

Distinguished Professor Ts. Dr Ooi Keng-Boon, FASc
(DEng, PhD, MBA, PGDIT, PGA, BIT (Distinction))
Distinguished Professor of Industrial Management & Information Systems
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Capsule Biography

Ts. Dr. Ooi Keng-Boon, FASc (DEng, Ph.D.) is a Distinguished Professor of *Industrial Management and Information Systems* and is currently the Dean of UCSI Graduate Business School at UCSI University, Malaysia. Prior to his academic career, he was a senior IT engineer in a multinational semiconductor manufacturing firm for 7 years.

Professor Ooi received his Engineering Doctorate (DEng) in Engineering Business Management from the University of Technology Malaysia (UTM), Doctor of Philosophy (Ph.D.) in Applied Statistics from the University of Malaya (UM), MBA from the University of Southern Queensland (Australia), Postgraduate Diploma in Tertiary Teaching from UCSI University, Postgraduate Award from the University of Warwick (UK) and Bachelor of Information Technology (Distinction) from the University of Southern Queensland (Australia). He is a Professional Technologist (P. Tech.) with the Malaysia Board of Technologists (MBOT). He is also a *Fellow of the Academy of Sciences Malaysia (FASc)* and a *Fellow of the Royal Statistical Society, UK*.

Professor Ooi's research interests include mobile technology, information systems, and industrial management. He has published more than 130 papers in international refereed journals indexed to the Web of Science (SSCI/SCI/SCIE) by Clarivate Analytics, of which more than 80 papers are published in A/A*-ranked journals by the Australian Business Deans Council (ABDC) 2019 Journal Quality List. His current **Google Scholar Citation H-index is 79; Scopus H-index = 64; Clarivate Analytics-Web of Science H-Index = 55**, with over 19,000 citations received from diverse authors and journals across the fields of information technology and industrial management, which places him as the **Most Highly Cited Researcher** at the Faculty of Business and Management and Graduate Business School, UCSI University. Professor Ooi's publications are seen in top-ranked journals such as *Tourism Management, Decision Support Systems, Information and Management, Information Technology and people, IEEE Transactions on Engineering Management, International Journal of Production Research, Journal of Business Research, Business Strategy and the Environment, Supply Chain Management: An International Journal, Technological Forecasting, and Social Change, Internet Research, Production Planning, and Control, Information Systems Frontiers, International Journal of Production Economics, Journal of Service Theory and Practice, Asia Pacific Journal of Management, International Journal of Information Management* and among others.

His articles were also recognized as the '**Top 25 Hottest Articles at ScienceDirect**' by *Expert Systems with Applications* (2014-2015), *Telematics and Informatics* (2014-2015), and *Decision Support Systems* (2012; 2015). One of his papers published in the *International Journal of Information Management* has been recognized as the '**Hot Paper**' (**Top 0.1% of the academic field of Social Sciences**) in 2020 and 10 other papers (published in *Telematics and Informatics* (Elsevier, SSCI), *Expert Systems with Applications* (Elsevier, SCIE), *International Journal of Production Research* (Taylor and Francis; SCI; SCIE), *Journal of Business Research* (Elsevier, SSCI), *Tourism Management* (Elsevier, SSCI), *Technological Forecasting and Social Change* (Elsevier, SSCI), *Decision Support Systems* (Elsevier, SCIE) and *International Journal of Information Management* (Elsevier, SSCI)) are listed as '**Highly Cited Papers**' (**Top 1% of the academic field of Social Sciences**) by Clarivate Analytics's Essential Science Indicators (ESI), Web of Science (Clarivate Analytics) in May/June 2022. Other prestigious awards that have been bestowed upon him include the '**Highly Commended Award**' from Emerald for *Journal of Service Management* in 2015; the '**Most Cited Papers Award**' from Emerald for *Emerald Emerging Markets Case*

Studies in 2017 and the journal of *Industrial Management and Data Systems* (2015-2018); **'Top Cited Article'** from Elsevier for a journal article published in *Telematics and Informatics* (2014-2018); **'Most Cited Article'** (2019-2020) from Taylor and Francis for *Journal of Computer Information Systems*; **'Top Downloaded Articles'** from Elsevier for *Technological Forecasting and Social Change* (2019); *Technology in Society* (2020); *International Journal of Information Management* (2020), *Journal of Retailing and Consumer Services* (2021) and others.

Professor Ooi's research excellence and impact are recognized with different honours received from various international bodies of repute. As an award-winning researcher, he has been listed in the **2019-2020 'Single Year World's Top 2% of the Most-Cited Scientists'** and **'Career-long World's Top 2% of the Most-Cited Scientists'** in the field of *'Business and Management'* and under the subfields of *'Information Systems'* by the *Stanford University List*. He was also ranked as the **'World's Top 200 Scientists'** in the field of *'Business and Management'* in 2021 based on Google's Scholar H-index by *Research.com* (as of 6th December 2021). He has been acknowledged and listed as one of the **World's Top 100,000 Scientists** in the list across disciplines according to the **Global Scholars Scientific Impact Ranking** by <http://www.globalauthorid.com/WebPortal/EliteRank> (as of 31st August 2022).

Professor Ooi's pre-eminence in his specific research field that studies general applications of information systems and technologies is well-acknowledged at the international level. He was acknowledged as one of the **'Top 10 World Authors and High Impact Researchers'** (ranked #6) in the areas of *'Technology Acceptance Model; Mobile Payment; UTAUT'* (2015-2020) by *Elsevier's Scopus and SciVal*. In 2022, he has also been acknowledged as one of the **'World's Top 20 Authors'** (ranked #14) in the area of *mobile payment* by the journal article *Internet Research* (Emerald, SSCI). The ranking was based on the bibliometric analysis of 1999 articles published in the area of mobile payment from 1997 to 2021 using the Scopus database (Leong et al., 2022). Professor Ooi was ranked **'1st among the Top 10 Core Authors in the World'** in the field of *'Social Commerce'* research from 2003 to 2018 in Clarivate Analytics (Web of Science) (Li et al, 2018). Apart from social commerce, he has been recognized internationally for his work in *'Mobile Commerce and its Applications'* and he was acknowledged as the **'World's Most Productive Author'** and the **'World's Second Most Influential Author'** from 2000 to 2015 in the Clarivate Analytics -Web of Science, as well as **'Malaysia's Top Contributing Author'** (Hew, 2017). He was also recognized as one of the **'World's Most Published Authors'** who has imparted significant knowledge and information sharing in the field of *'Mobile Commerce Applications'* between 2008 and 2017 using the Scopus database (Chhonker, M. S., et al., 2018).

In addition, Professor Ooi' has attained excellent research records in other fields such as knowledge management and total quality management. He is recognized as the **'World's Top 20 Most Prolific authors'** (ranked #14) in Knowledge Management from 1990 to 2019 (Shashi et al., 2022) as well as the **'World's Top 50 Most Productive and Influential authors'** (ranked #42) in the same research discipline of *'Knowledge Management'* from 1961 to 2015 (Magaly Gaviria-Marin et al., 2019). Professor Ooi has been recognized as the **'World's Top Prolific and Most Influential'**, as well as the **'Top 2nd Highly Cited author'** in *'Total Quality Management (TQM)'* research in Web of Science from 2006 to 2015 (Lee and Hew, 2017), and the **'World's Top 3 Most Productive Author'** in TQM from 1990 to 2019 based on the SCI-EXPANDED and SSCI database (Ho, Y-S et al., 2022).

Professor Ooi has been acknowledged as the **'World's Top 5 Most Productive and Influential authors'** (ranked #4) who had published research papers in the journal *'Industrial Management and Data Systems'* (IMDS) over the past 25 years (1994 to 2019) in Web of Science (Wang et al., 2019), and the other as the **'World's Top 12 leading authors'** in the discipline of *'Innovation Research'*, between 2009 and 2013 (Christian A. Cancino et al., 2015).

Professor Ooi has also received several recognitions at the national level, which further exemplify his research excellence and impact. In Malaysia, he was ranked as the **'Top 2nd Most Productive'** and **'Top 3 Most Cited Malaysian-based researcher'** in the field of *Social Sciences* in Web of Science (SSCI) from 2001-to 2014, based on a report entitled *'Bibliometric Study 2015 – Science and Technology Knowledge Productivity in Malaysia'* published by the *Malaysian Science and Technology Centre (MASTIC)*, Ministry of Science, Technology, and

Innovation (MOSTI). He was placed in the **'Top 8 Most Productive Malaysian Computer Science Researchers'** in Web of Science from 2009 to 2018 (Hew et al., 2019).

Throughout the years, Professor Ooi has received awards not only for his research but also for his outstanding contribution to journal article reviewing activities, which further testifies his research prowess and capabilities. Among the notable mentions include the **Publons Peer Review Award** (Clarivate Analytics, UK) in which he was listed among the **World's Top 1% reviewers** in "Cross-Field" on Publons global reviewer database in 2019, and the field of "Social Sciences, General" in 2018 and 2019 respectively. He was also recognized for **'Outstanding Contribution in Reviewing'** by five reputable Elsevier Journals (*Expert Systems with Applications* (2017); *Technology in Society* (2017); *Information and Management* (2018); *Computers Human in Behavior* (2018); *Journal of Retailing and Consumer Services* (2018)). Professor Ooi also received the **Emerald Literati Awards for Excellence** in recognition of being the **Outstanding Reviewer** for three reputable Emerald Journals (*Industrial Management and Data Systems* in 2011 and 2016, *Online Information Review* in 2014, and *International Journal of Bank Marketing* in 2020). He was the recipient of the **Best Reviewer Award** by *Total Quality Management and Business Excellence* from 2010 to 2014.

Professor Ooi has held various editorial roles; He is currently serving as an **Associate Editor** for, *Industrial Management and Data Systems* (Emerald, SCIE), *International Journal of Bank Marketing* (Emerald, SSCI), *Journal of Computer Information Systems* (Taylor and Francis), *Intelligent Systems with Applications* (Elsevier), and *Issues in Information Systems* (Elsevier). He is a member of the **Editorial Advisory Board** in several Clarivate Analytics-Web of Science indexed journals, which include, *Online Information Review* (Emerald, SSCI), *International Journal of Mobile Communications* (Inderscience, SSCI), and *Total Quality Management and Business Excellence* (Taylor and Francis, SSCI). Additionally, he serves as a member of the **Editorial Review Board** for the special issue of *Communications of the Association for Information Systems*, *International Journal of Information and Management* (Elsevier, SSCI), and *Employee Relations* (Emerald, SSCI). He also serves as a reviewer for several leading journals, such as the *International Journal of Production and Economics*, *Information and Management*, *International Journal of Operations and Production Management*, and *International Journal of Production Research*. Previously he had served as an Associate Editor for *Machine Learning with Applications* (2020-2022 May) (Elsevier) and *Expert Systems with Applications* (2020-2022 May) (Elsevier, SCIE), and Editorial Board member for *Telematics and Informatics* (Elsevier, SSCI) (2017-2018). He has also served as a Guest Editor for a Special Issue of the *International Journal of Bank and Marketing* (Emerald, SSCI) and *Internet Research* (Emerald, SCIE). Currently, he is serving as a Guest Editor of the *Journal of Business Research* (Elsevier, SSCI).

In recognition of his outstanding academic leadership achievements, Professor Ooi was awarded the **'Distinguished Leadership Award'** 2021 for leading the Faculty of Business and Management (FBM) from 2015 to 2021. Since the inception of his term in 2015, the faculty has achieved significant global recognition and has been ranked among the Top 300 in the World under the *Business and Management* category (QS World University Rankings by Subject 2021). He was also the **'Top 30 Finalists for the Outstanding Young Malaysian (TOYM) Award'** 2010 (in the category of Academic Leadership and Accomplishment), organized by the Junior Chamber of Commerce International Malaysia. He received the **'Highly Commended Award'** in the **Research/Academic** category from his alma mater, the University of Southern Queensland (USQ), Australia at the Alumnus of the Year Awards ceremony in 2016. He was selected as one of the **'Finalists for the Prestigious Distinguished Malaysian Australian Alumni Award'** 2018 organized by The Malaysian Australian Alumni Council (MAAC) and supported by the Australian High Commission in Malaysia.

