



**PERSONAL DETAILS**

**Name** : Ungku Norulkamar Bt Ungku Ahmad  
**Gender** : Female  
**Date of Birth** : 26 July, 1968  
**Nationality** : Malaysian  
**Marital Status** : Married  
**Permanent Address** : 23 Jalan Kebangsaan 17  
Taman Universiti, Skudai  
81300 Johor Bahru, Johor  
**Correspondent Address** : Department of Business Administration  
Faculty of Management  
Universiti Teknologi Malaysia  
81310 Johor Bahru, Johor, Malaysia  
**Tel** : 012-7779984 (Mobile); 07-5610151 (Office); 07-5610099 (Fax)  
**E-mail** : i) [m-nkamar@utm.my](mailto:m-nkamar@utm.my); ii) [ungkunorulkamar@management.utm.my](mailto:ungkunorulkamar@management.utm.my)  
**Website** : [www.researchgate.net/profile/Ungku\\_Ahmad](http://www.researchgate.net/profile/Ungku_Ahmad)  
[www.scopus.com/authid/detail.uri?authorId=55468795200](http://www.scopus.com/authid/detail.uri?authorId=55468795200)  
[scholar.google.com.my/citations?user=mnjC3HQAAAAJ&hl=en](http://scholar.google.com.my/citations?user=mnjC3HQAAAAJ&hl=en)  
**ID Staff** : 6246  
**Expertise** : Management; Organisational Behaviour; Strategic Management

**ACADEMIC QUALIFICATIONS**

2011 : Ph.D. (Management)  
Universiti Teknologi Malaysia  
1993 : Master of Business Administration (MBA)  
University Malaya  
1989 : Bachelor of Business Administration (Strategic Management)  
University of North Texas, USA

**AWARD AND HONORS RECEIVED**

- 1) 2000 Excellent Service Award 1999
- 2) 2007 FPPSM Excellent Staff For Year 2006
- 3) 2007 FPPSM Excellent Teaching For Year 2006
- 4) 2008 Excellent Service Award 2007
- 5) 2014 Excellent Service Award 2013
- 6) 2014 Anugerah Jasa Bakti 2013
- 7) 2016 FM Non-Index Journal Publication Award 2015
- 8) 2016 FM Excellent Service Award 2015
- 9) 2016 Award of Excellence Active Blended Learning Course Sem 2 – 2015/2016

- 10) 2017 Award of Excellence Active Blended Learning Course Sem 1 – 2016/2017
- 11) 2017 FM Excellent Service Award 2016
- 12) 2018 Award of Excellence Active Blended Learning Course Sem 1 – 2017/2018
- 13) 2018 AHIBS Excellent Service Award 2017

## **PROFESSIONAL MEMBERSHIP / QUALIFICATIONS / RECOGNITION**

- 1) 1998 – present Affilliate member, Malaysian Institute of Management, Membership No.: AF012311
- 2) 2001 – present Life member, Persatuan Bekas Pelajar Sekolah Tun Fatimah Johor Bahru, Membership No.: LMU0002

## **ADMINISTRATIVE EXPERIENCE**

- 1) 1999-2000 Head, Management Panel, Management Department, Faculty of Management and Human Resource Development, UTM
- 2) 2000-2005 Head, Bachelor Of Management Technology Course, Faculty of Management and Human Resource Development, UTM
- 3) 2006-2008 Head, Bachelor Of Management Technology Course, Faculty of Management and Human Resource Development, UTM
- 4) 2012-2015 Programme Coordinator, Master of Management (Technology), Faculty of Management, UTM
- 5) 2015-2017 Head of Department, Department of Business Administration, Faculty of Management, UTM
- 6) 2017- 2018 Head of Department, Department of Business Administration, Faculty of Management, UTM
- 7) 2018 - Present Director (Business Administration), Azman Hashim International Business School, UTM

## **RESEARCH ACTIVITIES**

### **Flagship Grant**

- 1) Project Member, Synthesis, Characterization and Application of Dendrimer-based Nanostructured Materials for the Separation and Removal of New Emerging Pollutants. (Q.J130000.2426.00G04; RM299 600; August 2011-July 2013)
- 2) Project Member, Drinking Water Filter: Public Perceptions and Profiles of the Accepters. (Q.J130000.2429.00G06; RM47 850; August 2011-July 2013)
- 3) Project Member, Public Value Dimension of Higher Education. (Q.J130000.2429.01G05; RM10 000; April 2013-March 2014)
- 4) Project Member, The Community Impact of UTM's Internationalization. (Q.J130000.2429.02G73; RM65 000; October 2014-March 2016)

### **Fundamental Research Grant Scheme (FRGS Fund)**

- 1) Project Member, Optimized New Fundamental Hybrid Quantitative Approach for Development Sustainability in Manufacturing Industry. (R.J130000.7829.4F864; RM117 000; August 2016-present)
- 2) Project Member, Developing Total Quality of Campus Life Index for Higher Education Institution (HEI) in Malaysia. (R.J130000.7829.4F666; RM81 300; Dec 2014-Nov 2016)
- 3) Project Member, A Framework for Women Engineers Engagement in the Engineering Profession: Enhancing Malaysian Global Competitiveness. (R.J130000.7829.4F572; RM77 300; July 2014-June 2016)

### **Collaboration Project**

- 1) Project Member, Malaysian Competitiveness Report 2. (Collaborative work between Malaysian Productivity Corporation (MPC) and UTM; RM15 000; April 2014-March 2015).

### **Contract Research Grant**

- 1) Project Member, Penyelidikan Berkaitan Pembangunan Proses dan Sistem Pengurusan Kualiti Syarikat Dalam Skop Kerja-kerja Pembinaan. (xxx; RM33 300; July 2018-June 2019)

### **Transdisciplinary Research Grant**

- 1) Project Member, Environmental Consciousness and Sustainable Development Performance of Eco-Industrial Park in Malaysia. (Q.J130000.3555.06G49; RM40 000; December 2018-November 2021).

### **Research University Grant**

- 1) Project Member, Electronic Service Quality (e-sQ) for Malaysia's Internet Banking Services and its Effects on e-Customer Satisfaction and e-Loyalty. (Q.J130000.2629.03J91; RM40 000; April 2011-July 2012)
- 2) Project Member, Developing National Customer Satisfaction Index for Service Industry in Malaysia. (Q.J130000.2629.04J18; RM40 000; April 2011-July 2012)
- 3) **Project Leader**, The Impact of Technostress on Organizational Commitment of Non Academic Staff in Universiti Teknologi Malaysia. (R.J130000.7729.4P063; RM20 000; June 2012-May 2013)
- 4) Project Member, Development of Quality Management System Maintenance Framework for Construction Industry. (Q.J130000.2629.07J81; RM38 000; December 2012-December 2013)
- 5) **Project Leader**, Kajian Prospek dan Impak Kehadiran Pekerja Asing ke atas Masyarakat Tempatan di Pengerang, Kota Tinggi. (Q.J130000.2629.13J07; RM7 000; December 2016-November 2017)
- 6) Project Member, Pembangunan dan Pengukuran Kualiti Kesejahteraan Pelajar: Kajian Kes di Sekolah ABIM Johor. (Q.J130000.2529.18H26; RM37 800; July 2017-June 2019)

### **Institut Inovasi Strategik Johor GUP-IISJ Grant**

- 1) Project Member, Profiling of Foreign Workers in Pengerang. (Q.J130000.2528.14H87; RM34 500; July 2016-April 2017)

- 2) Project Member, Kesan Pekerja Asing ke atas Sosio Ekonomi di Pengerang, Kota Tinggi, Johor. (S.J130000.0828.4Y070; RM5 000; October 2016-December 2016).

