

## CURRICULUM VITAE (DRAFT)

**NAME** : DR. TAN CHENG LING  
**NATIONALITY** : MALAYSIA  
**GENDER** : FEMALE  
**ADDRESS (OFFICE)** PUSAT PENGAJIAN SISWAZAH  
PERNIAGAAN  
UNIVERSITI SAINS MALAYSIA,  
11800 PULAU PINANG  
**E-MAIL ADDRESS** : tanchengling@usm.my



### RESEARCH AND PUBLICATION

#### 1.1 Research Grant

##### 1.1.1 Research Grant (as Principal Investigator)

*(Project Title), (Sponsorship), (Total Grant), (Date/Duration)*

1. Knowledge Management Effectiveness Mediates The Relationship Between Human Resource Management Practices and Administrative Innovation: An Empirical Study in Malaysian Private Higher Educational Institutions, USM (INSENTIF), RM5,000.00, 26/10/2009-25/10/2010
2. Graduate School of Business (USM) and The Development of Quality Management System Experience, USM (JANGKA PENDEK), RM40,000.00, 15/1/2010-14/1/2012
3. Exploring Factors Influencing Research and Development (R&D) Engineer's Creativity Level: A Study in Malaysian Original Design Manufacturing (ODM) Firms, USM (JANGKA PENDEK), RM29,374.76, 15/11/2013-30/11/2015
4. Developing a Framework to Improve Research and Development (R&D) Project Performance: A Study in Medical Devices Industry in Malaysia, KEMENTERIAN PENGAJIAN TINGGI, RM50,000.00, 1/8/2016-31/7/2019

##### 1.1.2 Research Grant (as Co-Researcher)

*(Project Title), (Sponsorship), (Total Grant), (Project Leader), (Date/Duration)*

1. A Comprehensive Model Linking Human Resource Management Practices And Service-Oriented Organizational Citizenship Behaviours Of Customer-Contact Hotel Employees In Malaysia, USM (RU), RM110,000.00, Aizzat Binti Mohd Nasurdin , 1/12/2011-30/11/2014
2. Job Performance Of Nurses In Private Hospitals In Malaysia: An Investigation Of Its Predictors, USM (RU), RM150,000.00, Aizzat Binti Mohd Nasurdin , 31/12/2014-30/6/2017

#### 1.2 Research Publication

##### Conference Proceeding

*(Author), (Year), (Title), (Publisher), (Name Of Proceeding), (Venue), (Number Of Pages)*

1. Tan Cheng Ling and Aizzat Mohd Nasurdin, 2009, The Contribution of Knowledge Management Effectiveness Towards Product Innovation: Evidence From Malaysia, , International Business Information Management Conference Proceedings, Marrakech, Morocco,
2. Tan Cheng Ling and Aizzat Mohd. Nasurdin, 2009, The Influence of Knowledge Management Effectiveness On Administrative Innovation Among Malaysian Manufacturing Firms, , Asian Academic of Management International Conference, Pahang, Malaysia,
3. Tan Cheng Ling and Aizzat Mohd. Nasurdin, 2010, An Empirical Study of Knowledge Management Effectiveness and Organizational Innovation in Malaysian Manufacturing Firms, , 7th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning, Hong Kong, China, 439 - 447

4. Tan Cheng Ling, Hasnah Haron and Chuah Joe Yin, 2011, Academicians' Stages of Concerns towards Quality Management System Development: A Case Study in Graduate School of Business, , The 2011 International Conference on Asia Pacific Business Innovation and Technology Management, Bali, Indonesia, 7
5. Tan Cheng Ling, Hasnah Haron and Chuah Joe Yin, 2011, Academicians→ Stages of Concerns towards Quality Management System Development: A Case Study in Graduate School of Business , , The 2011 International Conference on Asia Pacific Business Innovation and Technology Management, Bali, Indonesia, 7
6. Cheng Ling, Hasnah Haron and Chuah Joe Yin, 2011, Academicians→ Stages of Concerns towards Quality Management System Development: A Case Study in Graduate School of Business , , The 2011 International Conference on Asia Pacific Business Innovation and Technology Management, Bali, Indonesia, 7
7. Aizzat Mohd. Nasurdin, Noor Hazlina Ahmad, and Tan Cheng Ling, 2012, Promoting Employee Service-Oriented Organizational Citizenship Behavior Through Human Resource Management Practices: A Suggestion for Hotels in Malaysia, , 7th International Conference on Business and Management Research, Ho Chi Minh City, Vietnam, 0
8. Tan Cheng Ling and Hong Ya Li, 2012, Assessing the Role of Individual Variables in Determining the Research and Development Engineersâ→ → Creativity, , World Congress on Engineering and Technology (CET2012), Beijing, China, 0
9. Tan Cheng Ling and Lim Chuang Way, 2013, Organizational Learning Capability and Academicianâ→ → s Work Innovativeness, , Proceeding of International Conference on Information, Business and Education Technology (ICIBIT 2013), Beijing, China, 457-462
10. Yap Lang Ling, Tan Cheng Ling, and Ramayah Thurasamy, 2013, A Model Linking Service Supply Chain Management Practices, Information Technology Integration, and Organizational Performance in Malaysia Public Hospitals, , Proceeding of 10th Asian Academic of Management Conference, Penang, Malaysia, 606-616
11. Ching Sock Lee, Daisy Kee Mui Hung and Tan Cheng Ling, 2013, The Mediating Role of Job Embeddedness on the Effect of Work values and Quitting Intention: A Conceptual Paper, , Proceeding of 10th Asian Academic of Management Conference, Penang, Malaysia, 360-369
12. Tippawan Jantamaneechot, Aizzat Mohd. Nasurdin and Tan Cheng Ling, 2014, Assessing the Impact of Transformational Leadership on Task Performance in Thailandâ→ → s Higher Education Industry, , Proceeding of PSU-USM-NSTRU International Conference on Arts and Sciences 2014, Hat Yai, Songkhla, Thailand, 539-549
13. Aizzat Mohd. Narsurdin, Noor Hazlina Ahmad, Tan Cheng Ling, 2014, High Performance Human Resource Practices, Identification with Organizational Values and Goals, and Service-Oriented Organizational Citizenship Behavior: A Review of Literature and Proposed Model., , Proceeding of International Conference on Liberal Arts and Social Sciences 2014 (ICoLASS2014), Vietnam, 6-19
14. Aizzat Mohd. Narsurdin, Noor Hazlina Ahmad, Tan Cheng Ling, 2014, Linking Selective Hiring to Organizational Commitment: Evidence from the Hotel Industry of Malaysia, , Proceeding of International Conference on Liberal Arts and Social Sciences 2014 (ICoLASS2014), Vietnam, 20-29
15. Cheng Ling Tan and Yen Ping Chang, 2015, The Importance of Organization Integration and Communication to Increase R&D Engineersâ→ → Creativity , , The 12th International Conference on Intellectual Capital Knowledge Management & Organisational Learning (2015), Bangkok University, Thailand, 280-288
16. Cheng Ling Tan and Yen Ping Chang, 2015, Knowledge Management Processes affect Creativity: Evidences from R&D Engineers Working in Malaysia ODM Companies, , Academy of International Business Southeast Asia Regional Conference, Penang, Malaysia, 1-24
17. Nurul Shamsizsa Binti Sahrom, Cheng Ling Tan and Sofri Bin Yahya, 2015, Regulation, Incentives and Government Policy: How Does It Stimulates Engineersâ→ → Innovative Behaviour in Malaysia Biotechnology SMEs?, , 11th Asian Academy of Management International Conference 2015, Penang, Malaysia, 152-162
18. Sock-Lee Ching, Daisy Mui Hung Kee, and Cheng Ling Tan , 2015, Ethical Climate And Intention To Quit In Private Educational Institutions In Malaysia, , 11th Asian Academy of Management International Conference 2015, Penang, Malaysia, 599-608

19. Chew Sze, Cheah and Cheng Ling, Tan, 2015, Organizational Pride and Employee Engagement: The Moderator Effect of Generational Differences, , Asian Academy of Management International Conference 2015, Penang, Malaysia, 653-661
20. Winnie Woon, Cheng-Ling Tan and Aizzat Mohd. Nasurdin, 2015, What Affects Intention to Stay: A Proposed Model for R&D Engineers in the Life Science Industry, , Asian Academy of Management International Conference 2015, Penang, Malaysia, 142-151
21. Kok-Leong Wong, Cheng-Ling Tan and Yusliza Mohd-Yusoff, 2015, Salesperson Performance In The Pharmaceutical Industry: Examining The Effects Of Control And Empowerment, , Asian Academy of Management International Conference 2015, Penang, Malaysia, 86-98
22. Sock Lee Ching, Daisy Mui Hung Kee and Cheng Ling Tan, 2015, Ethical Work Climate and Its Impact on Work Engagement and Turnover Intention of Academic Staff, , 25th International Business Information Management Association Conference, Amsterdam, Netherlands, 3289-3297
23. Chea-Huat Low and Cheng-Ling Tan, 2016, Green Supply Chain Management Practices and Organizational Performance: An Empirical Study in Malaysian Manufacturing Firms, , The 3rd International Conference Social Enterprise and Sustainability Economy (SEPSA 2016), Ubon Ratchathani, Thailand, 13

