



Dr HADIJAH IBERAHIM

Office Address

Arshad Ayub Graduate Business School
Universiti Teknologi MARA
40450 Shah Alam Selangor

Email: hadijah6553@uitm.edu.my
Tel: 03-55444742

EDUCATION BACKGROUND

2009	PhD International Development	Graduate School of International Development, Nagoya University, Nagoya, Japan
2002	MBA	Graduate School of Commerce, Hitotsubashi University, Tokyo, Japan
1995	Bachelor of Commerce	School of Commerce, Meiji University, Tokyo Japan.
1991	Certificate in Japanese Language	Special Preparatory Course for Japan Study, Malaya University, Kuala Lumpur.

ADMINISTRATIVE POST

- Head of Quality Management AAGBS 2017- present
- Quality Coordinator AAGBS 2015 – 2016
- Quality Coordinator Faculty of Business Management 2011- 2016

TEACHING RESPONSIBILITIES (Post Graduate, Undergraduate, Diploma Program)

- Strategic Management (UG)
- Research Methodology (UG&PG)
- Technology Management and Innovation (UG&PG)
- Global Sourcing and Supply Chain Management (PG)
- Business Organization & Management (UG)
- Production Management (UG)
- Operations Management (UG&PG)
- Creative and Critical Thinking (Dip Distance Learning)
- Market Driven Innovation (PG)

PUBLICATIONS, RESEARCH AND PRESENTATIONS

Research interest: operations management, skill development, supply chain management, international development, innovation, technology management and teaching and learning.

Google Scholar: <https://scholar.google.com.my/citations?user=J5Td1KYAAAAJ&hl=en>

ORCID iD: <https://orcid.org/0000-0002-1351-0443>

Journal Article

1. Hadijah Iberahim, Anis Suraya Shamsul, Fara Athira Azhar, Zakiah Hanim Aminuddin. 2020. Exploring Job Design as Predictors of Job Performance at as Malaysian Automobile Company. *Journal Intelek*. 15(2). ISSN: 2231-7716/ E-ISSN 2682-9223 **(MyJurnal)**
2. Hadijah Iberahim, Izmahariz Azman, Mohd Hanif Shari, Nur Fara Ellyanie Abdul Hamid. 2020. Employee Engagement for High Firm Performance: The Case of Lean Six Sigma at A Malaysia Trading Company. *E-Academia Journal*. 9(1).12-23. e-ISSN: 2289-6589. **(MyJurnal)**
3. Iberahim, H., Zulkurnain, N. A. Z., Raja 'Ainal Shah, R. N. A. & Rosli, S. Q. 2019. Visual Merchandising and Customers' Impulse Buying Behavior: A Case of a Fashion Specialty Store. *International Journal of Service Management and Sustainability*. 4(1).1-24. ISSN 0128-3057. **(MyJurnal)**.