Professor Ooi's work has been recognized with research awards such as the **'National Outstanding Researcher Award'** for *Industrial Management and Information Systems* discipline in 2017; **'Malaysia's Distinguished Researcher Award'** in 2019 by the Private Education Co-operative of Malaysia (with support from the Ministry of Education Malaysia and Emerald Publishing Limited, UK). Additionally, he was **'Malaysia's Research Star Award (MRSA)'** recipient in 2018 and was recognized as one of Malaysia's most promising and influential researchers, presented by both Malaysia's Ministry of Education and Clarivate Analytics (UK). He has also been conferred the **'Honorary Research Icon Award'** at the ASCENT 2019 International Conference with support from the Ministry of Tourism, Arts and Culture Malaysia. In 2020, he received the **'Emerald Outstanding Contributor Award'** for his involvement and contribution to Emerald's initiatives in research

and practices. He was also honored with the ‘**Malaysia’s Most Influence Researcher Award**’ 2021 in the field of ‘*Mobile Social Commerce*’ by the Private Education Co-operative of Malaysia (with support from Emerald Publishing Limited (UK)). His exceptional accomplishments were featured on the cover of ‘**Top 10 of Malaysia 2021**’, a magazine that acknowledges the significant achievements and accolades gained by Malaysian individuals.

Professor Ooi has received various national and international competitive grants, such as the *Fundamental Research Grant Scheme (FRGS)* from the Malaysian Ministry of Higher Education; *The Chartered Institute of Management Accountants (CIMA)’s Centre of Excellence Southeast Asia Research Grant* for Malaysian SMEs; and *The Sumitomo Foundation Grant* for Japan-related Research Project in 2009 and 2012. He was the Project Advisor for the government project signed between Kasetsart University, Thailand, and the State Railway of Thailand in conjunction with the Ministry of Transport, Thailand. This project supports the Royal Thai Government’s investment initiatives in the State Railway of Thailand. Professor Ooi was the **Chief External Assessor for High Impact Research Grant (HIR)** in the category of Social Sciences by the University of Malaya in 2015, the **External Assessor** for NUBS China Research Grant Proposals at the Nottingham University Business School, China in 2013, and 2014, the **External Reviewers** for Tenure and Promotion at the Asian Institute of Technology, Thailand in 2016, and the Gabelli School of Business, Fordham University, New York in 2019; the **Chief Judge for Private Education Excellence Award 2018** organized by the Private Education Co-operative of Malaysia and the Judge for Golden Bull Award (Malaysia) 2019, 2020 and 2021; the Panel Member of the Vetting Committee for Science & Technology Development Industry (STDI) and Social Science and Humanities Disciplines (The Academy of Sciences Malaysia) for the year 2022 and the Panel Member of the 2021 Young Scientists Network (YSN)-Academy of Science Malaysia (ASM) for the years 2021-2022.

Professor Ooi holds an ‘**Honorary Distinguished Visiting Professor Emeritus**’ at Nanchang Institute of Technology, Jiangxi, China, and a ‘**Distinguished Visiting Professorship**’ at the College of Management of Chang Jung Christian University (CJCU), Taiwan. He was an **Honorary Visiting Professor** at the School of Business, Beijing Geely University, China (2019-2022) and was a **Visiting Professor** at the Department of Industrial Engineering at Kasetsart University, Bangkok, Thailand (2011-2015). He was also the Singapore Internet Research Centre (SiRC) Associate with Wee Kim Wee School of Communication and Information, Nanyang Technological University (NTU), Singapore (2011-2014). He served as a Board member of the Private Education Co-operative of Malaysia as well as the Chairman of the Academic Bureau Committee of the Co-operative (2017- 2022).

(Last updated: 9th January 2023)

ACADEMIC QUALIFICATIONS

- Post-Graduate Diploma in Tertiary Teaching, UCSI University, Malaysia, 2018.
- Doctor of Philosophy (PhD), Applied Statistics, University of Malaya, 2013.
- Doctor of Engineering (DEng), Engineering Business Management, University of Technology Malaysia (UTM), 2006.
- Post-Graduate Award, Engineering Business Management, University of Warwick, United Kingdom, 2004.
- Master of Business Administration (MBA), University of Southern Queensland, 2000.
- Bachelor of Information Technology (BIT) (*with Distinction*), IT Management, University of Southern Queensland, Australia, 1998.

EMPLOYMENT DETAILS

- Distinguished Professor, UCSI Graduate Business School, UCSI University, 2022 August - Present
- Senior Professor, UCSI Graduate Business School, UCSI University, 2021 - 2022 July.
- Professor, Faculty of Business and Management, UCSI University, 2015-2021.
- Professor, Faculty of Business, Management and Accountancy, Linton University College (LUC), 2011-2015.
- Associate Professor, Faculty of Business and Finance, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Lecturer, Quantitative Analysis, Faculty of Management, Multimedia University (MMU), 2006-2008.
- Academic Development Manager, Perak College of Technology, 2005-2006.
- MIS Senior Software Engineer, Carsem Malaysia (A member of the Hong Leong Group), 1998-2005.

EXTERNAL ACADEMIC APPOINTMENT

- Panel Member of the Vetting Committee for Science & Technology Development Industry (STDI) Discipline (The Academy of Sciences Malaysia) for the year 2022
- Panel Member of the Vetting Committee for Social Science and Humanities Discipline (The Academy of Sciences Malaysia) for the year 2022
- Panel Member of the 2021 Young Scientists Network (YSN)-Academy of Science Malaysia (ASM), 14th & 27th July 2021.
- Panel Assessor for Ministry of Higher Education Research Grant Application 2022
- Panel Assessor for Fundamental Research Grant Scheme (FRGS) 2022 for UCSI University.
- Honorary Distinguished Visiting Professor Emeritus at Nanchang Institute of Technology, Jiangxi, China (2021 - current)
- Distinguished Visiting Professor, Chang Jung Christian University, Taiwan, 2020 - current.
- Honorary Visiting Professor, Beijing Geely University, China, 2019 - 2022.
- Chairman of the Academic Bureau Committee, Private Education Co-operative of Malaysia, 2017 - current.
- Board Member, Private Education Co-operative of Malaysia, 2017 - current.
- Board of Advisory, UCSI Poll Research Centre, 2019 - current.
- Visiting Professor, Department of Industrial Engineering, Kesart University, Bangkok, Thailand, 2011 - 2015.
- Singapore Internet Research Centre (SiRC) Associate with the Wee Kim Wee School of Communication and Information, Nanyang Technological University (NTU), Singapore, 2011-2013.
- Project Advisor - Department of Industrial Engineering, Kesart University, Bangkok, Thailand, 2011-2012.
- Advisory Peer Group (APG) for the Wawasan Open University (WOU), Malaysia, 2010-2014.
- Visiting Lecturer, KISH University (International Branch of Sharif University of Technology), Iran, 2008.

AMINISTRATIVE APPOINTMENT

- Dean, UCSI Graduate Business School, UCSI University, 2021 – current.
- Dean, Faculty of Business and Management, UCSI University, 2015-2021.
- Deputy Vice-Chancellor, Research and Postgraduate Studies, UCSI University, 2016-2017.
- Member of the Senate, UCSI University, 2015 – current.
- University Strategic Planning Committee Member, UCSI University, 2015 -current.
- Senior Management Committee Member, UCSI University, 2015 – current.
- Foreign OutReach Committee Member, UCSI University, 2015 – current.
- University of Academic Regulations, Procedures and Processes Committee, UCSI University, 2015 – 2017.
- Deputy Vice-Chancellor, Academic Affairs and Research, Linton University College (LUC), 2011-2015.
- Dean, Faculty of Business, Management and Accountancy, Linton University College (LUC), 2011-2015.
- Dean, Faculty of Business and Finance, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Member of the Senate, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Research and Development Committee Member, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Academic Development and Curriculum Committee Member, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Postgraduate Studies Committee Member, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Scholarship and Loan Committee Member, University Tunku Abdul Rahman (UTAR), 2008-2011.
- Head and Coordinator of Quantitative Methods Department, Faculty of Management, Multimedia University (MMU), 2007-2008.
- PhD Proposal Defense and Work Completion Seminar Committee Member, Faculty of Management, Multimedia University (MMU), 2007-2008.
- PhD Colloquium Committee Member, Faculty of Management, Multimedia University (MMU), 2007-2008.

MAJOR AREAS OF INTEREST

Research Areas

- Total Quality Management
- Human Resource Management
- Knowledge Management
- Mobile Technology
- Supply Chain Management
- Green Supply Chain Management

Teaching Areas

- Quantitative Techniques
- Applied Statistical Methods (SPSS)
- Managerial Statistics
- Management Decision Science
- Research Methodology

RESEARCH IMPACT AND RECOGNITION (SELECTED)

Selected Scholarly Ranking

Professor Ooi has received over **19000 citations** (based on Google Scholar Citations count, from 2005-present) from diverse authors and journals across information sciences and industrial management. As of today, his H-index (as of January 2023) is as follow:

- **Clarivate Analytics (Web of Science) (H-index) = 55**
- **Scopus (H-index) = 64**
- **Google Scholar Citations (H-index) = 79**

Apart from receiving high impacts on his research output, he has also received several recognitions at the international, regional, and national levels, which further exemplify his research excellence and contributions. Several bibliometric analyses have acknowledged him as one of the most productive and influential authors in the areas of Mobile Commerce Applications, Technology Acceptance Model; Mobile Payment and UTAUT, Social Commerce, Information Systems, Business and Management, Innovation, Knowledge Management, Total Quality Management, Social Sciences, and Computer Science. Below are several example studies:

Worldwide Recognition

- Acknowledged and listed as one of the **World's Top 100,000 Scientists** according to the Global Scholars Scientific Impact Ranking by <http://www.globalauthorid.com/WebPortal/EliteRank>. The evaluation was obtained by calculating the literature published by scholars of all disciplines around the world in the past 30 years.
- Acknowledged as one of the **World's Top 20 Authors** in the area of 'Mobile Payment' in an article published by Leong, L.Y., Hew, J.J., Wong, L. W., & Lin, B. (2022) for a paper entitled "The past and beyond of mobile payment research: a development of the mobile payment framework", *Internet Research* (Emerald, SSCI), (ahead-of-print); <https://doi.org/10.1108/INTR-06-2021-0348>. The ranking was based on the bibliometric analysis of 1999 articles published in Mobile Payment from 1997-2021 using Scopus database.
- Recognized as one of the **World's Top 20 Most Prolific Authors** in 'Knowledge Management' in an article published by Centobelli, P., Cerchione, R., & Merigo, J. M. (2022) for a paper entitled "Mapping knowledge management research: a bibliometric overview", *Technological and Economic Development of Economy*, 28(1), 239-267 (WOS; SSCI - 2020 Impact Factor - 3.970; ranked Q1). The ranking was based on the bibliometric analysis of 19,175 authors publishing 8,721 papers on Knowledge Management in the last 30 years (1990-2019) using the Clarivate Analytics (Web of Science) database. (Source;).
- Acknowledged as the **World's Top 3 Most Productive Author in 'Total Quality Management'** in an article published by Yuh-Shan Ho, Ylenia Cavacece, Andrea Moretta Tartaglione & Alex Douglas (2022) for a paper entitled "Publication performance and trends in Total Quality Management research: a bibliometric analysis", *Total Quality Management & Business Excellence*. This paper analyses the scientific production of TQM from 1990 to 2019 containing 2,633 articles extracted from SCI-EXPANDED and SSCI, using rigorous and innovative bibliometric analysis methods.
- Recognized as the **World's Top 200 (Top 1%) in the discipline of 'Business and Management'** in 2021 based on Google's Scholar H-index by *Research.com* (6th December 2021).

