innovation in the nation was higher as compared to other major economies. These findings were confirmed by the Global Innovation Index of 2021, which determined that the UAE was one of the most innovative nations in the world. The research revealed that innovation had increased the speed of service delivery to UAE citizens, improved the delivery of customer services in government offices, and enhanced the security of citizens' data furthermore Speeded up processes and performance of all levels . In such a manner, the current study proved that innovation played a critical role in enhancing the provision of government services to the public in any nation. Keywords: innovation, the UAE government, research and development, service provision, questionnaire.

Abstract Title: Effectiveness of Telemedicine Technology from patient perspective in Dubai during Covid-19

Author Name: Mariam Alraeesi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: During the pandemic of Covid-19, many changes have been spread. It seems that many industries have been affected. For example, Covid-19 has affected chronic diseases' prevention, identification, and management. Technology empowerment in the healthcare sector has been significantly used during the pandemic of Covid-19 to improve healthcare outcomes, quality, efficiency, and cost of healthcare services. One of these technological implementations is telemedicine technology which refers specifically to remote clinical services. Using Telehealth technology during the pandemic of Covid-19 aims to help the community shift the healthcare services from late illness management to early deduction and prevention by assessing patients and providing essential health information, which can support and control patients' health status. For decades, telemedicine technology has been a topic, but Covid-19 has moved telemedicine use forward. It is one of the most excellent solutions to access care during the global pandemic. In addition, social distancing, stay-at-home restrictions, and medical facilities closure have led patients to use telemedicine services. The standards for telemedicine technology represent the innovative advances with low cost accessible in the healthcare sector, especially in the Emirate of Dubai, by ensuring full of services and protection of patient data and confidentiality with the line of federal and law regulations. The purpose of this study is to assess the patients' satisfaction with Telemedicine technology when in-person visits were not allowed due to Covid-19 transmission. Telehealth applications are divided into sex services that include Teleconsultation, Tele-diagnosis, Tele-monitoring, M-health, Tele-robotic, and Tele-pharmacy. The study will be based on quantitative data that can offer a better understanding of the purpose of this research. The data collection survey will include close-ended questions and Likert scales to analyze outcomes, including usefulness, effectiveness, reliability, ease of use, and satisfaction of the telemedicine technology. The target population will be chosen in a simple random

sampling, and the study will be conducted in the primary health care centers from different departments in Dubai.

Abstract Title: An environmental economic approach for better understanding of water scarcity dilemma in UAE

Author Name: Khulood Alkokhardi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: United Arab Emirates is located in the southern part of the Arabian Peninsula which is considered an arid zone. This zone is characterized by extremely high temperatures in summer reaching an average of 46 degrees celsius, very low rainfall amount, and high evaporation rates; these characteristics contribute to a shortage of freshwater. Groundwater is a conventional source of fresh water available in the UAE and its quantity and quality are reduced due to the small amounts of rainfall and overpumping for various uses. Therefore, It is obvious that the shortage of fresh water resources in UAE has become a significant concern for satisfying the demand of fresh water, and it's very important to analyze it in order to manage and plan the supply and demand of fresh water not only for today's need but also for the future needs and requirements. The main aim of the paper is to address the current status of water supply and demand in the UAE, discuss the cause of market failure of fresh water in the UAE, highlighting the advantages and disadvantages of UAE feash water management using an economic approach which is the SWOT analysis, and suggest recommendations to improve fresh water management toward a sustainable future. The fresh water supply in the UAE can be divided into conventional resources like groundwater and surface water, and non-conventional resources, such as desalinated water and treated waste water; and the main water demand sectors are municipal (domestic, commercial, and industrial activities), agriculture, landscapes, and forests. There are many causes of market failure and this paper will highlight the common pool sources, externalities, and non-compatitives market structures. Ground water is one of the supply sources of fresh water in the UAE and it's considered a common pool source that cause a market failure. Also, one of the demand sectors of water recourse's is agriculture which consumes mostly the ground water and this is a negative externality, where the irrigation activity by the agriculture sector cause a loss of welfare to other demand sectors which are domestic and industrial, and this loss is left uncompensated. Negative externalities violate complete property rights market condition as the water is environmental recourse and all people use it. In addition, desalination plant activity causes a market failure which is the non-competitive market structure as power and desalination plants are considered natural monopolies. It is significantly important to have a water infrastructure investment and new efficiency improvements in current water supply and agriculture methods. In addition, the availability of water and sustainable production of conventional water supplies, including the development of dams and the proper management of groundwater. Keywords: Water Scarcity, Groundwater, Environmental Economic Approach, Market Failure, SWOT Analysis

Abstract Title: What is coming next? A case study across the innovation and change journey of Digital Dubai Authority

Author Name: Latifa Alnuaimi

Author Title: Student

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: Any company or business aims to change to improve themselves or to exceed to become the best. With more changes now related to embed technology, the demand for smart services is increasing. His Highness Sheikh Mohammed bin Rashid, Ruler of Dubai, had a vision: to make Dubai the smartest and happiest city in the globe. This paper is highlighting the kind of journey a Dubai Government went through in the past two decades. Since its establishment in 2000, Digital Dubai Authority (DDA) went through numerous changes to reach its place today. The paper started by giving a background history of the foundation of the e-Government initiative and its role in Dubai. For the next few years, the eGovernment's primary focus was to transform the offline services online, including the front and back-office services. Then, in 2013, HH Sheikh Mohammed announced the launch of Smart Dubai Government (SDG) whose primary goal is to have all government services available online 24/7 to all customers and citizens. SDG began to innovate and change its services to serve the people better and launched several apps the following months like the mPay, MyID, and Smart Employee. SDG underwent a series of changes to its organizational structure. However, most departments are designated to support the structural change and goal to support the rest of the government departments. Not only that, but the authority had to change its culture and find new ways to support its employees to avoid potential drawbacks. Another change was the changing of the Director General three times. The paper showcases some of the prominent effects of the previous DG and their role in changing DDA's culture and mindset. Moreover, the article pointed out the circumstances and the challenges that SDG was facing throughout the years which led to one of the biggest change initiatives for them, including shifting to a new location, changing the employee culture and mindset through a change management program called Re:new. The program aims to align all the employees' the new changes, highlight the new values and policies. The report concludes with a critical analysis of the circumstances and changes DDA went through and what were the outcomes of such changes to its employees, culture, management, and performance. Key Words: Organizational change, Success Story, Innovation, Management Support, Culture of Innovation, Change Management

Abstract Title: Innovation Frameworks in Creating Stakeholder Value: Industry 4.0 Solutions For Achieving Sustainability Goals in Hospitality

Author Name: Dr. Sanjay Nadkarni

Author Title: Director of Innovation & Research

Author Organization: Emirates Academy of Hospitality Management

Abstract: While being a major source of employment globally, hospitality is a resource intensive industry. Energy and water consumption in hotel operations have a net negative impact on the environment. While legitimate consumption cannot be held to fault, the wastage on account of systemic inefficiencies can be addressed by deploying appropriate technologies. Digitalization has become a defining issue for the future of the hospitality industry, particularly in the post COVID-19 era (Shin & Kang, 2020; Gursoy & Chi, 2020). In the past, the focus of digitalization had been on maximizing profit by increasing revenue and operational efficiency. However, this focus has neglected the potential impact of digitalization

on the sustainability of the hospitality sector (Jones et al., 2016). As a resource intensive industry, hospitality is poised to use technological advances to support the development of a sustainable business model that also includes the optimization of environmental assets. This study explores the role and interplay of recent advances in digitalization, such as Big Data, the Internet-of-Things (IoT), and Artificial Intelligence (AI) in facilitating environmental sustainability in hotels —specifically in the space where a large portion of resource consumption is taking place (Yu-Lun et al., 2019). This research focuses on the usage of innovation frameworks in identifying Industry 4.0 tools that are feasible to implement for achieving sustainability goals. Futures Thinking technique is used to gain insights into how hotel asset owners in the UAE prioritise technology platforms that can optimise resource consumption. In a 'data rich- analysis poor industry' such as hospitality, the fragmented and siloed data landscape is a deterrent in deriving value from the variety of data assets. Towards this end, this paper builds upon the earlier work of this author and his co-authors to propose a schematic AI-Big Data-IoT ecosystem architecture capable of delivering predictive and prescriptive insights for meeting sustainability targets in hotel operations.

Abstract Title: Patients Satisfaction with Telemedicine During the Current Pandemic A Pilot Study

Author Name: Maryam Hassan

Author Title: Doctor

Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: In recent years, telemedicine has gained significant traction as a result of the increased deployment and advancement of innovative technology in the field. Because of the enforced social separation imposed during the COVID-19 epidemic, telemedicine has emerged as the most secure means of communication between patients and physicians. (Galiero, et al., 2020). In this study, evidence-based scenarios for telemedicine applications were postulated, and positive feedback from patients was gathered regarding the use of this technology, with the goal of better understanding patient perception and whether telemedicine can be used as a substitute for clinical care in the future, this paper will examine patient satisfaction with telemedicine during the current pandemic. The target participants will be patients who live in the United Arab Emirates, specifically in Abu Dhabi. They will describe their experience with telemedicine, as well as any challenges they encountered during their consultation, in order to better understand patient perception and whether this tool can be used as a substitute for clinical care. Method: In April 2020, data from a cross-sectional study was gathered using a survey. Research topics and hypotheses were addressed in four main areas with a total of 22 questions in the survey, which was generated utilizing an online-based tool called SurveyMonkey. It was given to a total of 130 patients who seek telemedicine during the pandemic. Results: Following the collection of 105 replies, the conclusions of the survey showed that the majority of participants were generally satisfied with telemedicine (60.38 percent on average), and that the majority of them (66.98 percent) had no technical issues with it. Additionally, following the epidemic, the vast majority of respondents (87.74 percent) stated that they would prefer to have teleconsultation. Conclusion According to the findings of this study, the future of medicine in the United Arab Emirates may be influenced by the findings, which may also aid in the formulation of future teleconsultation recommendations. Reference: Galiero, R., Pafundi, P., Nevola, R., Rinaldi, L., Acierno, C., Caturano, A., . . . Sasso, F. (2020). The Importance of Telemedicine during COVID-19 Pandemic: A Focus on Diabetic Retinopathy. Journal of Diabetes Research, 1-5.

