CURRICULUM VITAE

Assoc. Prof. Dr Ahmad Jusoh
Faculty of Management
Universiti Teknologi Malaysia

PERSONAL DETAILS

Name : Ahmad Jusoh

Gender : Male

Date of Birth : 3 Dec 1973

Nationality : Malaysia

Marital status : Married

Address : 7, Jalan Pulai Perdana 4/2, Taman Sri Pulai Perdana, 81110 Johor Bahru, Johor

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Website : https://management.utm.my/aj/

ID Staff : 7534

Expertise : Operation management (Quality/Supply Chain/Sustainability)

ACADEMIC QUALIFICATIONS

NO	LEVEL OF EDUCATION	COURSE	UNIVERSITY	STARTING DATE	ENDING DATE
1	PhD Degree	Quality Management	Universiti Utara Malaysia	2005	2008
2	Master Degree	Master of Science (Quality and Productivity Improvement)	Universiti Kebangsaan Malaysia	1999	2001
3	Bachelor Degree	Bachelor of Management (Technology)	Universiti Teknologi Malaysia	1991	1996

AWARD AND HONORS RECEIVED

NO	AWARD	LEVEL (FACULTY /UTM /NATIONAL /INTERNATIONAL)	YEAR
1	Citation Award (Social Science Category)	University	2021
2	Excellence Service Award	Faculty	2021
3	Highest Journal Citation Award (Gold)	Faculty	2021
4	H-Index Publication award (Silver)	Faculty	2021
5	Indexed Journal Award (Bronze)	Faculty	2021
6	Excellence Service Award	Faculty	2020
7	Indexed Journal Award (Bronze)	Faculty	2020
8	H-Index Publication award (Gold)	Faculty	2020
9	Highest Journal Citation Award	Faculty	2020
10	Non-Indexed Journal Award (Silver)	Faculty	2020
11	Excellence Service Award	Faculty	2019
12	Indexed Journal Award (Bronze)	Faculty	2019
13	H-Index Publication award (Gold)	Faculty	2019
14	Journal citation Award (Silver)	Faculty	2019
15	Excellence Service Award	Faculty	2018
16	Indexed Journal Award	UTM	2018
17	H-Index Publication award	Faculty	2018
18	Highest Publication Citation Award	Faculty	2018
19	Indexed Journal Award	UTM	2017
20	Highest Journal Citation Award	Faculty	2016
21	Indexed Journal Award	UTM	2016
22	Excellence Service Award	Faculty	2016
23	Excellence Service Award	UTM	2013
24	Excellence Service Award	UTM	2008
25	Excellence Service Award	UTM	2005

PROFESSIONAL MEMBERSHIP / QUALIFICATIONS / RECOGNITION

NO	NAME OF PROFESIONAL MEMBERSHIP	LEVEL (FACULTY /UTM /NATIONAL /INTERNATIONAL)	ROLE	YEAR
1	Institute of Quality Malaysia-IQM (No. OM A8028)	National	Member	March 2015 - Present
2	Malaysian Institute of Management-MIM (No. OM022176)	National	Member	March 2015 - Present
3.	Malaysian Energy Professional Association	National	Member	January 2022 - Present

ADMINISTRATIVE EXPERIENCE

NO	POSITION	STARTING DATE	ENDING DATE	DEPARTMENT
1	Dean	Dec 2022	Present	Faculty of Management
2	Director	Nov 2021	Nov 2022	Penerbit UTM Press
3	Deputy Dean (Academic & Student Affairs)	July 2018	Nov 2019	Azman Hashim International Business School, UTM
4	Deputy Dean (Research, Innovation, Networking & Commercialization)	March 2017	Jun 2018	Faculty of Management, UTM
5	Academic Manager (Research)	March 2015	Feb. 2017	Faculty of Management, UTM
6	Deputy Dean (Postgraduate Studies & Research)	Sept. 2011	Oct 2012	Faculty of Management & Human Resource Development
7	Head of Department (Post Graduate Studies),	March 2010	August 2011	Faculty of Management & Human Resource Development
8	Head of Program – Master of Management (Technology),	Jan 2009	Feb. 2010	Faculty of Management & Human Resource Development
9	Head of Quantitative Panel	Aug. 2004	July 2006	Faculty of Management & Human Resource Development

WORKING EXPERIENCE

NO	POSITION	STARTING DATE	ENDING DATE	DEPARTMENT/ORGANISATION
1	Production Supervisor	Jun 1996	Dec 1996	Kenwood Electronics Technologies (M) Sdn Bhd
2	Production Planner Executive	Jan 1997	October 1997	HKT (M) Sdn Bhd

CONSULTANCY EXPERIENCE

NO	NAME OF CONSULTANCY	ROLE	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
1	Johor Sustainable Development Plan 2019-2030 *Kajian Pelan Pembangunan Mampan Johor 2019-2030)*	Members	RM1,199,304.55	1/1/2020	1/12/2020	1558
2	Johor Budget 2021 (Speech Writing Services)	Leader	RM62, 640.00	2/7/2020	26/11/2020	1773
3	Preparing investment promotional material for Johor government (3H industry – Halal, High Tech & High Value)	Members	RM49,555.00	24/9/2019	29/12/2019	1555

FACULTY APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	Executive Committee	Chair	Nov 2022	Present
2	Academic Committee	Chair	Nov 2022	Present
3	Research & Innovation Committee	Chair	Nov 2022	Present
4	AHIBS Academic Committee	Committee Members	2018	2019
5	Asia International Multidisciplinary Conferences 2018	Committee Members	March 2018	May 2018
6	Executive Committee	Committee Members	2015	2015
7	Academic Committee	Committee Members	2015	2018

8	Research & Innovation Committee	Committee Members	2015	2018
9	Committee of Post Graduate Studies	Committee Members	2009	2014
10	Malaysian Qualifications Agency (MQA) Committee	Committee Members	2011	2012
11	Committee of Postgraduate Curriculum Evaluation	Committee Members	2011	2012

UNIVERSITY APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	University Senate	Members	Dec 2022	Present
2	Sub Senate Committee (Examination & Graduation)	Members	Dec 2022	Present
3	Sub Senate Committee (Research and Innovation)	Members	Dec 2022	Present
4	Sub Senate Committee (Student Affairs)	Members	Dec 2022	Present
5	Sub Senate Committee (Academic & Internationalization)	Members	Dec 2022	Present
6	Taskforce GE	Committee Members	Oct 2022	Sept 2023
7	War Room JTNCPI	Committee Members	Dec 2021	April 2022
8	Projek Pilot “Improving Student Wellbeing UTM”	Committee Members	July 2022	Dec 2022
9	Panel for UTM Journal	Committee Members	July 2022	Jun 2024
10	Task Force :Envision Audit	Committee Members	Jan 2022	March 2022
11	Panel/ assessor for Citra Karisma Award	Committee Members	Feb 2022	July 2022
12	Task Force for Staff wellbeing Index	Committee Members	Jan 2022	Dec 2022
13	SQRG Research Group	Leader	Nov 2020	Nov 2021
14	UTM Envision 2025 Task Force	Committee Members	March 2020	March 2021
15	MOOC Task Force	Committee Members	Jan. 2020	Dec. 2020
16	Life-Ready Graduate Task Force	Committee Members	April 2019	Dec 2019
17	BTSA Task Force (Academic Staff Work Load	Committee Members	Sept 2019	August 2021
18	Career carnival UTM	Committee Members	April 2019	Dec 2019
19	Academic Award Committee	Committee Members	Jan 2019	Nov 2019

20	University Asset management Committee	Committee Members	March 2018	August 2019
21	University Curriculum Committee	Committee Members	July 2018	Sept. 2019
22	Elppt Task force	Committee Members	Mei 2018	April 2020
23	Elppt_DCP system development task force	Committee Members	Nov 2018	Dec 2019
24	University Post Graduate Committee (JAPSU)	Committee Members	July 2018	Nov 2019
25	University Curriculum Committee (JKKU)	Committee Members	July 2018	Nov 2019
26	Sub Senate Committee (Examination & Graduation	Committee Members	July 2018	Nov 2019
27	Sub Senate Committee (Curriculum & Quality)	Committee Members	July 2018	Nov 2019
28	Sub Senate Committee (Research and Innovation)	Committee Members	March 2017	Jun 2018
29	Panel for Consultation Award	Committee Members	Jan 2017	Dec 2017
30	Task force for Smart Digital Community Research Alliance Blueprint	Committee Members	August 2017	July 2018
31	Quality Service Award Committee	Committee Members	March 2020	May 2020
32	Quality Service Award Committee	Committee Members	March 2019	May 2019
33	Quality Service Award Committee	Committee Members	March 2018	May 2018
34	Quality Service Award Committee	Committee Members	March 2017	May 2017
35	Quality Service Award Committee	Committee Members	March 2016	May 2016
36	Quality Service Award Committee	Committee Members	March 2015	May 2015
37	Quality Service Award Committee	Committee Members	March 2014	May 2014
38	Quality Service Award Committee	Committee Members	March 2013	May 2013
39	Quality Service Award Committee	Committee Members	March 2013	May 2013

EXTERNAL ACADEMIC PROGRAM EXAMINER/PANEL

NO	INSTITUTION	ROLE	STARTING DATE	ENDING DATE
1	UniKL	Board of Study, PhD Program	Dec 2023	Nov 2026

2	Raffles University	External Program Examiner / Advisor for PhD study program	Oct 2021	Sept. 2023
3	Southern University College	Academic Consultant and External Program Examiner for BBA program	Jan. 2018	Dec. 2020

NATIONAL APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	Jawatankuasa Audit & Integriti Kumpulan J-Biotech	AJK	Dec 2023	Nov 2026
2	MAPIM (Majlis Penerbitan Ilmiah Malaysia	Deputy Chairman	Jun 2022	Nov 2022
3	Jawankuasa Pemilih Anegerah (MAPIM)	Chairman	Oct 2022	Nov 2022
4	PersatuBan Penyelidikan Akademik Malaysia (ARMS)	Committee Members	Jan 2020	Disember 2020