#### **Newsletter**

1. Prof. Datin Hasnah Haron, Dr. Tan Cheng Ling, and Mr. Yuvaraj A/L Ganesan, Graduate School of Business: The Journey 2009 - 2013, Graduate School of Business, Universiti Sains Malaysia, 2009

#### **Journal**

*(Author), (Title of Article), (Name of Journal), (Year), (Volume), (Edition), (Number Of Pages)*

1. Tan Cheng Ling and Aizzat Mohd. Narsuddin, The Influence of Knowledge Management Effectiveness on Administrative Innovation among Malaysian Manufacturing Firms, Asian Academy of Management Journal, 2010, 15, 1, 63- 77
2. Tan Cheng Ling and Aizzat Mohd. Narsudin, Knowledge Management Effectiveness and Technological Innovation: An Empirical Study in Manufacturing Industries, Journal of Mobile Technologies, Knowledge, and Society, 2010, 2010, Article ID 428053, 1-14
3. Aizzat Mohd. Narsurdin, Noor Hazlina Ahmad, Tan Cheng Ling, Cultivating Service-Oriented Citizenship Behavior among Hotel Employees: The Instrumental Roles of Training and Compensation, Service Business, 2014, 2014, , 1-18
4. Aizzat Mohd. Narsurdin, Tan Cheng Ling, Khor Boon Hou, The Influence of Organizational Creative Climate on Product Innovation: A Study of Malaysian Manufacturing Firms, International Journal of Economics and Management, 2014, 8 (1), , 40-69
5. Aizzat Mohd. Narsurdin, Noor Hazlina Ahmad, Tan Cheng Ling, Training: Can it be a Tool to Boost Service-Oriented Citizenship Behaviors?, Asian Social Science, 2014, 10 (11), , 141-148
6. Tan Cheng Ling and Noveeta A/P Ashok Kumar, Improve Miss Shipment at a Multinational Logistic Company, IMT Case Journal, 2014, 4 (2), , 1-13
7. Aizzat Mohd. Narsurdin, Noor Hazlina Ahmad, Tan Cheng Ling, Can Career Advancement And Job Security Act As Collaterals For Commitment? Evidence From The Hotel Industry Of Malaysia., International Journal of Social, Management, Economics and Business Engineering, 2014, 8 (10), , 2955-2961
8. Sazani Bin Shafie, Siti Nabiha Abdul Khalid, Cheng Ling Tan, Organizational Culture, Transformational Leadership And Product Innovation: A Conceptual Review, The International Journal of Organizational Innovation, 2014, Special Issue, , 30-44
9. Tan Cheng Ling and Wong Kang Ying, Work-Integrated-Learning Business Model: A Case Study in People's Republic of China, IMT Case Journal, 2014, 5 (1), , 63-78
10. CHENG LING TAN AND YEN PING CHANGE, PERCEIVED ORGANIZATIONAL VARIABLES, KNOWLEDGE MANAGEMENT, AND RESEARCH AND DEVELOPMENT ENGINEER'S CREATIVITY: A REVIEW AND PROPOSED MODEL, INTERNATIONAL BUSINESS MANAGEMENT, 2015, 9, , 425-430
11. TAN CHENG LING, GOH YEN NEE AND CHAN HON SENG, A MODEL LINKING INSTITUTIONAL FACTORS AND GREEN INITIATIVES: A STUDY AMONG THE PRIVATE

HIGHER EDUCATION INSTITUTIONS, *Journal of Sustainability Science and Management*, 2015, 10, , 52-64

12. Tan Cheng Ling, Fathyah Hashim, and Chu Wee Liang, Occupational Health and Safety Advisory Services (OHSAS) 18001 Management System Adoption: Assessing the Determinants, *Jurnal Pengurusan*, 2015, 43, , 61-72
13. Cheng Ling Tan and Yen Ping Chang, Does Organizational Learning Affect R&D Engineersâ→ Creativity?, *Asian Social Science*, 2015, 11, , 137-147
14. Cheng Ling Tan and Soo Hsien Ng, Motivation to Start a Small Business: A Study among Generation Y in Taiwan, Problems and Perspectives in Management International Research Journal, 2015, 13, , 321-329
15. Cheng Ling Tan, Yen Nee Goh, Hon Seng Chan, The determinants of competitiveness in quality: a study among the Malaysian private higher education institutions, Problems and Perspectives in Management International Research Journal, 2015, 13, , 371-379
16. Aizzat Mohd. Nasurudin, Noor Hazlina Ahmad and Tan Cheng Ling, HIGH PERFORMANCE HUMAN RESOURCE PRACTICES, IDENTIFICATION WITH ORGANIZATIONAL VALUES AND GOALS, AND SERVICE-ORIENTED ORGANIZATIONAL CITIZENSHIP BEHAVIOR: A REVIEW OF LITERATURE AND PROPOSED MODEL, SHS Web of Conferences, 2015, 18, , 01001-p.1 - p.14
17. Aizzat Mohd. Nasurudin, Noor Hazlina Ahmad and Tan Cheng Ling, LINKING SELECTIVE HIRING TO ORGANIZATIONAL COMMITMENT: EVIDENCE FROM THE HOTEL INDUSTRY OF MALAYSIA, SHS Web of Conferences, 2015, 18, , 01002-p.1 - p.10
18. Cheng Ling Tan, Suhaiza Hanim Mohd Zailani, Sieow Chin Tan, and Mohd Rizaimy Shaharuddin , The Impact of Green Supply Chain Management Practices on Firm Competitiveness, *International Journal Business Innovation and Research*, 2016, 11(4), , 539-558
19. Aizzat Mohd. Nasurudin, Noor Hazlina Ahmad, Cheng Ling Tan, The Role of Staffing and Orientation Practices in Predicting Service-Oriented Organizational Citizenship Behavior, *Asian Academy of Management*, 2016, 21(2), , 0
20. Nurul Shamsiza Sahrom, Cheng Ling Tan, and Sofri Yahya, Regulations, Incentives, and Government Policy: How Does It Stimulate Engineer's Innovative Behaviour in Malaysia Biotechnology SMEs, *Asian Academy of Management*, 2016, 21 (Supp.1), , 0
21. Yeo Sook Fern, Tan Cheng Ling, and Lim Jia Qing, Mobile Marketing Acceptance: Empirical Evidences Among Undergraduates in Malaysia, *Information*, 2016, 19 (8A), , 3263-3270
22. Steven Toh Teong-Jin, Tan Cheng Ling, and Yeo Sook Fern, What are the Attractiveness Aspects that Influence Customer Loyalty to Homestays? A Study in Taiwan, *Jurnal Pengurusan*, 2016, 48, , 25
23. Kok-Leong Wong and Cheng-Ling Tan, Influence of Supervisory Control on Salesperson Performance: Examining the Role of Adaptive Selling Behavior as a Mediator, *Asian Academy of Management Journal*, 2016, 21(2), , 0
24. Chan Suz Jack and Tan Cheng Ling, A Model Linking Store Attributes, Service Quality, And Customer Experience: A Study Among Community Pharmacies, *International Journal of Economics and Management*, 2016, 10(2), , 0
25. Sock Lee Ching, Daisy Mui Hung Kee, and Cheng Ling Tan, The Impact of Ethical Work Climate on the Intention to Quit of Employees in Private Higher Educational Institutions, *Journal of Southeast Asian Research* , 2016, 2016, , 11

#### **Citation Indexed Journal**

*(Author), (Title of Article), (Name of Journal), (Year), (Volume), (Edition), (Number Of Pages)*

1. Tan Cheng Ling and Aizzat Mohd Narsudin, Human Resource Management Practices And Organizational Innovation: An Empirical Study In Malaysia, *Journal of Applied Business Research*, 2010, 26, 4, 105 - 115
2. Tan Cheng Ling, Hasnah Haron, Chuah Joe Yin, Stages of Concern towards Quality Management System: A Case Study in Graduate School of Business, *International Journal of Productivity and Quality Management*, *International Journal of Productivity and Quality Management*, 2011, 8 (3), , 356-371
3. Aizzat Mohd. Nasurudin, Noor Hazlina Ahmad and Tan Cheng Ling, Human Resource Management Practices, Service Climate, and Service-Oriented Organizational Citizenship

Behavior: A Review and Proposed Model, International Business Management, 2012, 6 (4), , 541-551

#### **Non-citation Indexed Journal**

*(Author), (Title of Article), (Name of Journal), (Year), (Volume), (Edition), (Number Of Pages)*

1. Aizzat Mohd. Nasurudin, Tan Cheng Ling, and Low Sok Fun, SERVICE-ORIENTED ORGANIZATIONAL CITIZENSHIP BEHAVIOR: ASSESSING THE PREDICTIVE ROLE OF HUMAN RESOURCE MANAGEMENT PRACTICES, INTERNATIONAL JOURNAL OF ARTS & SCIENCES, 2011, , , 0
2. Tan Cheng Ling and Aizzat Mohd Nasurudin, Human Resource Management Practices and Organizational Innovation: Assessing the Mediating Role of Knowledge Management Effectiveness, Electronic Journal of Knowledge Management, 2011, 9, , 155-167
3. Tan Cheng Ling, Hasnah Haron, Sofri Yahya, Noornina Dahlan, Goh Yen Nee, and Mohamed Azlan Ashaari, Perception of Concerns about the Quality Management System Implementation on Its Levels of Use, International Journal of Business and Social Science, 2011, 2 (17), , 202-208
4. Tan Cheng Ling, Quality Management System Development: Staffâ→ → Stages of Concern and Perceived Benefits, Asian Journal of Business and Management Sciences, 2011, 1 (3), , 0
5. Aizzat Mohd. Nasurudin, Tan Cheng Ling and Low Sok Fun, SERVICE-ORIENTED ORGANIZATIONAL CITIZENSHIP BEHAVIOR: ASSESSING THE PREDICTIVE ROLE OF HUMAN RESOURCE MANAGEMENT PRACTICES, International Journal of Arts & Sciences, 2011, 4 (9), , 381-393
6. Yap Lang Ling and Tan Cheng Ling, The Effect of Service Supply Chain Practices on the Public Healthcare Organizational Performance, International Journal of Business and Social Science , 2012, Volume 3, Issue 16, , 0