4. Iberahim, H., Mohd Taufik, N.K., Mohd Adzmir, A.S., Saharuddin, H. 2016. Customer Satisfaction on Reliability and Responsiveness of Self-Service Technology for Retail Banking Services. *Procedia Economics and Finance*. 37, 13-20. ISSN 2212-5671. [https://doi.org/10.1016/S2212-5671\(16\)30086-7](https://doi.org/10.1016/S2212-5671(16)30086-7)
5. Iberahim, H., Mazlinda, H. Marhainie, M.D., Nur Hidayah, 2016. Determinants of Sustainable Continuous Improvement Practices in Mail Processing Service Operations. *Procedia – Social Behavioral Sciences*. 219, 330-337. ISSN 1877-0428.
6. Hadijah Iberahim, Nuroi'Ain Mustapha, Rohana Kamaruddin, Norlida Abdul Hamid & Mohd Armi Abu Samah. 2016. Halal Compliance Decisions by Food Suppliers Based on Analytic Hierarchy Process. *Advance Science Letters*. 22 (12),4509-4513(5). <https://doi.org/10.1166/asl.2016.8205> **(Scopus)**
7. Megat Zuhairy Megat Tajuddin, Hadijah Iberahim, Noraini Ismail, 2015. Relationship between Innovation and Organizational Performance in Construction Industry in Malaysia. 2015. *Universal Journal of Industrial and Business Management* 3(4), 87-99. ISSN2332-3329
8. Peck-Leong Tan, Ruzita Baah, Geetha Subramaniam, Hadijah Iberahim. 2015. Exploring Women's Work Decision in Malaysia. *Social and Management Research Journal*. 12 (2). 1-8. ISSN 1675-7017. **(MyJurnal)**
9. Iberahim, H., Abdullah Salleh, Che' Sarina Che' Din. 2014. Customer Satisfaction on Waiting Time at Front Line Service Counters of Retail Banking. *Business and Management Quarterly Review*. 5(3) **(MyJurnal)**
10. Rohana Kamaruddin, Hadijah Iberahim, Alwi Shabudin. 2013. Factors Influencing Customers Willingness to Pay for Halal Logistics. *Journal of ASIAN Behavioural Studies*. Vol.3 (9). 41-52.
11. Iberahim, H. 2013. Firms' Measures in Response to Labour Markets and Technological Change: A Study on Skilled Workers Participation at Multinational Companies. *Journal of Emerging Economies and Islamic Research*. (ISSN 2289 – 2559).1 (2), 1-22. **(MyJurnal)**
12. Iberahim, H., Norashikin, H., Nusrah, S., Fauziah, N. & Normala, D. 2013. Academic Dishonesty: Why Business Students participate in These Practices?. *Procedia Social and Behavioral Sciences* 90, 152-156. ISSN 1877-0428.
13. Iberahim, H. 2008. Factors Affecting Human Resource Management Practices: A Case Study of Japanese MNCs in Malaysia. *Forum of International Development*, GSID Nagoya University. 36: 103-127.