Abstract Title: Determinants of firms to join an international R&D consortium and its effects on firm R&D output (Nuclear Fusion industry, green energy)

Author Name: Regien Sumo

Author Title: Postdoc/ Researchers

Author Organization: Leiden University

Abstract: Existing studies have focused on the governance of international R&D consortium (F.-J. Lin & Lin, 2012; Morrison et al., 2020), the relationship between value creation, value capture, industry structure and R&D partnerships (Olk & West, 2020), formation processes, motives, and determinants of R&D partnerships (Belderbos et al., 2004; Brockhoff et al., 1991; Chen et al., 2019; Eisner et al., 2009; Hagedoorn, 1993; Israël-Hoevelaken et al., 2020; Katz, 1986; F.-J. Lin & Lin, 2012; Sakakibara, 1997, 2002; Watanabe et al., 2004), and testing the relationship between R&D partnerships and knowledge transfer, R&D output, or innovation outcome (Ahuja, 2000; Baum et al., 2000; Belderbos et al., 2004; Faems et al., 2005; Haeussler et al., 2012; Mowery et al., 1996; Odei & Stejskal, 2019; Rosenzweig et al., 2003; Scandura, 2016; Sumo et al., 2016; Tether, 2002; van Beers & Zand, 2014). These studies classify R&D partnerships into two categories in terms of their relative positions to a focal firm in the technology development value chain: vertical and horizontal R&D partnerships. Studies on vertical alliances have focused on their impacts on a focal firm's radical and incremental innovation, development costs, or new products' time-to-market (Belderbos et al., 2004; Rosenzweig et al., 2003; Sumo et al., 2016; Tether, 2002). Studies on horizontal alliances focus on the effects of complementation, substitutability, and cooperation between allied firms on their performance (Ahuja, 2000; Mowery et al., 1996). Nevertheless, extant research remains inadequate in explaining and understanding a number of aspects when it comes to international R&D consortium. First, while there is extensive research on how R&D outputs are impacted when firms engage in bilateral and multilateral R&D partnerships (Eisner et al., 2009; Olk & West, 2020), there are no contributions which have explored R&D outputs at the international R&D consortium level. The existing studies that use the notion of R&D consortium and its effects on outcomes use a dataset consisting of at least 2 or 3 partners within the R&D consortium and are focused on multiple government-led R&D consortium in one country only (Chen et al., 2019; Doz et al., 2000; Eisner et al., 2009; Kaiser & Kuhn, 2012). Instead, we focus on a international R&D consortium where the focus is on multi-national, multi-institutional and multi-disciplinary R&D consortium with a large number of a variety of international stakeholders. Similarly, existing studies have focused on the determinants for R&D partnership formation in bilateral or multilateral R&D partnerships. However, there are no contributions, which have explored determinants of firms to join R&D partnerships at the international R&D consortium level. Finally, no particular theoretical framework has captured R&D output success for firms that have joined an international R&D consortium. Given the above considerations, the aim of this research is to identify what the determinants are for firms to join an international R&D consortium and to what extent firm R&D output and its level of radicalness is impacted by joining international R&D consortium. We test our hypotheses by using patent data of 109 firms in the nuclear fusion industry.

Abstract Title: Innovation Systems for Sustainability

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Abstract: The roots of the innovation system (IS) approach mainly rely on the attempts to acknowledge and understand the complexities of interactive relations in the innovation process. The current research aims to understand the impact of IS on sustainability. The systematic perspective undertaken by IS mainly originates from the discontent of some policymakers and scholars towards the neoclassical accounts of innovation. The three significant characteristics are that IS approach is knowledge-based, it follows or adopts the evolutionary trajectories, and IS must be considered an outcome or result of complex processes. The research finding indicates that the IS framework assists in examining the collective of the institutions and actors engaged in the innovation process and their communication within the defined boundaries. On the other hand, the knowledge-based characteristic of innovation relates to another fundamental assumption behind the concept of IS. The knowledge-flows, which encourage the innovative activities, take place within the very specific and emergent socio-economic systems. It explains why there is generally more than one model, which ensures economic and financial success. The current research has built upon the IS framework for developing various conceptualizations of IS for sustainability on various systematic levels. It has become apparent that IS for sustainability mainly requires a systematic commitment and dedication to the sustainability values. It can also be addressed as a common paradigm and collective understanding of sustainability to which most of the innovative actors commit themselves. However, a shortcoming of IS approaches to the sustainability transformation seems to be that they offer little or no opportunity to recognize the complexity of normative value systems. Majority of the existing approaches either presume about the significance and scale of sustainability associated issues or trust in top-down control of IS. However, IS significantly contributes to sustainability and success of the modern businesses. The innovation system (IS) approach has addressed science and technology (S&T) as the critical and significant inputs to impact, modify, and determine economic performance. The motivation to conceive innovation has emerged in response to scholars and policymakers' willingness to better understand and improve various countries' competitive advantage. The most basic assumption of the IS approach is that those institutions and actions that directly encourage or support the acquisition and sharing of new ideas and knowledge are embedded in a particular socio-economic system (Pigford, Hickey & Klerkx, 2018). For example, it includes state agencies, private businesses, consumers, academia, as well as standards, regulations, world views and practices. Within this system, the cultural and political influences and economic policies assist in identifying the scale, direction, and relative success of the innovation. IS serves as an important framework for policymakers and researchers to make sense of the underlying processes and structure, including the evolution of industries, technologies, institutions, and actors in an economy. Over the years, the theories and findings of IS have not only offered strategic direction for the innovative approach and policy; however, also have been motivated by and responsive to policy. In this context, this research paper aims not to introduce its different

Abstract Title: The Future of Human Capital Management Systems HCMS.ai

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Abstract: Bridging the mismatch between the supply and demand of skills and competencies is a global dilemma. Several scientific researches were done across the globe proposing different solutions that can measure the skills and competencies gap aiming to tackle it. Although these proposed solutions analyses methodologies that are useful initial categorizations to understand the nature of skill and competencies biased technical changes and gaps, however, recent analysis processes tend to be defined a priori, and thus limited by assumptions inherent in logical inference. In addition, qualifications obtained by people through education are not keeping pace with the evolution of skill and competencies and knowledge prerequisite by the labor market, the proof can be witnessed through the history of the past Three Industrial Revolutions, where the 4th Industrial Revolution shows a more severe shifts in the skills demand compared to supply. According to the World Economic Forum (WEF), by the year 2022 the new division of labor between humans, algorithms and machines accompanied the 4th Industrial Revolution will be responsible for generating at least 133 million new roles. In addition to normal economic conditions, during financial crisis the need for empirical analysis of skills gaps and demand is vital. The current pandemic of Covid-19 virus provides a substantial example of the skills demand shift that occurred suddenly. The fast pace wide range changes the world of work is witnessing accompanies a dynamic skills assessment and development. Jobs titles, descriptions, tasks, and required skills and competencies are evolving continuously. For the aforementioned reasons, it is clear that there is an urgent and increasing demand for a tool that can create a comprehensive connection and synergy dialogue between the Educational Institutions and the Labor Market Stakeholders. HCMS.ai system is a Data Science, AI, and Natural Language Processing powered system that can provide the necessary detailed analysis on the different domains of skills. HCMS is capable of linking and analyzing specified skills and competencies standards required by the job market with the skills offered by the different educational courses (Syllabi) in an automated way. This ensures better identifying and managing of skill and competencies offered by education and training institutions and demanded by the labor market. The purpose of HCMS.ai lies within bridging the gap of the supply versus demand of skills, as well as ensuring empowering generations with supplied skillsets that enables them to keep up with the digital transformation and machines, hence less unemployment rate.

Abstract Title: **Conflicting goals of TQM: implications for employee skills**

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Abstract: Conflicting goals of TQM: implications for employee skills Ebrahim Soltani (School of Business and Quality Management, HBMSU, UAE) – Email: e.soltani@hbmsu.ac.ae Yingying Liao (School of Business and Quality Management, HBMSU, UAE) – Email: y.liao@hbmsu.ac.ae Abdullah Iqbal (Kent Business School, University of Kent, UK) – Email: A.Iqbal@kent.ac.uk Summary The topic of universal versus contingency approaches to TQM theory development and implementation has been central to TQM research. However, it can be argued that much of the debate in this area has laid stress on quite narrow albeit important issues such as “internal and external consistency between manufacturing strategy choices” (e.g., Sousa and Voss, 2001), the effects of institutional and contingency factors (e.g., Sila, 2007), the impact of the four Vs of operations management (e.g., volume and variety of production – see Rhian, 2001), or the role of organizational and national culture (e.g., Beer, 2003; Metters et al., 2010; Sil and Ebrahimpour, 2003). Drawing on the contingency approach to conceptualizing TQM (see Sitkin et al., 1994), we aim to locate and describe how the two fundamentally different goals (control and learning) or the duality inherent in the underlying goals of TQM could affect employee skills and abilities to understand individual customers' purposes, needs, preferences, and experience (see Schwager and Meyer,

2007; Cornfield, 2021; Pine II et al., 1995; Pine II, 2020). Utilizing qualitative data from a sample of manufacturing firms, our findings suggest that when control serves as the desired goal of TQM, the focus of employee training and development is largely on “exploiting existing skills and resources” that tends to view quality as conformance, technical proficiency, compliance with production standards and norms, and fulfilling homogeneous customer requirements – an indication of an inside-out perspective to quality. In contrast, a singular emphasis on learning as the prime goal of TQM could result in “exploring new skills and resources” that views “quality as desirable features” and “multidimensional”. It too acknowledges heterogeneity of customer demands (see Deming 1986; Garvin 1983; 1987; Manz and Stewart, 1997). However, a singular focus on learning could undermine the fact that “quality must come from within before it can be provided to those outside the organization” (Bowen, 1994, p. 130). Drawing on the ambidexterity of exploration and exploitation (O’Reilly, and Tushman, 2008; Gupta et al., 2006), we argue that while each goal of TQM requires employees to wear many different hats, both sets of existing and new employee skills and resources hold promise for realizing the full TQM potential and should be given priority according to the task, organizational, or environmental conditions (i.e., uncertainty) in which an organization operates (see Sitkin et al., 1994). To develop employees’ skills for building and maintaining a continuous quality improvement and learning culture, an organization needs to identify its quality fulcrum, the point at which an overemphasis or understatement of each goal destroys more value than it creates (Gottfredson and Aspinall, 2005).