#### **Journal Proceeding**

1. Tan Cheng Ling, Sofri Yahya and Lim Chuang Way, Assessing the Role of Knowledge Management Practices on Lecturers' Work Innovativeness: Evidence from Malaysia Private Higher Education Institution., , 2012
2. Ching Sock Lee, Daisy Kee Mui Hung, and Tan Cheng Ling, Work values of Generation Y pre-service teachers in Malaysia, Elsevier, 2012

#### **Chapter In Research Book**

*(Author), (Title of Article), (Name of Book), (Publisher), (Year), (Number Of Pages)*

1. Suhaimi Jamal and Tan Cheng Ling, Improving Customer Satisfaction on Delivery and Distribution Management in a Manufacturing Company, Improving Performance and Enhancing Competitiveness : In Search of Innovative Solutions, Penerbit Universiti Sains Malaysia, 2013, 1-27
2. Dicky Yamnay Othman and Tan Cheng Ling, Improving Skills in the Technical and Support Group of an Engineering Company, Improving Customer Satisfaction on Delivery and Distribution Management in a Manufacturing Company, Penerbit Universiti Sains Malaysia, 2013, 58-87
3. Low Chie Chong and Tan Cheng Ling, Improving Sales Performance: A Case Study in a Korean based Adhesive Company, The Strategic Importance of Creating Breakthrough Performance: Cases in Malaysia, UniMap Publisher, 2015, 0

#### **Abstract**

*(Author), (Title), (Publisher), (Year)*

1. Cheng Ling Tan and Mei Yan Ho, Organizational Creative Climate in Determining the Work Innovativeness among the Knowledge Workers, Global of Training and Research (GATR) Enterprise, 2015
2. Anita Silvianita and Cheng Ling Tan, A Model Linking the Knowledge Management (KM) Enabler, KM Capability and Operational Performance in Indonesian Automobile Industry, Malaysia Technical Scientist Association, 2016
3. Khairani Siregar and Cheng Ling Tan, The Influence of Task-Technology Fit and Habitual Use on Job Performance in Indonesian Education Industry: Innovative Work Behavior as A Moderator, Malaysia Technical Scientist Association, 2016

4. Sook Fer Yeo, Cheng Ling Tan, and Yen Nee Goh, The Influence of Service Quality on Repatronage Intention: Examining Patient Satisfaction as Mediator, Malaysia Technical Scientist Association, 2016
5. Winnie Woon, Cheng Ling Tan, and Aizzat Mohd. Nasurdin, Linking Organizational Climate, Psychological Ownership and Intention to Stay, Universiti Teknologi Petronas, 2016
6. Big Kim Chen and Cheng Ling Tan, The Influence of the Service Quality and the Outcome Quality on the Member Overall Satisfaction: A Proposed for Health and Fitness User, Universiti Teknologi Petronas, 2016

### 1.3 Publication Related to Teaching

- No Record -

### 1.4 Other Publication

- No Record -

### 1.5 Book

#### Original Writing

*(Authors), (Year), (Title), (Publisher), (Number Of Pages)*

1. Tan Cheng Ling and Goh Yen Nee, 2011, Graduate School of Business ISO 9001:2008 Documentation, Graduate School of Business, 0

#### Research Book

*(Authors), (Year), (Title), (Publisher), (Number Of Pages)*

1. Suhaimi Jamal and Tan Cheng Ling, 2012, Improving Performance and Enhancing Competitiveness: In Search of Innovative Solutions - Case 1: Improving Customer Satisfaction on Delivery and Distribution Management in a Manufacturing Company, Penerbit USM, 0
2. Dicky Yamany Othman and Tan Cheng Ling, 2012, Improving Performance and Enhancing Competitiveness: In Search of Innovative Solutions - Case 3: Improving Skills in Technical Group and Support of An Engineering Company, Penerbit USM, 0

### TEACHING AND SUPERVISION

#### 2.1 Graduate Teaching

*(Course Title), (Semester), (Year), (Number of Lecturers), (Number of Students)*

1. PROJEK PENGURUSAN DALAM SAINS, PENGURUSAN DAN KEJ. PERKHIDMATAN, 1, 2015, 1, 2
2. OPERATIONS MANAGEMENT, ADC604
3. PRODUCTIVITY AND QUALITY MANAGEMENT, ADE621
4. PRODUCTIVITY & QUALITY MANAGEMENT, ADU662
5. OPERATIONS STRATEGY, ADW617
6. OPERATIONS MANAGEMENT, AGC604
7. PRODUCTIVITY AND QUALITY MANAGEMENT, AGE621
8. OPERATIONS STRATEGY, AGW617
9. SERVICE MANAGEMENT, AGW651
10. MANAGEMENT PROJECT IN SERVICE SCIENCE, MANAGEMENT AND ENGG., AGW667
11. DISSERTATION, AGW729

#### 2.2 Undergraduate Teaching

*(Course Title), (Semester), (Year), (Number of Lecturers), (Number of Students)*

1. BUSINESS COMMUNICATION, JTW105E
2. PRINCIPLES OF MARKETING, JTW241

#### 2.3 Graduate Supervision

*(Student Name), (Category), (Thesis Title), (Year Graduated)*

1. MOHAMMAD AHMAD MOHAMMAD AL OMARI, PhD, Transformational Leadership, Human Resource Management Practices, Emotional Intelligence, and Innovative Work Behavior: A Study among Telecommunication Engineers in Jordan , 2017

2. SIREGAR KHAIRANI RATNASARI, PhD, Adoption of Innovation Technology Model of Smartphone by Academics within Indonesian University, 2017
3. SILVIANITA ANITA, PhD, The Role of Culture and Soft Skills to Knowledge Sharing in an Organization, 2017
4. NURAENI RENI, PhD, Journalist Competency Test to Form Journalist Professionalism (Study of Indonesian Journalist), 2017
5. CHING SOCK LEE, PhD, Job Embeddedness, Work Engagement, And Ethical Work Climate On Turnover Intention Of Academic Staff In Private Higher Educational Institutions., 2016
6. WONG KOK LEONG, PhD, Examining Salesperson Performance In Pharmaceutical Industry In Malaysia: Influence of Control, Empowerment, Adaptive Selling Behavior And Emotional Intelligence, 2016
7. YAP LANG LING, PhD, The Impact of Service Supply Chain on Organizational Performance of Malaysian Public Hospitals, 2017
8. YEO SOOK FERN, PhD, Exploring The Influence Of Knowledge Management Infrastructure And Intellectual Capital On The Service Quality, and Firm Performance; A Study In The Human Capital Outsourcing Firms, 2017
9. CHOO POH WAI, PhD, A Mediated Model of Sustainable Hospitality Supply Chain Management, Impact of Human Resources Practices and its Outcome, 2017
10. CHEAH CHEW SZE, PhD, Engaged Gold-Collar Workers Through Employer Branding Strategy, 2017
11. CHUA CHONG TAT, PhD, A Study on the Relationship between Music Engagement Styles, Personal Spiritual Belief, Personal Ethics, Locus of Control and Ethical Decision Making, 2017
12. NURUL SHAMISZA BINTI SAHROM, PhD, The Influence of Individual and Institutional Factors on R&D Engineers' Innovative Behavior in Biotechnology SMEs , 2016
13. ONG ENG HONG, PhD, The Effect of Green Information System Between Technological, Organizational, Environmental and Business Sustainability In Malaysia, 2016
14. JALUDIN BIN JANTENG, PhD, Total Quality Management (TQM) practices in the banking sector in Malaysia: An explorative and comparative analysis of service quality, 2016
15. LOW SOK FUN, Master(Dissertation - Course Work), A study of the relationship between Organizational Citizenship Behavior and Customer Retention in Malaysia→ s Telecommunications Industry: The Role of Service Quality as Mediator , 2010
16. WONG KANG YING, Master(Dissertation - Course Work), Remaining Competitive in China: A Case Study of Australia China Investment Corporation Pty. Ltd. (ACIC) in Beijing, 2010
17. KHOR BOON HOE, Ph.D(Dissertation - Mixed Mode), The Influence of HRM System on Product Innovation: Organizational Climate as Mediator, 2011
18. CHIA IEE CHYN, Master(Dissertation - Course Work), THE INFLUENCE OF SUCCESS FACTORS ON TRAVEL AND TOURISM INDUSTRY SUPPLY CHAIN PERFORMANCE: E-COMMERCE UTILIZATION AS A MEDIATOR, 2010
19. HALIZA BINTI HATA, Master(Dissertation - Course Work), Perceived Incentive Fairness and Work Flexibility Influence on Sales Performance: Organization Commitment as a Mediator (A Case Study in TM Berhad), 2011
20. Tan Sieow Chin, Master(Dissertation - Course Work), The Influnce of Green Supply Chain Management Practices on Firm's Competitiveness and Performance: A Study in Malaysian SME Industries, 2012
21. Chu Wee Liang, Master(Dissertation - Course Work), Antecedent and Consequences of OHSAS 18001 Adoption in Malaysian Industries, 2012
22. Lim Chuang Way, Master(Dissertation - Course Work), Knowledge Management Practices, Organizational Learning, Quality Management Effectiveness: An Empirical Study in Private Higher Educational Institutions, 2012
23. Cheng Choon Ho, Master(Dissertation - Course Work), The Influence of Supply Chain Management Practices (SCMP) on Organizational Effectiveness: Knowledge Management (KM) as mediator, 2012
24. Haliza Hata, Master(Dissertation - Course Work), A Study of Perceived Incentive Fairness and Flexitime on work satisfaction among Sales Personnel in TM Berhad: Organizational commitment as a Mediator, 2011
25. Khor Boon Hoe, Ph.D(Dissertation - Mixed Mode), The Influence of HRM Practices on Product Innovation: Creative Climate as Mediator, 2012
26. Chan Chiaw Chen, Master(Dissertation - Course Work), Challenges / Problems in Implementing Green Procurement Program on Texchem-pack Group, 2011