### **Intensification of Research in Priority Areas Grant (IRPA)**

- 1) Project Member, Employees' Awareness Towards Their Termination Rights and Obligation: A Comparative Study. (Vot 71302; RM40 000; April 1994-July 1996)
- 2) **Project Leader**, Membentuk Modul Prinsip Pengurusan Menggunakan Konsep Multimedia. (Vot 71345; RM8 000; August 1994-August 1996)
- 3) Project Member, The Entrepreneur's Religious Value and Business Performance Communication Technology Environment. (Vot 71809; RM40 000; November 1997-November 1998)
- 4) Project Member, A Study of Employee Communication Satisfaction and Its Relationship to Organisational Commitment in a Manufacturing Industry: A Case Study at Flextronics International, Johor. (Vot 75011; RM40 000; September 1999-September 2000)
- 5) Project Member, An Investigation into the Teaching and Learning Environment of FPPSM: Towards the Establishment of an Optimal Environment for the Pursuit of Excellence in Teaching and Learning. (Vot 75012; RM40 000; September 1999-September 2000)
- 6) Project Member; Organisational Commitment Among Academician: Its Relationship with Stress Level and Stress Coping Strategies. (Vot 75045; RM40 000; September 1999-September 2000)

### **CONSULTATION**

- |    |                    |  |
|----|--------------------|--|
| 1) | 25-26 Sept 1997    | Trainer, EDP-MSE Programme (Human Resource Management)   |
| 2) | 8-9 March 2000     | Trainer, EDP-MSE Programme (General Management)  |
| 3) | 7-8 Oct 2000       | Research Method Consultant, for Akademi Laut Malaysia, Melaka                                  |
| 4) | 21-22 Feb 2001     | Trainer, EDP-MSE Programme (General Management)  |
| 5) | 14-15 Mar 2001     | Trainer, EDP-MSE Programme (General Management)  |
| 6) | 19 & 26 March 2007 | Trainer, Change Management Course, for Brother Industries Technology (M) Sdn. Bhd. Johor Bahru |
| 7) | 7 & 16 May 2007    | Trainer, Change Management Course, for Brother Industries Technology (M) Sdn. Bhd. Johor Bahru |

### **INTELLECTUAL PROPERTY**

- 1) Inventor, A Research Framework on the Moderating Effect of Technostress Inhibitors on the Relationship Between Technostress Creators and Organisational Commitment (PC/2015/03914)
- 2) Inventor, Model of Technostress (PC/2016/05819)
- 3) Co-inventor, Individual Characteristics Influencing Employee Innovative Behaviour with Reward System as Moderator in Biotechnology Industry (PC/2016/05818)
- 4) Co-inventor, Research Question - Individual Characteristics Influencing Employee Innovative Behaviour with Reward System as Moderator in Biotechnology Industry (PC/2016/05820)
- 5) Co-inventor, The Effect of Safety Behaviour on the Relationship Between Teamwork and Safety Performance (LY2017005530)

**Editor/Associate Editors**

- 1) May 2005 Abstract Book and Proceedings for the National Conference on Management of Technology and Technology Entrepreneurship (MOTTE 2005)
- 2) 2012 World Journal of Management and Behavioral Studies

**Book Reviewer**

- 1) Sept 2001 *Tingkhilaku Organisasi: Pengenalan Tingkhilaku Individu*, Penerbit UTM
- 2) Feb 2017 *Principles of Management*, 2e

**Journal Article Reviewer**

- 1) May 2007 Kepimpinan dan Hubungan Interpersonal Dalam Organisasi, Penerbit UTM for The Best Editor Award 2007
- 2) 2010 Employing a Knowledge Management Process in Academic and Research Libraries: A Productive Thinking One, *International Journal of Library and Information Science*, IJLIS-10-072
- 3) May 2011 The Relationship Between The Influences of Training Towards The Perceived Levels of Self Efficacy Among Trainees, *Jurnal Kemanusiaan*, Fakulti Pengurusan dan Pembangunan Sumber Manusia, UTM
- 4) February 2012 A Perceptual Study of Job Satisfaction of Employees Working in An Educational Institution in Hyderabad, India, *Jurnal Kemanusiaan*, Fakulti Pengurusan dan Pembangunan Sumber Manusia, UTM
- 5) March 2012 Kepuasan Kerja, Tret Optimistik, Keadilan Organisasi dan Hubungannya dengan Prestasi Kerja, *Jurnal Kemanusiaan*, Fakulti Pengurusan dan Pembangunan Sumber Manusia, UTM
- 6) March 2013 Factors Affecting on Extra-role Performance of Higher Education Institutes of Pakistan, *4<sup>th</sup> International Graduate Conference on Engineering, Science and Humanities (IGCESH 2013)*, UTM
- 7) March 2013 Role of Perceived Organizational Support in Teachers' Responsiveness and Students' Outcomes: Evidence for a Public University of Pakistan, *4<sup>th</sup> International Graduate Conference on Engineering, Science and Humanities (IGCESH 2013)*, UTM
- 8) March 2013 Relationship amongst TQM, Business Performance, Tools and Techniques: Qualitative Study Result, *4<sup>th</sup> International Graduate Conference on Engineering, Science and Humanities (IGCESH 2013)*, UTM
- 9) March 2013 Investigate the Effect of Intellectual Capital on Organizational Performance with Emphasis on the Mediating Role of Organizational Learning Capabilities: Iran Case, *4<sup>th</sup> International Graduate Conference on Engineering, Science and Humanities (IGCESH 2013)*, UTM
- 10) January 2014 Framework Development of Human Resource Planning (HRP) for Local Workforce Supply in Malaysian Construction Industry, *Jurnal Teknologi*, Penerbit UTM (Indexed by Scopus)
- 11) January 2014 Perbezaan Faktor Demografi ke atas Komunikasi Pegawai-Subordinat, Kualiti Jalanan Hubungan, Tekanan Kerja dan Kepuasan Komunikasi di Jabatan Penjara Malaysia, *Jurnal Pengurusan*, Universiti Kebangsaan Malaysia (Indexed by Scopus)

- 12) February 2014 Factors Influence Top Managers Towards Using Electronic Recruitment Strategy, *Jurnal Teknologi (Social Sciences), Special Edition IC-HCKM 2013-2014*, Universiti Teknologi Malaysia (Indexed by Scopus)
- 13) June 2015 The Relationship between Occupational Stress and Well-being, 3<sup>rd</sup> International Conference on Computational and Social Sciences (ICCSS-2015), UTM
- 14) June 2015 Improving Employee Outcome through Human Resource Management Practices and Public Service Motivation: A Study of Malaysia Public Sector, World Virtual Conference on Social and Behavioral Sciences (WVSOCIAL2015)
- 15) April 2016 Technostress, Career Commitment, Satisfaction with Life, and Work-family Interaction Among Workers in Information and Communications Technologies, *Actualidades en Psicología*, Universidad de Costa Rica
- 16) March 2017 Employers' Perspective on Work-integrated Learning: Evidence from Malaysian Manufacturing and Service Companies, *Jurnal Kemanusiaan*, Faculty of Management, UTM.
- 17) March 2017 Job Satisfaction among Bank Employees: An Investigation of Public Banking Institution in Malaysia, *Jurnal Kemanusiaan*, Faculty of Management, UTM
- 18) March 2018 Pengaruh Humor Self-Enhancing ke atas Hubungan Antara Stres Kerja dan Kesetiaan Organisasi, *Jurnal Pengurusan*, Universiti Kebangsaan Malaysia (Indexed by Scopus)