Abstract Title: Insights from Open and Cross-Industry Innovation teams - from diversity to coherent heterogeneity

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Abstract: Over the past two decades, many technology-driven firms around the world have increasingly opened their innovation processes. Their goal was to create competitive advantage by combining their own capabilities with the innovation capabilities of other organizations in their innovation ecosystem(s), such as suppliers, universities, and in some cases even competitors. However, a successful implementation of Open Innovation requires an orchestration of technology development activities across functional silos and sometimes even geographical boundaries, in most cases without any formal authority. The teams that oversee these initiatives are aware that independent of the size and the resources of their organizations, up to 99,9% of the most innovative stakeholders are not part of their own company. Depending on the innovation project, valuable know-how and unique innovation assets are globally dispersed and locally embedded (i.e., they cannot be relocated to centralized facilities). Due to the ongoing global pandemic, the coordination of knowledge workers has become even more challenging. The current situation creates a unique opportunity for technology-driven SMEs and innovation specialists that can leverage their agility and expertise to orchestrate various stakeholders and (co-)create value in new ways. They typically work in small and independent technology development teams that often external technology specialists for specific projects. Due to various financial and logistical constraints, these companies cannot afford a large and diverse staff that has been recruited and developed around e.g., the principles of diversity (i.e., being thereby able to address various innovation challenges due to the large variety of talent in the organization). Instead, some of these technology-driven SMEs recruit their staff based on ‘coherent heterogeneity’ (i.e., building a collaboration culture around common values and taking advantage of the differences and the idiosyncratic approaches of certain team members). These teams are not developed for sustainable, long-term cooperation (often requiring active conflict management), however, some of them develop and commercialize disruptive innovative solutions in record time. Adopting an action research perspective, this study follows the

development of a cross-industry Open Innovation studio that was established in Helsinki (Finland) during the current pandemic. The development team has recently filed two industrial patents in aviation and ICT and is currently working on a series of quantum computing patents. The evaluation of the projects is still work in progress, however, the unique longitudinal dataset spans from ideation to commercialization. It includes a series of valuable insights that may inspire adhoc teambuilding in radically creative environments.

Abstract Title: Strategic Management of Technological to services Innovation in the Emirates Group

Author Name: Khadija Alhammadi

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Abstract: Technological investments in the aviation industry in the UAE have been huge for the last decade. It is important to note that air transport is a competitive venture, and many airlines are using modern technology to attract and enhance safety at airports. Therefore, to maintain its leading position, Emirates airlines have always provided the best travel experience to its passengers using innovative technology. This unprecedented time due to the spread of the Corona Virus globally demands drastic action across the aviation industry. Across the world, airports have started being innovative and coming up with intelligent ways of combating the spread of the virus to continue with their businesses. Some of the critical areas that airlines are keen to address using innovative technology are reducing the contact and queue time, screening passengers, expanding self-service options, and generating revenue streams. This paper will look at Emirate Group, which owns Emirate Airline, and how they have used technology in this Covid-19 pandemic to ensure that the company roars back and go back to profitability. In recent years, we have seen the aviation industry rushing to adopt modern technologies to boost business and security. The flight industry has faced its share of challenges from different challenges such as tsunamis and global financial crises over the past years. However, the aviation industry has always come out of it with admirable resilience and managed to go back quickly after each disaster. But this time around, it is different; the COVID-19 pandemic came with a remarkable and devastating impact on the aviation industry, with foreign airlines worldwide grounding their fleets. Many workers were fired, airlines revenue dropped, and other air transport businesses closed their outlets. Though with time, different airlines worldwide are bouncing back because of intelligent technologies that help them keep safe, communicate with customers, and allow customers to book their tickets online. However, these pandemic results show another great story in the industry where the strategic management of innovation in services was the successful path during a pandemic. This paper shows that Emirates Group uses those tools to face new challenges, which is considered the largest air transport company globally, with a wide- ranging fleet operating flights to many worldwide destinations. As a result, Challenges Facing Emirates Group that the adoption of Smart Technology Could solve through strategic management in services innovation. For instance, Emirate Group has gone to great lengths to adopt innovative technology intending to deliver a frictionless passenger experience, improve airline systems to give agility, explore innovative revenue models, market its services, and consolidate its business. Three elements contributed to entrepreneurship, and sure there are other factors in the Emirates Group regarding Entrepreneurship Climate & Culture in the group that reflected the scale of innovation in the group and linked to an integrated leadership strategic management that contributed to its flexibility during difficult circumstances.

Abstract Title: The Toyota Company Change Management
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Abstract: The Toyota Company is one of the largest motor company globally. The company was established in 1937 as a pioneer Japanese automaker. The origin of the company name is traced from the family name of the founder Kiichiro Toyoda (The Toyota Motors Corporation 2020). The current company was initiated in 1933 when the mother company that originally dealt in the textile business started a car department. The founder of the company has since marketed the brand to multiple markets and global destinations. The company builds many prototypes starting from the G1 truck is manufactured in 1935 during the war period in China (The Toyota Motors Corporation 2020). Despite the high development witnessed in Toyota's business, the preliminary Toyota Company is still engaged in the business of textile. The headquarter of Toyota motor corporation is seated in Aichi Prefecture in Japan. The company has run its operations for almost 80 decades since it launched its first operations. As the world's largest automobile manufacturer and best company in 2008, Toyota overcame its challenge and operation limitations to become a world leader in automobile production. Additionally, the company faced many challenges in regards of their organizational structure in which they needed to solve in order to allow Employees to access their services connected with the systems that make their work easier, encourage innovative thinking, and adopt many technologies in their regional units, and share ideas and best practices with other divisions. Toyota company focuses on three of its operations from the adjustment of the company organization structure, hierarchical models, and human resources placement and adjustments, this is because of the The current generation where they continue to require progressive manufacturing systems that are different from conventional processes. To be the world's largest manufacturer of automobiles, the company has worked through its challenges and operations limitations. It has continued to diversify its products to meet the market's needs. In order to manage proposed changes, the change management process takes time and requires considerable resources. So in this research I will be describing what the main problems within the management of Toyota are and the strategies they can implement to change their management. The purpose of this research is that it is a systematic investigation that resolves business problems by fostering management knowledge, understanding conflicts within the management, and resolving practical management issues. Also, to analyze the change management program of Toyota Company.

Abstract Title: Customer Excellence and Customers Experience Innovations
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Abstract: Company: Emirates Airlines The indicated vector of post-industrial economic development in countries with a recognized effective model of a market economy contributes to the formation of a human community with a clearly expressed customer excellence. It is becoming more and more difficult to attract, satisfy and retain a customer. Companies that do not pay enough attention to improving the customer experience are likely to lose the competition. Customer experience is a common denominator that encompasses the entire set of customer interactions with a brand. Typically, the "consumer experience" begins with the introduction (discovery) of the company. Further - the beginning of the interaction, ordering, payment, use of a product or service, brand support. At each stage, the client comes into close contact with the company and brings out his unique experience from all this. After modern marketing has placed the consumer at the center of all business processes, customer experience management, which means "customer experience management", has become a key focus and main concern of the entire architecture of customer interaction. The prerequisites for this were the abundance of competitive offers on the market and the reduction in the time that a person is willing to devote to studying the features of the entire palette of existing choices. In such conditions, it became important for the client to choose not so much the best product as the one that takes care of him, simplifies use, reduces time, and is simply convenient. Emirates Airlines has been on the market for a long time. She is considered one of the best in the whole world. Emirates Airlines is rightfully considered one of the most popular and leading airlines in the world. To attract more customers, leading companies are mastering various digital channels, improving their applications and Internet sites, as well as working with big data to take into account the interests of each consumer. That is why we will consider not only the definitions and approaches to customer excellence but we will consider and review customer experience innovations that were conducted by the successful company Emirates Airlines.

Abstract Title: **Global Impact of CoronaVirus-19 to the Businesses and Job Market in the UAE**

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Abstract: The Corona Virus has been making huge impact on the employees and the business owners and made an upheaval on the economies of almost all the countries in the world. However, there are some problems that COVID-19 has brought to employers and employees. Some of the employers had closed their businesses and had to let go of their employees. In some cases, employees had to leave the country since looking for a job was not plausible. In this case, this research will let us know the impact of the global economy and businesses from the microscopic point of view, assessing the current practises of the government to aid the jobseekers and the laid-off employees. and lastly, to propose recommendations on what a jobseeker must do as well as how can the government and private bank sectors in guiding the business-owners in their dilemmas. Additionally, this research had undertaken primary and secondary research. The questionnaires had been handed out to the sample population who are currently living in the United Arab Emirates during that time. Also, the researcher also focused on books and resources online to back up some date as the researcher deemed necessary. Thus, from the careful analysis of the research, there is a massive upheaval in the economy and income for both the government and the private sector in the UAE. Moreover, there is a need for a partnership between the private sector and the government in order to have a mass hiring for all those who have lost their jobs during the lockdown and those who are jobseekers currently. Consequently, there is a higher number of jobseekers in the country and the number of the job is not enough to accommodate all of these. Thus, the research recommends to the jobseekers to open their horizon and be

open to apply for work-from-home jobs or virtually. On the other hand, there is also a need for the financial institutions and the government to aid the businessowners who had closed down their businesses due to bankruptcy and give them another chance to open up again to the market.

Abstract Title: استدامة تطوير الموهوبين بالواقع الافتراضي و الواقع المعزز
Author Name: Shaikha AlNuaimi
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Abstract: يعتبر تطوير الموهبة لدى الموهوبين أمراً معقداً خلال مراحل دراستهم المدرسية، وذلك بسبب تباين احتياجات الموهوبين بتباين مواهبهم وقدراتهم، وعدم وجود مناهج دراسية خاصة بهم، مما يستدعي النظر إلى الواقع الافتراضي كمعزز لتعليم الموهوبين لقدرته على دمج الخيال بالواقع الحقيقي ومحاكاة الحقيقة، مما يسهل تفسير بعض المفاهيم الصعبة وخوض تجارب عملية ال يمكن القيام بها على أرض الواقع، بالإضافة إلى إنشاء بيئة تعليمية تتميز بالمتعة والجاذبية للطلاب. في هذا البحث تم تسليط الضوء على أهمية استخدام الواقع الافتراضي والواقع المعزز في تعليم الموهوبين، لمميزاته المتنوعة، فقد أثبتت دراسات سابقة متعددة نجاح تعزيز المناهج الدراسية بالواقع الافتراضي والواقع المعزز في ميدان التعليم العام، فماداً لو وجه استخدام الواقع الافتراضي والواقع المعزز من الناحية التعليمية لتطوير الموهوبين والمتفوقين، وتقنيته بطريقة إثرائية لتلبي احتياجاتهم. أتبعنا الدراسة منهجية البحث الوصفي، حيث قامت الباحثة بمراجعة عدد من الدراسات السابقة الحديثة حول استخدام الواقع الافتراضي والواقع المعزز لتعزيز التعليم في مجالات متنوعة منها الرياضيات، والفنون، والتربية الوطنية، والكتابة الإبداعية الناقدة. بالإضافة إلى استبانة. تم استخدام الواقع الافتراضي والمواقع المعزز في المجالات التالية وأظهرت النتائج كما يلي: الرياضيات: وجود ارتفاع في مستوى التحصيل من حيث التذكر والفهم والتطبيق. المعامل الافتراضية (المختبرات): وجود تحسن في فهم المفاهيم العلمية، مستوى نمو المهارات العملية العلمية. الزيارات المتحفية الافتراضية وأثرها على الكتابة النقدية الإبداعية: وجود تفوق في مهارات الوصف، التفسير، الحكم، الطالفة، المرونة، الصالة، وتنظيم الكتابة. نستنتج مما سبق أن الواقع الافتراضي والواقع المعزز يستطيعان ربط الجانب النظري بالجانب العملي، حيث يستطيع الطالب من خلالها التعلم باستخدام أكثر من حاسة، و تطبيق ما تعلمه عملياً في بيئة آمنة تتمتع بمرونة من خلال القدرة على إعادة التجربة بعدد ال نهائي، بالإضافة إلى التعلم في الوقت الذي يراه الطالب مائماً له و في المجال المناسب لقدراته بعيداً عن أي عوائق لوجستية، فالواقع الافتراضي و الواقع المعزز يسمحان للمتعلم بالتخيل و الابتكار و الكشف الذي يزيد من تحصيله الدراسي و دافعيته للتعليم و تنمية مهاراته المختلفة مثل مهارات التفكير العليا والتفكير الإبداعي. الواقع الافتراضي والمعزز يساعدان في تسهيل عملية تطوير المناهج، وتوظيف المستحدثات التكنولوجية لتتوافق مع مخطط تطوير الموهبة لدى الموهوبين وتوجيههم في مسارات دراسية تناسب قدراتهم، وفي ظل الأوضاع الراهنة المتمثلة في الجائحة وما قد يواجهه التعليم عن بعد من تحديات فإن تعزيز تعليم الموهوبين بالواقع الافتراضي والمعزز يساهمان في المضي قدماً مع مخططات تطوير الموهوبين وتنمية قدراتهم. الكلمات المفتاحية (الواقع الافتراضي، الواقع المعزز، الموهوبين، التعليم، تطوير الموهبة، الاستدامة)