27. Dicky Yamany bin Othman, Master(Dissertation - Course Work), Engineering Skills Gaps in Technical and Support Division of AMY, 2011
28. Suhaimi bin Jamal, Master(Dissertation - Course Work), Customer Satisfaction Enhancement in Construction Material Manufacturing Company, 2011
29. Tippawan Jantameneechot, Ph.D(Dissertation - Mixed Mode), The Relationship between Transformational Leadership and Job Performance in Thai Higher Education Industry: Trust in Leader as A Mediator, 2015
30. Hong Ya Li, Master(Dissertation - Course Work), A Study of the Influence Factors on the Research and Development Engineers' Creativity in Penang, 2012
31. Leong Shi Qi, Master(Dissertation - Mixed Mode), Technological Innovation Adoption in Malaysia High Tech Industry from The Perspective of Intellectual Capital and Knowledge Creation Capability as a Mediator, 2012
32. Chan Hong Seng, Master(Dissertation - Mixed Mode), The Influence Factors of Competitiveness in Quality among Private Higher Education Institutions (PHEIs) in Malaysia: The Role of Green Initiatives as A Mediator, 2012
33. Chia Iee Chyn, Master(Dissertation - Mixed Mode), ADOPTION OF E-COMMERCE IN MALAYSIA TRAVEL AND TOURISM INDUSTRY AND ITS EFFECT ON THE BUSINESS PERFORMANCE, 2013
34. Aida binti Ismail, Master(Dissertation - Mixed Mode), The Influence of a Supply Chain Management Practices on Business Performance in Malaysian Government Link Companies: Supply Chain Operational Capability as Mediator, 2013
35. Siu Hee Kheng, Master(Dissertation - Mixed Mode), Remaining Competitive Through Quality Management and Service Quality: A Case Study of Watsons Personal Care Stores in Singapore, 2013
36. Ooi Shiau Hui, Master(Dissertation - Course Work), WINNING GOVERNMENT BUSINESS: A CASE STUDY IN A PHARMACEUTICAL COMPANY, 2013
37. Ho Mei Yan, Master(Dissertation - Course Work), Perceived Organizational Creative Climate in Determining the Work Innovativeness among Knowledge Worker in Taiwan: Knowledge Acquisition as a Mediator, 2014
38. Steven Toh Teong Jin, Master(Dissertation - Course Work), A Model Linking Perceived Attractiveness Aspect, Experience of Stay, Customer Loyalty and Homestay Business Sustainability in Taiwan, 2014
39. Ng Soo Hsien, Master(Dissertation - Course Work), The Influence of Personality Factors and Attitude on the Motivation to Start a Small Business among Generation Y in Taiwan, 2014
40. Low Chea Huat, Master(Dissertation - Course Work), Green Supply Chain Management Practices and Organization Performance in Malaysia: The Mediating Role of Manufacturing Capability as a Mediator, 2014
41. Steven Toh Teong Jin, Master(Dissertation - Course Work), A Model Linking Perceived Attractiveness Aspects, Experience of Stay, Customer Loyalty and Homestay Sustainability of Business Performance in Taiwan, 2014
42. Low Chea Huat, Master(Dissertation - Course Work), Green Supply Chain Management Practices and Organizational Performance: The Mediating Role of Manufacturing Capability, 2014
43. Ng Soo Hsien, Master(Dissertation - Course Work), The Influence of Personality Factors and Attitude toward Entrepreneurship on the Motivation to Start a Small Business among Generation Y in Taiwan, 2014
44. Ho Mei Yan, Master(Dissertation - Course Work), Perceived Organizational Creative Climate in Determining the Work Innovativeness among IT Engineers in Taiwan: Knowledge Acquisition Capability as Mediator, 2014
45. Sazani bin Shafie, Doctoral(Dissertation - Mixed Mode), Organization Culture and Product Innovation, 2016
46. Tippawan Jantanmaneechot, Doctoral(Dissertation - Mixed Mode), , 2015
47. Alex Goon Beng Tatt, Master(Dissertation - Course Work), A MODEL LINKING PERCEIVED MOBILE TECHNOLOGY ATTRIBUTES, TEACHER'S MORALE AND TEACHING INNOVATION: A STUDY AMONG SECONDARY SCHOOL TEACHERS IN PENANG, 2015
48. Chang Yen Ping, Master(Dissertation - Course Work), A STUDY ON THE INFLUENCING FACTORS ON RESEARCH & DEVELOPMENT ENGINEERS CREATIVITY IN ODM SECTOR, 2015



49. Ong Weng Inn, Master(Dissertation - Course Work), IMPROVE ON TIME DELIVERY: A CASE STUDY AT JM FLOUR MILL , 2015
50. Low Chie Chong, Master(Dissertation - Course Work), Improving Poor Sales Performance: A Case Study in a Korean Based Adhesive Company, 2015
51. Teh Wei Wei, Master(Dissertation - Course Work), Improving Spare Part Delivery and Distribution Performance, 2015
52. Sazani Bin Shafie, Doctoral(Dissertation - Mixed Mode), ORGANIZATION CULTURE, LEADERSHIP AND INFLUENCE ON PRODUCT INNOVATION: A CASE STUDY ON MALAYSIA TELECOMMUNICATION COMPANY, 2016
53. Winnie Woon, Doctoral(Dissertation - Mixed Mode), INTENTION TO STAY: A STUDY AMONG R&D ENGINEERS IN LIFE SCIENCES INDUSTRY IN MALAYSIA., 2017
54. AIREEN AYU HARUDIN, Master(Dissertation - Course Work), Improving Business Performance: A case Study in SME Mass Market at TM Penang, 2016
55. ZIFFA BINTI ZUBIR, Master(Dissertation - Course Work), Improving Sales Performance: Rafellinna Sdn. Bhd., 2016
56. BEAH ZI YUAN, Master(Dissertation - Course Work), Impact of JIT Practices and Lean Practices on Operational Performance in Malaysia Packaging Industry: Internal Integration as a Mediator, 2016
57. Tan Wei Lip, Master(Dissertation - Mixed Mode), The Empirical Study of The Relationship Among IT Integration, Decision making Integration, Organizational Relationship Capability and Service Operations Performance, 2016
58. Chan Suz Jack, Master(Dissertation - Mixed Mode), A Model Linking Store Attributes, Service Quality, Customer Experience and Business Performance: A Study Among Community Pharmacy, 2016
59. Koay Kai Li, Master(Dissertation - Mixed Mode), THE RELATIONSHIP BETWEEN PSYCHOSOCIAL SAFETY CLIMATES AND EMPLOYEE WELL BEING OF MNCs IN MALAYSIA, 2016
60. KAMALESWARAN A/L RAMACHANDRAM, Master(Dissertation - Course Work), Improving delivery lead time in medical device supplies to public hospitals in Malaysia, 2015
61. AZIYATON BINTI OMAR, Master(Dissertation - Course Work), Decreasing of Student Enrollment in Manufacturing Technology Department of Perda Tech, 2015
62. SUKUMARAN A/L SUMMUGAM, Master(Dissertation - Mixed Mode), A PARADIGM SHIFT IN FOREIGN TOURIST ARRIVALS: THE IMPERATIVE FOR PENANG HILLS SUSTAINABLE GROWTH, 2015
63. ONG WAI LOON, Master(Dissertation - Course Work), Machines Down times Reduction and Productivity Improvement at an Automotive Components Manufacturer, 2016
64. LIM JING JING, Master(Dissertation - Course Work), DILEMMA BETWEEN PRODUCT SHORTAGE AND DEMAND, 2016
65. LEE KUANG SIEW, Master(Dissertation - Course Work), Improve On-Shelf Availability of the Promotional Products In A Well-known Departmental StorE, 2016
66. MUHAMMAD HANTFF BIN MUSTAKIM, Master(Dissertation - Course Work), SPARE PARTS MANAGEMENT OPTIMIZATION AT OFFSHORE PLATFORM, 2016
67. Winnie Woon, Ph.D(Dissertation - Mixed Mode), Intention to stay: A Study among R&D Engineers in Life Sciences Industry in Malaysia, 2017
68. Chen Big Kim, Ph.D(Dissertation - Mixed Mode), A Model Linking Service Quality, Emotional Experience, Perceived Value and User Satisfaction: A Study in Malaysia Health and Fitness Industry , 2018
69. Ang Poay Tin, Master(Dissertation - Course Work), A Study on the Influence Factors, Knowledge Creation Process, and R&D Engineersâ→ → Innovativeness in Pharmaceutical Firms in Malaysia, 2017
70. Lim Kang Ling, Master(Dissertation - Course Work), IMPROVE THE WORKERSâ→ → PRODUCTIVITY IN AN AIR GRILLE MANUFACTURING FIRM, 2017
71. Lim Wen Jun, Master(Dissertation - Course Work), Improved Lead Time in Receiving Raw Material: A Case Study in Palm Oil Industry, 2017
72. PUVANESWARI A/P MUNIANDY, Master(Dissertation - Course Work), A Model Linking Userâ→ → s Perception on Self-Service-Technology Attributes, Customer Readiness and Utilisation of Internet Banking, 2017
73. Ting Sew Heuy, Ph.D(Dissertation - Mixed Mode), An Adaptive Stimulus-Organism-Response Model in Predicting the Influence of Researcher Competence on University-Industry Collaboration, 2018