INTERNATIONAL APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	The International Conference on Business Administration, Taxation & Tourism (BICBATT2023)	Co-Chair	June 2023	Sept 2023
2	International Conference on Management Science and Software Engineering (ICMSSE 2023)	Technical Program Committee Chair	April 2023	June 2023
3	2nd Asia International Multidisciplinary conference (AIMC 2018)	Committee	March 2018	May 2018
4	International Research Conference on Economics Business and Social Sciences	Committee	March 2015	April 2016

SELECTED ACTIVITIES / WORKSHOPS / SEMINARS / COURSES

NO	NAME OF ACTIVITIES	PLACE OF ACTIVITIES	ROLE	STARTING DATE	ENDING DATE
1	MOOCS workshop	Hotel Mutiara	Members	27/3/2019	28/3/2019
2	MBA/DBA program, Board of study workshop	AHIBS	Committee	2/5/2019	2/5/2019
3	Board of study workshop	AHIBS	Committee	31/10/2019	31/10/2019

4	Moderator & mediator workshop	AHIBS,UTM	Speaker/ facilitator	24/12/1019	24/12/2019
5	Business Process Transformation workshop	UTM	Speaker/ facilitator	29/3/2017	29/3/2017
6	*Program Gotong Royong Perdana 2016: Sekolah Agama Kerajaan Negeri Johor Utm*	UTM	Participant	7/5/2016	7/5/2016
7	How to survive research proposal	SPS, UTM	Speaker	1/11/2016	1/11/2016
8	Awareness program: Standardization of University Key Processes	QRIM, UTM	Speaker	28/4/2016	28/4/2016
9	Supervision Orientation courses	UTMlead, UTM	Speaker	8/3/2016	8/3/2016
10	Workshop on Standardization of University Key Processes	Qrim, UTM	Facilitator	12/4/2016	13/4/2016
11	Report preparation for Nomination of Prime Minister Innovation Award	Qrim. UTM	Facilitator	9/5/2016	9/5/2016
12	Business Process Transformation Audit workshop	Qrim, UTM	Facilitator	19/10/2016	19/10/2016
13	International Conference on Computational and Social Sciences 2015 (ICCSS 2015)	Ibnu Sina, UTM	Reviewer	25/5/2016	6/7/2016
14	International Graduate Conference on Engineering, Science And Humanity 2016	SPS, UTM	Reviewer	1/8/2016	30/9/2016
15	Conference ICoFA2015	UiTM	Reviewer	16/10/2015	18/10/2016
16	Talk on ISO certification	ISI, UTM	Speaker	16/6/2015	16/6/2015
17	ISO 9001 certification program	PHB UTM	facilitator	15/11/2014	31/12/2014
18	Research Method Course	SPS, UTM	Resource Person	22/7/2013	1/8/2013

JOURNAL EDITOR/EDITORIAL/ADVISORY PANEL/JOURNAL ARTICLE REVIEWER

JOURNAL EDITORIAL BOARD*/REVIEWER BOARD**

No.	Journal / ISSN / website	Publisher & Year
1	***Jurnal Pengurusan – (SCUPOS & MyCite Index)** E-ISSN: 0127-2713	Universiti Kebangsaan Malaysia (2021-Present)
2	***Journal of Business Management and Accounting- (MyCite Index)** E-ISSN: 2636-9249	Universiti Utara Malaysia (2016-Present)
3	***Advances in Business Research International Journal (ABRIJ) – (Mycite Index)** E-ISSN: 2462-1838	Universiti Teknologi MARA (2016-2013)
4	***Journal of Arts and Social Sciences (JASS) – (MyCite Index)** EISSN: 2590-4361	Raffles Universiti (2017-2020)
5	***Journal of Public Value & administrative insight** E-ISSN 2663-9181	Publisher: Reader Insight (2020-Present)
6	****Intangible Capital (SCOPUS index)** E-ISSN 1697-9818	Omnia Science

7	**Journal of Public Value & administrative insight** E-ISSN 2663-9181 http://readersinsight.net/JPVAI/about/editorialTeam	Publisher: Reader Insight

JOURNAL ARTICLE REVIEWER

No	Journal	Article Title	Journal status • **Indexed** • **Q/IF**	Date
1	International Journal of Quality & Reliability Management	Are women satisfied with childbirth services provided in public health facilities? Evidence from two districts in Bihar, India	WOS & Scopus	Sept 2023
2	Journal of Cleaner Production	CSR perceptions and customer engagement: Moderating role of consumer values and brand image fit	WOS & Scopus	Feb 2023
3	Journal of Cleaner Production	What determines the battery recycling behavior or electric bike users? Introducing recycling convenience into the theory of planned behavior	WOS & Scopus	Oct 2022
4	Journal of Global Scholars of Marketing Science	The role of service quality in enhancing brand authenticity through the moderation effect of CSR	Scopus	Dec 2022
5	International Journal of Quality & Reliability Management	How Does Customers' Behavior Alter When They Perceive the Service Area to Be Crowded? A Developing Country Perspective	WOS & Scopus Q2 0.54	Oct. 2021
6	International Journal of Knowledge and Learning	Examining the effect of benevolent HRM attributions on employees stress in an emerging market context	Scopus Q4 0.16	Sept 2021
7	Journal of Environmental Management	Exploring the landscape of sustainability performance management system in U.S. local governments	WOS & Scopus Q1 1.32	Aug. 2020
8	Resources, Conservation & Recycling	Evaluating Economic Opportunities for Product Recovery via the Sherwood Principle and Machine Learning	WOS & Scopus Q1 2.215	July 2020
9	Journal of Retailing and Consumer Services	Refining e-Shoppers' Perceived Risks: Development and Validation of New Measurement Scale	WOS & Scopus Q1 1.338	May 2020
10	Asian Academy of Management Journal	Does Transformational Leadership Impact Job Satisfaction and Employee Turnover Intentions? What the Literature Tells Us	WOS & Scopus Q3 0.235	Dec 2019
11	Future Business Journal	Satisfaction and revisit intentions at fast food restaurants	WOS	Nov 2019
12	Journal of Cleaner Production	A new approach for sustainable ecotourism development: a case study in turkey	WOS & Scopus Q1 1.886	Dec 2019

13	PLOS ONE	Sustainable growth of small and medium-sized construction enterprises using multi-criteria decision-making method	WOS & Scopus Q1 1.023	Dec 2019
14	Resources, Conservation and Recycling	Understanding Consumers' Behavior Intentions towards Dealing with the Plastic Waste: Perspective of a Developing Country	WOS & Scopus Q1 IF = 1.541	Sept 2018
15	Waste Management	Social Influence Fosters the Use of a Reusable Takeaway Box	WOS & Scopus Q1 IF = 1.523	July 2018
16	International Journal of Information Technology and Decision making	A fuzzy multi-criteria decision making approach for prioritizing critical success factors in functional upgrading	Scopus Q1 0.552	Oct 2018
17	Journal of Social Sciences and Humanities	Towards a holistic information and knowledge integration in collaborative supply chain; a conceptual model	Non Indexed	April 2018
18	Journal of Social Sciences and Humanities	Supply Chain Management utilization based on SCM drivers in manufacturing industries	Non Indexed	Feb 2018
19	Journal of Environmental Management	A model for measuring the environmental sustainability of events	WOS & Scopus Q1 1.161	Nov. 2017
20	International Journal of Productivity and Quality Management	Six Sigma Framework Methodology for Deep Drawing Process Improvement	Scopus Q2 0.352	March. 2017
21	Jurnal Pengurusan	*Peranan Inovasi Proses sebagai Pembolehubah Perantara dalam Perhubungan TQM Lembut & Keras dan Prestasi PKS Industri Makanan & Minuman Di Malaysia* (The mediating role of process innovation on the relationship between soft & hard TQM and Performance: Food & Beverage Industry in Malaysia)	Scopus Q3 0.158	Nov. 2017
22	Journal of Social Sciences and Humanities.	Towards a holistic information and knowledge integration in collaborative supply chain; a conceptual model	Non indexed	Aug. 2017
23	International Journal of Human Rights in Healthcare	Perception of Ethical Climate and Turnover Intention among Nursing Staff: Does Organizational Cynicism Mediate?	Scopus Q3 0.205	Feb. 2017
25	International Journal of Operational Research	Prioritizing critical failure factors for the adoption of ERP system using TOPSIS method	Scopus Q3 0.467	July 2017
26	International Journal of Human Right in Healthcare	Exploring the Relationship of Horizontal Violence, Organizational Cynicism and turnover Intention in the Context of Social Exchange Theory	Scopus Q3 0.255	Sept. 2016

27	Operations Research Perspectives.	Statistical and Analytical Comparison of Multi-Criteria Decision Making Techniques under Fuzzy Environment	WOS & Scopus Q2 0.451	July 2016
28	Sustainability	Optimal Partner Combination for joint distribution alliance using integrated Fuzzy EW-AHP and TOPSIS under online shopping	WOS & Scopus Q2 0.548	Feb. 2016
29	Economic Research-Ekonomska Istraživanja	Financial Literacy, Financial Education, and Retirement Planning: Evidence from Malaysia	WOS & Scopus Q3 0.253	Jan. 2016
30	International Journal of Integrated Supply Chain	A Fuzzy ANP Based Approach for selection of Knowledge Management Strategies to Build Resilient Supply Chain: An Empirical Case Study	Non indexed	Jan. 2016
31	International Journal of Information Technology and Decision Making	An integrated MCDM model for conveyor equipment evaluation and selection in FMC based on fuzzy AHP and fuzzy ARAS with presence of vagueness	Scopus Q1 0.594	June 2015
32	Mediterranean Journal of Social Sciences	Structural Analysis of ISO/TS16949 Efforts in Malaysian Automotive Industry	Scopus Q3 0.173	April 2015
33	Jurnal Pengurusan	Quality Management in Islamic-Oriented Development (*Pengurusan Kualiti Dalam Pembangunan Berteraskan Islam*)	Scopus Q3 0.713	April 2015
34	Economic Research-Ekonomska Istraživanja.	Financial Literacy, Financial Education, and Retirement Planning: Evidence from Malaysia	WOS & Scopus Q3 0.233	August 2015
35	International Journal of Cross Cultural Management	This is a Swedish company. Linking national and organisational cultures in a multinational corporation	WOS & scopus Q1 0.536	August 2015