- Acknowledged as one of the "**World's Most Productive Authors**" in *Mobile Payment* in an article published by (Source: Rozali, A.Z., Nasirun, N., & Khalid, S.A. (2022). Mobile Payment and e-Wallet Research: A Bibliometric Analysis. In 7th Sriwijaya Economics, Accounting, and Business Conference (SEABC 2021), 169-174. Atlantis Press. The ranking was based on the bibliometric analysis of 1348 articles published in Mobile Payment from 1984-2021 using the Scopus database.
- Recognized as one of the "**2020 Single Year World's Top 2% of the Most-Cited Scientist**" and "**Career-long World's Top 2% of the Most-Cited Scientists**" in the field of '*Business and Management*' and under the subfields of '*Information Systems*' by the 2021 *Stanford University List* based on an article published by Ioannidis et. al., (2021).
- **Recognized by AD Scientific Index 2022 as World's Top 20 Scientists** in the field of '*Industrial & Manufacturing Engineering*' and recognized as one of the **World's Top 2% Scientists** in the field of '*Engineering & Technology*' based on (Google's Scholar H-index as of 2nd April 2022).
- **Acknowledged as one of the World's Top Scientists Ranking for Computer Science and Electronics** by *Guide2Research* 2021 (as of June 29, 2021). <https://www.ucsiuniversity.edu.my/senior-professor-ooi-tops-computer-scientist-rankings>.
- **Acknowledged as World's Top 10 Most Productive Authors (ranked #2)** in '*Mobile Commerce*' in an article published by Purnomo, A., Susanti, T., Anisah, H. U., Sari, A. K., & Maulana, F. I. for a paper entitled "Value of M-Commerce Research: A Bibliometric Perspective". In 2021 *International Conference on Information Management and Technology (ICIMTech)* (Vol. 1, pp. 813-818). IEEE. The ranking was based on the bibliometric analysis of 3770 articles published in the area of Mobile Commerce from 1996-2020 using the Scopus database.
- **Acknowledged as one of the World's Most Cited Authors in 'UTAUT2'** by Taneja, B., & Bharti, K. (2021) for a paper entitled "Mapping unified theory of acceptance and use of technology (UTAUT) 2: a taxonomical study using bibliometric visualisation", *Foresight* (Emerald, Scopus; ESCI). The ranking was based on 163 Web of Science (WOS) and Scopus publications between 2012 and 2019.
- **Recognized by AD Scientific Index 2022 as World's Top 15 Scientists** in the field of '*Industrial & Manufacturing Engineering*' and recognized as one of the **World's Top 2% Scientists** in the field of '*Engineering & Technology*' based on (Google's Scholar H-index). <https://www.adscientificindex.com/scientist/keng-boon-ooi/394634>
- Identified as one of the **Prominent Authors** in the field of '*Mobile Payment*' based on papers published in *Behavior and Information Technology, Industrial Management & Data Systems, Journal of Strategic Information Systems* and *Expert Systems with Applications*" in an article authored by Abdullah & Mohammed Naved Khan (2021) and entitled "Determining mobile payment adoption: A systematic literature search and bibliometric analysis" in *Cogent Business & Management* (Taylor and Francis), 8: 1893245. The study was based on the Scopus database for the periods of 2005 and 2020 using VOS viewer.
- Recognized as one of the "**2019 Single Year World's Top 2% of the Most-Cited Scientist**" and "**Career-long World's Top 2% of the Most-Cited Scientists**" in the field of '*Business and Management*' and under the subfields of '*Information Systems*' by the 2020 *Stanford University List* based on an article published by Ioannidis et. al., (2020).
- **Acknowledged as one of the Top World Authors and High Impact Researchers (ranked #6)** in the topic '*Technology Acceptance Model; Mobile Payment; UTAUT*' by Elsevier (Singapore). The ranking was based on Scopus-indexed publications between 2015 and 2020 whereby his papers have been cited over 7 times in the world average levels based on Elsevier's Scopus and SciVal.

- **Named one of the Top 10 Authors in the World** in the field of ‘Total Quality Management’ (TQM) in Service Sector“ in Clarivate Analytics (Web of Science) and Scopus publications based on an article published by *Total Quality Management and Business Excellence* (2020), authored by Zhang, C., Moreira, M. R., & Sousa, P. S., (2020), “A bibliometric view on the use of total quality management in services”. *Total Quality Management & Business Excellence*, 1-28 (Taylor and Francis; Clarivate Analytics; SSCI).
- **Ranked 1st in Top 10 World’s Most Productive Authors publishing** on ‘Mobile Commerce’ in an article published by Du, S., and Li, H., (2019), “The Knowledge Mapping of Mobile Commerce Research: A Visual Analysis Based on I-Model”, *Sustainability* (MDPI; SSCI), March 2019, 11 (6), 1580.
- **Rated as The World’s Top 5 Most Productive and Influential Authors** (ranked #4) in the Journal of *Industrial Management & Data Systems (IMDS)* (Emerald, UK; SSCI) over the past 25 years (1994-2018) in Web of Science. This recognition was based on an article entitled “The evolution of Industrial Management & Data Systems over the past 25 years: A bibliometric overview” by Wang et al., (2019), Vol. 119, Issue 1, pp. 2-34.
- **Acknowledged as The World’s Most Productive Author** and the **World’s Second Most Influential Author** in the discipline of ‘Mobile Commerce and its Application’ from 2000 to 2015 in Thomson ISI Web of Science, based on an article authored by Hew, J. J., (2017) and entitled “Hall of fame for mobile commerce and its applications: A bibliometric evaluation of a decade and a half (2000–2015)”, in *Telematics and Informatics* (Elsevier, USA, SSCI), Volume 34, Issue 1, pp. 43-66, 2017.
- **Ranked 42th on Top 50 Most Productive and influential Authors globally** in ‘Knowledge Management’ in Web of Science from 1961 to 2015, based on an article entitled “Knowledge Management: A global examination based on bibliometric analysis”, *Technological Forecasting & Social Change* (Elsevier, USA; SSCI) by Magaly Gaviria-Marin et al., (2019), 140, pp. 194-220.
- **Ranked 1st on Top 10 World’s Core Authors** publishing on ‘Social Commerce’ in an article published by Li Chengxi, Huang Lijuan, Li Linzi and Qi Zhiqiang (2018), “Bibliometric analysis of social commerce research”, Association for Information Systems (AIS) Electronic Library (AiSeL). *International Conference on Electronic Business (ICEB) 2018 proceedings*, 86.
- **Named one of the Most Published Authors** in ‘Mobile Commerce Applications’ in an article published by Chhonker, M. S., Verma, D., Kar, A. K., & Grover, P. (2018). “M-commerce technology adoption: Thematic and citation analysis of scholarly research during (2008-2017)” *The Bottom Line* (Emerald, UK; Scopus), 31(3/4), 208-233). The ranking was based on a total of 184 articles published from 2008-2017 using the Scopus database.
- **Recognized as one of the “2017 Single Year World’s Top 2% of the Most-Cited Scientist”** in the field of ‘Business and Management’ and under the subfields of ‘Information Systems’ by the 2017 *Stanford University List* based on citation data from 1996-2017 for articles published since 1960
- **Ranked 1st on Top 10 World’s Most Prolific and Most Influential** as well as the **Top 2 Highly Cited Authors** in ‘TQM research’ in Web of Science from 2006-2015, based on an article authored by Lee, V. H., and Hew J. J. and entitled “Is TQM fading away? A bibliometric analysis of a decade (2006-2015)” published in the *International Journal of Services, Economics, and Management* (Inderscience, Scopus), Vol. 8, No. 4, pp. 227-249, 2017.
- **Ranked 12th on Top 40 Leading Author in ‘Innovation Research’ in the World** between 2009 - 2013 in Thomson-ISI Web of Science (2015-09), from a working paper authored by Christian A. Cancino, José M. Merigó, Freddy C. Coronado (2015) and entitled “Big names in innovation research: a bibliometric overview”, *Working Paper* (2015-09), pp. 1-28. Centro de Innovación para el Desarrollo Universidad de Chile.

National Recognition

- Acknowledge as one of the **Nation's Top 6 Scientists** 'Business and Management' in 2021 based on Google's Scholar H-index by *Research.com* (6th December 2021).
- Featured in **Top 10 of Malaysia** – *A Deep Hunger & Passion for Knowledge*, 3rd August 2021
- **Ranked #1 Top Computer Scientist in Malaysia** by *Guide2Research* 2021 (as of June 29, 2021).
<https://www.ucsiuniversity.edu.my/senior-professor-ooi-tops-computer-scientist-rankings>
- **Named one of the Top Malaysian Authors and High Impact Researchers (ranked #2)** in the topic "*Technology Acceptance Model; Mobile Payment; UTAUT*" by Elsevier (Singapore). The ranking was based on Scopus-indexed publications between 2015 and 2020 whereby his papers have been cited over 7 times in the world average levels based on Elsevier's Scopus and SciVal.
- **Rated as The Most Influential and Top 2 Most Prolific** as well as **Top 2nd Most Cited Malaysian-based author** in the 'Arts, Humanities and Social Science' in Web of Science (SSCI and A&HCI) from 2006-2015, based on an article authored by Lee, V. H., Hew J. J., and Loke, S. P., (2018) and entitled "Evaluating and comparing ten-year (2006-2015) research performance between Malaysian public and private higher learning Institutions: a bibliometric approach" published in the *International Journal of Innovation and Learning* (Inderscience, Scopus), Vol. 23, No. 2, pp. 145-165, 2018.
- **Rated as Top Contributing Author** that produced the most mobile commerce publications in Malaysia in the discipline of '*mobile commerce and its application*' from 2000 to 2015 in Thomson Web of Science based on an article authored by Hew, J. J., (2017) and entitled "Hall of fame for mobile commerce and its applications: A bibliometric evaluation of a decade and a half (2000-2015)", in *Telematics and Informatics* (Elsevier, SSCI), Volume 34, Issue 1, pp. 43-66, 2017.
- **Ranked 2nd on Top 10 Most Productive and Top 3 Most Cited Malaysian-based researchers** in the field of '*Social Sciences*' in Web of Science (SSCI) from 2001-2014, based on a report authored by Kamaruzaman bin Mat Zin et al., (2016)., and entitled "Bibliometric Study 2015 – Science and Technology Knowledge Productivity in Malaysia" published by *Malaysian Science and Technology Centre (MASTIC), Ministry of Science, Technology, and Innovation (MOSTI)*, 2016.
- **Ranked 8th on Top 10 Most Productive Malaysian Computer Science Researchers** in Thomson-ISI Web of Science (2009-2018), derived from an article authored by Hew, J. J., Lee, V. H., Ooi, K. B., and Lin, B., (2019), and entitled "Computer Science in ASEAN: A Ten-Year Bibliometric Analysis (2009-2018)", published in *Journal of Computer Information Systems* (Taylor & Francis, UK; SSCI).
- **Ranked as 9th Most Productive Malaysian-based Author in 'Arts, Humanities and Social Sciences'** for Thomson Web of Science Publications (2001-2010), based upon a report authored by Zainab, A. N., Edzan, N.N., Abrizah, A., Koh, A. P., N. A. Hazidah and Asilah, N. N. N. S and entitled "Malaysian Scientific Performance in the Web of Science", *Malaysian Citation Centre, Ministry of Education Malaysia*, 2012 (ISBN: 978-967-11157-0-1).
- **Ranked 23rd on Top 50 Most Productive Malaysian Computer Science Researchers** in Thomson-ISI Web of Science (2000-2010), derived from an article authored by Abrizah Abdullah, Mee Chin Wee (2011) and entitled "Malaysia's Computer Science research productivity based on publications in the Web of Science, 2000-2010", published in the *Malaysian Journal of Library & Information Science* (University of Malaya, SSCI), Volume 16, Issue 1, pp. 109-124.

RESEARCH HIGHLIGHTS

Hot Paper

- Wong, L. W., Leong, L. Y., Hew, J. J., Tan, G. W. H., Ooi, K. B. “Time to seize the digital evolution: Adoption of blockchain in operations and supply chain management among Malaysian SMEs”. June 2020; In: *International Journal of Information Management*. Vol. 52, 101997. (Publisher: Elsevier, SSCI; ABDC Ranked ‘A*’ journal; JCR-2021, IF = 18.958). [Hot Paper (Top 0.1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2020)]. <https://www.sciencedirect.com/science/article/abs/pii/S0268401219304347>

Highly Cited Papers (Selected)

- Wong, L. W., Leong, L. Y., Hew, J. J., Tan, G. W. H., Ooi, K. B. “Time to seize the digital evolution: Adoption of blockchain in operations and supply chain management among Malaysian SMEs”. June 2020; In: *International Journal of Information Management*. Vol. 52, 101997. (Publisher: Elsevier, SSCI; ABDC Ranked ‘A*’ journal; JCR-2021, IF = 18.958). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2020; May/June 2022]. <https://www.sciencedirect.com/science/article/abs/pii/S0268401219304347>
- Wong, L. W., Tan, G. W. H., Lee, V. H., Ooi, K. B., Sohal, A. “Unearthing the determinants of Blockchain adoption in supply chain management”. March 2020; In: *International Journal of Production Research*. Vol. 58 (7), pp. 2100-2123. (Publisher: Elsevier, SCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 9.0188). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022]. <https://www.tandfonline.com/doi/full/10.1080/00207543.2020.1730463>
- Leong, L. Y., Hew, T. S., Ooi, K. B., June, W. “Predicting mobile wallet resistance: a two-staged structural equation modeling-artificial neural network approach”. April 2020; In: *International Journal of Information Management*. Vol. 51, 102047. (Publisher: Elsevier, SSCI; ABDC Ranked ‘A*’ journal; JCR-2021, IF = 18.958). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022]. <https://www.sciencedirect.com/science/article/abs/pii/S0268401219306012>
- Hew, J. J., Leong, L. Y., Tan, G. W. H., Ooi, K. B. and Lee, V. H. “The age of mobile social commerce: An Artificial Neural Network analysis on its resistance”. July 2019; In: *Technological Forecasting and Social Change*. Vol. 144, pp. 311-324. (Publisher: Elsevier, SSCI, ABDC-Ranked ‘A’ journal; JCR-2021, IF = 10.884). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022]. <https://www.sciencedirect.com/science/article/abs/pii/S0040162517313446>
- Hew, J. J., Leong, L. Y., Tan, G. W. H., Lee, V. H., Ooi, K. B. “Mobile social tourism shopping: A dual-stage analysis of a multi-mediation model”. June 2018; In: *Tourism Management*. Vol. 66, pp. 121-139. (Publisher: Elsevier, SSCI, ABDC Ranked ‘A*’ journal; JCR-2021, IF = 9.0188). [Highly Cited Paper (Top 1%) 2020 by *Thomson ISI’s Essential Science Indicators (ESI)*, *Web of Science (Clarivate Analytics)* in May/June 2022]. <https://www.sciencedirect.com/science/article/abs/pii/S0261517717302248>