74. Loong Li Shin, Master(Dissertation - Course Work), A STUDY ON INVENTORY MANAGEMENT IN BOTTLED WATER MANUFACTURING COMPANY , 2018
75. Tan Bee Leong, Master(Dissertation - Course Work), Examining the Factors that Affect the Success of the Entrepreneur's Business Venture, 2018
76. Toh Ai Yin, Master(Dissertation - Course Work), The Effect of the Safety Practices on the Safety Performance in the Construction Sites, 2018
77. Yap Wai Ken, Master(Dissertation - Course Work), Improving Efficiency of Surgical Operation Room Management: A Case Study in Penang General Hospital , 2018
78. PUVANESWARI A/P MUNIANDY, Master(Dissertation - Course Work), The User's → s Perception about the Self Service Technology Attributes, Customer readiness, Customer value and the Utilization of Internet Banking Services in Penang., 2017
79. Ang Poay Tin, Master(Dissertation - Course Work), A STUDY OF INFLUENCE FACTORS LINKING WITH KNOWLEDGE CREATION PROCESS AND R&D INNOVATIVENESS IN MALAYSIA PHARMACEUTICAL INDUSTRY, 2017
80. Lim Kang Ling, Master(Dissertation - Mixed Mode), Improving Workers' → Productivity: A Case Study in an Air Grille Manufacturing Firm, 2016
81. Lim Wen Jun, Master(Dissertation - Course Work), MARKET INVERSE AND ITS EFFECTS OF PALM OIL SUPPLY CHAIN MANAGEMENT → → A STUDY IN CRUDE PALM OIL FIRM, 2017
82. Tan Bee Leong, Master(Dissertation - Course Work), Examining the Factors that Affect the Success of the Entrepreneur's Venture in Retail Business in Penang, 2018
83. Toh Ai Yin, Master(Dissertation - Course Work), The Influence of Safety Practices on the Safety Performance in the Constructions Project: Safety Climate is a Mediator, 2018
84. Yap Wai Ken, Master(Dissertation - Course Work), Best Practices of Surgical Operation Room Management: A Case in Penang General Hospital, 2018
85. Loong Li Shin, Master(Dissertation - Course Work), IMPROVE THE INVENTORY MANAGEMENT: A CASE STUDY IN A BOTTLED WATER MANUFACTURING COMPANY, 2018

## 2.4 Undergraduate Supervision

*(Student Name), (Year Graduated), (Thesis/Project Title)*

## 2.5 Professional Service

*(Category), (Description), (Place/location), (Frequency), (Year)*

## PAPERWORK PRESENTATION

*(Title), (Venue), (Duration), (Level)*

1. The Predictive Role of Flexible Work Hours and Perceived Incentive Fairness on Job Satisfaction Among Salesperson in A Telecommunication Firm, GSB Meeting Room, 21/3/2012- 21/3/2012, University

## ACADEMIC RECOGNITION AND LEADERSHIP

### Member in Professional / Academic Associations

*(Organisation), (Membership), (Year), (Level)*

1. Malaysian Register of Certificated Auditors, , 2009, National
2. 8th Asian Academy of Management Conference, , 2009, National
3. Asian Academy of Management, Members, 2011, International
4. International Conference on Intellectual Capital, Knowledge Management & Organiz, Committee Members(Conference/Seminar/Workshop), 2011, International
5. Asian Academy of Management, Committee Members(Conference/Seminar/Workshop), 2011, International
6. Malaysian Institute of Management, Members, 2011, National
7. 10th International Conf. on Intellectual Capital, KM & Organization Learning, Committee Members(Conference/Seminar/Workshop), 2013, International

8. International Conference on Intellectual Capital, Knowledge Management & Organis, Committee Members(Conference/Seminar/Workshop), 2014, International
9. PRODUCTION AND OPERATIONS MANAGEMENT SOCIETY, Members, 2015, International
10. Malaysian Institute of Management, Members, 2015, International
11. 12th International Conference on Intellectual Capital, Knowledge Management & Or, Committee Members(Conference/Seminar/Workshop), 2015, International
12. SPIDER'S LEAD ADVISORY BOARD (LAB), Members, 2016, National
13. Production and Operations Management Society, Members, 2016, International
14. Malaysian Institute of Management, Members, 2016, National

#### **Awards**

*(Name of Award), (Product), (Organiser), (Event), (Venue), (Date), (Level)*

1. Sijil Pengiktirafan, Special Recognition Award, , , , 2010, International
2. Sanggar Sanjung (Quality Category Award), ISO9001:2008 Certification (Quality Category Award), , , , 2011, University
3. Special Appreciation, Special Appreciation on the contribution as Program Manager for MBA SSME from ye, , , Graduate School of Business, 2012, University
4. Outstanding Work Award, Outstanding Work Award, , , Graduate School of Business, 2015, University
5. Best Paper Award, Best Paper Award, , , PARKROYAL Hotel, Penang, Malaysia, 2015, International
6. Anugerah Perkhidmatan Cemerlang, , , , Dewan Tuanku Syed Putra (DTSP), 2016, University

#### **Invited Speaker**

*(Title), (Event), (Organiser), (Organiser), (Year), (Level)*

1. Research Framework Development, 25th Colloquium of School of Management, School of Management, Universiti Sains Malaysia, 2010, University
2. Research Methodology - SPSS, , Serve-U, Graduate School of Business and Institut Latihan Kecemerlangan MARA, 2011, National
3. Ethics and Ethical Behavior at Workplace, A Talk at Farben Technique (M) Sdn Bhd, BMT Certification (Penang) Sdn Bhd, 2012, State
4. How to Write A Discussion Chapter, 9TH BUSINESS SEMINAR, GRADUATE SCHOOL OF BUSINESS, UNIVERSITI SAINS MALAYSIA , Graduate School of Business, 2015, University
5. Operations Management, USM Mini MBA, USM and MITD, 2016, National

#### **Reviewing Articles in Academic Journals / Assessor of Working Papers / Reviewing Books**

*(Title of Journal), (Name of Journal), (Editor), (Year)*

1. Drivers of Organizational Knowledge Management, AFRICAN JOURNAL OF BUSINESS MANAGEMENT, Prof. De la Rey van der Walddt, 2011
2. Impact of HRM Policies on Quality Assurance under Requirement Volatility, International Journal of Quality & Reliability Management, Assoc. Prof. Ton van der Wiele, 2011
3. Designing Domesticated Model of Knowledge Management Implementation in IIES, 8th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning, , 2011
4. Measuring Service Quality and Satisfaction of Students: A Case Study of Studentsâ→ → perception of Service Quality in High-ranking Business Schools in Iran , AFRICAN JOURNAL OF BUSINESS MANAGEMENT, Prof. Wilfred Isioma Ukpere, 2011
5. A study of emotional intelligence and teaching motivation of secondary school teachers in relation to their gender and stream, Herald Journal of Education and General Studies (HJEGS), , 2011
6. THE MEDIATING EFFECT OF ORGANIZATIONAL COMMITMENT IN THE ORGANIZATIONAL CULTURE, LEADERSHIP AND ORGANIZATIONAL JUSTICE RELATIONSHIP WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR: A STUDY OF ACADEMICIANS IN PRIVATE HIGHER LEARNING INSTITUTIONS IN MALAYSIA., Journal of Social Sciences, , 2011
7. THE MEDIATING EFFECT OF ORGANIZATIONAL COMMITMENT IN THE ORGANIZATIONAL CULTURE, LEADERSHIP AND ORGANIZATIONAL JUSTICE RELATIONSHIP WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR: A STUDY OF ACADEMICIANS IN PRIVATE

HIGHER LEARNING INSTITUTIONS IN MALAYSIA., Journal of Social Sciences, Prof. B. Asokumar, 2012