Chapter(s) in Books

1. Ahmad Rusydi Razak, Hadijah Iberahim, Rohana Kamaruddin. Criteria Selection for Halal Casual Dining Restaurant. *Proceedings of 1st AAGBS International Conference on Business Management (AiCoMB 2014)* Penang 6 -8 April 2014. Springer. ISBN No: ISBN 978-981-287-425-2.
2. Rohana Kamaruddin, Hadijah Iberahim, Alwi Shabudin. 2013. Halal Logistic Traceability for Imported Processed Food to Malaysia, *Technology Sustainability and Managing Development in Developing Countries*. IIMS, India and CRIE, New Zealand. ISBN: 978-0-473-22998-6. 33-41.

Unpublished Thesis

Iberahim, H. 2009. *Developing and Managing Competent Workforce in an Environment with Scarce Human Resources: A Case Study of Malaysian-based MNCs*. Nagoya University. PhD dissertation (unpublished).

Conference Paper/ Proceedings

1. Hadijah Iberahim. 2020. Designing Online and Distance Learning: AID Pedagogical Approach for Creative and Critical Thinking Course. *Proceedings of Virtual Symposium on Teaching and Learning 2020 (VSTL)*. 30 September. Pasir Gudang, Johor. Malaysia-ISSN: 978-967-2354-12-3. **Best Presenter Award.**
2. Izmahariz, A, Mohd Haniff, S., Nur Fara Ellyanie, A. H. & Iberahim, H., 2018. Examining Employee Engagement in Lean Six Sigma. *Proceedings of AAGBS International Conference on Business Management (AiCoBM)*. 25-26 July. Malacca. Malaysia
3. Iberahim, H., Mohamad Diniazmi, S.,Yahya, J. & Mohd Shazwan, G. 2018. Critical Factors for Effective ISO 9001 Maintenance at a Higher Education Institution, *Proceedings of 7th Global Business and Finance Research Conference (GBFRC)*. 22-23 February, Kuala Lumpur, Malaysia.
4. Iberahim H, Nur Amira Zureena, Raja Nazian Adila, Siti Quraisyiah, R. 2016. Determinants of Customer Impulse Buying Behavior at Product Specialist Fashion Retailers Stores. *Proceedings of International Conference of Information Technology, Business and Management (ITMAHuB)*. 21-23 November, Penang, Malaysia.
5. Hadijah Iberahim, Nuro'ain Mustapha, Rohana Kamaruddin, Norlida Abdul Hamid, Mohd Armi Abu Samah. Halal Compliance Decisions by Food Suppliers Based on Analytic Hierarchy Process. *Proceedings of Recent Research in Social Sciences International Conference (SOCSIC)*. 30 May- 3 June 2016 Bandung Indonesia.
6. Megat Zuhairy Megat Tajuddin, Hadijah Iberahim, Noraini Ismail, 2016. External Networking for Innovation in Malaysia Construction Industry. *Proceedings of World Research & Innovation Convention on Engineering & Technology (WRICET)*. Langkawi, Malaysia.
7. Megat Zuhairy Megat Tajuddin, Hadijah Iberahim, Noraini Ismail, 2015. Leadership Styles and Organizational Performance in Construction Industry in Malaysia, *Proceedings of Malaysia-Japan Joint International Conference, MJJIC*, 13-15 November, Ube, Yamaguchi, Japan. *Best Oral Presentation
8. Iberahim, H., Mazlinda, H. Marhainie, M.D., Nur Hidayah, 2015. Determinants of Sustainable Continuous Improvement Practices in Mail Processing Service Operations. *Proceedings in 3rd Global Conference on Business and Social Science-2015, (GCBSS)* , 16-17 December, Kuala Lumpur. Malaysia.
9. Peck-Leong Tan, Ruzita Baah, Geetha Subramaniam, Hadijah Iberahim. 2015. Exploring Women's Work Decision in Malaysia. *Proceedings in 2nd International Conference on Science and Social Research (CSSR)* , Grand Bluewave Hotel, 5-6 October, Shah Alam, Malaysia. *Best Paper Award
10. Iberahim, H., Mohad Taufik, N.K., Mohd Adzmir, A.S., Saharuddin, H. 2015. Customer Satisfaction on Reliability and Responsiveness of Self Service Technology for Retail Banking Services. *Proceedings in 5th International Conference on Marketing and Retailing (INCOMaR)*, 12-13 October, Penang. Malaysia.
11. Ahmad Rusydi Razak, Rohana Kamaruddin, Hadijah Iberahim, Norlida Abdul Hamid & Mohd Armi Abu Samah, 2015. Halal Food Services Management Priority (HFMP) using Multi Criteria Decision Making