- Ooi, K.B., and Tan, G. W. H., “Mobile technology acceptance model: An investigation using mobile users to explore smartphone credit card”. October 2016; In: *Expert Systems with Applications*. Vol. 59, pp. 33-36 (Publisher: Elsevier, SCIE; JCR-2021, IF = 8.665). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022].
<https://www.sciencedirect.com/science/article/abs/pii/S0957417416301816>
- Leong, L.Y., Hew, T.S., Tan, G.W.H. and Ooi, K.B. “Predicting the Determinants of the NFC-Enabled Mobile Credit Card Acceptance: A Neural Networks Approach”. October 2013; In: *Expert Systems with Applications*. Vol. 40, No. 14, pp. 5604-5620. (Publisher: Elsevier, SCIE; JCR-2021, IF = 8.665). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022].
<https://www.sciencedirect.com/science/article/abs/pii/S0957417413002558>
- Gender and age: Do they really moderate mobile tourism shopping behavior” (Co-authored with Tan, G. W. H.), *Telematics and Informatics*, Vol. 35, Issue 6, September 2018, pp. 1617-1642 (Publisher: Elsevier, SSCI; JCR-2021, IF = 9.140). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022].
<https://www.sciencedirect.com/science/article/abs/pii/S0736585318300649>
- Leong. L. Y., Hew, T. S., Ooi, K. B., Chong, A. Y. L. “Predicting the antecedents of trust in social commerce – A hybrid structural equation modeling with neural network approach”. March 2020; In: *Journal of Business Research*. Vol. 110, pp. 24-40. (Publisher: Elsevier, SSCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 10.969). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)* in May/June 2022].
<https://www.sciencedirect.com/science/article/abs/pii/S0148296319307325>
- Chong, A.Y.L., Chan, F.T.S. and Ooi, K.B. “Predicting Consumer Decisions to Adopt m-Commerce: Cross Country Empirical Examination between China and Malaysia”. April 2012; In: *Decision Support Systems*. Vol. 53, No. 1, pp. 34-43 (Publisher: Elsevier, SCI; ABDC Ranked ‘A*’ journal; JCR-2021, IF = 6.969). [Highly Cited Paper (Top 1% of the academic field of Social Sciences) by *Clarivate Analytics Essential Science Indicators (ESI)*; July/August 2020; May/June 2022].
<https://www.sciencedirect.com/science/article/abs/pii/S0167923611002302>

RESEARCH PUBLICATIONS (SELECTED)

Journal Publications Metrics

- Total number of publications (2005 – present): 165 (as of 9th of January 2023)
- Out of 165 articles, 137 articles are indexed to SSCI/SCI/SCIE in which more than 80 papers have been published in A /A* journals as ranked by the Australian Business Deans Council (ABDC) in the 2019 Journal Quality List (as of 9th of January 2023).
- Highly Cited Papers (Top 1% in Field) by Clarivate Analytics Essential Science Indicators = 10
- Hot Paper (Top 0.1% in Field) by Clarivate Analytics Essential Science Indicators = 1
- Highly Cited Papers by Elsevier = 7
- Highly Cited Papers by Emerald = 4
- Highly Commended Paper by Emerald = 1
- Highly Cited Papers by Taylor and Francis = 4
- Most Downloaded Papers by Elsevier = 18
- Most Read Papers by Emerald = 8
- Most Popular Papers by Emerald = 3
- Most Popular Paper by Elsevier = 1
- Further Reading Paper by Emerald = 1
- Best Papers from International Conferences = 7
- Top 25 Hottest Papers by Elsevier-ScienceDirect = 6
- Top Social Media Paper by Elsevier = 1

Ten Most Representative Publications (ABDC Ranked A/A* Journals from 2018-2022)

- Aw E. Cheng-Xi, Tan, G. W. H., Cham, H. T., Raman, R., and Ooi, K. B. “Alexa, what’s on my shopping list? Transforming customer experience with digital voice assistant”. July 2022; In: *Technological Forecasting and Social Change*. Vol. 180, 121711 (Publisher: Elsevier, SSCI, ABDC-Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 10.884).
- Lo, P. S., Dwivedi, Y. K., Tan, G. W. H., Ooi, K. B., Aw, E. Cheng-Xi., Metri, B. “Why do consumers buy impulsively during live streaming? A deep learning-based dual-stage SEM-ANN analysis”. August 2022; In: *Journal of Business Research*. Vol. 147, pp. 325-337. (Publisher: Elsevier, SSCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 10.969).
- Loh, X. K., Lee, V. H., Loh, X. M., Tan, G. W. H., Ooi, K. B., Dwivedi, Y. K. “The dark side of mobile learning via social media: How bad can it get?”. October 2021; In: *Information Systems Frontiers*. (Publisher: Springer, SSCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 5.261).
- Foo, P. Y., Lee, V. H., Ooi, K. B., Tan, G. W. H., Sohal, A. “Unfolding the impact of leadership and management on sustainability performance: Green and lean practices and guanxi as the dual mediators”. July 2021; In: *Business Strategy and the Environment*. <https://doi.org/10.1002/bse.2861>. (Publisher: Wiley, SSCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 10.801).
- Wong, L. W., Tan, G. W. H., Lee, V. H., Ooi, K. B., Sohal, A. “Psychological and System Related Barriers to Adopting Blockchain for Operations Management: An Artificial Neural Network Approach”, February 2021. In: *IEEE Transactions on Engineering Management*. (Publisher: IEEE Xplore, SCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 8.702).
- Leong. L. Y., Hew, T. S., Ooi, K. B., Chong, A. Y. L. “Understanding trust in mobile social commerce: The roles of reported experience, linguistic style, profile photo, emotional and cognitive trust”. March 2021; In: *Information & Management*. Vol 58, Issue 2, 103416. (Publisher: Elsevier, SSCI; SCI, ABDC Ranked ‘A*’ journal; ABS Level 3; JCR-2021, IF = 10.328).

- Loh, X. M., Lee, V. H., Tan, G. W. H., Ooi, K. B., and Dwivedi, Y. K. “Switching from cash to mobile payment: what’s the hold-up?” February 2021; In: *Internet Research*. Vol. 31 No 1, pp. 376-399 (Publisher: Emerald, SSCI; SCIE, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 6.353).
- Wong, L. W., Tan, G. W. H., Lee, V. H., Ooi, K. B., Sohal, A. “Unearthing the determinants of Blockchain adoption in supply chain management”. March 2020; In: *International Journal of Production Research*. Vol. 58 (7), pp. 2100-2123. (Publisher: Elsevier, SCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 9.0188).
- Hew, J. J., Wong, L. W., Tan, G. W. H., Ooi, K. B., Lin, B. “The blockchain-based Halal traceability systems: a hype or reality”. June 2020; In: *Supply Chain Management: An International*. Vol 25, No. 6, pp. 863-879. (Publisher: Emerald, SSCI, ABDC Ranked ‘A’ journal; ABS Level 3; JCR-2021, IF = 11.263).
- Hew, J. J., Leong, L. Y., Tan, G. W. H., Lee, V. H., Ooi, K. B. “Mobile social tourism shopping: A dual-stage analysis of a multi-mediation model”. June 2018; In: *Tourism Management*. Vol. 66, pp. 121-139. (Publisher: Elsevier, SSCI, ABDC Ranked ‘A*’ journal; ABS Level 4; JCR-2021, IF = 12.879).

Full list of publications: <https://www.scopus.com/authid/detail.uri?authorId=14619509700>

International Conference Proceedings

- Rui, H., Tan, G. W. H., Aw, E. C. X., Cham, T. H., & Ooi, K. B. (2022). What is stopping you from using mobile payment? A PLS-SEM approach doi:10.1007/978-3-031-18158-0_15 Retrieved from www.scopus.com
- Yang, J., Tan, G. W. H., Ooi, K. B., Lee, V. H., & Loh, X. M. (2022). Factors Affecting Customers' Intention to Use Mobile Payment Services in the Retailing Industry. In International Conference on Emerging Technologies and Intelligent Systems (pp. 621-637). Springer, Cham.
- Yang, J., Tan, G. W. H., **Ooi, K.B.**, Lee, V.H and, Loh, X, M. (2021), 'Factors Affecting Customers' Intention to Use Mobile Payment Services in the Retailing Industry', International Conference on Emerging Technologies and Intelligent Systems (ICETIS 2021), Virtual Conference, 25-26 June 2021. The conference is organized by Dijlah University, Iraq and The British University in Dubai, UAE.
- Yuan, Y.P., Tan, G. W. H., **Ooi, K.B** and Lim, W.L (2020), 'Pedagogy and Technology Characteristics as Antecedents in Determining University Student's Experience Response During the COVID-19 Pandemic: An Extension of Mobile Technology Acceptance Model Based Study', International Conference on Business, Accounting, Finance and Economics, October 16, UTAR, Kampar, Malaysia via Virtual Mode.
- Tan, G.W.H, Lee, V.H., Hew, J. J., and **Ooi, K.B.** (2016), 'Mobile Social Media Advertising in Tourism: Fad or Future of the Tourism Industry?', The 7th International Research Symposium in Service Management, August 2-5, **Salaya Pavillion Hotel, Mahidol University International College, Bangkok, Thailand.**
- Tan, G. W. H., and **Ooi, K.B.** (2015), 'Smartphone Credit Card: The Future of Mobile Payment System?', The 6th International Research Symposium in Service Management, August 11-15, UiTM Sarawak, Kuching, Malaysia.
- Hew, J.J., Lee, V.H., Tan, G. W. H., and **Ooi, K.B.** (2015), 'Inflaming Users' Intention to Embrace Mobile E-Books: An Extended Unified Model', Joint International Conference of Management, Knowledge and Learning (Make Learn) and Technology Innovation and Industrial Management (TIIM) Conference, May 27-29, University of Bari Aldo Moro, Italy.
- Tan, G. W. H., Lee, V.H and **Ooi, K.B.** (2014), 'Mobile Apps in Tourism: A Neglected Tourism Research Area?', Proceedings of the Technology Innovation and Industrial Management Conference, May 27-30, Seoul National University of Science and Technology (Seoul Tech), Seoul, South Korea.
- Tan, G. W. H., Wong, J.C.J., Tan B.I. and **Ooi, K.B.** (2014), 'Can the Hybridization or Localization HRM Practices of Japanese Subsidiaries in Malaysia be a New Source of Inspiration for Japanese Firms in Japan?', Proceedings of the Technology Innovation and Industrial Management Conference, May 27-30, Seoul National University of Science and Technology (Seoul Tech), Seoul, South Korea.
- Wong, C.H., Tan, G. W. H., **Ooi, K.B** and Tan, B.I. (2014), 'Mobile Advertising Adoption: A Proposed Extended UTAUT Model', Proceedings of the Technology Innovation and Industrial Management Conference, May 27-30, Seoul National University of Science and Technology (Seoul Tech), Seoul, South Korea.
- Tan, G. W. H., **Ooi, K.B.**, Tan, B.I and Wong, J.C.J. (2013), 'A Case Study on the Satisfaction of Local Employees on the Promotion System of the Japanese Subsidiaries in Malaysia', International Conference on Business, Accounting, Finance and Economics, October 4, UTAR, Kampar, Malaysia.