8. Internal Control System, Operational Risk Management and Customer Complaints: Case of The Banking Industry in Malaysia, 4th Business Seminar of Graduate School of Business, , 2012
9. The Diffusion of Collaborative Research in Engineering, Science and Technology, 4th Business Seminar of Graduate School of Business, , 2012
10. A study of emotional intelligence and teaching motivation of secondary school teachers in relation to their gender and stream. , Herald Journal of Education and General Studies, , 2012
11. An investigation into the attitudes toward business ethics and corporate social responsibility by local and immigrant SMEs owners in South Africa., AFRICAN JOURNAL OF BUSINESS MANAGEMENT, , 2012
12. Victimisation as a marker of poor knowledge management, 9th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning, , 2012
13. An empirical investigation of the influence of individual readiness for change on TQM implementation, International Journal of Quality and Reliability Management, Prof. Van der Wiele, Ton, 2012
14. Employee Commitment and Organisational Citizenship Behaviour (OCB) In Nigerian Telecommunication Industry, Online Journal of Social Sciences Research, Prof. B. Asokumar, 2013
15. Strategizing for Innovation: An Empirical Investigation on Strategic Orientation and Innovation Types, Business and Management Horizons, Cathy Green, 2013
16. Impact of Innovation culture on Human resources Management Practices, British Journal of Economics, Management & Trade, Prof. Caspar Rose, 2013
17. Importance of leadership in innovations of HR practices, Comprehensive Journal of Business and Management, Prof. (Dr). Badar Alam Iqbal, 2013
18. Emotional-Environmental Intelligence and Organisational Performance : A Conceptual Framework, Asian Academic of Management Conference, Dr. Hooy Chee Wooi, 2013
19. Towards a New Model of Human Resource Solutions: Preliminary Evaluation on Generational Labelling Applications in Malaysia, Asian Academic of Management Conference, Dr. Hooy Chee Wooi, 2013
20. An exploratory study on Business Process Management adoption in the Malaysian industries, Asian Academic of Management Conference, Dr. Hooy Chee Wooi, 2013
21. Entrepreneurship in Nigeria: Funding and Financing Strategies, Journal of Business Management and Administration, Prof. Abu Bakar Abdul Hamid, 2013
22. Attitudes Towards Work, Life, Career and the World View: Three generational Perspectives Across Malaysia, Journal of Business Management and Administration, Prof. Abu Bakar Abdul Hamid, 2013
23. Assessment of Stressors as Life Change Unit (LCU) among the Students of Medical Sciences in Kurdistan University of Medical Sciences, Online Journal of Social Sciences Research, Dr. Hafez Abdo, 2013
24. Work and family role characteristics as determinants of work-family conflict in India → A SEM approach, Asian Academy of Management Journal, Associate Prof. Zamri Ahmad, 2014
25. Strategic Knowledge with Strategic Alliance Based to Achieve a Sustainable Competitive Advantage, International Journal of Economics and Management, Associate Prof. Law Siong Hook, 2014
26. Continuous improvement as a determinant of human resource management practices, International Journal of Quality & Reliability Management, Asst. Prof. van der Wiele, 2014
27. The Effects of on-the-Job Training on Employee Performance in Organizations: A Case of Rift Valley Bottlers Limited, Eldoret, Kenya, Online Journal of Social Sciences Research, Dr. Hafez Abdo, 2014
28. Are innovations being created or adopted in the construction industry? Exploring innovation in the construction industry, SAGE Open, Dr. Chen Yi Tsai, 2014
29. The impact of internal and external flexibility on operational costs: The mediating role of customer service, The 4th Asian Management Research and Case Conference (AMRC) 2015, , 2014
30. How to measure performance of teachers? , The 4th Asian Management Research and Case Conference (AMRC 2015), , 2014

31. Human Resource Practices on Employee Retention in Malaysian Industrial Settings, Global Conference On Business and Social Sciences, , 2014
32. Do Think Thank, 11th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning, , 2014
33. Competing models of international and Taiwanese chain hotels: antecedents and consequences of personorganization and person-job fit, International Journal of Contemporary Hospitality Management, Prof. Okumus, 2014
34. Workload, generic and workâ→ → family specific social supports, family support and job stress: mediating role of work-family and family-work conflict , International Journal of Contemporary Hospitality Management , Prof. Fevzi Okumus, 2015
35. What are the Contemporary Cultural Characteristics of Thai Hotel Employees, International Journal of Contemporary Hospitality Management, Prof. Fevzi Okumus, 2015
36. Continuous improvement as a determinant of human resource management practices , International Journal of Quality & Reliability Management , Prof. van der Wiele, Ton, 2015
37. Toward The Organizational Innovation Study: Through A Critical Study of Previous Innovation Research, Jurnal Pengurusan, Assoc. Prof. Dr. Nor Liza Abdullah, 2015
38. An Empirical Research on Management Innovation of High Technology Manufacturers, Advances in Mechanical Engineering, Dr Jianbo Yu, 2015
39. DO EMPLOYEE REMUNERATION AND EMPLOYEE BENEFITS HAVE SIGNIFICANT INFLUENCE ON THE RETENTION OF CHILDCARE TEACHERS IN THE SINGAPOREAN CHILDCARE INDUSTRY, Asian Academy of Management Journal, Assoc. Prof. Dr. Zamri, 2015
40. Contact Centers : Drivers of Excellent Customer Service, The 11th Asian Academy of Management International Conference 2015, , 2015
41. Organizational Climate, Coaching Skill and Team performance: A case study in Taiwan Hospitals, The 11th Asian Academy of Management International Conference 2015, Assoc. Prof. Dr. Hazlina, 2015
42. Knowledge sharing practices in small and medium family enterprises in Malaysia: Its consequences to financial performance , The 11th Asian Academy of Management International Conference 2015, Assoc. Prof. Dr. Hazlina, 2015
43. The Roles of Transformational Leadership, Entrepreneurial Competence, and Technical Competence on Enterprise Success of SMEs in Malaysia, The 11th Asian Academy of Management International Conference 2015, Assoc. Prof. Dr. Hazlina, 2015
44. Customer Participation in Services and Employee Innovative Behavior: The Mediating Role of Interpersonal Trust, International Journal of Contemporary Hospitality Management, Professor Okumus, Fevzi, 2016
45. Scale efficiency of specialized 3PL providers in an emerging economy, International Journal of Physical Distribution & Logistics Management, Prof. Ellinger, Alexander, 2016
46. The Influence of Need Achievement and Risk Propensity on Income Increasing Earning Management, USM International Conference on Social Sciences 2015 Touching Lives and Bridging Society , Dr. Lim Ee Shiang, 2016

#### **Assessor**

*(Activity), (Organisation), (Role), (From)-(Until), (Level)*

1. INVESTIGATING ON THE DETERMINANTS AND PERFORMANCE OF HUMANITARIAN SUPPLY CHAIN, , 2012, -, , University
2. Panel PENILAI POSTGRADUATE RESEARCH GRANT SCHEME(USM-PRGS), , 2012, -, , University

#### **Editorial Board**

*(Title), (Jurnal), (Year), (Level)*

1. editor, Business and Management Review, 2012, International
2. Editor, Online Journal of Social Sciences Research, 20/1/2013- 19/1/2015, International
3. Editorial Board, Business and Management Review, 2/1/2012- 2/1/2017, International

#### **Board of Director/Board of Trustees**

*(Title), (Event), (Organiser), (Year), (Level)*

1. Pengerusi viva voce bagi calon Ijazah Doktor Pentadbiran Perniagaan, DBA Disertasi & Viva Voce, Graduate School of Business, 2014, University
2. CONCURRENT SESSION 3: HUMAN RESOURCE MANAGEMENT CLUSTER, 8TH BUSINESS SEMTNAR@GSB , Graduate School of Business, 2015, University

3. Pengerusi AGW728 (Dissertation and Proposal Defence), DBA Proposal Defence (AGW728), Graduate School of Business, 2016, University
4. Pengerusi AGW729 (Dissertation and Findings Viva Voce), DBA Findings Viva Voce (AGW729), Graduate School of Business, 2016, University
5. Chairman for AGW622/ADW622 Management Project, MBA Management Project Viva Voce (Semester 1, 2016/2017), Graduate School of Business, 2016, University

#### **Member of a Panel Discussion / Forum**

*(Activity), (Organisation), (Role), (From)-(Until), (Level)*

1. Graduate School of Business PhD Business Seminar, , 2014, -, , University
2. The Impact of Tacit Knowledge on Business Sustainability, with Succession Planning as Moderating Factor for Tacit Knowledge Management, , 2015, -, , University
3. Strategic Capabilities, Innovation Strategy and Technological Capability in Firm Performance: An Empirical study of the Service Industries in Malaysia, , 2015, -, , University