- (MCDM), *Proceedings of International Malaysia Halal Conference, (IM Halal)*, 1-2 April, Kuala Lumpur Convention Center. Kuala Lumpur. Malaysia.
12. R. Ahmad Rusydi, Iberahim H. & K Rohana, 2014. Criteria Selection for Halal Casual Dining Restaurant. *Proceedings of 1st AAGBS International Conference on Business Management*. April 6-8. Penang. Malaysia
 13. K. Rohana, Iberahim, H. Norlida A.H., Rahana A.R. & Nurol Ain, M. 2013. Halal Global Hierarchy Analytic Parameters: A Conceptual Assessment. *Proceedings of 12th International Symposium on the Analytic Hierarchy Process (ISAHP 2013)*. June 23-26. Kuala Lumpur. Malaysia
 14. Iberahim, H. 2013. Vertical Integration into Global Value Chain and Its Effect on Skill Development. *Proceedings of the 2013 Business, Engineering & Industrial Applications Colloquium (BEIAC 2013)*. April. 28-33. Langkawi, Malaysia. **(Scopus)** <https://doi.org/10.1109/BEIAC.2013.6560132>.
 15. Iberahim, H., Norashikin, H., Nusrah, S., Fauziah, N. & Normala, D. 2012. Academic Dishonesty: Why Business Students participate in These Practices?. *Proceedings of the 6th International Conference of University Teaching and Learning (INCULT 2012)*. November 20-21. Shah Alam, Malaysia.
 16. Iberahim, H., K. Rohana & Shabudin, A. 2012. Halal Development System: The Institutional Framework, Issues and Challenges. *Proceedings of the IEEE Symposium on Business, Engineering and Industrial Application (ISBEIA 2012)*. Bandung, Indonesia. September 23-26. **(Scopus)** <https://doi.org/10.1109/ISBEIA.2012.6422993>.
 17. K. Rohana, Iberahim, H. & Shabudin, A. 2012. Willingness to Pay for Halal Logistics: The Choice of Lifestyle. *Proceedings of the ASEAN Conference on Environment-Behaviour Studies (AcE-Bs 2012)*. July 16-18. Bangkok, Thailand,
 18. K. Rohana, Iberahim, H., & Shabudin, A. 2012. Halal Compliance Critical Control Point (HCCCP) Analysis of Processed Food. *Proceedings of the 2012 Business, Engineering & Industrial Applications Colloquium (BEIAC)*. April. Kuala Lumpur, 383-387. **(Scopus)** <https://doi.org/10.1109/BEIAC.2012.6226088>.
 19. Iberahim, H. 2010. Factors contributing to the Increasing Demand for Skilled Workers: A Comparative Study of Firms' Measures in Malaysian-based MNCs. *Proceedings of the 1st International Conference of Asian Business and Management Conference*, Osaka, Japan, October 7-9.
 20. Iberahim, H. 2007. Achieving Competitive Advantages and Sustainable Growth: Developing Human Capital under Globalization Strategy. *Proceedings of the 10th International Conference of Society of Global Business Economics Development*, August 8-11, Kyoto, Japan, 2611-2623.

RESEARCH PROJECTS /GRANTS

		Total Funds	Start	End
1	Principal Researcher: Academic Dishonesty: A Case of Business Students in UiTM Grant: 600-RMI/SSP/DANA 5/3/Dsp(90/2011) (UiTM) COMPLETED	RM5,000	2011	2012
2	Member Researcher Tracking Movement of Imported Food (Processed) Products: Critical Point Assessment for Halal Compliance Grant: 100-RMI/MITRANS 16/6/2 (4/2010) COMPLETED	RM82,440	2010	2012
3	Principal Researcher Global Halal Analytic Hierarchy Parameter Grant: ERGS 2012 (MOHE) COMPLETED	RM50,000	2012	2015
4	Principal Researcher Highly Educated Women Work Decision Grant: RAGS 2012 (UiTM) COMPLETED	RM50,000	2013	2015
5	Principal Researcher Halal Hubs Selection Expert System Using Analytic Hierarchy Process (UiTM) Grant 600-IRMI/MyRA 5/3/LESTARI (0061/2016)	RM5,000	2016	2018
6	Principal Researcher Challenges and Opportunities in Digital Transformation Towards Sustainable Development: The Case of Malaysia (International Grant) Phase 1 Grant: 100-IRMI/INT 16/6/2 (017/2019)	RM57,000	2019	2021
	Principal Researcher Challenges and Opportunities in Digital Transformation Towards Sustainable Development: The Case of Malaysia (International Grant) Phase 2 Grant: 100-IRMI/INT 16/6/2 (0xx/2020)	RM40,000	2020	2021

STUDENT SUPERVISION

Doctoral Program

Completed

	Particulars
BM991 Doctor in Business Administration (DBA) Program Main Supervisor	Name: Megat Zuhairy Megat Tajuddin Status: Graduated May 2016 Title: External Networking, Leadership Style and Innovation on Organizational Performance in Malaysian Construction Industry Co Supervisor: Prof Dr Noraini Ismail & AP Dr Isahak Kassim
BM780 Master of Science in Business Management (Master by Research) Co Supervisor	Name: Ahmad Rusydi Razak Status: Graduated in 2019 Title: Halal Food Services Management: Analytic Hierarchy Process Main Supervisor: AP Dr Rohana Kamaruddin
BM995 Doctor of Philosophy in Business Management (PhD Mixed Mode) Co Supervisor	Name: Akmal Latiff Ayob Status: Graduated in 2020 Title: Predictors of Employee Engagement in Malaysian National Automotive Company Moderated by Job Demands and Total Reward Main Supervisor: AP Dr Norzanah Mat Nor

MBA Applied Business Research Projects since 2012 – 30 research projects.