### **Research Grant Reviewer**

- 1) August 2004 "An Investigation into Higher Learning Decision Making Process of UTM Undergraduates", Vot 71778, UTM Short-term Research Project
- 2) November 2016 "Individual Characteristics Influencing Employee Innovative Behaviour with Reward as Moderator", PY/2016/07847, GUP TIER 2 2016/2
- 3) April 2017 "Women Managers' Influence on the Performance of Sustainability Motivated Oil and Gas Companies in Malaysia", Yayasan Universiti Teknologi PETRONAS-Fundamental Research Grant
- 4) June 2017 "The Mediating Effect of Job Satisfaction on the Relationship Between Work Life Balance and Job Performance of Full Time Academics in Indonesia, Malaysia and Singapore Growth Triangle (IMS-GT), PY/2017/00350GUP TIER 1 2017/1
- 5) June 2017 "A Study on Consumer Preference Towards Shopping Centre Image by Multinational Customers", PY/2017/00761, GUP TIER 1 2017/1
- 6) November 2017 "A Comparative Analysis on Work Engagement of Academic Staff in Malaysian Research University", PY/2017/01869, GUP TIER 2 2018/1
- 7) November 2017 "Islamic Leadership Principles and Its Applicability in Talent Management Using Fuzzy Graph Approach: Government Linked Companies in Johor", PY/2017/01835, GUP TIER 2 2018/1
- 8) May 2018 "Myopic Behavior of Employees and Its Impact of Retirement Planning: A Behavioral Finance Perspective Towards Oil and Gas Industry", Yayasan Universiti Teknologi PETRONAS-Fundamental Research Grant

## PhD SUPERVISION

Year	No.	Name	Status	Title	Roles of Supervision
2010	1	Zia-ul-Haque	Graduated (2017)	Occupational stress and performance with moderating effects of emotional intelligence, role clarity and organizational support	Main Supervisor
2012	2	Talat Islam	Graduated (2015)	Organizational Learning Culture and Perceived Organizational Support as Antecedents of Employees' Job Related Outcomes	Co-Supervisor
2012	3	Muhammed Umar Saganuwan	Graduated (2016)	Integrating Technostress Creators and Technostress Inhibitors to Improve the Performance of Accountants using Accounting Information System	Co-Supervisor
2012	4	Amer Ahmad-Taïsser A.H. Hatamleh	Graduated (2017)	Knowledge Sharing Motivating Factors Among Academic Staff in Jordanian Private Universities	Main Supervisor
2013	5	Tahira Nazir	Graduated (2017)	Consequences of Organizational Cynicism on Turnover Intention	Main Supervisor
2013	6	Lim Lee Ping	Graduated (2017)	Moderating Effect of Affective Commitment on the Relationship between Personality Traits, Job Satisfaction and Customer-Oriented Behavior among Nurses in Malaysia	Main Supervisor
2013	7	Laura Syahrul	Ongoing 2013 – present	Organizational Justice and Organizational Citizenship Behavior among Non-academic Staff of Indonesian Public University	Main Supervisor
2014	8	Rozanti A. Hamid	Graduated (2018)	The Mediation and Moderation Effect of Burnout and Social Support on the Relationship Between Work-Family Conflict and Turnover Intention among Malaysian Women Engineers	Main Supervisor

<b>Year</b>	<b>No.</b>	<b>Name</b>	<b>Status</b>	<b>Title</b>	<b>Roles of Supervision</b>
2014	10	Akram A. A. Jouda	Ongoing 2014 – present	Examining the Impact of HRM Practices on SME Performance in Unstable Country	Main Supervisor
2014	11	Nasir Mehmood	Graduated (2018)	The Effect of Affective Commitment and Ethical Leadership on the Relationship Between Organizational Justice and Turnover Intention	Main Supervisor
2014	12	Nor Anisa Azmi	Ongoing 2014 – present	Mediation Effect of Job Satisfaction and Emotional Intelligence on Relationship between Employees' Perspective on Organizational Justice and Turnover Intention	Main Supervisor
2016	13	Deborah Okolo	Ongoing 2016 – present	The Moderating Relationship of Transformational Leadership, Job Design and Employee Engagement Between Technostress and Job Satisfaction in Nigerian Commercial Banks	Co-Supervisor
2017	14	Aisyah Tamby Omar	Ongoing 2017 – present	An Analysis of Antecedents and Outcomes of Toxic Leadership in Public University	Main Supervisor
2017	15	Hamdan Salem Naser Hamad AlSalmi	Ongoing 2017 – present	The Mediating Role of Organizational Culture and its Effects of the Change Management	Main Supervisor
2018	16	Arif Khan	Ongoing 2018 – present	Impact of Organizational Culture on Effective Employees Performance Towards Attaining Organizational Goals	Main Supervisor
2018	17	Muhammad Irfan Sheeraz	Ongoing 2018 – present	An Investigation of Relationship Between Organizational Justice, Leader-member Exchange, Collectivism and Organizational Citizenship Behavior	Main Supervisor



## **POSTGRADUATE EXAMINATION / VIVA**

### **PhD Internal Examiner**

2015

- 1) Kazi Shazia, The Impact of Social Support on the Relationship Between Stress and Wellbeing Among Working Women in Pakistan, December 2015.
- 2) Mardhiah Yaacob, Relationship Between Emotional Intelligence, Occupational Stress and Job Satisfaction Among Teachers, June 2015.
- 3) Muhammad Syafri, Faktor-faktor yang Mempengaruhi Prestasi Pekerja dalam Organisasi Kerajaan Sulawesi Selatan, November 2015.

2016

- 1) Siti Khadijah Zainal Badri, Work-life Balance as a Mediator and Self-efficacy as a Moderator Between Job Characteristics and Well-being Among Academic Staff in Malaysia Research University, July 2016.

2018

- 1) Noraini Rusbadrol, Organizational Commitment, Justice and Turnover Intention: Examine the Mediating Role of Organizational Citizenship Behavior (OCB) and the Moderating Role of Perceived Organizational Support (POS), July 2018.
- 2) Junaidah binti Yusof, Psychological Empowerment and Workplace Spirituality as a Mediator Between Leader-Member Exchange and Organizational Citizenship Behavior Among Nurses in Malaysia Public Hospital, September 2018

### **PhD Proposal Defense- Examiner**

2011

- 1) Hafiz Muhammad Ishaq, Effectiveness of Employees Performance Appraisal In Banking Sector Organization of Pakistan, December 2011.

2012

- 1) Naimot Popoola, Evaluation of Internet Banking Strategies Used by Bankis to Build Trust in Adopting Internet Banking in Nigeria, January 2012.
- 2) Mostafa Mohammadi, Local Community Attitude and for Tourism Development in Bistoon Iran, February 2012.
- 3) Seyedhossein Naslmosavi, The Effect of Spritual and Human Capital on Independent Auditor's Opinion: A comparison Study Among Iranian Audit Firms, July 2012.

2013

- 1) Zia Ul Haque, Occupational Stress and Job Performance Among Functional Managers of Multinational Supermarket in Pakistan, March 2013.
- 2) Bita Seyfi, Evaluating Organizational Performance Through Combinatorial Model of Balanced Scorecard and Data Envelopment Analysis, March 2013.

- 3) Faatin Zulaika bt Amir, Tekanan Sebagai pEngantara Hubungan Antara Diskriminasi dalam Pembangunan Kerjaya dan Kemurungan, Kepuasan Kerja, dan Niat untuk Berhenti Kerja di Kalangan Pekerja Wanita, July 2013.
- 4) Yasin Munir, A RemedialFramework of Organizational Cynicism: An Empirical Investigation in Healthcare Services of Pakistan, July 2013.
- 5) Muhammad Syafri, Faktor-faktor yang Mempengaruhi Prestasi Pekerja dalam Pertubuhan Kerajaan Sulawesi Selatan, October 2013.
- 6) Ruzita bt Selamat, Competence Acquisition of Accountancy Trainees and the Roles of HR and Line Managers in Facilitating Workplace Learning, December 2013.