#### **Assessor/Examiner**

##### **Internal Examiner**

*(Title), (Student), (University), (Duration)*

1. The Effective of Employees Engagements with Front Liners towards Service Productivity, Sankaran Kanagarajoo, , 18/6/2010- 18/6/2010
2. A Balancing Borders and Bridges: Understanding the Employability among Polytechnic Graduates, Suraya Bt. Yope@Yahya, Universiti Sains Malaysia, 18/6/2010- 6/8/2010
3. Franchisee's Entrepreneurial Competencies as The Prediction of Sustainable Franchise Success in Malaysia , Chong Chee Hui, Universiti Sains Malaysia, 3/9/2010- 3/9/2010
4. Franchisee's Entrepreneurial Competencies The Prediction of Sustainable Franchise Success in Malaysia, Chong Chee Hui, Universiti Sains Malaysia, 4/6/2010- 4/6/2010
5. Making Assemble More Lean: A Case Study in Malaysia, Ryan Blair, Universiti Sains Malaysia, 5/11/2010- 5/11/2010
6. The Relationship Between Ethnic Diversity and Innovation at Manufacturing X Malaysia, Ooi Peng Hong, Universiti Sains Malaysia, 14/5/2010- 14/5/2010
7. The relationship between Critical Success Factors and Agile Software Development Success: Employee Commitment as the Moderator, Santhiaselan Suppiah, Universiti Sains Malaysia, 6/3/2010- 6/3/2010
8. Franchisor-Franchisee Relationship and Franchisee Competencies as the Prediction of Franchise Business Performance. Franchisees' Perspectives in Malaysia Retail Sectors, Chong Chee Hui, Universiti Sains Malaysia, 17/3/2011- 17/3/2011
9. IMPACT OF STRATEGIC GREEN ORIENTATION ON THE IMPLEMENTATION OF GREEN SUPPLY CHAIN ACTIVITIES TOWARDS SUPPLY CHAIN PERFORMANCE (GREENSCOR), LEE BOON TI, UNIVERSITI SAINS MALAYSIA, 4/4/2011- 4/4/2011
10. Franchisor-Franchisee Relationship and Franchisee Competencies as the Prediction of Franchise Business Performance. Franchisees' Perspectives in Malaysia Retail Sectors, CHEE HUI HONG, UNIVERSITI SAINS MALAYSIA, 26/9/2011- 26/9/2011
11. The Importance of Intellectual Capital on the Competitive Capabilities of Manufacturing Small and Medium Enterprises in Malaysia, THERESA HO CHAR FEI, Universiti Sains Malaysia, 22/8/2011- 22/8/2011
12. Strategies to Improve Broadband Sales in Penang, Calvin Chan Yee Yuen, Universiti Sains Malaysia, 9/6/2012- 9/6/2012
13. Why Customer Leave? A Case of Customer Attrition in Business Banking, 2012, Universiti Sains Malaysia, 9/6/2012- 9/6/2012
14. Reduce Long Waiting Time at Customer Service, 2012, Universiti Sains Malaysia, 9/6/2012- 9/6/2012
15. Lead Time Improvement for New Product (NPI), 2012, Universiti Sains Malaysia, 9/6/2012- 9/6/2012
16. The Role of Internal Control System, Operational Risk Management on Customer Complain, 2014, Universiti Sains Malaysia, 6/6/2012- 6/6/2012
17. HR Roles in Continuance Intention Usage towards E-HR, 2012, Universiti Sains Malaysia, 28/5/2012- 28/5/2012

18. The Role of Taiwan Government Policy and Research Institutes in Promoting Innovation Practices in Taiwan Electronics Industry, 2012, Universiti Sains Malaysia, 28/5/2012- 28/5/2012
19. Corporate Entrepreneurship and Employees Work Performance: The Impact of Individual and Organizational Factors, 2012, Universiti Sains Malaysia, 29/5/2012- 29/5/2012
20. Relationship between Employees Satisfaction and Organizational Growth: The Case Study of NI System (India) PVT. LTD., Yeong Yen Nee, Universiti Sains Malaysia, 19/11/2012- 19/11/2012
21. Factor Influencing Employees' Lean Participation and Its Effect on Employees' Operational Lean Performance, Ramli Bin Abd. Rahman, Universiti Sains Malaysia, 20/11/2012- 20/11/2012
22. THE RELEVANCE OF INTELLECTUAL CAPITAL ON COMPETITIVE CAPABILITIES OF MANUFACTURING SMALL AND MEDIUM ENTERPRISE (SMEs) IN MALAYSIA WITH ORGANIZATIONAL LEARNING CAPABILITY AS A MEDIATOR, THERESA HO CHAR FEI, Universiti Sains Malaysia, 21/1/2013- 21/1/2013
23. The Role of Internal Control System, Operational Risk Management on Customer Complain, Noor Fareen Abdul Rahim, Universiti Sains Malaysia, 3/5/2013- 3/5/2013
24. Perceived Website Interactivity and Customer Behavioral Intentions: The Mediating Role of Customer Perceived Value in Online Hotel Booking, Dahlan Bin Abdullah, Universiti Sains Malaysia, 6/6/2014- 6/6/2014
25. Internal and External Business Drivers of Renewable Energy Supply Chains on Sustainable Business Performance, Pung Xin Yi, Universiti Sains Malaysia, 29/5/2014- 29/5/2014
26. Innovativeness as Success Factors for SMEs' Business Performance at Northern Region of Malaysia, Toh Seong Thye, Universiti Sains Malaysia, 29/5/2014- 29/5/2014
27. Sustainable Supply Chain Integration and Firm Competitiveness: The Mediating Effect of Firm, Geevaneswary A/P Saththasivam, Universiti Sains Malaysia, 25/6/2014- 25/6/2014
28. INTEGRATING SIX SIGMA PHILOSOPHY OB SCREEN PRINTING PRODUCTION IN LIGHT EMITTING DIODE (LED) MANUFACTURING, Tan Ping Seng, Universiti Sains Malaysia, 19/11/2014- 19/11/2014
29. A CASE STUDY OF THE BENEFITS OF LEAN SIGMA IMPLEMENTATIONS IN AN ORGANIZATION, Fazrein Meah Bin Murshid Meah, Universiti Sains Malaysia, 18/11/2014- 18/11/2014
30. ENTERPRISE AGILITY, NETWORK STRUCTURE AND GOVERNMENT SUPPORT ON FIRM'S PERFORMANCE: A STUDY OF SME HOUSING DEVELOPERS IN MALAYSIA., Mulia Pamadi, Universiti Sains Malaysia, 28/10/2014- 28/10/2014
31. Improving Warranty Returns Warehouse Dock to Receipt Throughput Time (TPT) in Sustaining Customersâ→ Satisfaction, LEE KOK PENG, Universiti Sains Malaysia, 6/12/2014- 6/12/2014
32. Growth Stagnant in A Food Equipment Supplying Company, LIM YU YIN, Universiti Sains Malaysia, 6/12/2014- 6/12/2014
33. Improving Employees Retention to Ensure Sustainability, NUR AFIFAH, Universiti Sains Malaysia, 6/12/2014- 6/12/2014
34. Improving the performance of an equipment engineering group in a wafer foundry, PALANIAPPA A/L SUBRAMANIAM, Universiti Sains Malaysia, 6/12/2014- 6/12/2014
35. The Effects of Customer Perceived Service Quality and Service Innovation on Service Loyalty: The Mediating Role of Customer Satisfaction and Brand Equity, Seraj Kiumarsi, Universiti Sains Malaysia, 19/12/2014- 19/12/2014
36. THE EFFECTS OF SUSTAINABLE SUPPLY CHAIN INTEGRATION ON FIRM PERFORMANCE: A MEDIATING ROLE OF GREEN SUPPLY CHAIN AGILITY, GEEVANESWARY A/P SATHTHASIVAM, Universiti Sains Malaysia, 20/10/2015- 20/10/2015
37. THE EFFECT OF SUSTAINABLE SUPPLY CHAIN INTEGRATION ON FIRM PERFORMANCE: MEDIATING ROLE OF GREEN SUPPLY CHAIN AGILITY, GEEVANESWARY A/P SATHTHASIVAM, Universiti Sains Malaysia, 13/5/2015- 13/5/2015
38. THE IMPACT OF TACIT KNOWLEDGE MANAGEMENT ON BUSINESS SUSTAINABILITY, WITH SUCCESSION PLANNING AS MODERATING FACTOR: A CASE IN ORGANISATIONS IN MALAYSIAN CONTEXT, NARENDRAN SHANMUGAM, Universiti Sains Malaysia, 22/6/2015- 22/6/2015
39. The Effects of Value Co-Creation on Sustainability Logistics Performance: From Lens of Logistics Service Provider in Malaysia , Chu Kai Chat, Universiti Sains Malaysia, 20/11/2015- 20/11/2015



