



**PERSONAL DETAILS**

**Name** : Roshazlizawati Mohd Nor  
**Gender** : Female  
**Date of Birth** : 13 September 1977  
**Nationality** : Malaysian  
**Marital Status** : Married

**Permanent Address** : No. 9 Jalan Bakti 70

**Address** : Taman Mutiara Rini  
: 81310 Johor Bahru, Johor

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<http://www.management.utm.my/staff/userprofile/roshazlizawati.html>

**ID Staff** : 9280

**Expertise** : **E-consumer Protection, Consumer Law, Commercial Law, Occupational Safety & Health**

**ACADEMIC QUALIFICATIONS**

2017 : Doctor of Philosophy (Law)  
Universiti Islam Antarabangsa Malaysia

2003 : Master of Comparative Laws(MCL)  
Universiti Islam Antarabangsa Malaysia

2002 : LLB (Hons)  
Universiti Islam Antarabangsa Malaysia

## **EMPLOYMENT HISTORY**

June 2002 - Chambering at Messr Hamid Sultan, Logachitra & Assoc.

June 2003- Lecturer, University Teknologi Malaysia

## **AWARD AND HONORS RECEIVED**

- Bronze Medal for poster title ‘Online Shopping in Malaysia: Legal Protection For E-consumers’– International Research, Invention and Innovation Exhibition 2014 (IRIIE 2014) at CAC, IIUM, 11-13 June 2014

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

### ***Professional Membership :***

Life Member for Malaysian Consumer and Family Economics Association (MACFEA)

Life Member for Persatuan Ekonomi Malaysia (PEM)

## **ADMINISTRATIVE EXPERIENCE**

### **Faculty Level**

- Committee Member, Promotion and Publicity Committee, Faculty of Management and Human Resource Development, 2004.
- Committee Member, Quality Assurance, Faculty of Management and Human Resource Development (2006-2008)
- Committee Member, MOTTE Conference 2005
- Committee Member of Curriculum Development Committee (for LLB course), Department of Management (2004-2005)
- Coordinator, Pemantauan Prestasi Pelajar for SHD students (2004-2005)
- Coordinator, Projek Sarjana Muda, Technology Panel (2008-2009)
- Committee Member Jaringan dan Alumni, Fakulti Pengurusan (2015-2017)
- Committee Member Penyelidikan dan Penerbitan Jabatan Pentadbiran Perniagaan, Fakulti Pengurusan (2015-2017)
- Committee Member Promosi dan Pengantarabangsaan, Fakulti Pengurusan (2015-2017)
- Committee Member Projek Sarjana Muda Program Sarjana Muda Pengurusan Teknologi SHAD (2015-2018)
- Bendahari Unit Perkhidmatan Pengurusan, Jabatan Pentadbiran Perniagaan, Fakulti Pengurusan (2015-2020)
- Penyelaras SHAD SPACE JB Sem 2 Sesi 2017/2018
- Penyelaras SHAD SPACE JB/KL Sem 1 Sesi 2018/2019
- Penyelaras Latihan Industri 2018-2020
- Penyelaras HTGYE (How To Get Youself Employed) 2018 -2020

## RESEARCH ACTIVITIES

### RESEARCH PROJECT UNDERTAKEN

1. Supply Chain Management Practices in Malaysia Palm Oil Industry, (Grant lead by Dr Siti Zaleha Omain), Sponsored by Research Management Centre, UTM 2016 (RM7 000) PY/2016/07910
2. Individual Characteristics influencing employee Innovative Behaviour with Reward as Moderator, (Grant lead by Dr Khairiah Soehod), Sponsored by Research Management Centre, UTM 2016 (RM7 000) PY/2016/07847
3. Malaysian SME Managers Perceptions of Corporate Social Responsibilities (CSR), (Grant lead by PM Dr Saodah), Sponsored by Research Management Centre, UTM 2016 (RM10 000) PY/2016/07629
4. Developing A Prosperous Nation: The Role of Intellectual Capital on Business Performance of SMEs, (PAS Grant lead by Dr Dewi Fariha Abdullah), Sponsored by Research Management Centre, UTM 2015 (RM10 000)
5. Flagship Research -The Community Impact of UTM's Innovation & Technology Transfer, Government Grants, Peringkat Kebangsaan, Ahli (RM45,000) (2014)
6. Hapriza bte Ashari, Roshazlizawati Mohd Nor, *Legal Strategies For The Management Of Occupational Safety And Health*, Sponsored by Research Management Centre, UTM 2004 (RM 19,000)