Abstract Title: Strategic Management of Technological Innovation in the Case of Ministry of Health and Prevention in UAE
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Abstract: UAE as a region has constantly grown in terms of the innovation that they have incorporated within the healthcare systems of the country that has allowing them to develop a strong ranking of the 20th position in terms of the World Index of Healthcare Innovation as of 2021 (Rafeea et al, 2021). Specifically, in the case of how the region has adopted to strategies of IT adoption in healthcare and their performance during the Covid-19 has highlighted the strength of the healthcare systems in the country. Followed by this, the increased level of public healthcare spending and overall motivation that the consumers must spend on their health as well as are focusses on more conscious efforts of wellness serve to be crucial factors of the region's success in deploying innovation aligned with the changing landscape of healthcare in the country. The Ministry of Health and Prevention (MOHAP) in UAE is the regulatory authority focused on delivering effective and a sustainable health system for the society through promoting comprehensive and innovation health services, international standards as well as serving a regulatory and supervisory role for an advanced as well as an integrated health system. The strategy by MOHAP is focused on various aspects of how patients are given priority, excellent and leadership, initiative and productivity, accountability, respect, innovation, teamwork and overall improvement for the community in the long term. In the current environment with increased pressure on different resources, it becomes integral to ensure that the innovation activities undertaken are in alignment with the vision and the objectives that an organization has suitable to their individual communities and as defined by the mission and goals of MOHAP. Based on this, the objective of the current paper is to be able to examine how the innovation in the case of Ministry of Health and Prevention is in alignment with the Innovation Strategy of the organization. The aim of the paper is to also be able to examine how the usage of resources in terms of efficiency and optimization has helped in improving the overall service that is delivered to the community. Utilizing the TRIZ model of innovation, the aim of the report is to understand how the innovation strategy of MOHAP is focused on developing feasible, effective, and optimized solutions to the community (Boavida et al, 2020). 2. Company Overview: Ministry of Health and Prevention An essential aspect of innovation as seen in the case of MOHAP is that of how there is consistent level of communication that can be seen across different platforms that consumers can utilize. For instance, consumers are not only able to interact based on real time basis through phone calls made to the institution but can also utilize aspects such as mobile application to seek consistent support from the organization. The main benefit and growth of innovation seen from this perspective is that it helps in eliminating the challenge of limited accessibility that is present through connecting with the institution with phone support as compared to mobile

Abstract Title: Which Cultures are Easier for Expatriates to Adjust? Host Country Cultural Influence on Expatriates' Adjustment Difficulty

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Abstract: Introduction Researchers who had explored the effect of culture on expatriate adjustment mostly studied the effect of cultural novelty on expatriate adjustment (e.g., Black & Stephens, 1989; Selmer 2007). Their results were inconsistent: some reported a significant negative effect (e.g., Shaffer, Harrison, & Gilley, 1999) whereas others reported no

effect of cultural novelty (e.g., Selmer & Lauring, 2009). I argue that, in addition to cultural novelty and adjustment level, researchers need to focus on host culture characteristics and adjustment difficulty to have a complete understanding of the effect of culture on expatriates' adjustment experience. Objectives This study aims to measure the difficulty expatriates experience when they adjust to their host country and explore if expatriates experience less adjustment difficulty in adjusting to host cultures high on indulgence and low on power distance and uncertainty avoidance. Design/Methodology Data from 535 expatriates, collected through an online survey, were analyzed using regression and moderation analyses. Results Results supported the proposed hypotheses even after controlling for host countries' human development index. Host country's power distance, uncertainty avoidance, and indulgence level significantly predicted expatriates' adjustment difficulty but not their adjustment level. Additionally, home country's power distance level moderated the effect of the host country's power distance on expatriates' interaction adjustment difficulty. Conclusions These results imply that it is much difficult to adjust to host cultures that are low in indulgence and high in power distance and uncertainty avoidance. Thus, organizations should provide expatriates who are assigned to these cultures with extra training, resources, and help. Furthermore, expatriate researchers need to consider adjustment difficulty rather than adjustment level when exploring the effect of host cultural characteristics on expatriates' adjustment process. Limitations There are two limitations that need to be considered: the study was cross-sectional and adjustment difficulty was measured by a one-item scale (one item for each adjustment dimension: general, interaction, and work). Originality/Value To my knowledge, this study is the first to examine the effect of host culture characteristics on expatriates' adjustment difficulty. Keywords: expatriate adjustment, expatriate adjustment difficulty, cultural novelty, power distance, uncertainty avoidance, indulgence

Abstract Title: Testing CEAL tool in the UAE: A case study of Etihad Airways

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Abstract: This research paper demonstrates the corporate entrepreneurship of Etihad Airways to assess the internal environment of the company. Etihad Airways provides several services worldwide, especially in the United Arab Emirates. The main service offered by Etihad Airways is transport services. It also develops software and websites that will help the passengers easily communicate with the staff in the company. Etihad Arena is one of the innovative subsidiaries of Etihad Airways where the company's clients can hold events. As well as the company established food catering services to satisfy its customers. The research will determine the characteristics that make Etihad Airways a global aviation brand. In addition, the research will focus on Airways' success and current situation. The factors within the Corporate Entrepreneurship Assessment Instrument (CEAI) tool can contribute to the successful accomplishments at Etihad Airways which will be considered to analyze tactical approaches and strategies that facilitate the provision of excellent customer services. These factors include management support, workers' motivation, reward systems, time availability, and organizational boundaries. The research paper will discuss how Etihad Airways can improve or maintain its level of innovation. The methodology used in this paper includes both quantitative and qualitative approaches. To measure the level of internal environment in the company, the CEAI tool has been used. A survey has been conducted by using this tool and more than 30 employees have participated in this survey. The survey results show the organization has a huge effort to improve the overall firm's environment. However, the survey also shows some weaknesses that might prevent the company from maintaining its position in the market. The paper concludes that the innovation that has taken place in Etihad Airways results from cooperation and unity between the workers and the management

of the company. The management has made sure that the workers are motivated to perform to the company's expectations. Also, the management settles disputes among workers to ensure they feel free to work. The recommendations have focused on improving the firm's weaknesses to enhance the internal environment and maintain its position in the market. Keywords: Corporate entrepreneurship; Measurement; Internal environment and Diagnostic tools.

Abstract Title: The Sustainability of Medical Waste Management in the UAE

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Abstract: Introduction: Medical waste management is increasingly becoming an important topic globally. This is especially true given the Covid-19 pandemic and the unique challenges it presents. However, global debate had already been generated even before the pandemic struck. Medical waste encompasses pathological waste like tissue and blood, surgical equipment like facemasks, gloves, and blades, chemicals like residues and radioactive chemicals. Among other hazards, improper disposal of medical waste contributes to environmental degradation, spread of diseases, global warming and preventable physical injuries. The research concerns the medical waste management standards at select hospitals in the UAE. These hospitals represent a sample of the entire healthcare infrastructure in the country. It is worth noting that a mismanaged waste disposal has far-reaching consequences not just on human cost, but also on economic costs. This is because an outbreak of diseases will stretch a country's resources in addition to occupying valuable time that would have been utilized productively elsewhere. Aware of these many risks, the WHO has come up with a standard procedure for disposing wastes in a safe and sustainable manner. It encourages individual countries to develop health and sanitation policies that are aligned with its guidelines. Objectives: The first objective of this research is to assess the medical waste management systems across the UAE. Secondly, the research aims to check whether the systems, if any, are uniform across the emirates and within the emirates. Thirdly, the study assesses the systems against global best practices, particularly the guidelines set by the World Health Organization. Emphasis is laid on the question of sustainability of these systems in light of the multifaceted nature of the health-risk posed. Methods: The assessment methods involve cross sectional surveys of selected hospitals across the country and on-site visits to each of the selected health facilities. In each hospital questionnaires were sent out to be filled by staff at various points in the waste management departments. The format of the questionnaire was the one supplied by the WHO. There were 15 questions in the questionnaire that covered, among others, waste handling, legislation, storage, pretreatment, treatment, and disposal. Focus was also on staff training and awareness as well as individual responsibilities. Furthermore, there was a section covering the availability of pollution-control equipment and incinerator equipment. Besides the questionnaires, on-site visits were made to each of the facilities. During the visits, semi-structured interviews were carried out. This targeted personnel in-charge of the waste-management departments. Moreover, questions were directed at random staff members at the operational level. After the interviews, tours were requested and granted to physically examine the systems. The purpose of the on-site visits was to corroborate the information on the questionnaires and particularly to check if the systems meet the standards set by the UAE Ministry of Health and Prevention and the guidelines given by the WHO. Questions of uniformity in the practices were also checked, there were minor variations in specific elements of the systems. Overall, the systems were highly satisfactory with respect to sustainability.