40. THE EFFECT OF SUPPLY CHAIN CYBER SECURITY ON ORGANIZATIONAL PERFORMANCE IN HEALTH CARE INDUSTRY: THE MEDIATING EFFECT OF LEAN AND AGILE SUPPLY CHAINS, NUR SYAZWANI MOHD SATAR YIP, Universiti Sains Malaysia, 20/10/2015- 20/10/2015
41. Waste Management Reporting: Stakeholder Approach, Suriathevan Balan, Universiti Sains Malaysia, 27/5/2015- 27/5/2015
42. The Impact of Work Stress on Job Performance of Academic Staff in Six Polytechnics in the Northern Region Malaysia, Faizah Binti Shabudin, Universiti Sains Malaysia, 28/5/2015- 28/5/2015
43. Employees Efficiency in Managing Risk Management Which Effectively Impacting on Suppliers Sustainability, Selvarani Anthony Dass, Universiti Sains Malaysia, 29/5/2015- 29/5/2015
44. The Design and Development of Remote Energy Monitoring System: An Approach toward Sustainability in Internet of Thing (IOT) and Its Impact to Business Organization, Kam Soo Cheng, Universiti Sains Malaysia, 3/5/2016- 3/5/2016
45. The Effect of Big Data Analytics Services Supply Chain Performance: Intervining Variable of Supply Chain Innovation Capabilities, Ramanathan A/L RM Chidambaram, Universiti Sains Malaysia, 5/5/2016- 5/5/2016
46. The Antecedent and Outcomes of Closed Loop Supply Chain towards Value Creation in Malaysian Automotive Industry, Fadzlin Mohd Fadzil, Universiti Sains Malaysia, 7/4/2016- 7/4/2016
47. Low Carbon Supply Chain in Malaysian Manufacturing Industry, Muhammad Shabir Shaharudin, Universiti Sains Malaysia, 7/4/2016- 7/4/2016
48. Pedagogy Training for E-Commerce Success: The Role of E-Commerce Competency towards Entrepreneurs in Malaysia Training Centre, Noornasirah Nasri, Universiti Sains Malaysia, 21/4/2016- 21/4/2016
49. Examining the Predictors of Environmental Performance in Malaysia's Hospitality Industry: Mediating Role of Green Human Resources Management Practices, Yusmani Mohd Yusoff, Universiti Sains Malaysia, 9/6/2016- 9/6/2016
50. The Effect of Energy Management Practices on Energy Efficiency and Cost Reduction: The Mediating Effect of Renewable Energy Supply Chain, Bee Poh Swan, Universiti Sains Malaysia, 14/11/2016- 14/11/2016
51. The Influence of Volunteering Sector towards Organization Sustainability: The Mediating Role of Employee Behaviors, Lim Pei Fang, Universiti Sains Malaysia, 17/11/2016- 17/11/2016
52. Key Factors Influencing Sustainable Supplier Selection in Supply Chain Management of Malaysia Industry, Kamales A/P Balakrishnan, Universiti Sains Malaysia, 18/11/2016- 18/11/2016
53. The Mediating Effect of Risk Sharing on Relationship between Risk Factors and Firm Resilience: Evidence from Agricultural Sector in Indonesia, Sri Widiyanesti, Universiti Sains Malaysia, 24/10/2016- 24/10/2016
54. The Linkage Between Drivers of Halal Supply Chain on Firm Competitiveness: The Mediating Effects of Halal Supply Chain Practices and Halal Supply Chain Performance in Indonesia Foods and Beverage, Ratih Hendayani, Universiti Sains Malaysia, 24/10/2016- 24/10/2016
55. The Impact to Tacit Knowledge Management on Organizational Performance, with Succession Planning as Moderating Factor, Narendran Shammugam, Universiti Sains Malaysia, 25/10/2016- 25/10/2016
56. The Impact to Tacit Knowledge Management on Organizational Performance, with Succession Planning as Moderating Factor, Narendran Shammugam, Universiti Sains Malaysia, 25/5/2016- 25/5/2016
57. The Impact of Retirement Age, Human Resource Policies and Employee Loyalty on Organizational Commitment: A Research among Academicians in Public Universities in Malaysia, Parimala Devi Dhivandram, Universiti Sains Malaysia, 9/8/2016- 9/8/2016

#### **Academic Assessor**

*(Title), (Student), (University), (Duration)*

1. Franchisor-Franchisee Relationship and Franchisee Competencies as the Prediction of Franchise Business Performance. Franchisees' Perspectives in Malaysia Retail Sectors, Chong Chee Hui, Universiti Sains Malaysia, 20/10/2011- 20/10/2011

#### **Others**

*(Authors), (Year), (Title), (Duration)*



1. 2010, Organizational Justice and Affective Commitment: the Mediating role of Perceived Organizational Support, -

## CONSULTANCY

### Consultancy With Monetary Reward (University / School / Personal)

*(Title Of Project), (Sponsor), (Value), (Main Researchers), (Duration)*

1. Membangun Sistem Pengurusan Kualiti dengan mendapat Pengiktirafan Sijil ISO9001:2008, Tiada, RM0.00, , 1/9/2009- 31/8/2010
2. ISO 9001:2008 Certification, Graduate School of Business, RM0.00, Tan Cheng Ling, 1/10/2009- 31/8/2010

### Consultation Without Monetary Rewards (with appointment letter / consultation report)

*(Title Of Project), (Sponsor), (Value), (Main Researchers), (Duration)*

1. Sustainable Business Solutions as Competitive Advantage for Priority Resources Sdn Bhd, Priority Resources Sdn Bhd, RM0.00, KC Thong, S Geevaneswary, Valliammai Deepa, Yusminov Ahmad, 23/7/2014- 30/4/2015
2. Consultancy and Training Project for Orient Fitness Gold , Orient Fitness Gold, RM0.00, Tan Cheng Ling, Salmi Mohd Isa, Chee Wei Loon, Chen Big Kim, Yusmani binti Mohd. Yusoff, Teoh Siau Teng, 1/9/2015- 31/8/2016
3. NUPON Technology Malaysia: Supply Chain Management Advancement, NUPON Technology Malaysia, RM0.00, Tan Cheng Ling, Tan Kock Lim, Calvin Chan and Ong Eu Chin, 12/9/2016- 30/6/2017

## SERVICE TO THE UNIVERSITY AND COMMUNITY

*(Position), (Duration)*

1. Committee,Persatuan Alumni USM,22/9/2014- 21/9/2015, University
2. Stage Party,Wakil Persatuan Alumni USM,7/11/2014- 7/11/2014, University
3. AJK,AHLI JAWATANKUASA PENAJAAN DAN KEWANGAN BAGI PROJEK BALIKAMPUS 2015,6/7/2015- 31/8/2015, University
4. Committee in Sponsorship & Finance,Persatuan Alumni USM,29/8/2015- 29/8/2015, University
5. School CommitteeSchool Committee,AJK Akreditasi,10/1/2009- 31/12/2009, University
6. School CommitteeSchool Committee,AJK Usaha Sama Industri (Penyelidikan, Perundingan, Latihan),10/1/2009- 31/12/2010, University
7. School CommitteeSchool Committee,AJK EXCO Dekan,10/1/2009- 31/12/2010, University
8. School CommitteeSchool Committee,AJK Penasihat Industri dan Akademik,10/1/2009- 31/12/2010, University
9. School CommitteeSchool Committee,AJK Pengajaran Akademik dan Perpustakaan,10/1/2009- 31/12/2010, University
10. School CommitteeSchool Committee,AJK Alumni, Persatuan MBA/DBA dan MBA/ DBA Nite,10/1/2009- 31/12/2010, University
11. School CommitteeSchool Committee,AHLI JAWATANKUASA BAHAGIAN JARINGAN INDUSTRI DAN MASYARAKAT,13/4/2010- 29/12/2012, University
12. Deputy DeanDeputy Dean,Deputy Dean (Research, Postgraduate and Networking),1/11/2016- 31/12/2018, University
13. Programme ManagerProgramme Manager,Pemangku Pengurus Program Perundingan dan Latihan,10/1/2008- 31/12/2010, University
14. Programme ManagerProgramme Manager,Pengurus Program MBA (Service Sains, Management & Engineering),1/1/2010- 31/12/2012, University
15. Programme ManagerProgramme Manager,MBA Service Science, Management and Engineering,1/1/2010- 31/12/2012, University
16. Programme ManagerProgramme Manager,Ph.D. and DBA Programme Manager,2/1/2016- 31/12/2018, University
17. CommitteeCommittee,Ketua Juruaudit,22/4/2010- 23/4/2010, University
18. CommitteeCommittee,Pengurus Kualiti,3/1/2010- 28/2/2011, University
19. CommitteeCommittee,Chairman of DBA Viva voce,2010, University

20. CommitteeCommittee,AHLI JAWATANKUASA BAHAGIAN AKADEMIK AND PEMBANGUNAN PELAJAR,1/1/2012- 31/12/2012, University
21. CommitteeCommittee,AJK PENGURUSAN,1/1/2012- 31/12/2012, University
22. CommitteeCommittee,AJK Pengurusan,1/1/2013- 31/12/2013, University
23. CommitteeCommittee,Ahli Jawatankuasa Akademik,2/1/2014- 31/12/2014, University
24. CommitteeCommittee,Ahli Jawatankuasa Kualiti dan Akreditasi,2/1/2014- 31/12/2014, University
25. CommitteeCommittee,Persatuan Alumni USM,16/3/2015- 15/3/2017, University
26. CommitteeCommittee,Youn Strategic Thinker for USM Future (Entrepreneurship),7/8/2015- 31/12/2015, University
27. OthersOthers,Pengurus Kualiti,1/3/2011- 28/2/2012, University
28. OthersOthers,Audit Team Leader,10/3/2011- 11/3/2011, University
29. OthersOthers,ISO9001 Audit Team Leader,19/3/2012- 20/3/2012, University
30. OthersOthers,Pengurus Kualiti ISO,1/3/2012- 28/2/2013, University
31. OthersOthers,ISO9001 Internal Auditor,30/12/2014- 31/12/2014, University
32. OthersOthers,PENOLONG PENGURUS KUALITI,2/3/2015- 29/2/2016, University
33. OthersOthers,JURUAUDIT KUALITI DALAMAN,26/10/2015- 27/10/2015, University
34. OthersOthers,ISO Internal Auditor,26/10/2015- 27/10/2015, University
35. PENGURUS PROGRAM, PUSAT PENGAJIAN SISWAZAH PERNIAGAAN, 1/10/2009- 31/12/2009
36. Pengerusi PROGRAM, PUSAT PENGAJIAN SISWAZAH PERNIAGAAN, 1/1/2010- 31/12/2012
37. PENGURUS PROGRAM, PUSAT PENGAJIAN SISWAZAH PERNIAGAAN, 1/1/2016- 31/10/2016
38. TIMBALAN DEKAN, PUSAT PENGAJIAN SISWAZAH PERNIAGAAN, 1/11/2016- 31/12/2018