## 2014

- 1) Nor A'tikah binti Mat Ali, Impact to Work Values on Job Satisfaction, Job Involvement and Organizational Citizenship behavior in MalaysiaPublic aand Private University, January 2014.
- 2) Siti Khadijah binti Zainal Badri, Job Characteristics as Antecedents of Work-Life Balance among Academics in Malaysia, January 2014.
- 3) Mardhiah binti Yaacob, Relationship between Emotional Intelligence, Occupational Stress and Job Satisfaction among Teachers, January 2014.
- 4) Altaf Hussain, Effects of Training and Development (T&D) and Organizational Commitment on Turnover Intention among Academic Staff of Public Sector Universities of Pakistan, February 2014.
- 5) Buntu Maruannu Eppang, The Relationship on Value Certification, Professionalism, Job Satisfaction and Service Quality Tourism Industry, June 2014.
- 6) Negar Mahmoodzadeh, Effect of Cultural Intelligence as a Mediator on the Relationship between Leadeanship Styles and Job Performance, July 2014.
- 7) Ng Xin Le, The Relationship between Servant Leadership Style, HR Practices and Turnover Intention in Small Medium Enterprises, October 2014.
- 8) Muhammad Siddique, Causes and Consequences of Workplace Isolation among Teleworkers of State life Insurance Corporation, December 2014.

## 2015

- 1) Bakri bin Hj Zainal Abidin, Keberkesanan Kerja Berpasukan dan Hubungan dengan Komitmen dalam Cawangan Trafik Polis Diraja Malaysia, February 2015.
- 2) Lee She Jie, The Relationship Between the Personality of Leadership and Job Satisfaction with the Mediator of Total Rewards, August 2015.

## 2016

- 3) Pavani a/p Subramanian, The Relationship Between FRLT and Organizational Commitment in Malaysia Largest Life Insurer Industry, January 2016.
- 4) Cik Rohaida Saarani, Contextual Antecedents and Effective Participationin High Performance Business Cross Functional Teams Process in Automotive Industry, May 2016.
- 5) Lee She Jie, The Effect of Total Reward as Mediator in the Relationship Between Personality of Leaders and Job Satisfaction, August 2016.
- 6) Mansoor Nazir Bhatti, Relationship Between Personality Traits, Academic Stress and Moderating Role of Work Volition Among Postgraduate Students in Pakistan, September 2016.
- 7) Azlah Md Ali, Faktor Individual, Faktor Organisasi dan Intensiti Moral Terhadap Pembuatan Keputusan Beretika dalam Kalangan Penjawat Awam di Malaysia, October 2016.

- 8) Noraini Rusbadrol, Organizational Commitment, Justice and Turnover Intention: Examine the Mediating Role of Organizational Citizenship Behavior (OCB) and the Moderating Role of Perceived Organizational Support (POS), October 2016.
- 9) Thuaibah@Suaibah Abu Bakar, Konflik Kerja Keluarga, Kesehatan Mental, Keseimbangan Kerja Kehidupan dan Sokongan Sosial dalam Kalangan Penguatkuasa Wanita di Jabatan Kastam dan Imigresen Negari Johor, October 2016.

#### 2017

- 1) Mansoor Nazir Bhatti, Relationship Between Personality Traits, Academic Stress and Moderating Role of Work Volition Among Postgraduate Students in Pakistan, March 2017.
- 2) Khairunnisa Abdul Aziz, Work Values and Organizational Commitment Among Generation Y Employee in Banking Sector: The Role of Psychological Contract, March 2017.

#### 2018

- 1) Khairunnisa Abdul Aziz, The Mediating Role of Affective Commitment on the Relationship Between Work Values and Intention to Leave Among Generation Y Employees in Banking Sector, February 2018.
- 2) Abdul Kahar Adam, The Importance of Henry Fayol's Principles of Management with Public Administration in the Governance of Ghana Public Sector: Ghana National Association of Teachers (GNAT) Perspective, May 2018.

#### **Master Degree Internal Examiner**

#### 2006

- 1) Sim Sheau Ping, Seamless Supply Chain Management System for Manufacturing Industry (Proposal), April 2006.
- 2) Rahayu bt Ahamad Bahtiar, IT Application in Commercial Education System: A Study on Virtual Tuition Center (Proposal), October 2006.
- 3) Sim Sheau Ping, Critical Factors Influencing Supply Chain Management in EMS Industry (Write-up), October 2007.

#### 2007

- 1) Rahayu bt Ahamad Bahtiar, IT Application in Commercial Education System: A Study on Virtual Tuition Center (Write-up), April 2007.

#### 2011

- 1) Yuan Hui, Study on Quality Management in Maerba Company (Proposal), April 2011.
- 2) Nur Rifhan binti A. Rahim, Faktor-faktor yang Mempengaruhi Tempoh Tamat Pengajian Mahasiswa Pasca Ijazah (Proposal), December 2011.
- 3) Yuan Hui, Influence of Different Types of Organizational Culture on Total Quality Management (Write-up), December 2011.

#### 2012

- 1) Mohd Firdaus Mohd Hama, Kajian Kualiti Bekerja di Kalangan Staf Kaunter Barisan Hadapan dan Hubungannya dengan Stress (Write-up), April 2012.

- 2) Hartini binti Darsono, Kesan Pengurusan Stres sebagai Moderator dalam Hubungan antara Persekitaran Kerja Kompetitif dan Prestasi Kerja di Kalangan Staf Akademik di UTM (Proposal), September 2012.

## 2013

- 1) Mohamed Ayyub Hassan, Kesan Peranan Sumber Manusia Sebagai Pengantara ke atas Hubungan antara Faktor Penglibatan Pengurus lini dalam Inisiatif Sumber Manusia dan Keberkesanan CPD (Write-up), February 2013.
- 2) Hartini Darsono, Kesan Pengurusan Stres sebagai Moderator dalam Hubungan antara Persekitaran Kerja Kompetitif dan Prestasi Kerja di Kalangan Staf Akademik di UTM (Write-up), February 2013.
- 3) Yaaser Hassan Alqadhi, Knowledge Sharing among Employees in Multinational Organization (Proposal), March 2013.
- 4) Saleh Kamrani, The Relationship between Training Factors and Individual Characteristics: A Case Study among Academic Staff at UTM (Proposal), March 2013.
- 5) Ali Mohammed Sulaiman Al-Shehhi, The Relationship between training Factors and firm performance in the United Arab Emirates (Write-up), April 2013.
- 6) Yaaser Hassan Alqadhi, Knowledge Sharing among Employees in Multinational Organization (Write-up), June 2013.
- 7) Saleh Kamrani, The Relationship between Training Factors and Individual Characteristics: A Case Study among Academic Staff at UTM (Write-up), June 2013.
- 8) Mohd Irwan bin Abdul Rani, Organizational Justice of Performance Appraisal and Turnover Intention in Banking Industry (Proposal), August 2013.
- 9) Rozanti A. Hamid, Work Family Balance and Affective Organizational Commitment Among Faculty's Clerical Staff in Universiti Teknologi Malaysia, Skudai (Proposal), November 2013.
- 10) Mohd Irwan bin Abdul Rani, Organizational Justice of Performance Appraisal, Job Satisfaction and Turnover Intention in Scope International Sdn. Bhd. (Write-up), December 2013
- 11) Irwan Hardy bin Borian, Hubungan Faktor Tekanan Kerja dengan Prestasi Kerja di Kalangan Personel Cawangan Trafik, Polis Diraja Malaysia (Proposal), December 2013.

## 2014

- 1) Rozanti A. Hamid, Work Family Balance and Affective Organizational Commitment Among Faculty's Clerical Staff in Universiti Teknologi Malaysia, Skudai (Write-up), January 2014.
- 2) Irwan Hardy bin Borian, Hubungan Tekanan Kerja dengan Prestasi Kerja di Kalangan Personel Cawangan Trafik, Polis Diraja Malaysia (PDRM) di Iskandar Malaysia, Johor (Write-up), July 2014.
- 3) Aslidah binti Tumin, Hubungan Stress Kerja dan Komitmen Pekerja di Kalangan Pembantu Laut di Jabatan Laut Malaysia Wilayah Selatan (Proposal), September 2014.