Abstract Title: TQM and Open Innovation: Resolving the Quality-Innovation Paradox Through Leveraging Ambidexterity and Open Innovation Climate

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Abstract: Quality is considered as a key strategic factor in achieving business success. To enhance the competitive position and improve business performance, companies worldwide, large and small, manufacturing and service, have applied the principles of total quality management (Dean and Evans, 1994). However, in the knowledge-based society, high quality alone is not sufficient for achieving superior performance. The basis for sustainable competitive advantage has shifted from quality to innovation as a fundamental success factor of an organization. Classic closed organizational innovation is cheap and expedient, but at the same time it is considered a slow solution. By the time an organizational innovation is realized through internal development, consumer needs may change. In contrast, open innovation is characterized by the integration of external knowledge with the internal knowledge of the organization and to this end, a targeted innovation incentive scheme is used to ensure that external–internal cooperation is sustainable (Salge et al., 2012). Open innovation is an obvious solution for organizations that want to respond to the challenges of globalization, rapid technological development, and the change of individuals' expectations of their careers. In open innovation, users are involved from the very beginning of the innovation process. They become creators of new products and service designs (Gassmann, Enkel and Chesbrough, 2010). However, being a contemporary paradigm of innovation, open innovation is under researched topic and not many studies available on the relationship of quality management approaches and open innovation. In this study the relationship of TQM and open innovation will be examined. Moving from traditionally closed innovation processes (where firms mobilize and control all knowledge and resources in-house) to open and distributed innovation processes often requires massive organizational efforts (Björn and School and Wajda Wikhamn School, 2012). As per the literature evidence from the work of Lewin (1951), Leavitt (1965), and Tushman and Romanelli (1985) in order to manage a change in an organization, organizational culture/climate and structure are top of the list forces. Hence, if there is an emphasis on changing strategies (e.g. toward open innovation), there is also a need to consider how these alterations may be hindered or facilitated by the other organizational forces. As the open innovation is relatively new phenomena, the study couldn't find many studies that tested organizational structure role (ambidextrous) in the relationship of TQM and open innovation. Firstly, this study is testing the role of organizational structure (ambidextrous) as a mediator in the TQM-Open innovation relationship. Secondly, the open innovation climate encourages behaviours that involve both giving and taking information that can be used as raw material for the generation of better and also new responses through synthesis or recombination (Amabile, 2000; Gong et al., 2012). Recent literature reviews also robustly support the claim that innovation climate is a powerful predictor of innovation, as the study is specifically targeting open innovation so the study will examine the influence of open innovation climate on TQM and open innovation relationship.

Abstract Title: Shifting From Unsustainable To Sustainable Fisheries In Uae

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Abstract: The main sources of diet in UAE are the fisheries but due to overfishing it is becoming a threat to marine lives. As a result, the UAE is currently shifting from unsustainable to sustainable fisheries as it is one of the six pillars of its National Agenda to make the UAE environment sustainable. Overfishing has caused a severe decrease in the fish stock beyond sustainable levels. Around 10-12 species of fishes have been overexploited including Shaari , Hamour , Farsh etc. Dumping wastes in the sea and also oil spillage along with wastage from the factories are affecting marine biodiversity severely. The UAE government has already banned any types of deliberate dumping into the sea and other pollutants from ships, aircrafts or by any other means (Fathelrahman et al. 2018). As per the ministry's decision on sustainable fisheries - preservation of fish stocks, rehabilitation of habitats and creation of artificial habitats are to be given importance to promote the goal. Fishermen should be educated and awareness should be created so that they don't apply any wrong practices which would deplete the fish stock and cause the death of a large number of fishes. The government's goal is to maintain the stock of all the fishes above thirty percent to maintain the ecosystem and prevent any further exploitation of these fishes. Fishing has always been one of the most important natural resources and creation of new sustainable fisheries would also create employment opportunities for many people. Fishing during fish fertilization season or in any areas where there is restriction is strictly banned. Fishermen are only allowed to catch fish above a permitted length and they cannot sell any fish which is banned from fishing. Fishing with trawling nets or explosives is strictly prohibited. The government is expecting that by implementing these measures the unsustainable fisheries can be converted into sustainable ones by the year 2030 (Ebrahimi et al. 2021). References: • Fathelrahman, E., Siddig, K., Al-Qaydi, S., Muhammad, S., & Ullah, R. U. T. (2018). Options for maintaining fishery production in the United Arab Emirates due to climate change adaptation strategies. Emirates Journal of Food and Agriculture, 17-28. <http://ejfa.me/index.php/journal/article/view/1590> • Honarmand Ebrahimi, S., Ossewaarde, M., & Need, A. (2021). Smart Fishery: A Systematic Review and Research Agenda for Sustainable Fisheries in the Age of AI. Sustainability, 13(11), 6037. <https://www.mdpi.com/1126490>

Abstract Title: The Antecedents And Consequences Of Sustainable Change In Uae's Ministry Of Energy And Infrastructure

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Abstract: Motivation to change is imperative in the modern world. The study focused on the change project in the Ministry of Energy And infrastructure, that resulted in creating the first pioneering government model in the world (the first ministry in the world in which these functions are combined) by merging of two government entities, Ministries of Energy and Ministries of Infrastructure Development and two other organizations known as the "Federal Transport Authority - Land and Maritime" and "Sheikh Zayed Housing Program". The reasons the ministry wanted the change was to maximizing the effective contribution to the development of the national economy and gross domestic product, by cut costs, consolidate systems and enhance efficiency. A qualitative research method was utilized where the data collecting tool used was a focus group. A convenience sampling approach was used in selecting the participants. The results demonstrated that big challenges encountered during the implementation of the change, such as; the demotivated staff, resistance to

change, unifying the employees compensation scale, and transforming the existing different cultures with a new culture that serve the newly merged entity. The change helped to achieve synergy, increase efficiency, and reduce costs. The study will have managerial implications because it shares information on the importance of change, the implementation process, the challenges, and the results. The information could be useful to organizations and governments who are planning such a big scope of change project. The limitation of the study was that it focused on implementers of change which might have led to biases in collecting data, recipients of change did not included in the data collection. Future research would be advisable to collect information from change strategists, implementers, and recipients to gain balanced knowledge of the change, and get comprehensive image of the change project. In addition to this ministry leaders required to conduct further continuous assessment, to assure the effectiveness of the change on the long term

Abstract Title: **Regeneration From Chiller: A New Approach Of Green Building**

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Abstract: Air conditioners (AC) are one of the most important electrical equipment in the residential and commercial buildings. It contributes 30 to 40% of the total electricity consumption of the building. AC systems absorb heat inside the building and release it to the atmosphere. Chillers are part of centralized air conditioning system and it is commonly used in high rise buildings. It has common outdoor unit which does the refrigeration part and supplies chilled water to each space that required to be cooled. Depending on the type of condensation technique used there are two types of chillers, namely air-cooled chiller and water-cooled chiller. In GCC nations, during summer season atmospheric temperature rises around 50°C and relative humidity goes above 80%. Due to this high atmospheric temperature and humidity large amount of heat developed inside the building. AC systems are almost working around full load throughout the day during summer season. This project is discussing about the amount of energy rejected by the AC units (chillers) and its conversion to electricity. Thermo electric module (TEG) is used to convert this heat energy directly into electricity. Condensed drain water from the indoor units that has been produced by dehumidification of the air in the indoor units are used to generate temperature gradient in TEG modules. Water cooled chillers are more suitable to this heat recovery design. Thermo electric modules placed near to the chiller unit so the natural flow of condensed water from high level of the building can be utilized so no extra power required for pumping cold water to cold plate. Cooling tower installed on the roof and condenser pumps supplies water to it. Thermo electric modules are placed in between this line to feed the hot plate. This energy recovery process will improve the overall performance of the system. Prototype of the heat exchanger has been made and results are tabulated. Keywords – air conditioners, chillers, heat energy, thermoelectric generator, thermo electric modules, energy recovery, conceptual design, green buildings

Abstract Title: **Food waste in the UAE**

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Abstract: Food wastage is defined as food that is suitable for human consumption but is discarded or uneaten. It is caused by several intentional or unintentional factors that occur throughout the different stages of the supply chain. There are many resources used during not only consumption but also during production, processing, retailing, storage, and transporting. However, the environmental impact is not the only concern, poverty and hunger in the developing countries make up a great concern in the food wastage discourse. While there are 200,000 children born daily in food-deprived households, the world wastes 1.3 billion tonnes of food annually which accounts for one third of the world's food and this costs 1 trillion dollars. According to the Food Sustainability Index 2020, 224 kg of food is wasted per person annually in the UAE, which is an alarming figure since it is more than double the figure in Europe and the US. Therefore, it is important to study the different impacts and consequences of food waste in the UAE, especially that these figures, relative to the figures of hungry families in the developing world and some rural areas, indicate that there is a great social gap. In addition, it indicates the food waste management system weakness since, according to Dubai Carbon, 40% of household bins is food waste. .). Food waste in the UAE leads to several environmental impacts such as the depletion of natural resources eg, water, land, and other economic resources such as energy, capital, and labor. These resources are heavily used during the supply chain of food that includes processes like packaging which uses materials that might not be recyclable. Additionally, food waste is the largest waste component sent to landfills which contributes to global climate change. Anaerobic conditions in the landfills cause waste to decompose and generate methane gas (GHG) which is 25 times as potent as CO₂. In addition to carbon footprint, food waste is associated with water footprint, nitrogen footprint, and ecological footprint Moreover, food waste management is also associated with food security. While the UAE has a good food security status for its capacity to purchase imported basic commodities, table 1 demonstrates the facts of the underdeveloped countries that live in constant hunger. In addition, as the UAE imports the majority of food supply, It needs better food waste management systems to have more sustainable self-sufficient food sources in case of any crisis like the one in 2008 .

Abstract Title: Enhancing Health Supply Chain Sustainability During the COVID-19 Pandemic in the UAE Health System

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Abstract: The COVID-19 pandemic has revealed different significant vulnerabilities in the health care supply chains. The collapse of any one of the health supply chains can destroy the health care system. Many organizations do not have the experience needed to effectively apply sustainable supply chain practices due to the non-well applied or undeveloped sustainability research. This study investigates the main factors for establishing a sustainable health supply chain during the COVID-19 pandemic in the UAE health system. The study conducted a qualitative case study methodology in data collecting and analysis. A total of 10 experts of supply chain practitioners from supply chain management from the United Arab Emirates (UAE) Emirates Health Establishment (EHS) participated in the study. The study conducted semi-structured qualitative individual interviews, focus group discussions,

and observations to develop an in-depth understanding of the case. The study identified 12 drivers of a sustainable health supply chain are supply chain policies development (D12), supply chain agility (D3), sustainable procurement strategies (D7), the collaboration between supply chain partners (D8), digital and automated technologies (D10), supply chains resiliency (D4), and localized production system (D9), flexible production technologies (medical 3D printing) (D1), risk management plans (D6), blockchain technology (D2), financial support from supply chain partners and the government (D11), and big data analytics (D5). The sustainable procurement strategies (D7) and the financial support from supply chain partners and the government (D11) are consider the most important drivers for enhancing health supply chain sustainability. It is essential to benefit from the disruptions produced by COVID-19 pandemic to develop more sustainable health supply chains. The findings will enable policymakers to minimize the disruptions of the COVID-19 or any future pandemic or crisis in the health supply chain. keywords: Supply chain resilience, COVID-19 pandemic, Supply chain interruptions, Supply chain sustainability, Sustainability drivers, Health supply chain Management.