- Tan, G. W. H., Lee V.H and **Ooi, K.B.** (2013), 'Predicting the Adoption of Mobile Learning: An Emerging Market Perspective', 2013 Conference on Medical Innovation and Computing Service, August 3-4, National Cheng Kung University, Tainan, Taiwan.
- Tan, G. W. H., **Ooi, K.B.**, Tan, B.I and Loke, S.P. (2013), 'The End of Japanese Human Resource Management Practices?', 2013 Conference on Medical Innovation and Computing Service, August 3-4, National Cheng Kung University, Tainan, Taiwan.
- Sim, J.J., Tan. G. W. H., Wong, J.C.J and **Ooi, K.B.** (2013), 'What Motives Consumer to Adopt Mobile Music Services?', 2013 Conference on Medical Innovation and Computing Service, August 3-4, National Cheng Kung University, Tainan, Taiwan.
- Tan, G. W. H., and **Ooi, K.B.** (2013), 'Mobile Tourism the Hidden Jewel of the Tourism Industry?', Proceedings of the Technology Innovation and Industrial Management Conference, May 29-31, Hilton Phuket Arcadia Resort and Spa, Phuket, Thailand.
- Tan. G. W. H., Tan, B.I, **Ooi, K.B** and Ng. J.C.C. (2012), 'A Case Study on the Impact of Recession on the Recruitment Practices of Japanese Subsidiaries in Malaysia: Are They Converging to the Anglo-Saxon Model?', The 5th International Borneo Business Conference (IBBC), December 19-21, Belmont Marco Polo Hotel, Tawau, Sabah, Malaysia.
- Tan, G.W.H and **Ooi, K.B.** (2015), 'Smartphone Credit Card: The Future of Mobile Payment System?', The 6th International Research Symposium in Service Management, August 11-15, UiTM Sarawak, Kuching, [Malaysia](#) (Emerald Literati Award '2015 Highly Commended Paper Award) (Award certificate).
- Hew, J.J., Lee, V.H., Tan, G.W.H. and **Ooi, K.B.** (2015), 'Inflaming Users' Intention to Embrace Mobile E-Books: An Extended Unified Model' *Proceedings of the Joint International Conference of Management, Knowledge and Learning (Make Learn) and Technology Innovation and Industrial Management (TIIM) Conference*, May 27-29, University of Bari Aldo Moro, Italy.
- Lee, V.H., Foo, A.T.L., Leong, L.Y. and **Ooi, K.B.** (2014), "Knowledge Management: A New Measure for Competitive Advantage?", *Proceedings of the Technology Innovation and Industrial Management Conference*, 28-30 May, Seoul, Korea (**Honourable Mention Award**) (**Award Certificate**).
- Tan, G.W.H., Lee, V.H. and **Ooi, K.B.** (2014), "Mobile Apps in Tourism: A Neglected Tourism Research Area?", *Proceedings of the Technology Innovation and Industrial Management Conference*, 28-30 May, Seoul, Korea.
- Tan, G.W.H., **Ooi, K.B.**, Wong, J.C.J. and Tan, B.I. (2014), "Can the Hybridization or Localization HRM Practices of Japanese Subsidiaries in Malaysia be a New Source of Inspiration for Japanese Firms in Japan?", *Proceedings of the Technology Innovation and Industrial Management Conference*, 28-30 May, Seoul, Korea.
- Teo, A.C. and **Ooi, K.B.** (2014), "Understanding Users' Continuance Intention to Use Mobile Advertising: A Conceptual Paper", *Proceedings of the Technology Innovation and Industrial Management Conference*, 28-30 May, Seoul, Korea.
- Wong, C.H., Tan, G.W.H., **Ooi, K.B.** and Tan, B.I. (2014), "Mobile Advertising Adoption: A Proposed Extended UTAUT Model", *Proceedings of the Technology Innovation and Industrial Management Conference*, 28-30 May, Seoul, Korea.

- Lee, V.H., **Ooi, K.B.**, Leong, L.Y. and Hew, T.S. (2013), “Does UTAUT2 Influence the Behavioral Intention to Adopt Mobile Knowledge Management? A Multi-level Structural Equation Modeling – Artificial Neural Networks (SEM-ANN) Approach”, *Proceedings of the Medical Innovation and Computing Services (MICS), International Conference in Tainan*, Taiwan, 2-4 August, National Cheng Kung University (NCKU).
- Sim, J.J., Lee, V.H., Wong, J.C.J. and **Ooi, K.B.** (2013), “Green IT: What Motivate Companies to Go Green?”, *Proceedings of the Medical Innovation and Computing Services (MICS), International Conference in Tainan*, Taiwan, 2-4 August, National Cheng Kung University (NCKU).
- Hew, J.J., Lee, V.H. and **Ooi, K.B.** (2013), “Malaysians’ Behavioral Intention to Use Mobile Apps: Applying the UTAUT2 Model?”, *Proceedings of the Medical Innovation and Computing Services (MICS), International Conference in Tainan*, Taiwan, 2-4 August, National Cheng Kung University (NCKU).
- Tan, G.W.H., Lee, V.H. and **Ooi, K.B.** (2013), “Prediction the Adoption of Mobile Learning: An Emerging Market Perspective?”, *Proceedings of the Medical Innovation and Computing Services (MICS), International Conference in Tainan*, Taiwan, 2-4 August, National Cheng Kung University (NCKU).
- Sim, J.J., Tan, G.W.H., Wong, J.C.J. and **Ooi, K.B.** (2013), “What Motivates Consumer to Adopt Mobile Music Services?”, *Proceedings of the Medical Innovation and Computing Services (MICS), International Conference in Tainan*, Taiwan, 2-4 August, National Cheng Kung University (NCKU).
- Tan, G.W.H., **Ooi, K.B.**, Tan, B.I. and Loke, S.P. (2013), “The End of Japanese Human Resource Practices?”, *Proceedings of the Medical Innovation and Computing Services (MICS), International Conference in Tainan*, Taiwan, 2-4 August, National Cheng Kung University (NCKU).
- Teo, A.C., Cheah, C.M., **Ooi, K.B.** and Wong, J.C.J. (2013), “Extending the UTAUT Model in m-Banking Adoption”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 29-31 May, Phuket, Thailand.
- Teo, A.C., Cheah, C.M., **Ooi, K.B.** and Wong, J.C.J. (2013), “Why Consumer Resist Mobile Payment? A Conceptual Model”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 29-31 May, Phuket, Thailand.
- Lee, V.H., Choong, C.K., Wong, K.L. and **Ooi, K.B.** (2013), “Organizational Learning: A Mediating Factor between Technological Innovation and TQM”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 29-31 May, Phuket, Thailand.
- Tan, G.W.H. and **Ooi, K.B.** (2013), “Mobile Tourism the Hidden Jewel of the Tourism Industry”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 29-31 May, Phuket, Thailand (**Best Research Award**) (**Award certificate**).
- Tan, G.W.H., Tan, B.I. and **Ooi, K.B.** (2011), “Cash, Credit Card or Mobile Phone? Exploring the Intention to Adopt Mobile Credit Card: A Conceptual Model”, *The 2nd International Research Symposium in Service Management*, 26-29 July, Yogyakarta, Indonesia.
- Sim, J.J., **Ooi, K.B.**, Lee, V.H. and Chong, A.Y.L. (2011), “Exploring Factors in Engaging Social Network Sites: An Exploratory Analysis”, *The 2nd International Research Symposium in Service Management*, 26-29 July, Yogyakarta, Indonesia.
- **Ooi, K.B.**, Tan, G.W.H. and Tan, B.I. (2011), “The Adoption of American Human Resource Management Among Japanese Subsidiaries in Malaysia: Myth or Reality?”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 16-18 June, Oulu, Finland.

- Leong, L.Y., **Ooi, K.B.**, Chong, A.Y.L. and Lin, B. (2010), “Factors that Influence the Malaysian Mobile Entertainment Adoption: An Empirical Analysis”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 16-18 June, Royal Cliff Beach Resort, Pattaya, Thailand.
- Lee, V.H., **Ooi, K.B.**, Sim, J.J. and Chong, A.Y.L. (2010), “HRM Practices and Organizational Learning: A Critical Review and Research Agenda”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 16-18 June, Royal Cliff Beach Resort, Pattaya, Thailand (**Best Paper Award**) (**Award letter**).
- Nadarajah, S., Kamil, N.A., Tan, B.I. and **Ooi, K.B.** (2010), “The Relationship between Organizational Culture Factors and Job Outcomes: Literature Review and Research Agenda”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 16-18 June, Royal Cliff Beach Resort, Pattaya, Thailand.
- Loke, S.P., **Ooi, K.B.** and Tan, B.I. (2009), “The Role of TQM and KM in Supply Chain Learning: A Conceptual Model”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 18-19 June, The Westin Grand Sukhumvit, Bangkok, Thailand.
- Teh, P.L., Yong, C.C., Arumugam, V. and **Ooi, K.B.** (2009), “Dimensions of TQM: Relation to Role Conflict”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 18-19 June, The Westin Grand Sukhumvit, Bangkok, Thailand.
- Chong, A.Y.L., **Ooi, K.B.** and Lin, B. (2009), “Relationship between Knowledge Management and E-Business Adoption: A Malaysian SMEs’ Perspective”, *Proceedings of the Technology Innovation and Industrial Management Conference*, 18-19 June, The Westin Grand Sukhumvit, Bangkok, Thailand.
- Yong, C.C., **Ooi, K.B.** and Teh, P.L. (2008), “A Conceptual Framework for Science and Technology Policy Management in China”, *Management International Conference*, 26-29 November, Barcelona, Spain.
- **Ooi, K.B.** and Teh, P.L. (2007), “An integrated Model of TQM and HRM on Knowledge Management Value Chain Activities”, *Proceeding of the Fifth International Conference on Quality & Reliability (ICQR)*, pp. 386-391, 5-7 November, Chiang Mai, Thailand.

National Conference Proceedings

- Tan, G.W.H., **Ooi, K.B.**, Tan, B.I. and Wong, J.C.J. (2013), “A Case Study on the Satisfaction of Local Employees on the Promotion System of the Japanese Subsidiaries in Malaysia”, *International Conference on Business, Accounting, Finance and Economics*, 4 October, Universiti Tunku Abdul Rahman, Perak, Malaysia.
- Tan, G.W.H., Tan, B.I., **Ooi, K.B.** and Ng, J.C.C. (2012), “A Case Study on the Impact of Recession on the Recruitment Practices of Japanese Subsidiaries in Malaysia: Are They Converging to the Anglo-Saxon Model?”, *The 5th International Borneo Business Conference (IBBC)*, 19-21 December, Belmont Marco Polo Hotel, Tawau, Sabah, Malaysia.
- Chong, A.Y.L., Chan, F.T.S. and **Ooi, K.B.** (2011), “Collaborative Commerce Technologies Adoption for Supply Chain Collaboration and Service Innovation: A Conceptual Model”, *International Conference on Industrial Engineering and Operations Management*, 22-24 January, Kuala Lumpur, Malaysia.
- Kwang, S.W., Chong, A.Y.L., Leong, Y.M. and **Ooi, K.B.** (2009), “Measuring ERP System Success: A Respecification of the Delone and McLean’s IS Success Model”, *Symposium on Progress in Information and Communication Technology (SPICT) 2009*, 7-8 December, Kuala Lumpur, Malaysia.
- Chong, J.L., Chong, A.Y.L., Darmawan, N. and **Ooi, K.B.** (2009), “M-learning Adoption: An Empirical Analysis”, *International Conference on Recent and Emerging Advanced Technologies in Engineering (iCREATE, 2009)*, 23-24 November, Pam Pacific, Kuala Lumpur International Airport Hotel, Malaysia.
- Lee, V.H., **Ooi, K.B.**, Tan, B.I. and Chong, A.Y.L. (2009), “The Effectiveness of TQM: Is there a relationship with innovation performance?”, *International Conference on Quality, Productivity and Performance Measurement (ICQPPM’09)*, 16-18 November, Palm Garden Hotel, Putrajaya, Malaysia.
- Arumugam, V., Chang, H.W. and **Ooi, K.B.** (2007), “Self-Assessment of Total Quality Management Practices: A Case Study”, *Proceedings of the 7th Asian Academy of Management Conference*, 21-25 May, University of Science Malaysia, Penang, Malaysia.
- **Ooi, K.B.**, Arumugam, V. and Nooh, A.B. (2005), “TQM: Does it affect Organizational Commitment”, *Proceedings of the 6th Asian Academy of Management Conference*, Vol. 1, pp. 85-92, 9-11 December, Perak, Malaysia.

Case Studies, book Chapters and other entries

- Yang, J., Tan, G. W. H., **Ooi, K.B.**, Lee, V.H and, Loh, X, M. (2021), '*Factors Affecting Customers' Intention to Use Mobile Payment Services in the Retailing Industry*', Springer Book Series: "Advances in Intelligent Systems and Computing" (ISSN: 2194-5357) (Publisher: Springer, Germany; Scopus), March 2021.
- Yuan, Y.P., Tan, G. W. H., **Ooi, K.B** and Lim, W.L (2020), 'Pedagogy and Technology Characteristics as Antecedents in Determining University Student's Experience Response During the COVID-19 Pandemic: An Extension of Mobile Technology Acceptance Model Based Study', International Conference on Business, Accounting, Finance and Economics, October 16, UTAR, Kampar, Malaysia via Virtual Mode.
- Tan, G.W.H., Lee, V.H., Wong, C.H. and **Ooi, K.B.** (2016), "Mobile Shopping: The Changing Landscape of the Retailing Industry?" In. Lee (Ed.). *Encyclopedia of E-Commerce Development, Implementation and Management*, pp. 1448-1460. Hershey, PA. Published by IGI Global, ISBN: 9781466697874; DOI:10.4018/978-1-4666-9787-4.ch102
- **Ooi, K.B.**, Lee, V.H. and Tan, G.W.H., (2015), 'Human Resources in Hospitality Industry', SAGE Encyclopedia of Quality and the Service Economy, pp.290-295. Published by SAGE Publishing, ISBN: 978-1452256726; DOI: <http://dx.doi.org/10.4135/9781483346366.n89>
- Chong, A.Y.L., Chan, T.S. and **Ooi, K.B.** (2014), "*Exploratory Study in Determining the Importance of Key Criteria in Mobile SCM Design for Manufacturing Firms: A Multi-Criterion Approach*", Multi-Criteria and Game Theory Applications in Manufacturing and Logistics, Springer Series in Advanced Manufacturing.
- Tan, B. I., Tan, G. W. H., **Ooi, K. B.**, (2011), "King's Biscuits Berhad: Crafting the next move?", *Emerald Emerging Markets Case Studies*, Vol. 1., Issue 1, pp. 1-4 (Most cited paper 2015-2017, Emerald Literati) (Award Certificate)
- **Ooi, K. B.**, (2008), Distance Education Study Book, "*Management Decision Sciences*", Multimedia University, Malaysia, 2008.