CONFERENCE PAPER REVIEWER

No	Conference	Article title
1	International Conference on Computational and Social Sciences 2015(ICCSS 2015)	The role of the media and communication technology management
2	International Conference on the Future of ASEAN (ICoFA2015)	A Study On Factors That Influence International Students To Further Study In Malaysia

RESEARCH ACTIVITIES

GRANT AWARDED

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
1	Kajian Impak Latihan dan Promosi bagi memperkasa kesejahteraan rakyat mengikut Kerangka Matlamat pembangunan Mampan: Kajian Kes di Yayasan Pembangunan Keluarga Darul Ta'zim	Principle Investigator	Others	Quick-win	50,000	March 2023	March 2025	4J615
2	A sustainable agribusiness e-commerce and marketing model of coconut for improvement of smallholders' well-being	Principle Investigator	Others	LRGS	199,000	Dec 2020	Nov 2025	4L923
3	Development and measurement of student wellbeing quality	Principle Investigator	UTM	GUP	37, 800	July 2017	Dec 2019	18H26
4	Developing Total Quality of Campus Life Index for Higher Education Institution (HEI) in Malaysia	Principle Investigator	Others	FRGS	81,300	Dec 2014	Nov 2016	4F666
5	Malaysian Competitiveness Report 2. (MPC & UTM	Principle Investigator	Others	Industry	15,000	Sept 2014	March 2015	4B171
6	Public Value Dimension and future university characteristics	Principle Investigator	UTM	GUP	10,000	April 2013	March 2014	01G05
7	Malaysian Competitiveness Report 1	Principle Investigator	Others	Industry	15,000	April 2013	March 2014	4B098
8	The impact of motivator factors on research	Principle Investigator	UTM	GUP	10, 000	March 2009	Feb. 2010	3P010

	productivity: The expectancy and Attribution Theory Analysis							
9	Service quality dimensions in higher education institution. A case study.	Principle Investigator	UTM	RMC	10, 000	Jun 2003	July 2004	71982
10	Public value among local authorities	Member	UTM	GUP	7,000	Dec 2016	Feb 2018	13J34
11	Optimized New Fundamental Hybrid Quantitative Approach for Development of Sustainability in Manufacturing Industry	Member	UTM	FRGS	117,000	Aug. 2016	July 2018	4F864
12	The impact of enterprise risk management practices on Malaysian higher educational institutions performance	Member	Others	Government (UMK)	50,000	July 2016	Sept. 2018	14H10
13	Kualiti Pengurusan Penyiasatan Jenayah (Quality of Criminal Investigation Management)	Member	Others	Government (PDRM-Contract Research)	128, 878	Feb 2016	Nov. 2016	4B251
14	Modelling the greening bioeconomy, environment-energy intensity and social sustainability for emerging economies	Member	Others	FRGS	57, 664	Aug 2017	Aug. 2019	4F980
15	A new fuzzy multi-criteria model for development of sustainable community-based tourism through homestay programmes in malaysia: multi-stakeholder	Member	Others	FRGS	83,200	Aug. 2016	July 2018	4F916

	involvement management model.							
16	The impact of foreign workers on socio economic of Pengerang, Johor	Member	UTM	IISJ	5000	Oct 2016	Dec 2016	4Y070
17	A study of prospect and impact of foreign workers on local community	Member	UTM	GUP	7000	Dec 2016	Nov 2017	13J07
18	Profiling of foreign workers in Pengerang, Kota Tinggi	Member	UTM	GUP	34.500	July 2016	April 2017	14H87
19	The community impact of UTM as an education provider	Member	UTM	GUP	60 000	Oct. 2014	March 2016	02G72
20	Work design practices for sustainable manufacturing in socio-technical context: designing worker sustainability index WSI to measure sustainability manufacturing performance	Member	UTM	GUP	35,000	May 2015	Oct 2016	10H41
21	The Study of UTM Commercialization and University-Industry linkages Impact on the Community	Member	UTM	GUP	65,000	Oct 2014	March 2016	02G
22	The application of Design & Build, IBS and ISO 9000	Member	Others	Industry	37, 500	July 2014	Jun 2016	4B168
23	Exploring new technical approach of TQM	Member	UTM	GUP	55, 000	April 2014	Sept 2016	05H85
24	Developing Risk Management Performance Model for Research University	Member	Others	ERGS	90,000	June 2013	May 2015	4L139
25	Development of Administration Staff Competency Model	Member	Others	Government (UM)	25, 260	Feb 2013	Jan 2014	4B089

26	The impact of IIM's program towards National Integration Plan	Member	Others	Government (IIM)	198, 113	Oct 2012	Jun 2014	4C034
27	Development of QMS maintenance framework for construction industry	Member	UTM	GUP	38, 000	Dec 2012	Dec 2013	07J81
28	Developing National Customer Satisfaction Index for service Industry	Member	UTM	GUP	40,000	April 2011	July 2012	04J18
29	Electronic service quality for Malaysia's Internet banking services	Member	UTM	GUP	40,000	April 2011	July 2012	03J91
30	A causal model for quality engineering practices and ISO TS16943 in automotive industry	Member	UTM	GUP	40, 000	April 2011	July 2012	03J72
31	Determination of relevant skills for management of technology students	Member	UTM	RMC	40,000	April 2000	July 2001	75101
32	Ethical Awareness among Engineering Students in Malaysian Publics Universities	Member	Others	MOSTI	166, 000	Dec 1998	Jun 2001	74143
33	Selection of academic staff from public and private institution in Peninsular Malaysia	Member	UTM	RMC	40,000	May 2002	April 2003	71575

GRANT EVALUATOR

Research University Grant – UTMFR & UTMER (2019)

1. Modelling Inter-Sectoral Linkages In Innovation Using Bibliographic And Patent Data (PY/2019/01169)

2. Developed A New Hybrid Quantitative Approach For Islamic Total Quality Management (I-Tqm) Towards Organizational Performance In Malaysian Halal Food Industry (PY/2019/01794.)

3. Enhancing Supply Chain Agility Of Small Medium Enterprises In Johor (PY/2019/01926)

4. A Study On The Effectiveness Of Scenario-Based Learning Approach Among University Students (PY/2019/02086)

Research University Grant - Tier 2 (2019)

1. Open Innovation Activities And Firm'S Innovation Performance Of Small And Medium Enterprises In The Malaysian Manufacturing Sector.(PY/2019/00655)

2. Malaysian Higher Education Lecturers' Acceptance Of Monsoonsoonsim Business Simualtion In Their Teaching Activities (PY/2019/00448)

Research University Grant - Tier 1 (2018)

1. The E-Lifestyle Segmentation: Understanding Of The Mpku Population Readiness And Living Pattern. A Preparation Towards The Ict-Hub City (PY/2017/01662)
2. Fundamental Approach To Develop A Quadruple Helix Model For Sustainable Collaboration For Flood Mitigation In Malaysia (PY/2017/01338)
3. The Impact Of Industrial Revolution 4.0 Toward Production Equipment Management In Malaysia (PY/2017/01441)
4. Islamic Leadership Principles And Its Applicability In Talent Management Using Fuzzy Graph Approach: Government Linked Companies In Johor (PY/2017/01835)

Research University Grant-Tier 2 (2017)

1. A Multigroup Analysis Of Gender Effects In The Blended-Learning Satisfaction (PY/2017/00591)

Research University Grant-Tier 1 (2017)

2. An Empirical Assessment Of Islamic Leadership Behaviour In Johor Government-Linked Companies (PY/2017/00231)
3. Development Of Production Equipment Management Best Practices For Genetec Technology Berhad (PY/2017/00351)

Research University Grant-Tier 2 (2016)

1. The Perception, Awareness And Behaviour On Intellectual Property Rights Of Malaysian Smes (PY/2016/07861)
2. Profiling The Target Segment Of Utm Spinn Off Company (PY/2016/07897)
3. A Qualitative Study Exploring Experiences And Challenges In Diabetic Self-Care Management Among Type 2 Diabetic Patients (PY/2016/07941)
4. Supply Chain Management Practices In Malaysia Palm Oil Industry(PY/2016/07910)
5. The Impact Of Value Innovation Through Blue Ocean Strategy On Performance In Halal Industry (PY/2016/07874)
6. The Impact Of Total Quality Management Practices On Performance In Malaysian Public University (PY/2016/07821)
7. Sustainability Of Islamic Banking Institution Performance Through Prudent Risk Management Practice (PY/2016/07586)

8. Examining The Intention To Share Work Knowledge With Colleagues From Other Race (PY/2016/07364)
9. Measuring Science, Technology And Innovation Activities Using Patent Citation Data (PY/2016/06221)

COLLABORATION / MOU / MOA

NO	NAME OF MOU	LEVEL OF MOU (NATIONAL / INTERNATIONAL)	STARTING DATE	ENDING DATE
1	UTM & MPKu	National	April 2019	April 2022
2	UTM & Beifang Universitiy – Teaching & Learning Collaboration	International	April 2021	March 2026
3	UTM & Zecon Kimlun Consortium Sdn Bhd	National	January 2021	January 2024