Abstract Title: Use of Smart tracking system in detecting movement of affected patients during the pandemic.

Author Name: Aamna Yousef

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Abstract: Objectives:1)Evaluate the efficacy of wearable gadgets in monitoring isolated patients during Covid-19. 2)Provide the best criteria and qualities for wearable gadgets to be effective and provide a standard for future manufacturing of wearable gadgets. In the last five years, there has been a dramatic increase in the utilization of wearable devices. The pandemic situation of COVID-19 has spread across the World as well as changed daily lives dramatically. In order to reduce all of the issues, IoT devices and different sensors can be utilized in order to monitor people's movement. These necessary actions can be taken to prevent the spread of COVID-19. Due to this condition, the Abu Dhabi Government has implemented the utilization of electronic wristbands in order to decrease the COVID-19 spread (Ueafuea et al., 2020). This smart tracing device serves as an effective monitoring and tracking tool, as these devices are linked with the AI Hosn, which is the tracing and testing application of COVID-19. Smartwatch is a smart tracking system that was utilized in the United Arab Emirates in 2020 in order to determine and follow the geographical location of the COVID-19 affected patient. These smart tools have been given to the patient free of cost (Ding et al., 2020). These smart tracking devices can only track the patient's movement but not track the status of infectious disease. A practical solution to this issue is not provided in this research paper. As findings, medium and long-term strategies are highly needed in order to stabilize the economy at the time of this recession (Kumar et al., 2020). It is concluded from the literature analysis that sensors, as well as IoT and wearable devices, can preserve the UAE's economy through the prevention of the COVID-19 spread. Most of the wearable devices are utilized for measuring the health symptoms of the COVID-19 infected people in order to identify the physical changes at the time of quarantine. These devices are also able to alert the user regarding the possibility of infection. The pre-detection process has the ability to isolate the patients in the appropriate location in the UAE. This particular step will help the governments in order to reduce the spread of COVID-infection. This can restrict the patient in isolated places as well as tract the patient status timely (Kumar et al., 2020). Besides the efficiency of wearable gadgets, there are a number of issues associated with these devices. These issues can be solved by following some specific steps. All of the organizations who are responsible for manufacturing wearable devices in healthcare should appoint in-house IoT engineers in order to successfully specify the strict

measures to provide proper security. On the other hand, these organizations should improve the battery life of wearable gadgets because power consumption can limit the use of devices (Ueafuea et al., 2020). Keyword: Wearable devices (Electronic Wristbands), COVID-19, Socio-economic growth. Reference Ding, X., Clifton, D., Ji, N., Lovell, N. H., Bonato, P., Chen, W., ... & Zhang, Y. T. (2020). Wearable sensing and telehealth

Abstract Title: Sustainability through HR Legislations and Policies – Success story from UAE

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Abstract: Introduction The current study is related to the employment laws and policies adopted by Majid-Al Futtaim in compliance with UAE Labour Law, Federal law No (8) of 1980 and its amendments, as applicable. relating to Compensation and Benefits, Worker's Safety & Health, Working Hours, Leave eligibilities, Overtime, Termination of Employment Contract. Description Air ticket policies are exceeding the UAE Labour Law, Federal law No (8) of 1980, Chapter VII, Termination of Employment Contract and End of Service Remuneration, Article 131. Regarding occupational injury leading to an employee's continuing disability the company will decide the payment of compensation as outlined in UAE Labour Law, Federal law No (8) of 1980, Chapter VIII, Indemnity for Labour Accidents and Occupational Disease, Articles 145. If an employee dies as a result of employment accident or an occupational disease, compensation is paid as defined in UAE Labour Law, Article 149. Payment of Medical costs of workplace injuries is in line with Federal law No (8) of 1980, Chapter VIII, Indemnity for Labour Accidents and Occupational Disease, Article 144. Al-Futtaim working hours are in accordance with the UAE Labour Law, Federal law No (8) of 1980, Chapter IV, Working Hours and Leaves, Article 65. Its overtime policy is aligned to UAE Labour Law, Federal law No (8) of 1980, Chapter IV, Working Hours and Leaves, Articles 67, 68, 69 and 71. The annual leave policy exceeds the minimal requirements of UAE Labour Law, Federal law No (8) of 1980, Chapter IV, Working Hours and Leaves, Article 75 and 77. Policy on sick leave is paralleling the UAE Labour Law, Federal law No (8) of 1980, Chapter IV, Working Hours and Leaves, Article 77 and Article 83. Maternity and Paternity leave policy is mirroring the UAE Labour Law, Federal law No (8) of 1980, Chapter II, Employment of Workers, Juveniles and Women, Article 30. Hajj leave is aligned to UAE Labour Law, Federal law No (8) of 1980, Chapter IV, Working Hours and Leaves, Article 87. Al-Futtaim policy pertaining to termination of employment is strictly following the UAE Labour Law, Federal law No (8) of 1980, Chapter VII, Termination of Employment Contract and End of Service Remuneration, Article 113 until Article 141. Gratuity calculation is higher than UAE Labour Law, Chapter VII, Termination of Employment Contract and End of Service Remuneration, Article 137. Key outcomes In exceeding the usual market practices and in recognizing the rights and concerns of the employees, the company has created a positive employer brand in UAE market, attracting UAE nationals and being a key player in Emiratization Even during economic downturn, the company has witnessed exponential corporate growth from its home in Dubai to Saudi Arabia, Qatar, Oman, Kuwait, Bahrain, Egypt and Lebanon in the Middle East with expansion into other continents like Africa and Asia Pacific region Investing in people through social initiatives and going beyond legal responsibilities helped the company to diversify into automobiles, retail showrooms, financial services, real estate and health.

Abstract Title: Construction and Demolition Waste Management

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Abstract: Excellence in Environmental Management (HBMSU) Abstract: Going to sustainability is becoming a primary objective for many countries around the world in different sectors. A lot of industries are seeking to achieve sustainability in order to prevent the different damages to the surroundings and people. Construction and Demolition (C&D) waste is a problem that continuously intensifying in every country. Many reports around the world are showing the increase in the amount of construction and demolition waste, especially after the growth of population and the rapid urbanization that most countries reached. The activities that are related to the C&D are meaning a lot for various countries, particularly for developed countries. Building bridges, roads, and skyscrapers as an example will have a role in developing the infrastructure of the nation and therefore will attract tourism which will help in increasing the benefits toward the governments. In addition to that, the activities of C&D will serve the people by providing job opportunities for the citizens and arrivals. However, the wastes that are presented from those activities pose a threat to the land, water, and air especially if the landfilling of these wastes is the easiest way to get rid of them. The United Arab Emirates is among the developed countries in the Middle East and the country that is still experiencing exponential growth as the activities of construction and demolition are introduced in different emirates. The country is deeply involved in the construction industry in which the new buildings appear in its cities every day. Dubai as an example is a city that contains many skyscrapers that compete with the countries of the world in terms of height and accuracy of details. The country contains a high amount of construction and demolition waste that poses a great challenge to find sustainable solutions to manage it. Many countries are seeking to apply sustainability in different fields like construction and demolition activities. The reliance on green buildings as a sustainable method will come with various advantages in the management of construction and demolition waste. For example, green buildings practices will create environmentally sound buildings by using the integrated approach in the design process. Additionally, these practices will promote the conservation of resources and the efficient usage of energy. It has a role also in reducing wastes and therefore creating a healthy and comfortable environment. Eventually, the proper management of construction and demolition waste is a significant step to conserve the environment and human health. The paper shows that following the waste management hierarchy that contains 3R (reduce-reuse-recycle) is the common approach used by numerous countries in order to save the resources from depletion. Many suggestions can be made for the management of C&D waste, such as improving the cooperation between the construction industries in the countries in order to exchange ideas and knowledge. In addition to that, the enforcement of the regulations is another form to guarantee the safety of people.

Abstract Title: Upskilling and reskilling the workforce in private and government sectors

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Abstract: The world is changing at a fast pace due to technological developments with that organizations and their workforce need to continuously adapt to the changes. The human resources in the organization must constantly check that their workforce skills are up to date. The investment in upskilling and reskilling is mandatory for workforce development because this investment leads to having well-qualified staff further increasing the strengths of its employees and their performance to gain sustainable competitive advantage. Subsequently, reskilling can help to retain best talent, attract new talent, and avoid cost in the long term of hiring new employees. Purpose of the research This paper aims to show the importance of upskilling and reskilling the workforce by comparing between employees working in private and government sectors then recommend solution for improvement. In addition to enriching the literature of this topic since there is a lack of research in this field. The literature review will include upskilling and reskilling definitions, comparison of both, how they influence the organization, Importance of skills, types of skills, critical success factors, and successful examples. Next the methodology used will be an online questionnaire for employees in different age groups working in both private and government sectors. Additionally, an interview with an HR specialist will be conducted. Results will be clearly demonstrated with graphs and tables with detailed descriptions. Results will mainly be quantitative to reach high number of employees thus gaining an accurate result. Limitations to this study are first, some organizations might not have the budget for upskilling and reskilling. Second, organizations are not technologically well equipped. Expected results is that upskilling and reskilling workforce techniques will vary from government and private sector. Keywords: reskilling, upskilling, workforce, human resources, government sector, private sector.

Abstract Title: Sustainable Ways To Improve Sdlc Of Company

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Abstract: For a company to carry out any fulfilled research work, it requires a predefined process. The main motive of system development life cycle (SDLC) in the field of computer technology is to create software solutions. For a system to be fully developed, it requires to undergo through system development life cycle (SDLC) process. In that case, this paper seeks to identify the various sustainable phases and models that helps in improving the SDLC system of any company. Also, the paper explains how the improved SDLC system delivers functions of higher quality and how to calculate the system productivity to ensure it is maximized. In addition, this paper aims at discussing the benefits a company derives from daily use of improved system development life cycle. In that case, this paper proposes that all companies focusing on software development should consider following all therequired SDLC phases. The paper also proposes that those companies with smaller projects are advised to use waterfall model while those with larger projects to use iterative model and spiral model. The System Development Life Cycle refers to a sequence of methodologies followed by designers and developers in the efficient development of software. Also, it is the system used to create and maintain software. The SDLC system works by evaluating, defining and creating software that will meet consumer's standards. In order for the system development life cycle system to develop high quality software, it makes use of analysis, design, development, testing, deployment and maintenance phases as explained by Rombach

et al., (1992). In addition, the implementation of system development life cycle models helps improve the SDLC system of a company. The most well-known SDLC models include; waterfall, V-shaped, iterative, spiral and agile models. With improved system development life cycle system, a company is able to control work in progress preventing system overload, increase total output, determine whether work is "done" and lastly, create developed and clear workflow systems.

