

Dr. Rima OUCHEN

Teacher-Trainer

ESSG-Annaba

Profile

Highly developed research qualitative and analytical skills with capacity to conduct independent research, working on quality management in both the health and higher education sectors.

Interested in training entrepreneurship, 21st century skills and employability skills for university students.


Contact

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Academic Qualifications

 **Ph.D. in Management of Organizations**
University of Batna 1, 2017 Algeria

Thesis Title, **Total Quality Management as an approach to improve health services**, case study- Algerian east university hospitals-, thesis supervisor Pr. Iman BENZIANE

 **Master in Human Resources Management**
University of Batna1, 2010, Algeria

 **Bachelor in International Commerce**
Graduated first in class University of Batna 1, 2008, Algeria

Skills

Classroom management
Syllabus design
Assessment and evaluation
Complex problem solving
Critical thinking
Emotional intelligence
Quality control
Organizational development
Team leadership
Team building

Tools and software

DCA, PDCA, 5Q, 5M, Action Plan, 5S, Kaizen, Quality circles, Flow chart, Brainstorming, brain writing, BMC, Design thinking, SPSS, SPSS Amos, Moodle, Google (Scholar, Sheets, Classroom), Search engines.

Employment History

Teaching positions

MCB

ESSG-Annaba 2022-2023

- **Entrepreneurship and Public-Private Partnership** 3rd year Master (lecture + tutorials)

ESSG-Annaba: 2021-2022

- **Decision Theory** 1st year Master (lecture + tutorials)
- **Entrepreneurship and Public-Private Partnership** 3rd year Master (lecture + tutorials)
- **Territorial Economy** 3rd year Master (lecture + tutorials)

MAB

ESSG-Annaba: 2020-2021

- **Entrepreneurship and Public-Private Partnership** 3rd year Master. (lecture + tutorials)
- **Decision Theory** 2nd year Master (lecture)
- **Administrative Writing** 1st year Master (tutorials)

Part-time Teacher

University of Batna 1

1. Faculty of Economics, Commerce Sciences and Management Sciences

- **History of Economics Events** 1st year bachelor level, 2019-2020 (tutorials)
- **Health and Security**, 3rd year HRM bachelor level, 2018-2019 (tutorials)
- **Introduction to Economics** 1st year bachelor level, 2018-2019 (tutorials)
- **History of Economics Events** 1st year bachelor level, 2018-2019 (tutorials)
- **Introduction to Business Administration** 1st year bachelor level, 2017-2018 (tutorials)
- **Introduction to Economics** 1st year bachelor level, 2017-2018 (tutorials)
- **Analytical Accounting** 1st year bachelor level, 2011-2012(tutorials)

2. Faculty of human and social sciences

- **Entrepreneurship** 2nd year Master Journalism 2nd year Master, 2018-2019 (tutorials)
- **Algeria's Contemporary Society and Economy** 2nd year Libraries Science, bachelor level, 2018-2019 (lecture)

3. Faculty of law

- **Personal Professional Project** 2nd year Master Administrative law, 2018-2019 (tutorials)

University of Batna 2

1. Faculty of Computer Sciences and Mathematics

- **Economics**, 1st year Math and Computer Science, bachelor level, 2017-2018 (tutorials)

National Institute of Higher Paramedic Training

- **Health Security Management** 3rd year Hygienist, 2018-2019 (lecture + tutorials)
- **Hospital Management** 5th year Midwives, 2018-2019 (lecture + tutorials)

Supervision of students

Master thesis

- **Risk management in health institutions, case study Rachid Benhoucine Hospital Bejaia**, Ouarda Boutaghane, 2022
- **Evaluation of management control tools in the public organization case study NAFTAL**, Ikram. Youssra. ZERINI, 2021.
- **The Path to Smart and Digital Government in the Public Sector -case study Algérie Télécom-**, Okba BOUAKKAZ, 2021
- **Appropriation of ICT and knowledge management process in public administration -case study Algeria Télécom**, Samar BELOUAHEM, Noussaiba BOUMATRAG, 2021
- **The role of e-government in improving administrative work -case study ministry of work**, Narimene ZIANE, 2021

Laboratory membership:

- Research laboratory in enterprise strategy and marketing, University of Batna 1, since 2022

Research interests

- Quality management in University Hospitals;
- Quality assurance in higher education institutions;
- The use of gamification to promote active learning in higher education;
- The transition of higher education institutions into entrepreneurial institutions;

Publications

- Rima OUCHEN, Hemama BENAMOUMA, Imane BENZIANE, **Reasons for The Low Level of Health Services in Algerian Health Institutions from Doctors Perspective -A Case study of University Hospitals of the Algerian East-**, Journal of Industrial Economics, Issue 13, University of Batna1, December 2017, Batna-Algeria, (written in Arabic).
- Hemama BENAMOUMA, Rima OUCHEN, **The Reality of Intellectual Capital in Algeria**, Journal of Economic Sciences and Business Administration, Issue 01, University of Batna1, December 2017, Batna-Algeria, (written in Arabic).
- Imane BENZINAE, Rima OUCHEN, **The Reality of Algerian Health System Performance - An analytical study-**, Journal of Human Sciences, Issue 43, University of Mohamed Khider, March 2016, Biskra-Algeria, (written in Arabic).