## TEACHING ACTIVITIES

Semester	Sem	Subject Code	Subject	Credit Hour	Total No of Students
2013/2014	1	SHAD3013	Undang-undang Komersil (Marketing)	3	44
2013/2014	1	SHC1713	Undang-undang Perdagangan (Accounting)	3	1
2013/2014	1	SHD2323	Undang-undang Perdagangan (Technology)	3	1
2013/2014	1	SHD3323	Undang-undang Komersil (Marketing)	3	7
2013/2014	2	SHAD1073	Undang-undang Perdagangan (Accounting)	3	29

2014/2015	1	SHAD3013	Undang-undang Komersil (Marketing)	3	32
2014/2015	2	SHAD1073	Undang-undang Perdagangan (Accounting)	3	31
2015/2016	1	SHAD3013	Undang-undang Komersil (Marketing)	3	13
2015/2016	2	SHAD1073	Undang-undang Perdagangan (Accounting)	3	45
2016/2017	1	SHAD3013	Undang-undang Komersil (Marketing)	3	35
2016/2017	2	SHAD1073	Undang-undang Perdagangan (Accounting)	3	40
		UHAS3012	Keusahawanan & Pembangunan Perusahaan	2	25
2017/2018	1	SHAD3013	Undang-undang Komersil (Marketing)	3	54
		UHAK1012	Graduate Success Attribute Section 39 Section 43	2	30
				2	35
2017/2018	2	SHAC1143	Undang-undang Perdagangan (Accounting)	3	31
		SHAF3093	Undang-undang Siber	3	3
		UHAS3012	Keusahawanan & Pembangunan Perusahaan	3	27

## SUPERVISION

### ***Master Student***

1. Noraniza Othman, The Impact of Self efficacy on Innovation Work Behavior: A case Study among Engineers in Pharmaceutical Manufacturing in Malaysia, 2017, Research (Co-supervisor)
2. Muthmain Yusof, Reliability of Safety Performance Indicator Compliance and Effectiveness of Safety Programs in Manufacturing Sector, 2016, Research (Co--supervisor)
3. Intan Nursyazwani Sallehuddin, Determinants of e-commerce website quality and hotel service quality towards customer satisfaction in university hotel, 2015, Research (Co-supervisor)

### ***Undergraduate Student (UTM) (as supervisor)***

1. Norhafizah Yakob, The Study on Knowledge and Awareness Level of Copyright Infringements Among Students in UTM Skudai (2017)
2. Fadhli Zil Ikram Zulkiflee, Adoption of Internet Technology Among Online Entrepreneurs by using Technology Acceptance Model (2017)