NO	NAME OF MOA	LEVEL OF MOU (NATIONAL / INTERNATIONAL)	STARTING DATE	ENDING DATE
1	UTM & MPKu (Tourism Project)	National	Dec 2020	Nov 2021
2	UTM & MPKu (Public park project)	National	Dec 2020	Nov 2021
3	UTM & MPKu (Foreign worker project)	National	Dec 2020	Nov 2021
4	MOA: UTM & MPC (Perbadanan Produktiviti Malaysia) – Malaysia Competitiveness Report	National	15/4/2013	14/4/2014

TEACHING ACTIVITIES

UNDERGRADUATE

Session	sem	Course Code	Course Name	section	Credit /Sem	Cumulative Credit
2008/2009	2	SHD1713	Statistic 1	3 & 4	6	6
2009/2010	1	SHD3793	Production & Operation Analysis	1 & 2	6	12
2009/2010	2	SHD1713	Statistic 1	3	3	15
		SMU3813	Quality System	2	3	18
2010/2011	1	SHD3793	Production & Operation Analysis	1 & 2	6	24
2010/2011	2	SMU3813	Quality System	1 & 2	6	30
2011/2012	1	SHD3793	Production & Operation Analysis	1	3	33
2011/2012	2	SHAD2053	Introduction to Operation Management	1	3	36
		SHD2523	Total Quality Management	1	3	39

2012/2013	1	MHD1583	Total Quality Management	1	3	42
2012/2013	2	SHAD2073	Total Quality Management	1	3	45
2013/2014	2	SHAD3073	Research Methodology	1	3	48
2014/2015	2	SHAD3073	Research Methodology	1	3	51
2016/2017	2	SHAD 2053	Introduction to Operation Management	1	3	54
2017/2018	2	SHAD3073	Research Methodology	1	3	57
2018/2019	2	SHAD3073	Research Methodology	1	3	60
2019/2020	1	SHAD1063	Statistics 1	1	3	63
2019/2020	2	SBSD2013	Business Statistics	4	3	66
2019/2020	2	SBSD3073	Research Methodology	1	3	69
2019/2020	2	SHAD3042	Undergraduate Project		2	71
2020/2021	1	SBSD2053	Introduction to Operation Management	1& 2	6	77
TOTAL CREDITS FOR UNDERGRADUATE COURSES						**77**

POSTGRADUATE

Session	sem	Course Code	Course Name	section	Credit /Sem	Cumulative Credit
2013/2014	1	MHD1713	Operation & Technology Management	1	3	3
2014/2015	1	MHAD1013	Research Methodology	1	3	6
2014/2015	1	PHAM1010	Research Methodology	1	0	6
2015/2016	1	MHAD1043	Strategic Operation Management	1	3	9
2015/2016	2	MHAD1012	Research Methodology	1	3	12
2016/2017	1	MHAD1013	Research Methodology	1	3	15
2016/2017	1	MHAD1043	Strategic Operation Management	1 & 2	6	21
2016/2017	2	MHAD1043	Strategic Operation Management	1	3	24
2017/2018	1	MHAD1043	Strategic Operation Management	1 & 2	6	30
2018/2019	1	MHAD1043	Strategic Operation Management	1	3	33
2018/2019	2	MHAD1013	Research Methodology	1	3	36
2019/2020	1	MHAD1043	Strategic Operation Management	1	3	39
2019/2020	1	PHAM1010	Research Methodology	1	0	39
2020/2021	1	PHAM1010	Research Methodology	1	0	39
2020/2021	1	MHAD1043	Strategic Operation Management	1 &2	6	45
2021/2022	1	PHAM1010	Research Methodology	1	0	45
2021/2022	2	PHAM1010	Research Methodology	1	0	45
2022/2023	1	PHAM1010	Research Methodology	1	0	45

2022/2023	2	PHAM1010 MHAM1010	Research Methodology Research Methodology	1 1	0 3	48
2023/2024	1	PHAM1010 MHAM1010	Research Methodology Research Methodology	1 1	0 3	51
TOTAL CREDITS FOR UNDERGRADUATE COURSES						**51**

ONLINE TEACHING MATERIALS

No	**Topic**	**URL**
1	Hypothesis Testing: Fundamental	https://youtu.be/DH0wZfYI8bc
2	Hypothesis Testing: 2 tails & 1 tail test	https://youtu.be/Xa-89OxMufw
3	Confidence interval Population SD Unknown	https://youtu.be/myXS9OBPcP0
4	Hypothesis Testing 1 sample test the steps	https://youtu.be/sL8yPZzZZqo
5	Hypothesis Testing (one sample: Z test)	https://youtu.be/TYjW76t9w-g
6	Hypothesis Testing One Sample Test (t test)	https://youtu.be/ck2yOm1vjrU
7	Hypothesis Testing: making a decision using P Value	https://youtu.be/nJWJINda43k
8	Hypothesis Testing :2-sample test (dependent samples)	https://youtu.be/si1UjlPwtx0
9	Hypothesis Testing One way ANOVA	https://youtu.be/2ExlJLhdft4
10	Introduction to Regression: part 1	https://youtu.be/aeYlgkKqHV8
11	Regression Part 2 hypothesis testing	https://youtu.be/jEjKz9MXypY
12	Multiple Regression: The basic steps using excel	https://youtu.be/aHTI9xw8r9Q
13	Regression: Residual Analysis	https://youtu.be/s--141qSlDE
14	Research Methods: Literature Review	https://youtu.be/OvU3I-nj5uw
15	Research Approach: Deductive	https://youtu.be/UQltTWWIvEI
16	Research Approach: Inductive	https://youtu.be/ruXCguwxCuQ
17	Quantitative Research Design: The basic	https://youtu.be/51bhE2v-gMM
18	Research Design: Introduction	https://youtu.be/45_M8VMmpxI
19	Sampling Design	https://youtu.be/JjlDVNzsdS0
20	Sampling Process	https://youtu.be/pfJB_VGaSpU
21	Probability Sampling	https://youtu.be/ueh9aGsBU7E
22	Unit of Analysis	https://youtu.be/K-qt9h4kDnw
23	Mediation analysis SPSS	https://youtu.be/VjJwg2LFKkg
24	Mediation Analysis (theoretical)	https://youtu.be/V9SGBOxvp5Q

SUPERVISION

PHD STUDENTS

Main Supervisor

NO	**NAME**	**STATUS (GRADUATED / ONGOING)**	**TITLE**	**DATE**
1	Wael Ibrahim Al Sarrani	Graduated	The Characteristics Of Quality Leadership Style Among Top ManagementInGovernment Hospitals Of Saudi Arabia	2023
2	Javed Ali	Graduated	The role of Service Quality in Patient's Wellbeing.	2023

3	Zahid Hussain	Graduated	Implementation of sustainable supply chain management practices: exploring the fasilitator & Inhibitor factors in the textile sector of Pakistan	2023
4	Abbas Alhamzah Fadhil Abbas	Graduated	The e-mavens motivations and its effect on ewom effectiveness: a study in social network sites (sns)	2023
5	Mohd Abidzar bin Zainol Abidin	Graduated	The effects of information and dynamic capabilities on malaysia universites competitive performance	2021
6	Ismail Hussien Droup Adam	Graduated	The role of paradoxical mindset in the relationship of lean, sustainable practices and performance.	2021
7	Harith Yas Khudhair	Graduated	The impact of service quality and customer satisfaction on customer loyalty: an empirical study on airline passengers in the united arab emirates	2021
8	Mohd Zamri Bin Husaini	Graduated	The sustainability practices and indicators at public university	2021
9	Hicham Chouli	Graduated	Moderating role of islamic work ethics on the relationship between abusive supervision and employee self-efficacy	2021
10	Jawaria Shakeel	Graduated	Sustainable business model innovation and sustainable performance: the moderating role of the stakeholder engagement	2021
11	Saqib Mahmood	Graduated	The impact of smartphone based social media and characteristics on consumers engagement in ewom	2021
12	Muddasar Ghani Khwaja	Graduated	The impacts of Electronic Word of Mouth (EWOM) in social media on Consumers Information Adoption	2020
13	Nur Rifhan Abdul Rahim	Graduated	The influence of total quality of campus life on student satisfaction and engagement	2019
14	Abdul Sami	Graduated	Ethical leadership, ethical culture and public value among public sector banks in Pakistan	2018
15	Lo Ying Tuan	Graduated	Moderating effect of brand image on relationship quality in chain restaurant industry	2018
16	Kamarudeen Babatunde Bello	Graduated	The Moderating Effect of Consumerism Awareness in the Relationship between Corporate Social Responsibility, Perceived Service Quality and Patronage Intentions	2017
17	Amir Honarpour	Graduated	The relationship between knowledge management, total quality management, innovation and organizational performance	2016
18	Norazryana Mat Dawi	Graduated	The relationship between service quality, customer satisfaction and behavioral intentions with moderating effects of switching barriers	2016

19	Ehsan Kish Hazrat Sultan	Graduated	Critical success factors of ERP post-implementation	2016
20	Kamyar Kianpor	Graduated	Consumer Participation Intention in Green Reverse Supply Chain Management	2016
21	Muhammad Shafri	Graduated	The role of local wisdom in the relationship between service quality and job performance	2016
22	Abbas Mardani	Graduated	The influence of soft total quality management on organizational performance with the moderating effect of national culture dimensions	2015
23	Kwok See Ying	Graduated	The relationship between experience, value, service quality and satisfaction in tourism industry	2015
24	Abdulhakim Ahmad Dardar	Graduated	Implication of training on job satisfaction and turnover intention with the moderating effect of alternative job opportunity.	2014
25	Hojatallah Mousapour	Graduated	A strategic and Multi-Stakeholder approach to the impact of ISO/TS 16949 on Organization Performance.	2014
26	Wael Ibrahim Al Sarrani	Graduated	The Characteristics Of Quality Leadership Style Among Top ManagementInGovernment Hospitals Of Saudi Arabia	2023
27	Javed Ali	Graduated	The role of Service Quality in Patient's Wellbeing.	2023
28	Zahid Hussain	Graduated	Implementation of sustainable supply chain management practices: exploring the fasilitator & Inhibitor factors in the textile sector of Pakistan	2023
29	Abbas Alhamzah Fadhil Abbas	Graduated	The e-mavens motivations and its effect on ewom effectiveness: a study in social network sites (sns)	2023
31	Mohammad Shakir Bin Ramli	On going	Motivation from islamic perspective for analysing and improving research productivity of academic staffs	
32	Mubashar Hussain	On going	The Effect of Outsourcing of 3PL Services on Firm Performance	
33	Fouzia	On-going	Digitilization and service delivery performance	
34	Bright Obiekwe	On-Going	The moderating effect of safety communication on the relationhip between safety practices and safety performance	