## 2015

- 1) Aslidah binti Tumin, Hubungan Stress Kerja dan Komitmen Pekerja di Kalangan Pembantu Laut di Jabatan Laut Malaysia Wilayah Selatan (Write-up), March 2015.
- 2) Mikkay Wong Ei Leen, The Impact of Employee Perceptions of Training on Effective Commitment and Turnover Intentions (Proposal), April 2015.
- 3) Mohammed Fadhl Ali Al Gaal, Skills Acquisition and Economic Mobility of Yemeni Immigrant Workers in Malaysia (Proposal), June 2015
- 4) Mikkay Wong Ei Leen, The Impact of Employee Perceptions of Training on Effective Commitment and Turnover Intentions (Write-up), August 2015.

- 5) Nur Hamiza Ahmad, Kesan Tanggapan Sokongan Terhadap Kepuasan Kerja dengan Komitmen di Sebuah Agensi Berita di Kuala Lumpur (Proposal), November 2015.

## 2016

- 1) Mohammed Fadhl Ali Al Gaal, Skills Acquisition and Economic Mobility of Yameni Immigrant Workers in Malaysia (Write-up), March 2016.
- 2) Nur Hamiza Ahmad, Kesan Tanggapan Sokongan Organisasi Terhadap Hubungan Kepuasan Kerja dengan Komitmen Organisasi (Proposal), June 2016.

## 2018

- 1) Tan Ju Keng, The Relationship Between Self-efficacy on Stress Coping Strategies Among Chinese School Teacher (Proposal), March 2018.
- 2) Orji Sixtus Onyebuchi, The Mediating Role of Ethical Leadership on the Relationship Between Human Capital, Spiritual Capital and Organizational Culture on Employee Job Satisfaction (Write-up), May, 2018.

## **PUBLICATIONS**

**(H Index as of March 2018 = 5; Citations = 49)**

### **ISI Journal**

- 1) Roya Anvari, Salmiah Mohd Amin, Wan Khairuzzaman Wan Ismail, and **Ungku Norulkamar Ungku Ahmad** (2010). Strategic Training Practices, Effective Organizational Commitment, and Turnover Intention: The Mediating Role of Psychological Contract, *African Journal of Business Management*, Vol. 4 (15), pp. 3391-3405. (IF: 1.105; Q3)
- 2) Roya Anvari, Salmiah Mohd Amin, Wan Khairuzzaman Wan Ismail, **Ungku Norulkamar Ungku Ahmad**, and Salbiah Seliman (2011). Mediating Effects of Affective Organizational Commitment and Psychological Contract in the Relationship Between Strategic Training Practices and Knowledge Sharing, *African Journal of Business Management*, Vol. 5 (6), pp. 2189-2202. (IF: 1.105; Q3)
- 3) Mardani, A., Jusoh, A., Zavadskas, E.K., Kazemilari, M., **Ahmad, U.N.U.**, and Khalifah, Z. (2016). Application of Multiple Criteria Decision Making Techniques in Tourism and Hospitality Industry: A Systematic Review, *Transformations in Business & Economics*, Vol. 15, No. 1 (37), pp. 192-213. (IF: 0.374; Q4)
- 4) Sajad Ebrahimi Meimand, Zainab Khalifah, Edmundas Kazimieras Zavadskas, Abbas Mardani, Amir Abbas Najafipour and **Ungku Norulkamar Ungku Ahmad** (2017). Residents' Attitude toward Tourism Development: A Sociocultural Perspective, *Sustainability*, 9 (7), 1170, (IF: 1.789)
- 5) Abbas Mardani, Ahmad Jusoh, Joanna Ejdyś, Katarzyna Halicka, Andrzej Magruk and **Ungku Norulkamar Ungku Ahmad** (2018). Determining the Utility in Management by Using Multi-criteria Decision Support Tools: A Review, *Economic Research-Ekonomska Istrazivanja*, (IF: 0.742) (Q3)

### **SCOPUS Journal**

- 1) Talat Islam, Saif ur Rehman Khan, Azam Shafiq and **Ungku Norulkamar Ungku Ahmad** (2012). Leadership, Citizenship Behavior, Performance and Organizational Commitment: the

- Mediating Role of Organizational Politics. *World Applied Sciences Journal*, Vol. 19 (11), 1540-1552.
- 2) Talat Islam, Farooq Anwar, Saif ur Rehman Khan, Amran Rasli, **Ungku Norulkamar Ungku Ahmad** and Ishfaq Ahmed (2012). Investigating the Mediating Role of Organizational Citizenship Behavior between Organizational Learning Culture and Knowledge Sharing, *World Applied Sciences Journal*, Vol. 19 (6), 795-799.
  - 3) Farooq Anwar, Talat Islam, Saif ur Rehman Khan and **Ungku Norulkamar Ungku Ahmad** (2012). Investigating the Mediating Role of Affective Commitment between Supervisor's Ethical Leadership and Citizenship Behaviors, *World Applied Sciences Journal*, Vol. 19 (8), 1221-1224
  - 4) Talat Islam, Saif ur Rehman Khan, **Ungku Norulkamar Ungku Ahmad** and Ishfaq Ahmad (2014). Exploring the Relationship between POS, OLC, Job Satisfaction, and OCB, *Procedia-Social and Behavioral Sciences*, 114 (2014), 164-169.
  - 5) Talat Islam, Saif ur Rehman Khan, **Ungku Norulkamar Ungku Ahmad** and Ishfaq Ahmad (2013). Organizational Learning Culture and Leader-member Exchange Quality: The Way to Enhance Organizational Commitment and Reduce Turnover Intentions, *The Learning Organization*, Vol. 20, No. 4/5, pp. 322-337.
  - 6) **Ungku Norulkamar Ungku Ahmad**, Salmiah Mohamad Amin and Wan Khairuzzaman Wan Ismail (2014). Moderating Effect of Technostress Inhibitors on the Relationship between Technostress Creators and Organisational Commitment, *Jurnal Teknologi (Sciences and Engineering)*, 67:1 (2014), 51-62.
  - 7) Talat Islam, Saif ur Rehman Khan, **Ungku Norulkamar Bt. Ungku Ahmad**, Ghulam Ali and Ishfaq Ahmed (2014). Organizational Learning Culture and Psychological Empowerment as Antecedents of Employees' Job Related Attitudes: A Mediation Model, *Journal of Asia Business Study*, Vol. 8, Iss. 3, pp. 249-263.
  - 8) Mohammed Umar Saganuwan, Wan Khairuzzaman Wan Ismail, and **Ungku Norulkamar Ungku Ahmad** (2015). Conceptual Framework: AIS Technostress and Its Effect on Professionals' Job Outcomes, *Asian Social Studies*, Vo. 11, No. 5, pp. 97-107.
  - 9) Tahira Nazir and **Ungku Norulkamar Ungku Ahmad** (2016). Interrelationship of Incivility, Cynicism and Turnover Intention, *International Review of Management and Marketing*, Vol. 6 (1), pp. 146-154.
  - 10) Tahira Nazir, **Ungku Norulkamar Ungku Ahmad**, Samina Nawab, and Syed Fida Hussain Shah (2016). Mediating Role of Organizational Cynicism in Relationship between Role Stressors and Turnover Intention: Evidence from Healthcare Sector of Pakistan, *International Review of Management and Marketing*, Vol. 6 (2), pp. 199-204.
  - 11) Nasir Mehmood, **Ungku Norulkamar Ungku Ahmad**, Sobia Irum, and Muhammad Ashfaq (2016). Job Satisfaction, Affective Commitment, and Turnover Intentions among Front Desk Staff: Evidence from Pakistan, *International Review of Management and Marketing*, Vol. 6 (S4), pp. 305-309.
  - 12) Akram Ali Jouda, **Ungku Norulkamar Ungku Ahmad**, and Khalid Abed Dahleez (2016). The Impact of Human Resource Management Practices on Employees Performance: The Case of Islamic University of Gaza in Palestine, *International Review of Management and Marketing*, Vol. 6 (4), pp. 1080-1088.
  - 13) Lim Lee Ping, **Ungku Norulkamar Ungku Ahmad** and Ong Choon Hee (2016). The Moderating Effects of Affective Commitment on the Relationship between Personality Traits and Customer-oriented Behavior, *INFORMATION*, Vol. 9 (8A), pp. 3063-3068.
  - 14) Siti Aisyah Panatik, **Ungku Norulkamar Ungku Ahmad**, Haprizza Ashari, Zairus Norsiah Azahar, Siti Norlina Muhamad, and Farahwahida Mohd Yusof (2017). The Effect of Organisational Justice on Work Engagement: An Empirical Investigation Among Female Engineers in Malaysia, *Advance Science Letters*, Vol. 23 (6), pp. 8634-8641.