Abstract Title: Global E-Waste Management

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Abstract: Electronic waste, also known as E-waste, refers to devices that have been discarded electrically or electronically. will find that poor management has resulted in new contamination and pollution issues. the report showing the dangerous nature of these products endangers the environment and human health. in Methods & analysis will find Case Study Research: highlight to the dire state of India's system of e-waste management and emphasize the importance of a sound waste disposal system considering existing global management systems for such waste. Electronic waste is a fast-growing environmental hazard in India that is not being addressed appropriately and with the urgency required. The economy of India is among the fastest-growing economies of the world. This dramatically increases the consumption of electronics which is expected to grow by 10-15% in the coming years. This waste material discarded during the production process, defective parts, and components, used material for recycling, and motherboards. Interview based research: The interview was on a sample group of ten participants. Asked them how they feel about current global management strategies of e-waste and their effectiveness? Seven people answered that: Almost all of them not satisfied with the government implementation of the legislation on environmental conservation and proper waste management. - Three people affirmed that they were happy with the global efforts towards adequate e-waste management, citing organizations such as: the United Nations Environment Programme that led to awareness creation and sensitization on the challenges involved. Secondary data analysis: - In a year, the weight of global electronic equipment that is used increases by 2.5 million Mt. This leads to the generation of even more Waste Electrical and Electronic Equipment. - Due to rapid urbanization, more electronic devices are available in the market. the social lifestyle of most people has moved online, which has necessitated the fast acquiring of phones and computers. - This heap of waste material contains both dangerous and valuable components. it's sorted to ensure the essential parts are retained and recycled. - Another factor contributing to this growth rate is the short life cycles of gadgets. Most electronic equipment wears out quickly due to the poor quality of production. Many countries found a solution for this issue which is Recovery and reuse. This technique has the potential to minimize waste disposal costs, lower raw material costs and generate revenue from marketable waste Findings and conclusion: • Analysing the above study this can be concluded that the issues of E-waste has become increased in this decade, and this is creating an environmental issue • The government and the public organisation should be more aware regarding the recycling of the wastes for avoiding the increased pollution made from the issue. • Recycling electronic waste saves landfill space and protects the atmosphere from chemicals that pollute the environment

Abstract Title: Examining Innovation in Roads and Transport Authority: A Mixed Method Study

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Abstract: Road and Transport Authority also known as RTA is a major independent government organization established in the year 2005 through declaration number 17. The organization is primarily responsible for planning and implementing rules governing transportation. It centers in Dubai which is one of the country's fastest growing economy thereby demanding higher quality and standard of living. With the goal of creating a more organized and structured process, its strategic goal is fundamentally crafted on the pillars of efficiency and reliability. It also extended its purpose on redefining a concrete and functional solutions in safety of both passengers and drivers. With a future-oriented vision, the company is entrusted to oversee vehicle licensing and registration, mechanism, road infrastructure, and other procedures to implement global and world-class best practices that shape its sustainable tomorrow. Truly, its services ranges from roads and cars, rail, bus, marine, parking, tram, etc. Today, Being at the forefront of technological advancement transcending integrated transportation system has proven itself to be more functional and productive when it was awarded for the ISO Certification in Energy Management System. In 2012, the company was included in the Guinness Book World of Records for its 75 km route length making it as the longest fully automated driverless metro system. In November 2021, the company garnered the prestigious award for IRF Traffic Management and ITS Award. With its excellent services and superb efforts, RTA was commended by Steve International as the winner for innovative PPP venture. Truly, its mission and vision amplify the goal of becoming the pioneer in sustainable mobility that shapes the future of the transportation sector in UAE. In connection to this study, Road and Transport Authority has been committed in innovation and creativity as the core value of the company emulated in its performance based on efficiency. One of its example is the smart system application. Yet, there has no study being conducted which describe the level of innovation in terms of its new venture. Thus, this study is being conducted.

Abstract Title: The Impact of Emiratization Policy Track on Human Resource Management Practices: Qualitative Evidence from the Banking Sector

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: After the discovery of oil in the UAE in the early 1970s, the country has gone through a massive economic transformation, which resulted in the increase of non-national workforce to cover the skill shortage of the local talent. As a result, expatriates dominated the private sector while the public sector could not absorb more Emiratis, which called for more efforts to localize the former. Many of the previous literature described Emiratization efforts to have either failed or have not been effective in the private sector. This study attempts to identify the current challenges faced by HR professionals to attract and retain Emiratis, explore what actions are taken by banks in light of these challenges and suggest

HRM practices to enhance Emiratization in the banking sector. Hence, the multidisciplinary nature of the study will contribute to bridge insights from the public policy and Human Resource Management practices. The methodology followed a qualitative approach with non-probability purposive sampling and snowball sampling. Due to COVID-19, participants chose to conduct individual semi-structured interviews in person, virtually through Zoom or over the phone. The most prevalent challenges were found to include compensation, long working hours, and the availability of Emirati talent. Less prevalent challenges included: cultural and religious restrictions, high competition, job security, lack of publicity and isolation of the banking sector, and the absence of a single platform connecting jobseekers and banks. It was also found that the Central Bank of the UAE, Ministry of Human Resources and Emiratization and Emirates Institute of Banking and Financial Studies play a pivotal role in the success of Emiratization in the banking sector. Objectives: • To identify current challenges faced by Human Resource professionals to attract and retain Emiratis • To explore the current Human Resource Management practices that support Emiratization • To suggest Human Resource Management practices that can be implemented to attract and retain Emiratis

Abstract Title: Free & Regulated Trade Impacts on Environmental Sustainability

Author Name: Zainab Rashed

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Author Organization: Hamdan Bin Mohammed Smart University (HBMSU)

Abstract: The Impact of Free Trade & Regulated Trade on the Environmental Sustainability Abstract Key words: Free Trade, Restricted Trade, Sustainability, Environment, Economy, Society Introduction: Trade have changed throughout the years, the modern trade allowed us to experience different cultures and exchange technologies and information, along with the benefits comes the drawbacks. This paper investigates the differences between free trade, which refers to the removal of trade barriers between countries, and regulated trade, which refers to restricting imports from outside to protect local industries. It will define the type of trade approach followed in the UAE and will explore the impacts of each type of trade on the environmental sustainability globally and in the UAE, finally will provide measures to optimize opportunities and overcome the threats. Objectives: This abstract is submitted to IA since it briefs the investigation of a topic that is not discussed enough which is the impact of trades on sustainability, it will contribute to greater awareness and enable policies and decision makers in the UAE to look at the measures provided to optimize the opportunities and overcome the threats of open trade approach. Methodology A sufficient literature review on impact of adopting both open and regulated trade approach was conducted, along with data gathering from different international and local resources related to the topic. Results Research finding suggested that open trade and regulated trade have both positive and negative impacts towards the environment, free trade enables individuals in countries to increase demand for cleaner production methods, yet it contributes to increased levels of pollution and hazardous waste because of pressure on resources and increased consumption. Meanwhile in the regulated trade, countries restrict the import of products that pose a danger to humans and the environment, but nevertheless, these restrictions are also imposed on the exchange of environmental technologies. Conclusion It was concluded that UAE has an open trade with minimal tariffs. This type of trade enabled the country to have the most diversified economy in the GCC region, increase foreign investment and thus increase economic growth. Yet it contributes to increased consumption, pressure on resources. The UAE could maximize the benefits of open trade strategy and overcome threats through ensuring that trade agreement does not contain protocols that pose severe threats on the environment, involving environmental expert, encourage FDIs on environmental projects, adopt innovative environmental projects, continue leading or participate in regional conference, conduct further studies on the areas of production where the country can be independent and encourage domestic production.



INNOVATION ARABIA SUMMIT

24th February 2022

9:00 – 10:00

Networking

10:00 – 10:05

Welcoming Note

Fahad Al Saadi, Chair of the Higher organizing Committee – Innovation Arabia 15

10:05 – 10:15

Opening Note

Prof. Ahmed Ankit, Chair of Innovation Arabia 15 Scientific Committee

Recap and conferences outcomes

10:15 – 10:45

Keynote Speaker

Dr. Manahel Thabet, President of the World's IQ Foundation, Vice President of the World Intelligence Network (WIN)

10:45 – 10:55

Announcement: Benchmarking Framework for Online, Open, Smart and Technology – enhanced Higher Education

10:55 – 11:00

U-start Competition Sponsor Speech: United Trademark & Patent Services (UTPS)

11:00 – 11:25

Recognitions

U-START Competition Winners

HBMSU Research Awards

IA15 Best Presentation Award Winners

IA15 Best Paper Awards

IA15 Sponsors and Partners

IA15 Moderators

IA15 Organizing team

11:25 – 11:30

Announcement: IA16 Theme and Date

IA15 Chair of the Scientific Program

11:30 – 12:00

Tour (U-Start Area + Sponsors Exhibitions)



U[Start] Competition is a nationwide competition for university and school students' innovative ideas and **startups.**

The competition encourages student entrepreneurs with either an innovative or a business startup idea/prototype to present it to a panel of judges.

It is a great opportunity for students to measure their skills against those of their peers, socialize, obtain valuable experience, win prizes, and get exposed to the market and to potential investors and business owners.

MESSAGE



Mr. Saad Abbas

U Start Competition Chair, Smart
Training Manager, HBMSU, UAE

Welcome to all the U-Start competition dear participants! It is our pleasure to invite you to the U-Start Competition in its 3rd year. U-Start is a Leading Innovative Visions Competition to Entrepreneurship. Every year we consistently attract top talent from across the UAE with challenging and Innovative ideas.

This year the U-Start competition has grown. We attract High Schools Students from grade 10 and above, University Students and also startups from the industry. In the past, the U-Start competition targeted only candidates from the UAE but this year the U-Start competition is targeting candidates from the region. So everyone is welcome as long as you fit within the criteria of the U-Start Competition.

The most important thing to remember is that the U-Start competition is a platform that showcases innovative ideas to investors and some of our previous winners managed to get financing for their innovative ideas.

We have big things in store for all the U-Start winners, so we hope to see you join the U-Start as a competitor.

Looking forward to meeting you all!



Dr. Shaima AlHarmoodi

Associate Professor
School of Business and Quality
Management, HBMSU, UAE

I am pleased to welcome you to U-Start, a nationwide startup competition, that is held as a part of Innovation Arabia Annual Conference.