PhD Co Supervisor

NO	NAME	STATUS (GRADUATED / ONGOING)	TITLE	DATE
1	Hishan Shanker Sanil	Graduated	The role of corporate social responsibility for flood mitigation among Malaysian companies.	2019

2	Adil Alkindy	Graduated	Transformational leadership, sycological empowerment and work performance of Omani Civil Service Agencies Service	2018
3	Noor Aslinda Binti Abu Seman	Graduated	The mediating effect of green innovation on the relationship between green supply chain management and environmemtal performance in Malaysia manufacturing industries	2016
4	Razni Khalid	Graduated	Maintenance strategy using total productive maintenance approach for old lathe machine in technical vocational education training institute	2021

MASTER STUDENTS

Master by Research (Main Supervisor)

NO	NAME	STATUS (GRADUATED/ ONGOING)	TITLE	DATE
1	Salihah Sapar	Graduated	The relationship between service quality, attitude and personality on e-learning satisfaction	2012
2	Samina Andleeb	Viva – 15 Feb 2021	Institutional Internal Quality Practices Assessment Practices and Student Satisfaction	2021

Master by Mixed-Mode (Main Supervisor)

NO	NAME	STATUS (GRADUATED/ ONGOING)	TITLE	DATE
1	Sendi,Yasser Saud M	Graduated	The factors that influence knowledge sharing among administrative employees	2020
2	Salimi Sulaiman	Graduated	A comparison of quality assurance initiative in the building construction industry	2016
3	Intan Nursyazwani Sallehuddin	Graduated	The Effect of Website Quality and Hotel Service Quality on Customer Satisfaction	2016
4	Norhafizah Adam	Graduated	The moderating effects of e-WOM on the relationship between e-service quality and online hotel booking intention	2016
5	Mohammed Nawzad Sabir	Graduated	The Relationship between Entrepreneurship Taits and Attitude towards Knowledge Commercialization	2016
6	Shiela Sa'odah Hassan	Graduated	The integration of customer relationship management and service quality towards customer satisfaction	2014
7	Anis Syahira Zulkifli	Graduated	Public Value Dimensions and characteristics of Future University	2014
8	Nur Rifhan A. Rahim	Graduated	The role of knowledge sharing in postgraduate student graduation	2012

9	Kamyar Kianpour	Graduated	Environmental friendly as a new dimension of product quality from consumers' perspective.	2012
10	Abdul Muiz Abd Hayat	Graduated	Product Quality, service counter and satisfaction on mobile broadband service	2010
11	Nurul Ain Binti Abdul Rahman	On going	The Impact of Green Supply Chain Management Practices on Environmental Performance of Malaysian Palm Oil Industry	
12	Lokeswari Gurumoorthy	On going	Clinical waste management between private and government hospital	

Master by Taught Course (Main Supervisor)

NO	NAME	STATUS (GRADUATED/ ONGOING)	TITLE	DATE
1	Nurul Izza Mohamad Nordan	Graduated	The relationship between servive quality and customer satisfaction: A case study at Pos Malaysia Berhad	2010
2	Abdul Malek Yahya Ali Nusair	Graduated	Measuring service quality in an academic library from the perspective of local and international students	2010
3	Yew Yit Hooi	Graduated	The relationship between service quality and international student satisfaction in higher education institution	2010
4	Yeoh Hooi Chin	Graduated	The relationship between customer satisfactions, brand image and customer loyalty from the perspective of Proton's customers.	2010
5	Hazira Handan	Graduated	Employee perception on implementation & importance of Quality Management System in CAC, Maybank Berhad	2010
6	Asri Amat	Graduated	TQM implementation at Majlis Perbandaran Johor Bahru. A Case study	2005
7	Mohd Raizalhilmy Mohd Rais	Graduated	The effectiveness of R&D management at Research Management Centre.	2005

UTM POSTGRADUATE EXAMINATION / VIVA

PhD

NO	ROLE	NAME OF STUDENT	TITLE	YEAR
1	Internal Examiner	Habani Mosaab	The Influence of Strategic Leadership, Business Continuity Planning and Supply Chain Resilience on Organizational Performance: Instrument Validation	2022

2	Internal Examiner	Esraa Muhammad Abdul	Soft and Hard TQM and Organization Performance with the mediation role of innovation	2022
3	Internal Examiner	Raghed Ibrahim Esmaeel	The mediating effect of OEE and advance manufacturing technology on the 24elationship between fit manufacturing and business performance	2020
4	Internal Examiner	Abba Adam	The moderating role of IR4.0 on green supply chain management practices to improve organizational performance in Negeria oil and gas downstream sector	2020
5	Examiner	Ali Abdalla Ali Ahmed AlHosani	The Moderating Role of Risk Culture in The Relationship between Enterprise Risk Management and Supply Chain Performance	2020
6	Examiner	Ho Poo Mang	Determinants for Production Equipment Management : A Semi Structural Equation Modeling Approach	2020
7	Internal Examiner	Alotaibi Saad Aziz	Impact of service quality & organizational culture on student satisfaction.	2019
8	Internal Examiner	Syed Ali Shah Reza	Integrated quality environmental management framework for SME food processing enterprises in Pakistan	2019
9	Internal Examiner	Mohd Syakir Syukur	Effect of GSCM on performance.	2019
10	Chairman	Joyce Tan Chiau Joo	Unfolding conditions and context of biotechnology women entrepreneurs	2018
11	Internal Examiner	Wee Sin Yi	Supply chain collaboration, market orientation, supply chain flexibility and agility in Malaysian manufacturing	2018
12	Internal Examiner	Saloma anak Emang	Antecedents and precedents of International Students' satisfaction in Malaysian Research Universities	2018
13	Internal Examiner	Yap Soon Jing	Applying outcome-satisfaction model in measuring university performance, satisfaction and loyalty ij HEIs	2017
14	Examiner	Raghed Ibrahim Esmaeel	The mediating effect of OEE and advance manufacturing technology on the realtionship between fit manufacturing and business performance	2017
15	Examiner	Adaviah Masod	The moderating role of personal Communication Messages and campaign frequency towards Pro-environmental behavior	2016
16	Examiner	Tan Jit Huat	Relationship between lean practices and operational performance	2016
17	Examiner	Wee Sin Yi	Market Orientation, Supply Chain Collaboration and Operational Performance in Malaysian manufacturing	2016
18	Examiner	Salamo Anak Emang	Antecedents and precedents of International Students' satisfaction in Malaysian Research Universities	2016

19	Internal Examiner	Khor Saw Chin	The influence of intellectual capital and TQM on corporate performance	2015
20	Examiner	Muhammad imran Qureshi	Work Design Practices for Sustainable Manufacturing in Socio-Technical Context.	2015
21	Examiner	Muhammad Naquib Mohd Tajudin	Developing a risk management performance model for research university	2015
22	Examiner	Siti Aisah Sahlan	The moderating effect of entrepreneurial self-efficacy on the relationship of personal & environmental factors with commercialization behaviour	2015
23	Examiner	Nor Nabila Afandi	The effect of quality management practices, tools & technique on organizational performance in Iskandar Malaysia Manufacturing company	2015
24	Internal Examiner	Nor Hamimah Mastor	Continued use of tax e-filing among personal taxpayers in malaysia	2014
25	Examiner	Noori Chegini	The effect of firm resources on project management performance	2014
26	Examiner	Muhammad Ahmad Ur Rehman	The relationship between service quality, customers' trust and personality traits	2014
27	Examiner	Hendrikus Kadang	Service Quality, customer satisfaction, brand image and customer loyalty: An empirical investigation on South Sulawesi's Tourism	2014
28	Examiner	Jamal Ahmed Hama Kareem	The role of ethical and psychological factors in 5S & TPM implementation and their impact on production line effectiveness	2014
29	Examiner	Seyed Bahaedin Mousavi	The effect relationship quality on ECRM and customer loyalty relationship.	2014
30	Examiner	Mastora Mustafar	The mediating effect of quality management practices on R&D resources capability-performance relationship	2014
31	Examiner	Muryani Arsal	The effect of service quality and customer satisfaction on company performance	2014
32	Examiner	Ezzat Abdul Aziz Mansoor	Cultural factor and the use of electronic information in Saudi Arabia.	2013
33	Examiner	Zahra Ehsani	The effect of customer perceived value on CRM performance	2013
34	Examiner	Mehdi Nosratpour	The impact of Supply Chain Quality Management practices on competitive advantages.	2013
35	Examiner	Seyed Aghil Sajjadi	Supply Chain Management Model and practices in Iran automative industry.	2012
36	Examiner	Tiong Kung Leong	The implementation on non-technical maintenance in Malaysian construction industy.	2012
37	Examiner	Mohammad Rahmani Karchegani	The influence of intellectual capital on firm performance through innovation.	2012
38	Examiner	Ibrahim Danjuma	Service quality, customer satisfaction and attachment in technological universities in Nigeria.	2011
39	Internal Examiner	Ungku Norulkamar Ungku Ahmad	The relationship between Technostress and organizational commitment	2011