Conferences

International Communications

- Hemama BENAMOUMA, Rima OUCHEN, **The Process of Evaluation Between Reality and Expectations**, The International Conference on Evaluation Methods in The University between Academic Achievement and Social Need, University Zian Achour, 11-12 April 2018, Djelfa-Algeria, (Presented in Arabic).
- Hemama BENAMOUMA, Rima OUCHEN, **International Experiences in Integrating TQM**, the 5th Annual Conference on Quality Systems and Their Applications Using Innovative Technological Methods to Ensure Quality in Education, The Arab Organization for Quality Assurance in Education, 13 December 2013, Kamrat-Tunisia, (Presented in Arabic).
- Rima OUCHEN, **about a Proposed Model to Teach 21st Century Skills to Develop University's Outputs**, The Second International Conference on University and Employment: Foresight, Challenges, and Criterion, 4-5 December 2013, University of Yahia Fares, Medea- Algeria, (Presented in English).
- Rima OUCHEN, Nour Elhouda BOUTABA, Nassima DIF ALLAH, Hemama BENAMOUMA, **Webometrics Ranking as a Tool to Evaluate the Performance of Higher Education Institutions**, The International Conference on ICT and Performance Development in Educational Institutions, University of Amman and Madameen for Human Resources Development, 29-31 October 2013, Amman-Jordan, (Presented in Arabic).
- Hemama Benamouma, Rima OUCHEN, Fares BOUBAKOUR, **The Impact of Information Technology on Achieving Development -Algeria-**, The 6th Arab International Conference on Information Technology, The Arab organization of Industrial Development and Mining, 29-31 October 2013, Rabat-Morocco, (Presented in Arabic).
- Nour El-Houda BOUTABA, Rima OUCHEN, Imane BENZIANE, **Classification of Arab Universities in International Ranking**, The Third International Conference on Quality Assurance in Higher Education, Al-Zaytoonah University, 2-4 April 2013, Amman-Jordan, (Presented in Arabic).

National Communications

- Rima OUCHEN, Hemmama BENAMOUMA, **The reality of patents in universities and scientific research centers of the Ministry of Higher Education and Scientific Research in Algeria**, the national conference on Modern trends and new roles for universities in the new economic system, 21 December 2022, Souk-Ahras Algerian, (Presented in Arabic)
- Saddik BENBOUZA, Abderrahmen GUEROUI, Rima OUCHEN, **Environmental Risk Management of Electronic Vehicles Myths and Reality -case study on the province of Quebec-**, the national conference on risk management in economic enterprises towards which model of value creation within Algerian companies? 11-12 May 2022, Annaba-Algeria, (Presented in french)
- Rima Ouchen, Nour El-Houda Boutaba, **A Proposed Model for digital Accompaniment**, The National Conference on The Role of Pedagogic Accompaniment in The Development of University Professor Performance, University of Mohamed BOUDIAF, 08-09 May 2018, Msila-Algeria, (Presented in Arabic).
- Hemama BENAMOUMA, Rima OUCHEN, **The Supervisor Role in The Transfer and Acquisition of Scientific Research Skills**, The First National Conference on Thesis at The End of Formation Between Academic Knowledge Research and Building a Professional Personality, L'ENSLSH Bouzareah, 28-November 2013, Algiers- Algeria, (Presented in Arabic).
- Hemama BENAMOUMA, Rima OUCHEN, **The Impact of Investment in Human Capital on Achieving Development in Algeria**, the first National Conference on The Role of Social Sciences in Achieving Development in Algeria, 12-13 November 2013, Tiaret-Algeria, (Presented in Arabic).

Membership in scientific and organizational comities

- Scientific comities member of the national conference on risk management in economic enterprises towards which model of value creation within Algerian companies? 11-12 May 2022, Annaba- Algeria.