Undergraduate Program (2009-2013) -36 research projects

BBA (Hons) Operations Management
BBA (Hons) Transport Management
BBA (Hons) Human Resource Management

Master Thesis Examiner for Viva (Internal)

Nik Mohd Fikri bin Nordin (Master by Research, UiTM MITRANS) Viva in October 2020.

Research Title: Determining the Sustainable Weightage in Measuring Sustainability of Halal Logistics Malaysia.

PAPER REVIEWER

Gading Business and Management Journal (IBE)
Journal of Emerging Economies and Islamic Research – MyJurnal/MyCite
Journal Intelek – MyJurnal/M
Gadjah Mada International Journal of Business - SCOPUS
Book Reviewer - Pearson
Expert Reviewer for Chapters in – Critical Thinking – Oxford Fajar
International Conferences – Proceedings

UiTM Shah Alam
UiTM Shah Alam
UiTM Perlis
UGM, Indonesia
UK
Malaysia
since 2011

AWARDS

- Best Presenter Award at Virtual Symposium on Teaching and Learning (VSTL) 2020
Paper presentation on AID Pedagogical Approach on Creative and Critical Thinking Course
- BIID Bronze Award for Project on Halal Logistics Analytic Hierarchical Process (AHP) 2016
Multicriteria Decision Making Tool (BIID Competition)
- Service Excellence Award UiTM 2012
- Young Lecturer Scheme (TPM UiTM) 2006-2008
- Monbusho (Japan) 1998-2005
- Jabatan Perkhidmatan Awam (JPA) 1991-1995

PROFESSIONAL/NON-PROFESSIONAL MEMBERSHIP

- Malaysia Qualification Agency (Panel Reviewer for National Accreditation Agency) since 2015
- Asia Management of Technology Consortium (Asia Innovation Center, Japan) since 2016
- Project Management Institute since 2018
- ABEST21 (International Accreditation Body- MBA Program Reviewer) 2015-2016

INTERNATIONAL LINKAGES WITH FOREIGN UNIVERSITIES

- Visiting Professor at ICONIDA, Bangkok, Thailand (Nov-Dec 2019)
 - Project Management Course for Master of Management (International Students from Germany, Afghanistan, Pakistan and Thailand)
- Member of Asia Consortium of MOT Education since 2015
 - Consortium members include universities from Malaysia, Indonesia, Thailand, Vietnam & Japan
- Liaison Officer for AAGBS and YUMOT, Yamaguchi University

INVITED SPEAKERS (INTERNATIONAL & NATIONAL)

International:

- International Symposium of Asian Management of Technology Education (ISAME), ANA Hotel in Ube. 14 November 2015. Invited by the Graduate School of Management of Technology, Yamaguchi University, Yamaguchi, Japan. (with international researchers). – MOT Education
- International Symposium of Asian Management of Technology Education (ISAME), Tokiwa Campus, Ube, July 2016. Graduate School of Management of Technology, Yamaguchi University, Yamaguchi, Japan. (for undergraduate students) – MBA Education
- e-Asia Joint Research Program "Intelligent Infrastructure Workshop. 11-13 December 2014. Invited by the Japan Science Technology Agency, Tokyo, Japan.(with international researchers from SEA and Japan) – Trade Facilitation and Optimization in Logistics
- International Symposium " What Can The 2015 ASEAN Integration Bring to The Well- Being of ASEAN People? " Noyori Conference Hall, Nagoya University. 20-22 February 2014. Invited by the Graduate School of International Development, Nagoya University, Nagoya, Japan. (with international researchers and postgraduate students). – Women Participation in Economic Development
- e-Asia Joint Research Program "Intelligent Infrastructure Workshop 2-4 December 2013. at Yangon Technology University, Myanmar. Invited by the Japan Science Technology Agency, Tokyo, Japan. (with undergraduate students and international researchers from SEA and Japan).- Port Community System in Port Klang.