ACADEMIC AWARDS AND RECOGNITION (SELECTED)

Selected Awards and Honors

- **2022, Best Conference Paper Award** (co-authored with Cham, T.H., Aw, E.C.X., and Tan, G. W. H) by the *International Conference on Responsible Tourism and Hospitality (ICRTH2022)*.
- **2022, Best Conference Paper Award** (co-authored with Yuan, Y.P., Cham, T.H., Aw, E.C.X., and Tan, G. W. H.) at the *2nd International Conference on Emerging Technologies and Intelligent Systems (ICETIS 2022)*.
- **2022, Best Conference Paper Award** (co-authored with Cham, T.H., Aw, E.C.X., and Tan, G. W. H.) at the *International Conference on Information Systems and Intelligent Applications (ICISIA 2022)*, Virtual Conference. Organized by The British University in Dubai, UAE on 01-02 July 2022.
- **2022, Top Cited Article** (co-authored with Wong, L.W., Lee V.H., Tan, G. W. H., and Sohal, A.S.) by *International Journal of Production Research*, Taylor and Francis (UK) for paper titled 'Unearthing the Determinants of Blockchain Adoption in the Supply Chain Management'.
- **2022, Most Cited Article** (co-authored with Loh, X.M., Lee. V.H., Hew. J.J and Tan, G. W. H.) by *Journal of Computer Information System*, Taylor and Francis (UK) for paper titled 'Towards a Cashless Society: The Imminent Role of Wearable Technology'.
- **2022, Most Cited Article** (co-authored with Wong, L.W., Leong, L.Y., Hew, J.J., and Tan, G. W. H.) by *International Journal of Information Management*, Elsevier (US) for paper titled 'Time to Seize the Digital Evolution: Adoption of Blockchain in Operations and Supply Chain Management'.
- **2021, UCSI Highly Cited Article Award** (co-authored with Yan, L.Y., Loh X.M., Hew. J.J and Garry Wei-Han Tan) by *Journal of Retailing and Consumer Services*, Elsevier (US) for paper titled 'QR Code and Mobile Payment: The Disruptive Forces in Retail'.
- **2021, Most Cited Paper (2018-2020)**, "Cloud computing in manufacturing: The next industrial revolution in Malaysia?" (co-authored with Lee, V. H., Tan, G.W. H., Hew, T. S., and Hew, J. J.), published in *Expert Systems with Applications*, Vol. 93, March 2018, pp. 376-394 (Thomson ISI-Ranked Journal; SCIE).
- **2021, Best Conference Paper Award** (co-authored with Yang, J., Tan, G.W.H., Lee, V.H and, Loh, X.M) at the *International Conference on Emerging Technologies and Intelligent Systems (ICETIS 2021)*, Virtual Conference. Organized by Dijlah University, Iraq and The British University in Dubai, UAE on June 25-26, 2021.
- **2021, Most Downloaded Article** (co-authored with Lau, A.J.K., Loh X.M., Leong, L.Y, Lee, V.H and Ooi, K.B.) by *Machine Learning with Applications*, Elsevier (US) for paper titled 'On the Way: Hailing a Taxi with a Smartphone? A Hybrid SEM-Neural Network Approach'.
- **2021, Top 10 of Malaysia – A Deep Hunger & Passion for Knowledge.**
- **2021, Malaysia’s Most Influential Researcher Award Winner** in the field of ‘Mobile Social Commerce’ by the *Private Education Cooperative of Malaysia* (with support from Emerald Publishing Limited).
- **2021, Elected Fellow of the Academy of Sciences Malaysia.**

- 2021, **University Nominee for the VinFuture Special Prize** for the *Outstanding Achievements in Emerging Fields*, Vinfuture Foundation, Vietnam.
- 2021, **University Nominee** for the National Academic Award (AAN-14) under the category "**Journal Publishing Paper Award**" for a paper entitled 'Time to seize the Digital Evolution: Adoption of Blockchain in Operations and Supply Chain Management among Malaysian SMEs', *International Journal of Information Management*, 2020 (Publisher, Elsevier, US) by the Ministry of Education (MOE), Malaysia.
- 2021, **Distinguished Leadership Award**, Faculty of Business and Management, UCSI University.
- 2020, **Acknowledged as one of the Top World Authors and High Impact Researchers (ranked #6)** in the topic "Technology Acceptance Model; Mobile Payment; UTAUT" by Elsevier (Singapore). The ranking was based on Scopus-indexed publications between 2015 and 2020 whereby his papers have been cited over 7 times world average levels based on Elsevier's Scopus and SciVal.
- 2020, **Named one of the Top Malaysian Authors and High Impact Researchers (ranked #2)** in the topic "Technology Acceptance Model; Mobile Payment; UTAUT (2015-2020)" by Elsevier. The ranking was based on Scopus-indexed publications between 2015 and 2020 whereby his papers have been cited over 7 times world average levels based on Elsevier's Scopus and SciVal.
- 2020, **Outstanding Contributor Award** by *Emerald Publishing*, Emerald Literati Network Awards for Excellence, Emerald (UK).
- 2020, **Outstanding Reviewer Award** by *International Journal of Bank and Marketing*, (Thomson ISI-Ranked Journal; SCI), Emerald Literati Network Awards for Excellence, Emerald (UK).
- 2019, **Honorary Research Icon Award**, ASCENT International Conference with support from the Ministry of Tourism, Arts and Culture Malaysia.
- 2019, **Malaysia's Distinguished Researcher Award** by Private Education Cooperative of Malaysia (with support from the Ministry of Education Malaysia and Emerald Publishing Limited, UK)
- 2019, **Publons Top Peer Review Award** (Recognized as one of the Top 1% of Reviewers in Social Science, General), Clarivate Analytics (Web of Science).
- 2019, **Publons Top Peer Review Award** (Recognized as one of the Top 1% of Reviewers in **Cross-field**), Clarivate Analytics, (Web of Science).
- 2018, **Malaysia's Research Star Award (MRSA)** by the Ministry of Education, Malaysia and Clarivate Analytics (UK).
- 2018, **Publons Top Peer Review Award** (Recognized as one of the Top 1% of Reviewers in Social Science, General), Clarivate Analytics (Web of Science).
- 2018, **Finalists for the Prestigious Distinguished Malaysian Australian Alumni Award** organized by the Malaysian Australian Alumni Council (MAAC) and supported by the Australian High Commission in Malaysia.
- 2017, **National Outstanding Researcher Award** (Industrial Management & Information Systems), Private Education Cooperative of Malaysia.

- **2016, Highly Commended Award** by University of Southern Queensland (USQ), Australia in the Research/Academic category for Alumnus of the year award.
- **2016, Outstanding Reviewer Award** by *Industrial Management & Data Systems*, (Thomson ISI-Ranked Journal; SCI), Emerald Literati Network Awards for Excellence, Emerald (UK).
- **2014, Best Reviewer Award, (2010-2014)** by *Total Quality Management & Business Excellence* (Thomson ISI-Ranked Journal; SSCI), Routledge Taylor & Francis.
- **2014, Outstanding Reviewer Award**, Emerald Literati Network Awards for Excellence, *Online Information Review* (Thomson ISI-Ranked Journal; SCI), Emerald, UK.
- **2011, Outstanding Reviewer Award**, Emerald Literati Network Awards for Excellence, *Industrial Management & Data Systems* (Thomson ISI-Ranked Journal; SCI), Emerald, UK.
- **2010, Top 30 Finalist for The Outstanding Young Malaysian (TOYM) Award** organized by Junior Chamber of Commerce International Malaysia, endorsed by the Malaysian Ministry of Youth and Sport and Ministry of Information.

Teaching Awards and Recognition

- 2008, Multimedia University **President's Merit Letter for Teaching Excellence**, Trimester 1, 2007/2008. (Institutional Recognition - Received letter from the President of MMU for the subject of BQT1014, Quantitative Analysis (Lecture)).
- 2008, Multimedia University **President's Merit Letter for Teaching Excellence**, Trimester 1, 2007/2008. (Institutional Recognition - Received letter from the President of MMU for the subject of BQT1014, Quantitative Analysis (Tutorial)).
- 2008, **Certificate of Achievement for Teaching Excellence** from the President of Multimedia University, 2007/2008. (Institutional Recognition - Award certificate by the President of MMU).
- 2008, **Dean's Commendations for Teaching Excellence**, Faculty of Management, Multimedia University, Malaysia, 2008. (Institutional Recognition - Received letter from the Dean of Faculty of Management, Multimedia University).
- 2007, Multimedia University **President's Merit Letter for Teaching Excellence**, Trimester 3, 2006/2007. (Institutional Recognition - Received letter from the President of MMU for the subject of BQT1014, Quantitative Analysis (Lecture)).
- 2007, Multimedia University **Dean's Merit Letter for MBA Teaching Excellence**, Trimester 2, 2006/2007. (Institutional Recognition - Received letter from the President of MMU for the subject of BQA6074, Quantitative Analysis (Lecture)).
- 2007, Multimedia University **Dean's Merit Letter for MBA Teaching Excellence**, Trimester 3, 2006/2007. (Institutional Recognition - Received letter from the Dean of Faculty of Management for the subject of BQA6074, Quantitative Analysis (Lecture)).
- 2007, **Certificate of Achievement for Teaching Excellence** for Semester 3, 2006/2007, from the President of Multimedia University, 2007. (Institutional Recognition - Award certificate by the President of MMU).
- 2007, **Commendation for Teaching Excellence (MBA)** from Dean of Faculty of Management, Multimedia University, Malaysia, 2007. (Institutional Recognition - Received letter from the Dean of Faculty of Management, Multimedia University).

Other Notable Awards and Honors

- Elected Fellow of the Academy of Sciences Malaysia, 2021
- Selected as one of the Judges for Golden Bull Award 2019 and 2020 .
- **Chief Judge** for Private Education Excellence Award, Private Education Cooperative of Malaysia, 2018.
- Selected for the 2017 and 2018 **Albert Nelson Marquis Lifetime Achievement Award**.
- Listed in the **Marquis Who's Who in the World**, 2018.
- Listed in the **Marquis Who's Who in the World** (26th & 32nd Edition), 2009 to 2015.
- Listed in the **Marquis Who's Who in Science and Engineering** (11th Edition), 2011.
- **Excellent Performance Appraisal Rating** for the period 1 July 2010 - 30 June 2011 as per the decision of the Performance Linked Rewards Scheme Committee, University Tunku Abdul Rahman (UTAR) (**Award letter**).
- **Excellent Performance Appraisal Rating** for the period 1 July 2009 - 30 June 2010 as per the decision of the Performance Linked Rewards Scheme Committee, University Tunku Abdul Rahman (UTAR) (**Award letter**).
- Awarded with **Distinction** for the Bachelor of Information Technology at the undergraduate level, recommended by the Vice-Chancellor of University of Southern Queensland (USQ), Australia, 1998 (**Award letter**).