- 15) Rozanti A. Hamid and **Ungku Norulkamar Ungku Ahmad** (2017). The Mediation Effect of Burnout on the Relationship Between Work-family Conflict and Turnover Intention Among Malaysian Women Engineers, *Advance Science Letters*, Vol. 23 (9), pp. 8971-8978.
- 16) Siti Rahmah Awang, **Ungku Norulkamar Ungku Ahmad**, Norhayati Zakuan, Ahmad Jusoh, Tan Sui Hong (2018). The Socio Economic Impacts of the Foreign Workers on the Community of Pengerang, Kota Tinggi, *International Journal of Engineering and Technology*, Vol. 3.25 (7), pp. 403-406.

### **Non-Indexed Journal**

- 1) **Ungku Norulkamar bt U. Ahmad** (1994). Tindakan Disiplin di Tempat Kerja. *Urusan*. Bil. 9, pp. 46-52.
- 2) **Ungku Norulkamar Ungku Ahmad** (1994). Note on Technical Analysis and the Efficiency of the Malaysian Stock Market. *Capital Markets Review*, Vol. 2 (1), pp. 97-102.
- 3) **Ungku Norulkamar Ungku Ahmad** (1995). Work Stress and Coping Strategies. *Malaysian Management Review*. Vol. 30 (1), pp. 16-25.
- 4) **Ungku Norulkamar Ungku Ahmad** and Mohd Izani Abdul Majid (1998). Vendor Development Programme: A Study on Factors Affecting Its Performance. *Malaysian Management Review*, Vol. 33 (1), pp 51-56.
- 5) **Ungku Norulkamar Ungku Ahmad**, Salmiah Mohd Amin, and Wan Khairuzzaman Wan Ismail (2009). The Impact of Technostress on Organisational Commitment Among Malaysian Academic Librarians, *Singapore Journal of Library & Information Management*, Volume 38, pp. 103-123.
- 6) **Ungku Norulkamar Ungku Ahmad**, Salmiah Mohd Amin, and Wan Khairuzzaman Wan Ismail (2010). Technostress and Organisational Commitment: A Proposed Framework, *Malaysian Management Review*, January-June, Vol. 45, No. 1, pp. 35-50.
- 7) Roya Anvari, Salmiah Mohd Amin, **Ungku Norulkamar Ungku Ahmad**, Salbiah Seliman, and Maryam Garmsari (2011). The Relationship Between Strategic Compensation Practices and Affective Organizational Commitment, *Interdisciplinary Journal of Research in Business*, Vol. 1 (2), February 2011, pp. 44-55.
- 8) Farooq Anwar and **Ungku Norulkamar Ungku Ahmad** (2012). Mediating Role of Organizational Commitment Among Leadership Styles and Employee Outcomes. An Empirical Evidence from Telecom Sector of Pakistan, *International Journal of Research in Economics & Social Sciences*, Vol. 2, Issue 3 (March 2012), pp. 116-151.
- 9) Farooq Anwar, Amir Shafique Khan, and **Ungku Norulkamar Ungku Ahmad** (2012). Comparative Analysis of Conventional Versus Modern Appraisal Systems: An Empirical Evidence from Telecom Sector of Pakistan, *Kuwait Chapter of Arabian Journal of Business and Management Review*, Vol. 1, No. 7; March 2012, pp. 101-124.
- 10) Talat Islam, Saif ur Rehman Khan, **Ungku Norulkamar Ungku Ahmad** and Ishfaq Ahmed (2012). Does Organizational Commitment Enhance the Relationship between Job Involvement and In-role Performance? *SA Journal of Human Resource Management*, 10 (2), 1-9.
- 11) Talat Islam, Saif ur Rehman Khan, Muhammad Aamir, **Ungku Norulkamar Ungku Ahmad** (2012). Turnover Intentions: The Influence of Organizational Learning Culture and Multi Foci Citizenship Behaviors. *Middle-East Journal of Scientific Research*, Vol. 12 (5), 650-661.
- 12) Talat Islam, Saif ur Rehman Khan, Muhammad Aamir, Ishfaq Ahmed, **Ungku Norulkamar Ungku Ahmad** and Muhammad Zeeshan Shaukat (2012). Moderating Role of HRD Practices between Employee's Engagement and Citizenship Behaviors. *Middle-East Journal of Scientific Research*, Vol. 12 (5), 589-597.
- 13) M.U. Saganuwan, W.K.W. Ismail and **U.N.U. Ahmad** (2013). Technostress: Mediating Accounting Information System Performance, *Information Management and Business Review*, Vol. 5, No. 6, June 2013, pp. 270-277.

- 14) **Ungku Norulkamar** and Amer Hatamleh (2014). A Review of Knowledge Sharing Barriers among Academic Staff – A Malaysian Perspective, *Sains Humanika*, Vol. 2, No. 2, pp. 87-91.
- 15) M.U. Saganuwan, W.K.W. Ismail and **U.N.U. Ahmad** (2014). Technostress of Accounting Information System and its Effect on Task Performance, *Australian Journal of Basic and Applied Sciences*, 8 (16), Special 2014, pp. 30-37.
- 16) Lim Lee Ping and **Ungku Norulkamar Ungku Ahmad** (2015). A Conceptual Analysis of Nurses' Customer-oriented Behavior, Job Satisfaction and Affective Commitment in Malaysia, *International Journal of Caring Sciences*, Vol. 8, Iss. 8, pp. 774-782.
- 17) Talat Islam, Ishfaq Ahmed, and **Ungku Norulkamar Ungku Ahmad** (2015). The Influence of Organizational Learning Culture and Perceived Organizational Support on Employees' Affective Commitment and Turnover Intention, *Nankai Business Review International*, Vol. 6, Iss. 4, pp. 417-431.
- 18) Talat Islam, Fauzia Hadi Ali, Muhammad Aamir, Zainab Khalifah, Rashid Ahmad, and **Ungku Norulkamar Ungku Ahmad** (2015). Employees' Perception of CSR and Organizational Citizenship Behavior, *Science International (Lahore)*, Vol. 27 (3), pp. 2417-2419.
- 19) Reza Asgharian, Roya Anvari, **Ungku Norulkamar Ungku Ahmad**, and Ali Minaee Tehrani (2015). The Mediating Effect of Job Satisfaction on the Relationship between Workplace Friendships and Turnover Intention in Iran Hotel Industry, *Mediterranean Journal of Social Sciences*, Vol. 6, No. 6 S2, pp. 304-314.
- 20) Zia-ul-haque, **Ungku Norulkamar Ungku Ahmad**, and Saudah Sofian (2016). The Relationship between Occupational Stress and Job Performance with Moderating Effect of Emotional Intelligence and Role Clarity, *Academic Journal of Management Sciences*, Vol. 4, No. 1, pp. 19-44.
- 21) Siti Aisyah Panatik, Zairus Norsiah Azhar, **Ungku Norulkamar Ungku Ahmad** and Hapriza Ashari (2016). Work Engagement among Women Engineers in Malaysia, *International Journal of Social Science & Human Behavior Study – IJSSHBS*, Vol. 3 (2), pp. 17-21.
- 22) Nor Anissa Azami, **Ungku Norulkamar Ungku Ahmad**, and Choi Sang Long (2016). A Study on the Relationship Between Organizational Justice and Turnover Intentions in Malaysian Manufacturing Industries, *Journal of Advanced Research in Business and Management Studies*, Vol. 2 (1), pp. 31-38.
- 23) Lim Lee Ping, **Ungku Norulkamar Ungku Ahmad** and Ong Choon Hee (2016). Job Satisfaction and Customer-oriented Behavior of the Malaysian Nurses, *International Business Management*, 10 (16), pp. 3591-3597.
- 24) Lim Lee Ping, **Ungku Norulkamar Ungku Ahmad** and Ong Choon Hee (2016). Personality Traits and Customer-oriented Behavior of the Malaysian Nurses, *International Business Management*, 10 (13), pp. 2579-2584.
- 25) Aisyah Tamby Omar, and **Ungku Norulkamar Ungku Ahmad** (2018). Impact of Leadership Styles on Psychological Distress and Job Satisfaction Among Employees in Sabah, *Manu: Jurnal Pusat Penataran Ilmu dan Bahasa (PPIB)*, Vol. 27, pp. 193-208.
- 26) Deborah Okolo, Suzilawati Kamarudin, and **Ungku Norulkamar Ungku Ahmad** (2018). An Exploration of the Relationship between Technostress, Employee Engagement and Job Design from the Nigerian Banking Employee's Perspective, *Management Dynamics in the Knowledge Economy*, Vol. 6 (4), pp. 511-530. Doi 10.25019/MDKE/6.4.01