National:

- Program NIHON FEST 2016- Cultural Experience & Leadership Talk. 13 January 2016. UNITEN Muadzam Shah. Invited by the Universiti Teknologi Nasional, Malaysia (with undergraduate students) – Leadership for Innovation in Japan
- Seminar Applied Business Research (ABR) UiTM Perak – 10 Postgraduate students -2016

TRAINING FACILITATORS

- Talent Accelerated Leadership Excellent Series (TALES) – Decision Making Skills Course for 40 participants from the Registrar Office of UiTM dan UUM-2017
- Young Executive Management Program - Decision Making Skills Course for 40 participants from the Registrar Office of UiTM-2015
- Young Executive Management Program - Decision Making Skills Course for 40 participants from the Registrar Office of UiTM, UPSI and UTEM -2013
- OBE-SCL CORE-TRAINERS for UiTM – Academic Staff of UiTM Malacca & UiTM Kelantan -2013

WORK EXPERIENCE IN LOGISTICS AND MANUFACTURING COMPANIES

Jan 1996 – Mac 2000

Marketing Executive

Integrated Logistics Berhad
Subang Jaya, Selangor.

Main **Logistics Provider** for Matsushita Group of Companies

Job Responsibilities:

- Selling total logistics services which include forwarding, warehouse, transport, shipping (NVOCC), haulage and containers handling and packaging activities.
- Coordinating total logistics solution for local and Japanese customers (traders, manufacturers, distributors and agents) in Klang Valley and Bangi, Nilai and Senawang areas.
- Liaising with group of companies for all problems arise on marketing and operations between Japan, Thailand, China, Hong Kong, Philippines, Singapore and Malaysia.
- Debt Collection.
- Sales and planning for new customers.

Experience Gained:

- Skill in negotiating and making arrangement with customs, port authorities and shipping agents for containers and special vessel at site.
- Skill in planning logistics for project cargo such as machineries, electrical and electronics products and dangerous goods (budgeting, costing and arranging movement).
- Skill in planning, directing, monitoring and coordinating operations by liaising with suppliers directly such as project equipment (low loaders, crane and trucks operators).

- Ability to arrange importation and exportation of products as well as documentation preparation through free trade zone and companies with LMW status.
- Consultation services for customers that intend to export or import their cargoes to/from East Asian countries.
- Familiar with port authorities and forwarding agents in Osaka, Tokyo, Yokohama, Nagoya, Rotterdam, Marseilles and all ports in Malaysia.

April 1995 – Dec 1995

Personal Assistant to Managing Director

Hatakeyama Engineering (M) Sdn Bhd
Senawang Industrial Park, Seremban, Negeri Sembilan.

Metal Stamping/ Mould and Die Maker – 2nd tier supplier to Sony Group of Companies.

Job Responsibilities:

- Assist the production establishment and technology transfer process from Japan HQ to Malaysia.
- Secretary (translator and interpreter) to Japanese Managing Director and Coordinator to Japan HQ.
- Translating technical manual and documents for record and report.
- Coordinate trainings (materials) among local staff and Japanese engineers.

Experience Gained:

- Understanding advanced technology in metal and wood stamping process.
- Knowledge in R&D, Maintenance, Production Planning, Quality Assurance of Metal Stamping Product.

LANGUAGES

- | | |
|-------------------|---|
| • English | IELTS |
| • Japanese | Japanese Language Proficiency Test (JLPT) Level 1 |
| • Bahasa Malaysia | |

Nov.2020