RESEARCH GRANTS AND FUNDING

- **Ministry of Science, Technology and Innovation (MOSTI) Grant** for “Covid-19 Vaccination Rollout Case Studies” (PI), 2021-July – 2022-August, Approved Budget: RM 496,600 (Status: Completed).
- **Pioneer Scientist Incentive Fund (PSIF)** for “*Social Media Influencers: A New Form of Marketing Strategy*” (PI), Centre of Excellence for Research, Value Innovation and Entrepreneurship (CERVIE), UCSI University, 1st November 2019 – 30th November 2021, Approved Budget: RM 23,156 (Status: Completed).
- **Pioneer Scientist Incentive Fund (PSIF)** for “*The people-related TQM practices on Organizational Citizenship Behavior: The Moderation of Collectivism in Malaysia*” (Co-PI), Centre of Excellence for Research, Value Innovation and Entrepreneurship (CERVIE), UCSI University, 1st December 2019 – 30th December 2021, Approved Budget: RM20,306.80 (Status: Completed).
- **Academic Research Grant** for “*What drives Blockchain integration in SMEs towards achieving competitive advantage? A Technology-Organization-Environment perspective*” (Co-PI), University Tunku Abdul Rahman (UTAR, December 2019 – December 2020, Approved Budget: RM1200.00 (Project code: IPSR/RMC/UTARRF/2019-C2/L03) (Status: Completed).
- **Academic Research Grant** for “*Wearable Payment: The way of the future?*” (Co-PI), University Tunku Abdul Rahman (UTAR, January 2018 – December 2018, Approved Budget: RM4302.00 (Project code: IPSR/RMC/UTARRF/2017-C2/L03) (Status: Completed).
- **Academic Research Grant** for “*Mobile Social Media Advertising in Tourism: A New Form of Marketing Channel?*” (Co-PI), University Tunku Abdul Rahman (UTAR, February 2016 – January 2017, Approved Budget: RM3,500.00 (Project code: IPSR/RMC/UTARRF/2016-C2/G01) (Status: Completed).
- **Academic Research Grant** for “*Investigating the impact/contribution of GSCM and SSM practices on Sustainability Performance among ISO 14001-Certified manufacturing firms in Malaysia*” (Co-PI), University Tunku Abdul Rahman (UTAR, February 2016 – January 2017, Approved Budget: RM2,300.00 (Project code: IPSR/RMC/UTARRF/2015C2/F02) (Status: Completed).
- **Academic Research Grant** for “*Continuance Acceptance of M-advertising in Malaysia*” (Co-PI), University Tunku Abdul Rahman (UTAR, February 2014 – January 2015, Approved Budget: RM3,180 (Project code: IPSR/RMC/UTARRF/2013-C2/T07) (Status: Completed).
- **Academic Research Grant** for “*Mobile Tourism: The Next Frontier in the Malaysian Tourism Industry?*” (Co-PI), University Tunku Abdul Rahman (UTAR), February 2013 – January 2014. Approved Budget: RM2,200 (Project code: IPSR/RMC/UTARRF/2012-C2/G03) (Status: Completed).
- **Pioneer Scientist Incentive Fund (PSIF)** for “*Mobile Taxi: A New Revolution in the Taxis Industry*” (Co-PI), Centre of Excellence for Research, Value Innovation and Entrepreneurship (CERVIE), UCSI University, November 2015 – November 2016, Approved Budget: RM 17,610 (Project Code: Proj-In-FOBIS-004) (Status: Completed).
- **Academic Research Grant** for “*Mobile Apps in Tourism: A Neglected Tourism Research Area in Malaysia?*” (Co-PI), University Tunku Abdul Rahman (UTAR), February 2014 – January 2015, Approved Budget: RM2,180 (Project code: IPSR/RMC/UTARRF/2013-C2/G02) (Status: Completed).

- **The Chartered Institute of Management Accountants (CIMA)'s Centre of Excellence Southeast Asia Research Grant** for “*Achieving Competitive Advantage through Knowledge Management: Evidence from Malaysian SMEs*” (Co-PI), January 2014 – December 2014, Approved Budget: £3,000 (Project code: CO-1754848) (Status: Completed, 2015).
 - **The Sumitomo Foundation, Japan, Grant** for “*Can the Hybridization or Localization HRM Practices of Japanese Subsidiaries in Malaysia be a New Source of Inspiration for Japanese Firms in Japan?*” (Co-PI), April 2013 – March 2014, Approved Budget: J¥120,000.00 (Project code: 128404) (Status: Completed, 2014).
 - **Academic Research Grant** for “*The driving forces behind m-commerce adoption: An exploration of its antecedents*” (Co-PI), University Tunku Abdul Rahman (UTAR), July 2011 – June 2012. Approved Budget: RM5,680 (Status: Completed).
 - **Academic Research Grant** for “*The structural linkage between people-related TQM practices, job satisfaction and turnover intention in Malaysia's Electrical and Electronics Industry*” (Co-PI), University Tunku Abdul Rahman (UTAR), Jan 2011 – Dec 2011. Approved Budget: RM4, 000 (Status: Completed).
 - **Academic Research Grant** for “*Knowledge Management Implementation and their Relationships with E-Business Adoption: A Cross Country Comparison between Malaysia and Thailand*” (Co-PI), INTI International University, February 2010 – November 2011. Approved Budget: RM10,000 (Project Code: ORD/12/FOCIT/ (49)) (Status: Completed).
 - **Academic Research Grant** for “*The driving forces behind m-commerce adoption: An exploration of its antecedents*” (Co-PI), University Tunku Abdul Rahman (UTAR), June 2011 – July 2012. Approved Budget: RM5,680 (Project No: IPSR/RMC/UTARRF/C1-11/S03) (Status: Completed).
 - **Sumitomo Foundation, Japan, Grant** for “*Is This the End of the Japanese Style HRM in Malaysia? A Case Study on the Impact of Global Recession on Labor Management among the Japanese Subsidiaries in Malaysia*” (Co-PI), March 2010 – March 2011, Approved Budget: J¥200,000.00 (Project Code: 098414) (Status: Completed).
 - **Fundamental Research Grant Schemes, Ministry of Higher Education, Malaysia, Grant** for “*Structure Equation Modeling on Total Quality Management and Knowledge Management for Supply Chain Learning in the Malaysian Industry*” (Co-PI), March 2010 – November 2011, Approved Budget: RM30,000 (Project Code: 600-RMI/SSP/FRGS 5/3/FSP (48/2010)) (Status: Completed).
 - **Academic Short-Term Research Grant** for “*An Empirical Examination of Business-to-Business ECommerce Adoption for Supply Chain Management in the Malaysian Electrical and Electronics Industry*” (Co-PI), INTI International University, September 2008 – October 2009. Approved Budget: RM4,000 (Project Code: ORD/12/FOCIT/ (16)) (Status: Completed).
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INTERNATIONAL JOURNALS EDITORSHIPS

Associate Editor

- **Associate Editor**, *Expert Systems with Applications* (Elsevier; SCIE), (2020-2022)
- **Associate Editor**, *Industrial Management & Data Systems* (Emerald, SCIE), (2021-Present).
- **Associate Editor**, *Journal of Computer Information Systems* (Taylor & Francis, SCI), (2022 – Present).
- **Associate Editor**, *International Journal of Bank Marketing* (Emerald, SSCI), (2021-Present).
- **Associate Editor**, *Intelligent Systems with Applications* (Elsevier), 2020 – Present.
- **Associate Editor**, *Machine Learning with Applications* (Elsevier), 2020 – 2022.
- **Associate Editor**, *Issues in Information Systems* (IACIS), 2020 – Present.

Editorial Board Member

- **International Advisory Board**, *International Journal of Electronic Government Research* (IGI Global, Scopus), (2022 – Present)
- **Editorial Board Member**, *International Journal of Business and Society* (UNIMAS, Scopus), (2022-2024)
- **Editorial Board Member**, *Expert Systems with Applications X* (Elsevier, Scopus), (2017 – 2020).
- **Editorial Board Member**, *Telematics & Informatics* (Elsevier; SSCI), (2016 – 2018)
- **Editorial Advisory Board Member**, *Online Information Review* (Emerald, SSCI), (2010 – Present).
- **Editorial Advisory Board Member**, *Expert Systems with Applications* (Elsevier; SCIE), (2012 - 2020)
- **Editorial Board Member**, *Industrial Management & Data Systems* (Emerald, SCIE), (2010 – Present).
- **Editorial Board Member**, *International Journal of Quality and Service Sciences* (Emerald, Scopus, ESCI), (2015 – Present).
- **Editorial Advisory Board Member**, *Total Quality Management and Business Excellence* (Taylor & Francis, SSCI), (2011 – Present).
- **Editorial Board Member**, *International Journal of Mobile Communications* (Inderscience, SSCI), (2010 – Present).
- **Editorial Board Member**, *International Journal of Management and Enterprise Development* (Inderscience, Scopus), (2008 – Present).
- **Editorial Advisory Board Member**, *Emerald Emerging Markets Case Studies* (Emerald, Scopus), (2010 – 2012).

Editorial Review Board Member

- **Editorial Review Board**, *Employee Relations* (Emerald, SSCI), 2014 – Present.
- **Editorial Review Board Member**, *Journal of Computer Information Systems* (Taylor & Francis, SCI), (2009 – 2021).
- **Editorial Review Board Member**, *International Journal of Bank Marketing* (Emerald, SSCI), (2016 – 2021)
- **International Editorial Review Board Member**, *International Journal of Information Management* (Elsevier, SSCI), (2020 – Present).
- **Editorial Review Board**, *Special Issue of Communications of the Association for Information Systems* (AIS, SSCI, 2021)

Regional Editor

- **Regional Editor Asia**, *International Journal of Services, Economics and Management* (Inderscience, Scopus), (2010 – 2015)

Special Issue Editorship (Selected)

- **Guest Editors;** *International Journal of Bank Marketing* (Emerald; SSCI; ABDC-A) on "The Dark side of FinTech: Unintended Consequences and Ethical Consideration of FinTech Adoption"; Submission Deadline - 1st August 2022. For further details please visit - <https://www.emeraldgrouppublishing.com/calls-for-papers/dark-side-fintech-unintended-consequences-and-ethical-consideration-fintech>
- **Guest Editor** of the Special Issue on "A Blockchain-Based Approach to Marketing in the Sharing Economy", *Journal of Business Research* (Elsevier; SSCI; ABDC-A; ABS-3), Submission Deadline - **15th August 2022**. For further details please visit -<https://www.journals.elsevier.com/journal-of-business-research/call-for-papers/a-blockchain-based-approach-to-marketing-in-the-sharing-economy>
- **Guest Editor** of the Special Issue (with Tan, G. W. H, June Wei and Yogesh, K., Dwivedi) on "Advancing Mobile Payment Research in the Age of Digital Acceleration", *Internet Research* (Emerald, SSCI; SCIE; ABDC - 'A')), 2021-2022.
- **Guest Editor** of the Special Issue (with Tan, G. W. H) on "The Impact of COVID-19 Pandemic on Mobile Payment", *International Journal of Bank Marketing* (Emerald, SSCI; ABDC - 'A'), 2021-2022.

SERVICE AS REVIEWER

Reviewed manuscripts for journals include: *International Journal of Property Management* (Taylor & Francis, SSCI), *Enterprise Information System* (Taylor & Francis, SSCI), *Decision Support Systems* (Elsevier, SSCI), *Computers in Human Behavior* (Elsevier, SSCI), *Online Information Reviewer* (Elsevier, SSCI), *Production Planning & Control* (Taylor & Francis, SSCI), *Journal of Clearer Production* (Elsevier, SSCI), *Technological Forecasting and Social Change* (Elsevier, SSCI), *Telematics & Informatics* (Elsevier, SSCI), *Information & Management* (Elsevier, SSCI), *International Journal of Production Research* (Elsevier, SSCI) *International Journal of Production Economics* (Elsevier, SSCI), *International Journal of Operations Management* (Emerald, SSCI), *International Journal of Bank Marketing* (Emerald, SSCI), *Pervasive and Mobile Computing* (Elsevier, SCIE), *Expert Systems with Applications* (Elsevier, SCIE), *International Journal of Innovation Science* (Emerald, SSCI), *Total Quality Management & Business Excellence* (Taylor & Francis, SSCI), *Journal of Computer Information Systems* (Taylor & Francis, SSCI, SCIE), *Management Research News* (Emerald, Scopus), *The TQM Journal* (Emerald, Scopus), *Technology in Society* (Elsevier, Scopus), and *International Journal of Management and Enterprise Development* (Inderscience, Scopus), etc.

COMMITTEE MEMBER OF INTERNATIONAL CONFERENCES

- **Reviewing Committee**, Southeast Decision Science Institute Conference, Jacksonville, Florida. February 16, 2-18, 2022.
- **Reviewing Committee**, Southeast Decision Science Institute, Fifty-First Annual Meeting, Jacksonville, Florida. February 17-19, 2021.
- **Program Session Chair**, ASCENT Online International Conference, 17-18 December, FTMS College, Cyberjaya Campus, 2020
- **Program Session Chair**, ASCENT International Conference, 17-18 October, Cyberview Resort, Cyberjaya Malaysia 2019.
- **Scientific Committee Member**, Technology Innovation and Industrial Management (TIIM) Conference, jointly organized by Kasetsart University and University of Oulu, Finland, 2011.
- **Technical Committee Member**, http://www.ccis2k.org/iajit/index.php?option=com_content&task=view&id=68&Itemid=159 International Symposium on Humanities, Science and Engineering Research (SHUSER), 5-8 June 2011.
- **Program Committee Member**, International Conference on Industrial Engineering and Operations Management (IEOM 2012), 3-6 July 2012, Istanbul Technical University, Turkey.
- **Program Committee Member**, International Conference on Industrial Engineering and Operations Management (IEOM 2011), 22-24 January 2011, Kuala Lumpur, Malaysia.
- **Program Session Chair**, International Conference on Malaysia China Relation: Challenges and Opportunities, 16-17 July, jointly organized by Universiti Tunku Abdul Rahman and Xiamen University, China, 2010.
- **Technical Committee Member**, International Conference on Science and Social Research, 5-8 December 2010.
- **International Advisory Committee member** for Supply Chain Management and Information Systems (SCMIS 2010), 6-8 October, organized by the Hong Kong Polytechnic University, Hong Kong, China, 2010.
- **Program Committee Member**, Technology Innovation and Industrial Management (TIIM) Conference, Kasetsart University, Pattaya, Thailand, 2010.