40	Examiner	Timoor Marjani	The role of knowledge sharing practices in enhancing project success.	2010
41	Examiner	Dewi fariha Abdullah	Intellectual capital in the internal auditing function: Influence on corporate performance and governance.	2010
42	Internal Examiner	Au Tai Yiat	The relationship between management commitment, sustainability and competitiveness in the implementation of quality management system- ISO	2011
43	Chairman (Proposal defence)	Muhammad Sohail Tahir	Micro & macro explanatory dynamics of corporate cash holding behavior across sectors in Pakistan	2015
44	Chairman (Proposal defence)	Ishamuddin Mustapha	Assessment of knowledge contributionin QMS maintenance framework for Malaysia ISO 901: 2008 certified organization	2014
45	Chairman (Proposal defence)	Kweh King Yap	The factors of technology transfer process in pharmaceutical and medical device manufacturing	2014

MASTER BY RESEARCH

NO	ROLE	NAME OF STUDENT	TITLE	YEAR
1	Internal Examiner	Yap Soon Jing	Applying outcome-satisfaction model in measuring university performance, students satisfaction and loyalty in higher education institution	2017
2	Viva Chairman	Orji Sixtus Onyebuvhi	The mediating role of ethical leadership on the relationship between human capital and organizational culture	2018
3	Internal Examiner	Oh Jia De	Sevice blueprint SERQUAL and customer loyalty in banking services	2018

MASTER BY MIXED-MODE

NO	ROLE	NAME OF STUDENT	TITLE	YEAR
1	Examiner	Muhammad Zafir Mohd Wazir	Examination on determinants of customer satisfaction in student food services	2017
2	Examiner	Rose Adeh	The impact of supply chain management practices and responsiveness on competitive advantage	2017
3	Examiner	Ghirubagiri a/p Kanesvaran	Strategies and barriers in implementation of total productive maintenace	2017
4	Examiner	Abu Hurairah Abd Rahim	Critical factors effecting QMS performance in Johor Port Berhad	2016

5	Examiner	Sivaprakash a/l Vatumalai	The Lean Manufacturing Performance in Malaysia Automotive Industry	2015
6	Examiner	Muhd Khairulnizam Zahari	The development of TQM, work culture and employee performance relationship in Malaysia manufacturing campany	2015
7	Examiner	Rose Adeh	A study of supply chain management practices in SMEs in Nigeria	2015
8	Examiner	Mohd Hamizan Abdul Aziz	The impact of TQM practices on innovation performance	2014
9	Examiner	See Wan Cuan	Application of lean construction in construction industry	2014
10	Examiner	Az'wan Amin	Critical success factor for TQM implementation in Medical Device Company	2014
11	Examiner	Irwan Hardy Borian	The relationship between jobs stress and job performance among police officers	2014
12	Examiner	Wee Sing Yi	Factors of knowledge sharing practices in JKDM, Johor Bahri	2014
13	Examiner	Nur Mazreen Mohd Noor	Kesan amalan prinsip pengurusan ISO 9001:2008 dan kepuasan pelanggan ke atas gelagar konumikasi dalam Pendidikan tinggi	2013
14	Examiner	Wong Shui Pen	The relationship between personal adjustment, motivation, environmental similarity and quality preferences towards satisfaction among expatriate academics.	2013
15	Examiner	Narges Hosseine	Criteria of institutional selection, service quality, and satisfaction among international postgraduate student	2013
16	Examiner	Mohd Irwan Abdul Rani	Organizational justice of performance appraisal, job satisfaction, and turnover intention in Scope International Sdn. Bhd	2013
17	Examiner	Muhammad Khairi Abdul Majid	The moderating effect of technology acceptance perspectives on the formation of e-service quality, perceived value and service satisfaction in low cost carrier airline	2013
18	Examiner	Wee Sin Yee	The antecedents of supply chain implementation in MNCs in Johor Bahru.	2013
19	Examiner	Noraini Ali	The effect of service quality dimension on satisfaction and post purchase communication behaviour.	2012
20	Examiner	Kamaruzzaman	The impact of networking and ICT usage on performance of tourism enterprises.	2011
21	Examiner	Tee Chai Huat	The impact of Service Quality and Customer satisfaction in hotel industry	2010
22	Examiner	Sangeetha a/p balasubramaniam	Service quality and satisfaction in airlines industry	2010
23	Examiner	NoorDiana Drani	Technological progress and national policies in science & technology	2010
24	Examiner	Seyed Mohamad Kashany Nejad	Investigation of effective element in the procedure of usage of e-commerce in iran	2010
25	Examiner	Burhanuddin Othman	Supplier Development program: an exploratory study	2010

26	Examiner	Faranaz Beheshti Zavareh	Electronic Service Quality for Iranian Banking and its effect on customer satisfaction-	2010

EXTERNAL POSTGRADUATE EXAMINATION / VIVA

PHD

NO	ROLE	NAME OF STUDENT	TITLE	YEAR
1	External Examiner	Jamaludin Abdullah	Design and sustainable competitive advantage	2023
2	External Examiner	Majid Ghaleb Abdullah Saad Al-Nabae	Integration of skills training and innovation adoption to enhance employees performance in Yemeni oil and gas projects	2021
3	External Examiner	Hooman Shahidi	Organizational Culture and Performance: The moderation mediation role of employee engagement and supervisor humor	2021
4	External Examiner	Suriani Sukri	The moderating effect of external environment on the relationship between technology strategy and organization performance of Malaysian manufacturing companies	2021
5	External Examiner	Nur Hidayat Nordin	Determinants towards biotechnology commercialization in Malaysia: Resource-Based view perspective	2021
6	External Examiner	Li Pit Yan	Using Product Characteristics As Quality Controlling KPI In The Metal Stamping Business	2020
7	External Examiner	Tiara Turay	The role of confidence, perceived quality and perceived value on patient loyalty in Malaysian private hospital	2020
8	External Examber	Tariq Barjes Salameh Al-Bloush	The Role of Information Quality Management and Behavioral Intention to Use Online Banking Towards the Performance of Jordanian Commercial Banks	2020
9	External examiner	Muhammad Azeem	Student loyalty in Pakistani Private HEIs: The role of moderated mediation institute reputation and student perceived value	2019
10	External examiner	Loke Wei Kit	The mediating effect of technological innovation in the relationship between knowledge management and psychological empowerment with business performance	2018
11	External Examiner	Ibrahim Mohammed Massoud Egdair	The relationship between ERP and organizational performance	2018
12	External examiner	Abdul Sattar Abdul Jabbar Sultan	The moderating effect of civil conflict on E-commerce adoption among Small and Medium Enterprises in Iraq	2017
13	External Examiner	Wagimin	The influence of leadership style on TQM implementation: A case of Indonesian petroleum industry	2017
14	External examiner	Azhar Thevaras Victor	Implementation and Maintenance of ISO 9001in Malaysian Training Academy	2017

15	External examiner	Abdulrahman Ahmad AlGhamdi	Determinants of Total Quality Management: A study on the public hospitals in Saudi Arabia	2016
16	External examiner	Teoh Sok Yee	Corporate Social Responsibility Participation Among Manufacturing SMEs: The Moderating effect of owner-managers' personal value	2016
17	External examiner	Mohammed Faleh Al Harbi	The moderating effect of organizational culture on the relationship between leadership style and quality management practices in Public Hospital in Saudi Arabia	2012

MASTER BY RESEARCH

NO	ROLE	NAME OF STUDENT	TITLE	YEAR
1	External Examiner	Darwinah Mohd Darwin Lim	Risk management in supply chain management using AHP approach : A case study in palm old company	2015
2	External Examiner	Sasitharan s/o Dayanan	An empirical investigation of smartphone technology acceptance among Malaysian young adults	2014
3	External Examiner	Shakila Jamaludin	The role of people, strategic view, basic stability and lean promotion office towards the successful of lean manufacturing implementation in Northern of Malaysia	2014
4	External Examiner	Siti Muyassarah Abd Nasir	Examining the role of cost, quality and cycle time towards performance of product modularity study of manufacturing firm in Northern Malaysia	2013
5	External Examiner	Noor Raihani binti Zainol	Identifying Factors in Successful Implementing of Modularity Product: Study of Malaysian Manufacturing Firm.	2011

PUBLICATIONS (as at Nov 2023)

WOS H INDEX = 21

SCOPUS H INDEX = 26

JOURNAL ARTICLES: INDEXED BY WOS / SCOPUS

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUE	PAGE	YEAR	TYPE OF PUBLICATION	CATEGORY OF PUBLICATION	QUARTILE RANKING	CATEGORY AUTHOR
1	Applicability of healthcare service quality models and dimensions: future research directions	TQM Journal	17542731	35	6	1378-1393	2023	Concept Paper	Scopus Indexed	Q1	UTM First Author
2	Current Status of Market Mavens Research: A Literature Review	Emerging Science Journal	26109182	7	1	273-288	2023	Concept Paper	Scopus Indexed	Q1	UTM First Author
3	Healthcare service quality and patient satisfaction: a conceptual framework	International Journal of Quality and Reliability Management	0265671X				2023	Concept Paper	Scopus Indexed	Q2	UTM First Author
4	Analyzing the role of knowledge management process to enhance sustainable corporate	Knowledge and Process Management	10924604	29	3	205-220	2022	Research Paper	Scopus Indexed	Q2	UTM First Author

	performance: A mediation moderation model										
5	Impact of airline service quality on passenger satisfaction and loyalty: moderating influence of price sensitivity and quality seekers	Transformations in Business and Economics	16484460	21	3	120-150	2022	Research Paper	Scopus Indexed	Q2	UTM First Author
6	The impact of lean manufacturing practices on firms' sustainable performance of the manufacturing industry sector	International Journal of Public Sector Performance Management	17411041	10	2-3	283-301	2022	Research Paper	Scopus Indexed	Q4	UTM First Author
7	Examining the Factors that Influence Customers' Intention to Use Smartwatches in Malaysia Using UTAUT2 Model	Studies in Computational Intelligence	1860949X	1053		1-15	2022	Research Paper	Scopus Indexed	Q4	UTM First Author
8	Combining Mobile Technologies, Healthcare & Service Quality. A Bibliometric Analysis	International Journal of Interactive Mobile Technologies	18657923	16	13	140-159	2022	Concept Paper	Scopus Indexed	Q3	UTM First Author
9	Effect of intrinsic and extrinsic motivations on cyber-market mavenism: Their role	Innovative Marketing	18142427	18	2	198-211	2022	Research Paper	Scopus Indexed	Q3	UTM First Author