### **Conference Proceeding**

- 1) Hapriza Ashari and **Ungku Norulkamar Ungku Ahmad** (2001). Local Bank Employees' Awareness Towards Their Rights Under the Retrenchment Policy. Paper presented at *Seminar Kebangsaan Sosio-Ekonomi dan IT*, Organised by Pusat Penyelidikan dan Perundingan, Universiti Utara Malaysia, Alor Setar Kedah, 2–4 November 2001.



- 2) **Ungku Norulkamar Ungku Ahmad**, Hapriza Ashari and Siti Aishah Abdul Rahman (2003). Work Stress, Coping Strategies and Organizational Commitment Among the University Academic Staff: A Case Study of Universiti Teknologi Malaysia. Paper presented at *APOSHO 19<sup>th</sup> Conference*, organized by Asia Pacific Occupational Safety and Health Organization, Kuala Lumpur, 2–3 September 2003.
- 3) Lily Suriani Mohd Arif, Siti Aisyah Abdul Rahman, and **Ungku Norulkamar Ungku Ahmad** (2004). Kepuasan Komunikasi dan Hubungannya Terhadap Komitmen Terhadap Organisasi di Kalangan Pekerja Teknikal Profesional: Kajian Kes di Flextronics Internationals, Senai, Johor. Paper presented at *International Business Management Conference 2004*, Organized by Universiti Tenaga Nasional, Kuantan, Pahang, 6-7 December 2004.
- 4) **Ungku Norulkamar Ungku Ahmad**, Hapriza Ashari, and Siti Aisyah Abdul Rahman (2004). Work Stress and Organisational Commitment in the Institute of Higher Learning. Paper presented at *International Conference on Social Sciences and Humanities*, Organized by Universiti Kebangsaan Malaysia, Bangi, Kuala Lumpur, 14–16 December 2004.
- 5) Siti Aisyah Abdul Rahman, Hapriza Ashari and **Ungku Norulkamar Ungku Ahmad** (2004). Stres Kerja di Kalangan Akademik: Satu Kajian Kes Di Universiti Teknologi Malaysia. Paper presented at *International Conference on Social Sciences and Humanities*, Organized by Universiti Kebangsaan Malaysia, Bangi, Kuala Lumpur, 14–16 December 2004.
- 6) Siti Aisyah Abdul Rahman, Lily Suriani Mohd Arif and **Ungku Norulkamar Ungku Ahmad** (2005), Tahap Komunikasi dan Komitmen Di Kalangan Pekerja Teknikal. Paper presented at *Seminar Pembangunan Sumber Manusia*, Organized by Dept. of Human Resource Development, Fac. Of Management and HRD, Universiti Teknologi Malaysia, Johor Bahru, Johor, 2–3 February 2005.
- 7) Maisarah Mohamed Saat, Hapriza Ashari and **Ungku Norulkamar Ungku Ahmad** (2006), Persepsi Pelajar Institusi Pengajian Tinggi Terhadap Etika Peperiksaan. Paper presented at *Seminar Kebangsaan Pengajian Umum (SKPU 2006)*, Organized by Dept. of Human Resource Development, Fac. Of Management and HRD, Universiti Teknologi Malaysia, Johor Bahru, Johor, 13-14 June 2006.
- 8) **Ungku Norulkamar Ungku Ahmad** (2007). The Relationship Between Technostress and Organisational Commitment Among Academic Librarian. Paper presented at *Post Graduate Seminar*, Organized by Fac. Of Management and HRD, Universiti Teknologi Malaysia, Johor Bahru, Johor, 8 September 2007.
- 9) **Ungku Norulkamar Ungku Ahmad**, Hapriza Ashari and Maisarah Mohamed Saat (2007). A Survey On Academic Ethics Among The University Students. Paper presented at *Regional Conference on Engineering Education (RCEE 2007)*, Organized by Faculty of Mechanical, Universiti Teknologi Malaysia, Johor Bahru, Johor, 3-5 December 2007.
- 10) Salmiah Mohamad Amin, **Ungku Norulkamar Ungku Ahmad**, and Lim Shu Hui (2012). Factors Contributing to Customer Loyalty Towards Telecommunication Service Provider. Paper presented at *2012 (Spring) International APBITM Conference*, Organized by Asia Pacific Business Innovation and Technology Management Society, Pattaya, Thailand, 13-15 January 2012. (Indexed in SCOPUS)
- 11) **Ungku Norulkamar Ungku Ahmad**, Salmiah Mohamad Amin, and Wan Khairuzzaman Wan Ismail (2012). The Relationship between Technostress Creators and Organisational Commitment among Academic Librarians. Paper presented at *2012 (Spring) International APBITM Conference*, Organized by Asia Pacific Business Innovation and Technology Management Society, Pattaya, Thailand, 13-15 January 2012. (Indexed in SCOPUS)
- 12) Salmiah Mohamad Amin and **Ungku Norulkamar Ungku Ahmad** (2012). The Attributes of Electronic Service Quality (e-SQ) Among Academic Librarians. Paper presented at *International Congress on Interdisciplinary Business and Social Science 2012*, Organized by JIBES School of Informatics Management and Computing, Jakarta, Indonesia, 1-3 December 2012. (Indexed in WOS)