Invited Talks at Academic Conferences/Institutions

- **Moderator for Research Forum** titled "*Publishing in Top SSCI Journals and Get Recognition for Your Research through Citations*", (Speaker: Professor Dimitrios Buhalis, Editor-in-Chief of *Tourism Review* (Emerald)), 7 October 2020, organized by UCSI Graduate Business School, and Emerald Publishing.
 - **Moderator for Research Forum** titled "*Developing Your Research Career: An Editor's Perspective*" (Speaker: Professor Alain Chong Yee Loong, Co-Editor-in-Chief of *Industrial Management and Data Systems* (Emerald)), 27 August 2020, organized by UCSI Graduate Business School, and Emerald Publishing.
 - **Invited Speaker**, "*A Pathway to Improve H-index and Citation*" at Xiamen University Malaysia (XMUM) 31st July. 2019.
 - **Invited Speaker in Research Forum** at University Tunku Abdul Rahman (UTAR) October 4th -5th. 2018
 - **Invited Speaker** at the Nottingham University Business School (NUBS), Nottingham University China, 2017
 - **Invited Keynote Speaker** at the Inaugural Review Writing Competition, jointly organized by Emerald Group Publishing (UK) & UCSI University, Malaysia, 2017.
 - **Plenary speaker**, "*Research and Publications*". International Research Symposium on Service Management (IRSSM 7) at Mahidol University International College, Thailand, 2nd - 6th August 2016
 - **Plenary speaker**, Pre-Conference Workshop on "*Journal Submission and Strategy for Beginners*", ICISC, UCSI University, 2015.
 - **Invited Speaker in Rectors Forum**, "*Knowledge Management, Innovation and Diversity in Current Turbulent Time*", MakeLearn & TIIM Joint Conference, University of Timisoara, Bari, Italy, 2015.
 - **Invited Speaker in Academic Leadership Forum**, "*Managing Academic Leadership through Sufficiency Growth*", TIIM Conference, Seoul National University of Science and Technology, Korea, 2014.
 - **Plenary speaker**, "*Insights from Journal Editors*", TIIM Conference, Seoul National University of Science and Technology, Korea, 2014.
 - **Invited Speaker in Academic Leadership Forum**, "*Future Education under the New Economy*", TIIM Conference, Hilton Phuket Arcadia Resort & Spa, Phuket, Thailand, 2013.
 - **Plenary speaker**, "*Publications in International Journal: Knowledge Sharing*", TIIM Conference, Hilton Phuket Arcadia Resort & Spa, Phuket, Thailand, 2013.
 - **Plenary speaker**, "*Insights from Journal Editors*", TIIM Conference, Royal Cliff Grand Hotel & Spa, Pattaya, Thailand, 2010.
 - **Invited Speaker for Academic Leadership Forum**, "*Managing Academic Leadership via Accountability and Responsibility*", TIIM Conference, Royal Cliff Grand Hotel & Spa, Pattaya, Thailand, 2010.
 - **Plenary speaker**, "*Insights from Journal Editors*", TIIM Conference, The Westin Grand Sukhumvit Bangkok, Thailand, 2009.
 - **Invited Speaker in Academic Leadership Forum**, "*Managing Academic Leadership via Accountability and Responsibility*", TIIM Conference, The Westin Grand Sukhumvit Bangkok, Thailand, 2009.
 - **Invited Speaker**, "*SPSS-Case Study for the Engineering Doctoral Students*", Business & Advanced Technology Centre, March, University of Technology Malaysia, 2006.
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CONSULTANCY WORK

Principal Investigator for the following work

- Independent Consultant for International Graduate Program in Industrial Engineering, Kesesart University, Thailand – “Railway Project Information in Malaysia” (June 2011 – December 2011). Consultant Fee: RM3,000.

Co-Principal Investigator for the following work

- Consultancy for Ningxia Xixia Brewery China, 2011. Consultant Fee: RMB60,000
- Consultancy for Koperasi Wawasan Pekerja-Pekerja Berhad (KOWAJA Berhad) – Employee Handbook and Standard Operating Procedure, (30th July 2018 – 30th November 2018), Consultant Fee: RM1,100.
- Consultancy work for Kesetsart University, Thailand – Data Collection and Report on Learning in Malaysia, 2020 (1st June 2020 – 15th September 2020). Consultation Fee: RM10,000

PROFESSIONAL MEMBERSHIPS

- Fellow of the Academy of Sciences Malaysia (FASc), 2021 - Present
- Fellow, Royal Statistical Society (FRSS), UK (ID: 110614), 2007-Present.
- Professional Technologies (P. Tech), Malaysia Board of Technologists (MBOT), 2020 - Present.

CONTRIBUTIONS TO THE STATE GOVERNMENT

- **Principal Investigator** for the project “*How to attract graduates to work in Perak State*”, Organized by Institute Darul Ridzuan (IDR) (IDR also act as the Secretariat of the Perak State Economic Council and Civil Society Council) Taiping Golf Resort, 13-16 December 2010, <http://idrperak.com/>

EXAMINERS

External Examiner/Assessor

- **External Reviewer** for Tenure and Promotion at the Gabelli School of Business, Fordham University, New York in 2019
- **External Reviewer** for Tenure and Promotion at the Southern University College, Malaysia, 2017
- **External Reviewer** for Tenure and Promotion at the Asian Institute of Technology, Thailand, 2016
- **External Assessor (Chief)** for High Impact Research Grant (HIR) in the category of Social Sciences, University Malaya-Ministry of Higher Education, December 29th – 30th, 2015.
- **External Assessor** for NUBS China Small Research Grant Proposals at the Nottingham University Business School, China, November 2014.
- **External Assessor** for Collaborative Research Fund Proposals at the Nottingham University Business School, China, October 2013.
- **External Assessor** for the Faculty of Computing and Information Technology at the INTI International University College, Malaysia, 2008-2009.
- **External Reviewer** for promotion/tenure at Computing and Information Technology, INTI International University, Malaysia, 2009.

Internal Examiner/Assessor

- Raj Kumar Ganeson, “The impacts of Human Resource Management practices, organizational learning, social capital and entrepreneurial orientation on organizational innovation: The moderating roles of knowledge sharing, Doctor of Business Administration (DBA) Dissertation, UCSI University, Malaysia, 2018.
- Shazli Mansor Bin Mohd Ghazali (ID: 1031200737), “*Factors Facilitative Virtual Organization Adoption in Malaysia*”, MBA Project, Multimedia University, Malaysia, 2007.
- Chong Mun Wei (ID: 1031205764), “*Consumer Acceptance of Online Banking in Malaysia*”, MBA Project, Multimedia University, Malaysia, 2007.
- Wu Swee Ting (ID: 1021200855), “*A Comparative Study of Job Satisfaction Among Employees Working in National and Multinational Automobile Companies in Malaysia*”, MBA Project, Multimedia University, Malaysia, 2007.
- Fauziah M. Jaafar (ID: 151200176), “*Case Study of Effectiveness of E-learning (E-Sprint) in University Putra Malaysia*”, MBA Project, Multimedia University, Malaysia, 2007.
- Junainah Mohd Mahdee (ID: 1051200158), “*Knowledge Management in Higher Learning Institution: A Case Study of University Putra Malaysia*”, MBA Project, Multimedia University, Malaysia, 2007.

COURSES TAUGHT

- Research Methodology (PhD), University Tunku Abdul Rahman (UTAR)
- Applied Statistics in SPSS (Advanced Modeling Techniques) (PhD), (UTAR)
- Management Decision Science (Using QM software) (MBA), Multimedia University (MMU)
- Quantitative Analysis (MBA), Multimedia University (MMU)
- Advanced Statistical Analysis in SPSS, Multimedia University (MMU)
- Statistics for Managers (undergraduate), Multimedia University (MMU)
- Quantitative Analysis (Undergraduate), Multimedia University (MMU).
- Management Decision Science (Undergraduate), Multimedia University (MMU)

RESEARCH SUPERVISION

PhD Supervisions

1. Name Alain Chong Yee Loong
Degree Doctor of Philosophy (PhD) – Multimedia University
Role: PhD Thesis Main Supervisor
Title: An Empirical Examination of Collaborative Commerce Adoption for Supply Chain Management among Malaysian E&E Organizations
Status Graduated, October 2008
Remark Currently as a Full Professor in Information System and the Dean of Graduate School, Nottingham University Business School, China. He has been quoted as one of the **Top 50 Most Cited Researchers in China**, 2015-2018 by Elsevier.
2. Name Lee Von Hsien
Degree Doctor of Philosophy (PhD), University Tunku Abdul Rahman
Role: PhD Thesis Main Supervisor
Title: Relationship between TQM, Organizational Learning and Technological Innovation among Malaysian Manufacturing Firms
Status Graduated, March 2017
Remark Currently as an Associate Professor in the Faculty of Business & Finance, University Tunku Abdul Rahman. She has been quoted as one of the **Top 10 Most Productive Researchers in TQM research based on Thomson ISI-Web of Science database (2006-2015)** by International Journal of Services, Management and Economics (IJSEM), Inderscience (Scopus) in 2018.
3. Name Tan Boon In
Degree Doctor of Philosophy (PhD), University Tunku Abdul Rahman
Role: PhD Thesis External Supervisor
Title: TQM Adoption and Performance: A Study from Malaysia's Family Owned and Non-Family-Owned Enterprise.
Status Completed, August 2018
Remark Currently employed as a General Manager at Koperasi Wawasan Pekerja-Pekerja Berhad.
4. Name Garry Tan Wei Han
Degree Doctor of Philosophy (PhD), Asia e-University
Role: PhD Thesis Main Supervisor
Title: Factor Affecting Consumers' Intention to Purchase Online Tourism Products and Services via Mobile Devices: Challenges and Opportunities for the Malaysian Tourism Industry.
Status Completed, 2020
Remark Currently as Associate Professor in the UCSI Graduate Business School, UCSI University. He has been named as of the **World '10 Most Productive and Influential Authors in Mobile Commerce and Applications'** in Thomson Web of Science Publications between 2000-2015 in an article published by Telematics and Informatics, Elsevier, in 2016.

5. Name: Lim Ai Fen
Degree: Doctor of Philosophy (PhD), UCSI University
Role: PhD Thesis Main Supervisor
Title: Soft TQM Practices and Its impact on Knowledge Sharing and Organizational Innovation among manufacturing firms
Status: Completed, 2022
6. Name: Manijeh Alizadi Ghahveh
Degree: Doctor of Business Administration, UCSI University
Role: Co-Supervisor
Title: The Characterisation of Service Quality and Service Failures in Medical Tourism Destinations: The Case of Iran
Status: Passed PhD Viva, 2022
7. Name: Sun Kaixiang
Degree: Doctor of Philosophy (PhD), UCSI University
Role: PhD Thesis Main Supervisor
Title: Research on Improving Small and Medium-Sized Enterprises' Supply Chain Finance: Shape the Effect of Information Sharing
Status: Passed PhD Proposal Defense
8. Name: Lo Pei San
Degree: Doctor of Philosophy (PhD), UCSI University
Role: PhD Thesis Co-Supervisor
Title: Factors that Influence Impulse Buying on Instagram as a Social Commerce Platform
Status: January 2020 to Present (On-going)
9. Name: Yuan Yun Peng
Degree: Doctor of Philosophy (PhD), UCSI University
Role: PhD Thesis Co-Supervisor
Title: Influence of Consumers' Mobile FinTech Adoption under Chinese Contexts
Status: January 2020 to Present (On-going)
Remarks: Passed PhD Work Completion, 2022
10. Name: Tran Thi Thu Hien
Degree: Doctor of Business Administration (DBA), UCSI University
Role: PhD Thesis Co-Supervisor
Title: The Impact of Emotional Intelligence into Consumer's Decision Making for Online Shopping
Status: September 2019 to Present (On-going)

References: Supplied upon request. *(Last Updated: January 2023)*