U-Start was born in 2020 out of the need to harness university and school student's talent and empower the new generation of leaders with the skills and resources to build a brighter and a sustainable future through innovation and entrepreneurship. It is a vehicle that plays a role in building a world-class entrepreneurial ecosystem in the UAE to produce globally competitive, fast-growing companies in sectors that serve as engines for socio-economic development.

U-Start provides a platform to display and assess innovative business ideas to well-established entrepreneurs, government officials, investors, and mentors in the ecosystem. It also offers the opportunity to win prestigious rewards, unlock opportunities, gain knowledge and experience, and network with other like-minded founders to share the fun and hustle of the entrepreneurship journey.

Thank you for your interest and active participation in the competition.



Ethos Earth

Ethos earth is the product that deliver to their doorstep so that they don't have to travel! Building a service to offer to those that wish to environmentally friendly business that would allow UAE citizens to receive their items very quickly. One of the customer pain points is finding a site that can provide them eco-friendly materials they can easily obtain without having to search overseas and spend a fortune on shipping charges. According to a report titled 'Are Consumers in the Gulf States Ready to Go Green' In the United Arab Emirates, 96 percent of adults are willing to take personal action to address environmental and sustainability challenges. Since COVID-19, four out of five (83 percent) of individuals in the country have claimed they are even more conscious of their influence on the environment.



Fraggle

Fraggle is a P2P sharing platform aimed to enhance the value of privately-owned recreational facilities and bring them to everyone.



Intelligent Competencies Assessment System (ICAS)

Fatima College of Health Science (FCHS) is one of the leading healthcare education institute. This project will help FCHS to monitor and improve the paramedic student's skills and competencies gaps. By developing and implementing an Intelligent Competencies Assessment System (ICAS) with advanced technology will support real-time monitoring, evaluating, and improving students' competencies and skills. The positive outcome and impact will be huge by developing such world-class ICAS for students, faculty and institutes to promote the culture of innovation development practices.

ICAS can apply to develop the skills for 52 industries where student can participate in World Skills Competitions. There will be collaborate opportunity

U-START STARTUP BRIEF

with UNEVOC Centers around the globe, where TVET (Technical and Vocational Education and Training) is focused on the acquisition of knowledge and skills for the world of work, and helps youth to develop the skills needed for employment, decent work and entrepreneurship while supporting inclusive and sustainable economic growth.



Lumi

Lumi is a meal planning App that works as a virtual butler for your household. It manages the process of planning, preparing, and consuming food in your house to make it as efficient as it can be. Lumi provides you with an abundance of recipes from the most renowned Arab chefs and food enthusiasts and allows you to select your top picks from them. It then generates a smart grocery list of their ingredients and provides easy-to-follow steps for the cook in the house to be able to recreate them. Lumi helps bridge the gap between what foods you truly would like to eat and what is actually being prepared in your household all the while reducing food waste, making grocery shopping easier, saving money, inspiring new recipes in your diet, and enhancing the overall quality of life.



MarineHook Marine Hook Mobile Application

UAE is a country with the huge availability of resources for the fishing industry. However, what seems to be a drawback is the lack of innovation in the fishing industry. The concept of the Marine Hook Mobile Application will help boost the economy of UAE with the fishing industry playing a major role in the GCC region. Currently, it can be observed that there are no applications that are on the market with the exact same concept. The business idea discussed in this project is about creating a one-stop mobile application for the Marine/fishing industry. The idea came after several observations on how the businessmen in the fishing industry are often backward in terms of innovation to have their fishing accessories and/or equipment sold or identified on an online platform. As a writer of this project, I do not have any personal experience with this market. However, I have colleagues who are experts in this field. The vision, mission, and values of Marine Hook Mobile Application are the following: • Vision – To be the leading e-commerce hub for marine products in UAE and in the GCC region. • Mission – To provide excellent e-commerce services in the marine industry by creating newmarket opportunities and generating new revenue streams in the most consistent and innovative manner. • Our values are: - Excellence - Creativityand Collaboration - Integrity - Ecosystem-based management

U-START STARTUP BRIEF



Plunk Restaurant

Many of us spend the weekend trying out a new restaurant. Who does not like to try a new restaurant, especially if there is something special about it that is not found in another restaurant. Sometimes we may hear about the delay in serving the orders or the waiter's delay in taking the order, and I am one of the people who lived this experience when I went to a certain restaurant, there was a delay in taking the order and this bothered me, so when I thought about it, I found the idea of this project. It is a restaurant with tables and these unusual tables you have not seen before. The tables will be a touch screen, and this screen will provide the food menu, and you will also place your order through it without resorting to the waiter. Also, while you wait for your order, you can entertain yourself with games and change the background of the table until your food is served. These tables are what differentiate our restaurant and the chance of success will be higher than the chance of success of other restaurants because people like to try new things and also, we will save them their time and speed in performance.



Robosafe

The product we aim to design is a futuristic and innovative design made in a cost effective and open source platform. Robosafe is an artificially intelligent robot designed to mimic the natural movements of a dog or four legged animal enabling this robot to trek through dangerous, difficult paths and unwanted territories. This product has the ability to get back into an upright position after falling over or getting flipped in the work field. The 16 servo motors help it climb difficult places such as mountains, stairs, and unstable surfaces. The robot will be designed modularly making its design customizable to its tasks. The Modules include robotic arms which enables the robot to perform tasks such as moving and sorting items. It can also have the ability to deactivate bombs and mines in warsites. The second module will be the sensor box which includes multiple types of sensors such as gas sensors, temperature sensors, radioactive detector sensor and even more. This accessory gives the robot the ability to collect data and analyze the casualties in fires and other situations that may pose a risk to human health with its ability to enter hazardous areas that are difficult for humans to access. Another accessory is face and voice recognition modules that make the robot useful in public areas such as malls and open areas for security purposes. The robot will have the ability to recognize faces through crowds, analyze human activity and filter out suspicious actions. Furthermore, it can recognize if an individual is wearing a facemask and give them a voice command to keep the mask on increasing public health safety. The voice recognition of the robot allows humans to be able to communicate back with it and lead basic conversation.



Smart and Sustainable PV Window

Smart and Sustainable PV Window is designed to full solar harvesting illuminated window that incorporates three main systems, which are the solar PV charging system, the tracking system that moves the PV blinds, and the Wi-Fi module that allows the user to control the PV blinds movement through a mobile application by selecting either the manual or automatic modes. The Photovoltaic Blinds commence by harvesting the solar energy to generate electrical current and supply it to the charge controller in order to store the energy in the battery for later usage. The stored energy will be transferred to deliver DC and AC currents to the home electrical appliances by using the inverter. The user is allowed to access the blinds using a mobile application linked to the PV system's microcontroller through a Wi-Fi module. The microcontroller is in charge of controlling the electrical motors that tilt the angle of the blinds and move them up and down. In brief, our prototype is portable and can be used in different places as a curtain to block sunlight and as a power supply to operate the low consumption loads.



Spoken Hands

Lack of communication between deaf, mute and the society members, because of lack of knowledge of sign language. Spoken hands app aims to Establishing an innovative mobile application named "Spoken Hands" to enhance the engagement of deaf and mute people with society members by:

1. Creating a link in the community with deaf & mute people through teaching them to sign language.
2. Creating an application that supports several sign languages.
3. Insert AI in the application for object detection.



Utilization

The project "Utilization" revolves around the resources of manpower that are available during a crisis or a natural disaster. This project targets the people that are mostly affected by the disaster at the time and utilizes their professions for the favor of the government or major companies that can provide rewards. People will be volunteering for the following rewards if they were given from a governmental sector: • Discounts on electricity and water bills, phone bills. • Discounts on monthly needs like food • Salik credit as rewards • Certificates and appreciation letters (Always and for everyone) • Discounts on fines • Exempt from yearly fees • Useful coupons This reward system makes it very beneficial for the volunteering individual as well for the country since they will be giving out non-currency rewards. In addition, many will need to save money at the time, and this would be a way of doing it at such times.



The sustainable builders

The Sustainable builders' mobile application is a Mobile app. where recycling companies and other stakeholders can find excess construction material. It is a platform that creates space for all interested stakeholders to share information and manage such excess materials and waste. Sustainable builders enable the management, recycling, and reuse of leftover construction material. The purpose of our project is to eliminate the increasing construction waste and reduce the need to consume natural resources. The goal is to Conserve raw materials by reducing, recycling, and reusing construction waste. We also aim to Achieve sustainability by creating a new way of managing used materials. And to Engage youth as young environmentalists via projects and volunteering activities on the app.

U-START STARTUP BRIEF



Crush on You Candles

Crush on you candles is a Luxurious eco-friendly company that provides handmade soy candles that are made by professional candle makers. Crush on you is owned and operated by Aesha Alshehhi who is also the candle maker. the company Uses plant-based wax to meet the company's priority in ensuring consumer safety and satisfaction. Creating a better world is possible, by creating better candles.

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MEDIA PARTNERS



Startups Magazine

Startups Magazine is a bi-monthly print and digital publication created to champion technology startups with all aspects of their entrepreneurial journeys - helping them connect the dots from funding to founder wellbeing. Startups Magazine launched April 2018, and since then has built a loyal and talented following ranging from tech startups, engineers, investors, growth hackers, accelerators, marketing whizzes, aspiring innovators and many more. Startups Magazine presents its debut digital platform where subscribers can read gold-dust content from experts, access the digital version of previous issues, receive upcoming issues, be the first to be invited to Startups Magazine events and have the opportunity to have their own startup featured editorially. Digital subscribers also have access to a 'User Section' of the website where they can bookmark articles, follow series and be updated of new articles by their favourite journalists and experts.



International Business Magazine

International Business Magazine is a UAE-based company with a subscriber base of more than 50,000 that includes investors, C-suite employees, key stakeholders, policymakers and government bureaucrats. We deliver the latest news from the financial world and keenly promote innovative solutions in the industry. It has been regarded as one of the best business magazines in the industry for all the business insights and market views.

USTART PARTNERS



KREGZO

Kregzo is an AI based platform that helps entrepreneurs to not only connect with mentors and fellow entrepreneurs but also enables their startups to become investible & accessible. Powered by an algorithm that recognises your startup's key audience and connects you to your early adopters, Kregzo is trusted by thousands of early stage entrepreneurs from across the world.



Workiom

Workiom is a cloud collaboration service that allow the creation of day-to-day business applications to manage data and workflows. It is essentially a cross-over between databases and spreadsheets with a smart brain to manage data flows between users and statuses. Users can organize their data into lists composed of specific field types such as 'checkbox', 'phone number', and 'drop-down list', and can reference file attachments like images and other documents. Additionally, user can connect one list to another creating unlimited usage scenario raging from approval, production to evolution processes.

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