	in information-sharing behavior										
10	Wearable Devices in Healthcare Services. Bibliometrix Analysis by using R Package	International journal of online and biomedical engineering	26268493	18	8	61-86	2022	Concept Paper	Scopus Indexed	Q2	UTM First Author
11	Bibliometrix analysis of information sharing in social media	Cogent Business and Management	23311975	9	1		2022	Concept Paper	WOS & Scopus Indexed	Q3 & Q2	UTM First Author
12	Analyzing the role of knowledge management process to enhance sustainable corporate performance: A mediation moderation model	Knowledge and Process Management	1099-1441	29	3	205-220	2022	Research Paper	WOS & Scopus Indexed	Q2 & Q3	UTM First Author
13	A bibliometric analysis of publications on social media influencers using VOSVIEWER	Journal of Theoretical and Applied Information Technology	19928645	99	24	5662-5676	2021	Concept Paper	Scopus Indexed	Q4	UTM First Author
14	Nine Years of Mobile Healthcare Research: A Bibliometric Analysis	International journal of online and biomedical engineering	26268493	17	10	144-159	2021	Concept Paper	WOS & Scopus Indexed	Q4 & Q2	UTM First Author
15	Everything is Going Electronic, so do Services and Service Quality: Bibliometric Analysis of E-Services and E-Service Quality	International Journal of Interactive Mobile Technologies	18657923	15	18	148-167	2021	Concept Paper	Scopus Indexed	Q3	UTM First Author

16	Thirty-eight years of 'wellbeing' research: Bibliometric analysis of open access documents	Estudios de Economia Aplicada	11333197	399	10		2021	Concept Paper	Scopus Indexed		UTM First Author
17	The negative role of social media during the COVID-19 outbreak	International Journal of Sustainable Development and Planning	1743-761X	16	2	219-228	2021	Concept Paper	Scopus Indexed	Q3	UTM First Author
18	Price sensitivity as a moderating factor between the effects of airline service quality and passenger satisfaction on passenger loyalty in the airline industry	International Journal of Business Continuity and Risk Management	1758-2172	11	2-3	114-125	2021	Research Paper	Scopus Indexed	Q4	UTM First Author
19	Sustainable public value: A step towards green public organisation for a sustainable society	International Journal of Innovation and Sustainable Development	1740-8830	15	2	223-233	2021	Research paper	Scopus & WOS Indexed	Q3 & Q4	UTM First Author
20	The impacts of quality management on customer focus in the beverages industry	Proceedings on Engineering Sciences	26202832	2	1	81-92	2020	Research Paper	Scopus Indexed	Q4	Co- Author
21	Relationships and impacts of perceived CSR, service quality, customer satisfaction and consumer rights awareness	Social Responsibility Journal	1747-1117	17	8	1116-1130	2020	Research paper	Scopus & WOS indexed	Q2	UTM First Author

22	Corporate Social Responsibility for climate change using social contracts: A new research agenda	Annals of Tropical Medicine and Health	0974-6005	23	S6	144-147	2020	Concept paper	Scopus indexed	Q4	Co-author
23	Online information bombardment! How does eWOM on social media lead to consumer purchase intentions?	International Journal of Grid and Utility Computing	1741-8488	11	6	857-867	2020	Research paper	Scopus & WOS indexed	Q3	UTM First Author
24	Bibliometric analysis of global research trends on electronic word of mouth using Scopus database	Journal of Critical Review	2394-5125	7	16	405-412	2020	Concept paper	Scopus	-	UTM First Author
25	Review of Scoping Studies on Service Quality, Customer Satisfaction and Customer Loyalty in the Airline Industry	Contemporary Economics	2300-8814	13	4	375-388	2019	Concept paper	Scopus & WOS indexed	Q4	UTM First Author
26	A review on the characteristics of a good quality leadership style	Humanities & Social Sciences Review	2395-6518	7	5	1152-1159	2019	Concept paper	Scopus indexed	Q1	UTM First Author
27	Electronic word of mouth on social media websites:role of social capital theory, self-determination theory, and altruism	Int. J. Space-Based and Situated Computing	2044-4907	9	2	74-89	2019	Research paper	WOS indexed		UTM First Author

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29	Scoping research on sustainability performance from manufacturing industry sector	Problems and Perspectives in Management	1727-7051	17	2	1-13	2019	Concept paper	Scopus indexed	Q3	UTM First Author
30	Does online social presence lead to purchase intentions?	Int. Journal of Economic Policy in Emerging Economies	1752-0452	12	2	198-206	2019	Research paper	Scopus indexed	Q3	UTM First Author
31	The Effects of Absorptive and Transformative Capabilities on Information Capabilities and Competitive Performance of Malaysia Universities	Journal of Adv Research in Dynamical & Control Systems	1943-023X	11	5	896-903	2019	Concept paper	Scopus indexed	Q3	UTM First Author
32	Analysis of Sustainability Assessment Tools (SATs) for Higher Education Institutions (HEIs)	International Journal of Academic Research in Business and Social Sciences	2222-6990	8	8	558–571.	2018	Concept Paper	ERA indexed	-	UTM First Author

33	Application Of MCDM Approach to Evaluate The Critical Success Factors Of Total Quality Management In The Hospitality Industry	Journal of Business Economics and Management	2029-4433	19	2	339-416	2018	Research paper	WOS indexed	Q2	Co-author
34	The Influence Of Service Quality On Customer Satisfaction And Customer Behavioral Intentions By Moderating Role Of Switching Barriers In Satellite Pay Tv Market	Economics & Sociology	2306-3459	11	4	198-218	2018	Research Paper	WOS indexed		UTM First Author
35	The role of patron dining experience and emotions on relationship quality in chain restaurant industry	Intangible Capital	2014-3214	14	3	357-369	2018	Research paper	WOS & Scopus indexed	Q3	Co-author
36	Total quality management, knowledge management, and innovation: an empirical study in R&D units	Total Quality Management and Business Excellent	1478-3363	29	7-8	798-816	2018	Research paper	WOS & Scopus indexed	Q1	UTM First Author
37	Restaurant branding matters: A quantitative report on how brand image can moderate relationship.	Journal of International Studies	2306-3483	11	4	270-282	2018	Research paper	WOS & Scopus indexed	Q2	UTM First Author

38	Professionalisms is the key to create public value	International Journal of Engineering and Technology	0975-4024	7	3.30	583-586	2018	Concept paper	Scopus indexed	Q3	UTM First Author
39	A comprehensive review of data envelopment analysis (DEA) approach in energy efficiency	Renewable and Sustainable Energy Reviews	1364-0321	70		1298-1322	2017	Concept paper	WOS & Scopus indexed	Q1	Co-author
40	The Review of Sustainability Model and Indicators for Higher Education Institutions in Malaysia	International Journal of Academic Research in Business and Social Sciences	2222-6990	7	11	1170-1182	2017	Concept paper	ERA indexed	-	UTM First Author
41	A review of multi-criteria decision-making applications to solve energy management problems: Two decades from 1995 to 2015	Renewable and Sustainable Energy Reviews	1364-0321	71		216-256	2017	Concept paper	WOS & Scopus indexed	Q1	Co-author
42	Application of Structural Equation Modeling (SEM) to Solve Environmental Sustainability Problems: A Comprehensive Review a6nd Meta-Analysis	Sustainability.	2071-1050	9	10	0.537	2017	Concept paper	WOS & Scopus indexed	Q2	Co-author

43	Factors Influencing Consumers' Intention to Return the End of Life Electronic Products through Reverse Supply Chain Management for Reuse, Repair and Recycling	Sustainability	2071-1050	9	9	0.537	2017	Research paper	WOS & Scopus indexed	Q2	UTM first author
44	Knowledge Management and Total Quality Management: A Reciprocal Relationship	International Journal of Quality & Reliability Management	0265671X	34	1	91-102	2017	Concept paper	WOS & Scopus indexed	Q1	UTM first author
45	The mediating effects of value on service quality-satisfaction relationship in Malaysian tourism industry	International Journal of Business and Society	1511-6670	18	2	363-372	2017	Research paper	WOS & Scopus indexed	Q3	UTM first author
46	Total Quality of Campus Life: University Students Experiences	Advance Science Letters	1936-7317	23	9	8813-8824	2017	Research paper	WOS & Scopus indexed	Q4	UTM first author
47	A Conceptual Model of Tourist Satisfaction.	Pertanika Journal of Social Science and Humanities	2231-8534	24	1	505-518	2016	Concept paper	WOS & Scopus indexed	Q2	UTM first author
48	The Impact of Transformational Leadership Behaviour on Work Performance	Asian Social Science	1911-2017	12	3	152-164	2016	Research paper	Scopus indexed	Q2	Co-author

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49	Corporate Social Responsibility and consumer rights awareness: A Research age	Indian Journal of Science and Technology	0974-5645	9	46	107-134	2016	Concept paper	Scopus indexed	Q2	UTM first author
50	Service Quality Dimensions in Pay TV Industry: A Preliminary Study.	International Review of Management and Marketing.	2146-4405	6	S4	239-249	2016	Research paper	Scopus indexed	Q3	UTM first author
51	Does Ethical Leadership Create Public Value? Empirical Evidences from Banking Sector of Pakistan	International Review of Management and Marketing	2146-4405	6	S4	262-270	2016	Research paper	Scopus indexed	Q3	UTM first author
52	Role of Ethical Culture in Creating Public Value	International Review of Management and Marketing	2146-4405	6	S4	255-261	2016	Research paper	Scopus indexed	Q3	UTM first author
53	Application of Multiple Criteria Decision Making Techniques in Tourism and Hospitality Industry: a Systematic Review	Transformations in Business & Economics	16484460	15	1(37)	192-213	2016	Concept paper	WOS & Scopus indexed	Q2	Co-author
54	Development of TOPSIS Method to Solve Complicated Decision-Making Problems	International Journal of Information Technology & Decision Making	02196220	15	3	645-682	2016	Concept paper	WOS & Scopus indexed	Q1	Co-author