Extra Curriculum Certification and Training

- Internship certificate, **Introduction to Statistical Analysis of Quantitative and Qualitative Data**, Faculty of Economics, Commerce Science and Management Science, University of Batna1, 24-25-26 February 2019, Batna-Algeria.
- Internship certificate, **Approaches to Scientific Research in Human and Social Sciences**, Faculty of Economics, Commerce Science and Management Science, University of Batna1, 19 January 2019, Batna-Algeria.
- Internship certificate, **International Databases and References Management Software**, Faculty of Economics, Commerce Science and Management Science, University of Batna1, 15 December 2018, Batna-Algeria.
- Certification of completion, **Digital Marketing**, 29-31 March 2018, KP Academy, Batna-Algeria.
- Certification of completion, **Financial Intelligence Level 1**, Oxygen Center for Training and Consulting, 29-30 December 2017, Batna- Algeria.
- Certification of completion **SPSS Exploratory Data Analysis**, PI Solution, 24 July 2017, Batna-Algeria.
- Certification of completion **SPSSAMOS course Level 1**, PI Solution, April 2017, Batna-Algeria.
- Certification of completion **SPSSAMOS course Level 2**, PI Solution, April 2017, Batna-Algeria.
- Participation at ACSE week-end, **Social Entrepreneurship**, 12-13 September 2014, Algerian Center for Social Entrepreneurship, Biskra-Algeria.
- Certificate of attendance in **Best Practices in Curriculum Development and Research Supervision**, World learning, US Embassy- University Badji Mokhtar, 3-4 March 2014, Annaba-Algeria.
- Certification of participation in the "**Digital Video Conference Series**" between the American University of Washington AU, and the University of Batna, 1st place, 20 June 2013, Algiers-Algeria.
- Certificate of use of **Baldrige System for Internal Audit**, Al-Zaytoonah University of Jordan, 4 April 2013, Amman-Jordan
- Certification in **DCA Strategy Expert**, IFEAS- Arabia, 6 May 2013, Batna-Algeria.
- Certification in **Mind Mapping**, Arabian Global Academy for T&D, 12 April 2013, Batna-Algeria
- Certification in **Effective Oral Presentation**, British Council, 8 November 2012, Batna-Algeria.
- Certification in **Online Training**, American International Center for Training, 13 July 2012, Constantine-Algeria.
- Certification in **Training of Trainers**, Arabian Global Academy for T&D, 23 March 2012, Bou-Saada-Algeria.

- Certification of **Data Entry Operator**, ElWafa School, 2005, Batna-Algeria.

Social Experience

- Trainer with multiple university clubs: **ESC, One city, TASC, STCB, El Baraka...**
- Member at The International Network of Algerian Scientists, HR department, since 2021.
- Member of the organizational team of a conference for master 3 students about entrepreneurship titled “**the entrepreneurial experience in Algeria Quizzito startup**” guest speaker Yusuf CHAIB, **ESSG**, 07 mars 2021
- Member of the organizational team of a conference for master 3 students about entrepreneurship titled “**the entrepreneurial experience in Algeria Almaahed Pro international Company, Snai3i**” guest speaker Dr Ayoub BOUKHATEM, **ESSG**, 10 mars 2021
- Blogger with **OUCHEN’s Talks**, about higher education, scientific research and entrepreneurship.
- Participation as a speaker “**Scientific Research and Entrepreneurship, 2nd University Camp, El Rouwad**, 01 September 2021
- Participation as a trainer “**Employability Skills for University Students**”, **Mobadara program**, Witty space learning center, July 2020.
- Founder of “**El-Anir**” women book club, 2020
- Participation as a speaker “**bibliographic search**”, Introduction to the methodology of scientific research seminar, **Club one city**, ISM, Batna2 University, 10-11 January 2020.
- Participation as a coach “**Design thinking**”, **ESC club, ILIMA School**, 26-29 December 2019, Batna-Algeria.
- Participation as a coach “**Design thinking**” and “**BMC**”, **Hult Prize On campus**, Batna 2 University, 27-28 November 2019.
- Participation as a coach “**Employability Skills**”, **El Amel Project Summer Camp 2019** in partnership with **the U.S. Embassy Algiers & American Chamber of Commerce in Algeria, Berlitz** Algeria, July 2019, Batna-Algeria.
- Participation as a Speaker “**Personal planning**” and as a member of Adlis Book Club “**Open days for associations**”, The First Volunteer Conference/National Book Fair, ICTC/Festival City, 6-18 January 2018, Batna-Algeria.
- Speaker at weekly workshops on Work Methods and Methodology of Scientific Research, “**Steps for academic excellence**”, Faculty of Economics, Commerce Science and Management Science, University of Batna1, 16-November 2017, Batna-Algeria.
- Member of **Adlis Book Club**, 2017- To today.
- Member of the organizational team of “**Zidni Forum**”, **Cooperation CASL- Zidni network for education**, September 2014, Batna-Algeria.
- Member of the organizational team of **the First BIL Conference in Algeria**, CASL, 10-11 June 2014, Batna –Algeria
- Founding member, Ex-Vice President of **CASL**, June 2013- September 2014, Batna-Algeria.
- Member of “**Life makers**”, Algerian Islamic Scouts, Troop El Aouras, 2006-2008, Batna-Algeria.

References

- Professor **Imane BENZIANE**, Faculty of Economics, Commerce Science and Management Science, University of Batna1-Algeria.
Email: iman_benziane@yahoo.fr
- **Asaad El Asaad**, Expert in international arbitration from the Arab-French Chamber of Commerce, Chairman of Board of Directors of Al - Riyadh Center for Training and Administrative Development, Antakya-Turkey.
Email: asaadgroup@hotmail.com

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