- 13) **Ungku Norulkamar Ungku Ahmad** and Salmiah Mohamad Amin (2012). The Dimensions of Technostress among Academic Librarians. Paper presented at *International Congress on Interdisciplinary Business and Social Science 2012*, , Organized by JIBES School of Informatics Management and Computing, Jakarta, Indonesia, 1-2 December 2012. (Indexed in WOS)
- 14) Talat Islam, Saif ur Rehman Khan, and **Ungku Norulkamar Ungku Ahmad** (2013). Turnover Intentions: The Influence of Perceived Organizational Support and Organizational Commitment. Paper presented at *13<sup>th</sup> International Education Technology Conference*, Organized by Faculty of Education, University of Malaya, Kuala Lumpur, 13-15 May 2013. (Indexed in WOS)
- 15) M. U. Saganuwan, W. K. W. Ismail, and **U. N. U. Ahmad** (2013). Technostress: Mediating Accounting Information System Performance. Paper presented at *2<sup>nd</sup> International Conference on Computing Engineering & Enterprise Management (ICCEEM – 2013)*, Organized by International Foundation for Research and Development, Langkawi, Malaysia, 15-16 June 2013.
- 16) **U. N. U. Ahmad** and A. Hatamleh (2013). Knowledge Sharing Barriers among Academic Staff: Perspective from Malaysia. Paper presented at *1<sup>st</sup> International Conference of Human Capital and Knowledge Management (HCKM2013)*, Organized by UTM Razak School of Engineering and Advanced Technology, Universiti Teknologi Malaysia, Kuala Lumpur, 3-4 December 2013.
- 17) Lim Lee Ping, **Ungku Norulkamar Ungku Ahmad**, and Ong Choon Hee (2015). Job Satisfaction and Customer-oriented Behavior of the Malaysian Nurses. Paper presented at *4th International Conference on Technology Management, Business and Entrepreneurship (4th ICTMBE)*, Kings Green Hotel Melaka, Malaysia, 24-25 November 2015.
- 18) Akram Ali Jouda, **Ungku Norulkamar Ungku Ahmad**, and Khalid Abed Dahleez (2015). The Impact of HRM Practices on Employees Performance: The Case of Islamic University of Gaza (IUG) in Palestine. Paper presented at *ASIA International Conference (AIC-2015)*, Universiti Teknologi Malaysia, Kuala Lumpur, 5-6 December 2015.
- 19) Siti Aisyah Panatik, Zairus Norsiah Azhar, **Ungku Norulkamar Ungku Ahmad** and Hapriza Ashari (2016). Work Engagement among Women Engineers in Malaysia. Paper presented at the *Fourth International Conference Advances in Social Science, Economics and Management Study –SEM 2016*, Birmingham, United Kingdom, 17-18 March 2016.
- 20) Siti Aisyah Panatik, **Ungku Norulkamar Ungku Ahmad**, Hapriza Ashari, Zairus Norsiah Azhar, and Siti Norlina Mohammad (2016). The Effect of Organizational Justice on Work Engagement: An Empirical Study among Female Engineers in Malaysia, Paper presented at *2nd ASIA International Conference 2016*, Universiti Teknologi Malaysia, Kuala Lumpur, 10-11 December 2016.
- 21) Lim Lee Ping, **Ungku Norulkamar Ungku Ahmad**, Ong Choon Hee, Adriana Mohd Rizal and Tan Owee Kwang (2017). A Study of Affective Commitment, Job Satisfaction and Customer-Oriented Behavior Among Malaysian Nurses, *Proceeding of International Conference on Innovation in Business and Strategy (ICIBS 2017)*, Institut Teknologi Bandung, Indonesia, 26-28 July 2017.
- 22) Siti Rahmah Awang, **Ungku Norulkamar Ungku Ahmad**, Norhayati Mohamad Zakuan, Ahmad Jusoh, Tan Sui Hong, Halimah Mohd Yusof (2018). The Socio Economic Impacts of Foreign Workers on the Community of Pengerang, Kota Tinggi. Paper presented at *2nd Asia International Multidisciplinary Conference AIMC 2018*, Universiti Teknologi Malaysia, Johor Bahru, 12-13 May, 2018.
- 23) Deborah Okolo, Suzilawati Kamarudin, and **Ungku Norulkamar Ungku Ahmad** (2018). Understanding the Relationship Between Technostress, Job Design and Employee Engagement from the Nigerian Banking Employees Perspective. Paper presented at *International*

*Conferences Strategica - Challenging The Status Quo In Management And Economics*,  
Bucharest, Romania, 11-12 October, 2018.

- 24) Muhammad Irfan Sheeraz and **Ungku Norulkamar Ungku Ahmad** (2018). Testing Mediating Role of Leader-Member Exchange in Organizational Justice and Organizational Citizenship Behaviour in Pakistani Education Sector, Paper presented at *4th Asia International Conference AIC 2018*, Lagkawi, Malaysia, 8-9 December, 2018.

### **Mass Media**

- 1) **Ungku Norulkamar Ungku Ahmad** (2001). Masalah Penggunaan Tabung Keusahawanan IKS. *Dewan Ekonomi*. Oktober, 2001, pp. 11-12.
- 2) **Ungku Norulkamar Ungku Ahmad** (2006). Managing Conflict in the Work Place. *Management*. Oct-Dec 2006, Vol. 41, No. 4, pp. 68-71.

### **Thesis**

- 1) Ungku Norulkamar Ungku Ahmad (2011). Technostress and Organisational Commitment among Librarians in the Malaysia Public Higher Learning Institutions. PhD Thesis, Universiti Teknologi Malaysia
- 2) Ungku Norulkamar Ungku Ahmad (1993). Work Stress and Coping Strategies. MBA Dissertation, University Malaya.

### **Text Book**

- 1) **Ungku Norulkamar Ungku Ahmad**, Ebi Shahrin Suleiman, Ruzita Selamat and Wan Khairuzzaman Wan Ismail (2005). *Tabiat Organisasi: Satu Dimensi Global*. Pearson Malaysia Sdn. Bhd.
- 2) Ebi Shahrin Suleiman, **Ungku Norulkamar Ungku Ahmad**, and Ruzita Selamat (2003). *Prinsip Pengurusan*. McGraw-Hill (Malaysia) Sdn. Bhd.
- 3) **Ungku Norulkamar Ungku Ahmad**, Ebi Shahrin Suleiman, Ruzita Selamat and Wan Khairuzzaman Wan Ismail (2003). *Tabiat Organisasi*. Pearson Malaysia Sdn. Bhd.

### **Research Monograph**

- 1) **Ungku Norulkamar Ungku Ahmad** (2006). *Membentuk Prinsip Pengurusan Menggunakan Konsep Multimedia*, Monograf Penyelidikan Pusat Pengurusan Penyelidikan, Universiti Teknologi Malaysia, Johor Bahru: Penerbit Universiti Teknologi Malaysia.

### **Book Chapter**

- 1) **Ungku Norulkamar Ungku Ahmad**, Hapriza Ashari, & Siti Aishah Panatik @ Abdul Rahman (2008). The Relationship Between Work Stress And Organizational Commitment Among Academicians, In Kamariah Ismail (ed). *Issues in Commercialization and Management*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN: 978-983-52-0694-8)
- 2) Maisarah Mohamed Saat, Hapriza Ashari, & **Ungku Norulkamar Ungku Ahmad** (2009). Persepsi Pelajar Institusi Pengajian Tinggi Terhadap Etika Peperiksaan: Satu Tinjauan Awal, Dalam Hashim Fauzy Yaacob (ed.). *Pembangunan Akademik Pelajar: Beberapa Isu*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN: 978-983-52-0723-5)
- 3) Rohaizat Baharun, Abdul Rahman Sulaiman, & **Ungku Norulkamar** (2009). Children as Consumers: Consumption of Carbonated Drink at School, In Rohaizat Baharun (ed.). *The*

*Essentials of Marketing Principles*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN: 978-983-52-0718-1)

- 4) Roya Anvari, Salmiah Mohamad Amin, **Ungku Norulkamar Ungku Ahmad**, Siavash Hosseinpour Chermaini, and Razieh Anvari (2012). Strategic Training Practices and Affective Organizational Commitment, in Nur Naha Abu Mansor and Roya Anvari (eds.). *Shaping Business Performance Through People Development*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN 978-983-52-0904-8)
- 5) Ahmad Jusoh, Mohd Shoki Md Ariff, Salmiah Mohamad Amin, and **Ungku Norulkamar Ungku Ahmad** (2012). The Impact of TQM Practices on the Transfer of Technology of University R&D, in Norhayati Zakuan (ed.). *Advances in Quality – Engineering & Management Research*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN 978-983-52-0901-7)
- 6) **Ungku Norulkamar Ungku Ahmad**, Salmiah Mohamad Amin, and Wan Khairuzzaman Wan Ismail (2016). Determinants of Technostress in the Library of Malaysian Public Universities, in Norhayati Zakuan (ed.). *Advances in Management and Business Research (Series 1)*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN 978-983-52-1143-0)
- 7) **Ungku Norulkamar Ungku Ahmad** and Lim Lee Ping (2017). Moderating Effect of Affective Commitment on the Relationship Between Personality Traits, Job Satisfaction and Customer-oriented Behavior Among Nurses in Malaysia, in Ahmad Jusoh (ed.). *Service Quality Perspective: The Customers' Viewpoint*, Johor Bahru: Penerbit Universiti Teknologi Malaysia. (ISBN 978-983-52-1406-6)