55	Multiple criteria decision making techniques in transportation system: a systematic review of the state of the art literature	Transport	1648-3480			1-27	2016	Concept paper	WOS & Scopus indexed	Q2	Co-author
56	Proposing new hierarchical framework to evaluation of quality management practices: a new combined fuzzy hybrid MCDM approach	Journal of Business Economics and Management	1611-1699	17	1	1-16	2016	Concept paper	WOS & Scopus indexed	Q2	Co-author
57	The Influence of Service Quality on Satisfaction. Does gender really matter?	Intangible Capital	16979818	12	2	444-461	2016	Research paper	WOS & Scopus indexed	Q3	UTM first author
58	Using fuzzy multiple criteria decision making approaches for evaluating energy saving technologies and solutions in five star hotels: A new hierarchical framework	Energy	03605442	117	-	131-148	2016	Research paper	WOS & Scopus indexed	Q1	Co-author
59	VIKOR Technique: A Systematic Review of the State of the Art Literature on	Sustainability	2071-1050	8	-	1-38	2016	Concept paper	WOS & Scopus indexed	Q2	Co-author

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60	A Review on Quality Management Systems Maintenance Framework based on Process Based Management, Knowledge Quality and Knowledge Self-efficacy	Jurnal Teknologi	0127-9696	72	4	7-12	2015	Concept paper	WOS & Scopus indexed	Q3	UTM first author
61	Application of multiple criteria decision-making techniques and approaches to evaluation of service quality: A systematic review of the literature	Journal of Business Economics and Management	1611-1699	16	5	1034-1068	2015	Concept paper	WOS & Scopus indexed	Q2	UTM first author
62	Fuzzy multiple criteria decision-making techniques and application- Two decades review from 1994- 2014	Expert System With Application	09574174	42		4126-4148	2015	Concept paper	WOS & Scopus indexed	Q1	UTM first author
63	Multiple Criteria Decision Making Techniques and Its Applications- A Review of the Literature from 2000 to 2014.	Economic Research-Ekonomska Istraživanja	1848-9664	28	1	516-571	2015	Concept paper	WOS & Scopus indexed	Q3	UTM first author

64	Sustainability: A new manufacturing paradigm	Jurnal Teknologi	0127-9696	77	22	47-53	2015	Concept paper	WOS & Scopus indexed	Q3	UTM first author
65	Sustainable and renewable energy: An overview of the application of multiple criteria decision making techniques and approaches	Sustainability	2071-1050	7		13947-13984	2015	Concept paper	WOS & Scopus indexed	Q2	UTM first author
66	Expectancy Theory Analysis to Conduct Research at Malaysian Research University	International Journal of Economics and Financial Issues.	2146-4138	5	Special issue	366-372	2015	Concept paper	Scopus indexed	Q3	Co-author
67	A View from Academic Administrators on the Characteristics of Future University	International Journal of Economics and Financial Issues	2146-4138	5	Special issue	7-12	2015	Research paper	Scopus indexed	Q3	Main author
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69	Assessing the Role of Higher Education in Developing Social Entrepreneurship in Malaysia: A Review of Literature	Mediterranean Journal of Social Sciences	2039-9340	6	2	583-587	2015	Concept paper	Scopus indexed	Q3	Co-author
70	Empirical Evidence on the Relationship between Democratic Classroom and Social	Mediterranean Journal of Social Sciences	2039-9340	6	2	18-27	2015	Research paper	Scopus indexed	Q3	Co-author

	Skills Development of Students										
71	Kesan Moderator Kearifan Tempatan dalam Mempertingkatkan Prestasi Pekerja di Indonesia	Jurnal Pengurusan	0127-2713	45	Dec		2015	Research paper	Scopus indexed	Q3	UTM first author
72	Comparative Study of TQM Practices between Japanese and Non-Japanese Companies: Proposed Conceptual Framework	Advanced Materials Research	1022-6680	903		371-277	2014	Concept paper	Scopus indexed	Q4	Co-author
73	The Development of Green Innovation Measurement Based on Inter Rater Agreement Approach: A Preliminary Study	Advanced Materials Research	1022-6680	903		347-352	2014	Research paper	Scopus indexed	Q4	Co-author
74	Environmentally friendly as a new dimension of product quality	International Journal of Quality and Reliability Management	0265671X	31	5	547-565	2014	Research paper	Scopus indexed	Q1	UTM first author
75	Important Motivators for Buying Green Products	Intangible Capital	1697-9818	10	5	873-896	2014	Research paper	Scopus indexed	Q3	UTM first author
76	Examining Adoption of Internet Banking System Among Future Managers and ICT	Advanced Science Letter	19367317	20	10-12	2220-2224	2014	Research paper	Scopus indexed	Q4	Co-author

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77	Review of Relationship between TQM and Business Performance	Applied Mechanics and Materials	1660-9336	315		166-170	2013	Concept paper	Scopus indexed	Q4	Co-author
78	Peranan Perkongsian Pengetahuan Terhadap Jangkaan Tempoh Graduasi Mahasiswa Pasca Ijazah.	Jurnal Teknologi	0127-9696	64	1	23-32	2013	Research paper	Scopus indexed	Q3	UTM first author
79	A Conceptual Model of Customer Behavioral Intentions: Moderating Effects of Switching Barriers and Social Ties	Jurnal Teknologi	0127-9696	64	3	29-33	2013	Concept paper	Scopus indexed	Q3	UTM first author
80	Knowledge Management, TQM and Innovation: A new look.	Journal of Technology Management and Innovation	0718-2724	7	3	22-31	2012	Concept paper	WOS & Scopus indexed	Q3	UTM first author
81	Leadership Style and Employees' turnover Intention: Exploratory Study of Academic Staff in a Malaysian College	World Applied Sciences Journal	1991-6426	19	4	575-581	2012	Research paper	Scopus indexed	Q3	Co-author

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11. Abdul Hakim Ahmad Dardar, Ahmad Jusoh and Amran Rasli (2014). Implications of Training and Development on Job Turnover. In In Choi Sang Long and Musibau Akintunde Ajagbe(Ed), Essentials of human resource management practices in today organisations (pp17 -34). Johor Bahru: Penerbit UTM Press

POLICY PAPER

1. Pelan Pembangunan Mampan Johor 2030. – Agensi: Kerajaan Negeri Johor: Bahagian Perancangan Ekonomi Johor (BPENJ). Tahun Penerbitan: 2020

PLENARY/CHAIRPERSON/ORAL POSTER PRESENTER/KEYNOTE ADDRESS / INVITED GUEST SPEAKER

NO	ROLE	TITLE OF PROGRAMME	DATE	LOCATION
1	**Invited Guest Speaker to Universitas Bung Hatta.**	Lecture on Research Gap and Methodology	Oct 2023	Indonesia
2	**Opening Remarks** The Sustainability issues in contemporary management	Brawijaya International Conference on Business, Administration, Taxation and Tourism	26 Sept. 2023	Indonesia
3	**Keynote Speaker:** Sustainability Leadership	6th Langkawi International Multidisciplinary Conference 2023 (6th Limc 2023)	9-10 Sept 2023	Langkawi
4	**Invited Guest Speaker:** Benchmarking Practices	The Dummies Guide On Management Tools And Techniques – Jabatan Pengangkutan Jalan (JPJ) Melaka	18 Aug. 2023	Melaka
5	**Keynote Speaker** *Topic: Sustainability Model in Malaysian Public Universities*	2nd International Academicians Studies Congress	22-24 Oct 2021	Turki

6	**Keynote Speaker** *Topic: Education for Sustainable Development: An Overview of the* Malaysian Scenario & Future Research Agenda	2nd ASIA International Conference 2016	10-11 Dec. 2016	Kuala Lumpur
7	**Keynote Speaker** *Topic: Operation Management-The Future Direction*	ASIA International Conference 2015	5-6 Dec 2015	Kuala Lumpur
8	Chairperson	Asia International Conferences 2015	5-6 Dec 2015	Kuala Lumpur

PROFESSIONAL SERVICES

Endowment and Wakaf to University

NO	NAME OF ENDOWMENT AND WAKAF	TOTAL CONTRIBUTION (RM)
1	Dana Wakaf Pendidikan	RM1290.00 (as at Feb. 2021)
2	Tabung Endowment	RM1320.00 (as at Feb 2021)

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1. Powerpoint Slide
   a. Operation Management-Direction for Future Research (2016)- *Main Inventor*

2. Training Module
   a. Training Module: Basic Steps in Data Analysis (2016) -*Main Inventor*
   b. Introduction to Moderator and Mediator Analysis Using SPSS (2015) -*Main Inventor*

3. Questionnaire
   a. Total Quality of Campus Life Questionnaire (2016) -*Main Inventor*
   b. Measurement Instrument of Service Quality in Higher Education (2015) -*Main Inventor*
   c. Questionnaire of Acceptance of Internet Banking System for ICT Professional (2012)-*Co-Inventor*

4. Research model/framework
   a. Total Quality of Campus Life Conceptual Model (2016) -*Main Inventor*
   b. Model of e-Service Quality, e-Satisfaction and e-Loyalty of Malaysia's Internet Banking Users (2012): *Co-Inventor*
   c. Acceptance of Internet Banking System Model for ICT Professionals (2012) *Co-Inventor*