3. Wan Muhammad Muslihin Wan Shaharudin, Technology Acceptance Model As The Influencing Factor Towards Users Intention To Upgrade The Computer Operating System (2016)
4. Divya Devi Mohan, E'consumer's Decision on Purchasing Goods among Undergraduate students in Faculty of Management (2015)
5. Wan Lilis Shuhada Wan Musa. Penilaian Pelaksanaan Program Latihan Keselamatan dan Kesihatan Pekerja kepada Pekerja dan Kesannya Terhadap Organisasi. Kajian Kes: Inai Kiara Sdn. Bhd. Terengganu Site Project (2009)
6. Lee Sen Keng, Tahap Kesedaran Terhadap Keselamatan dan Kesihatan Pekerjaan: Satu Kajian di Syarikat Mission Resource Sdn. Bhd (2008)
7. Lim Kai Pin, Kesedaran tabiat Pemakanan Sihat di Kalangan Pengguna Remaja. Satu kajian di Taman Universiti, Skudai Johor (2008)
8. Khoo Sew Ling, Kajian Terhadap Perspektif Pengguna Terhadap Kemudahan Perbankan Online di Bank-bank Taman Universiti, Skudai Johor (2008)
9. Suhaili Khidzir, Kualiti Sistem Perkhidmatan Strategik Dalam Sektor Pendidikan: Satu Kajian ke Atas PPD (Pejabat Pelajaran Daerah) (2007)
10. Suhaila Taat, Faktor-faktor Yang Mempengaruhi Kepuasan Pelanggan dan Strategi Pemasaran Bagi Peruncitan Petroleum di Kedai Mesra Petronas, Jalan Kempas Lama, Johor (2007)
11. Sulaiman Mamat, Mengkaji Tahap Kepuasan Pelanggan Terhadap Perkhidmatan Sokongan Hospital: Satu Kajian di Syarikat Radicare (M) Sdn Bhd Kuala Terengganu, Terengganu (2007)
12. Kasmawati Abd Ghani, Persepsi Pekerja Terhadap Tahap Kesedaran Pihak Pengurusan dan Pekerja Mengenai Aspek Keselamatan Diri: Satu kajian di Pejabat Harta Bina, UTM Skudai (2006)
13. Wan Yuzairilasraf Wan Ibrahim, Keberkesanan Latihan Keselamatan dan Kesihatan Pekerjaan di Tempat Kerja: Satu Kajian di Syarikat Hazwan Enterprise (2006)
14. Suman A/L Subramaniam, Mengkaji Perbezaan Antara Sistem Perbankan Islam dan Perbankan Konvensional Dalam Menilai Kelulusan Pinjaman Perumahan. Kajian Kes di Bank Arab Malaysia Berhad dan Bank Islam Malaysia Berhad Kawasan Banting (2006)
15. Mohammad Faizul Yaakop, Kesedaran Pelajar Tingkatan Lima Terhadap Keselamatan Diri Di Makmal Sains: Satu Kajian di Sekolah Menengah Kebangsaan Tengku Mahmud Iskandar, Muar Johor (2006)
16. Alyani Abd Bar, Atikah Abdul Rahman, dan Noor Azleen Musa, Persepsi Pelajar-pelajar Tahun Satu Sarjana Muda Kejuruteraan Mekanikal Mengenai Keselamatan Diri: Kajian di Makmal Ujikaji Fakulti Kejuruteraan Mekanikal, UTM (2005)

### ***Undergraduate Student (UPPK)***

1. Aisyah Nadira Zaini, Awareness and Perception of Managers in MARA Industrial Site Towards Innovation in Kelantan, 2015 (Co-supervisor)
2. Wennis Sungkil, Customer Loyalty Model Towards Restaurants' Industry in Kota Bharu Kelantan, 2015 (Co-supervisor)

3. Jumarni Tamari, Tahap Penerimaan Pensyarah Institusi Pengajian Tinggi (IPT) Terhadap Aplikasi Teknologi. Satu kajian Kuantitatif di Kolej Teknologi Darul Naim, Kota Bharu Kelantan, 2015 (Co-supervisor)
4. Zulkarnain Zainuddin, Satu Kajian kesan Permainan Video atas Talian terhadap pelajar KTD Siswa Tahun 2 (Sem 3 & 4), 2015 (Co-supervisor)

## **PUBLICATIONS**

### **JOURNAL**

#### **SCOPUS/WOS/ERA Journal:**

1. *Assoc Prof Dr Naemah Amin, Roshazlizawati Mohd Nor (2011) Issues on Essential Elements of Formation of E-contract in M'sia: E-consumers' Perspective, Journal of Applied Sciences Research, 7(13), pp.2219-2229, ISSN 1819-544x. (SCOPUS)*
2. *Assoc Prof Dr Naemah Amin, Roshazlizawati Mohd Nor, E-consumer Protection in A Contract for the Sale of Goods: A Malaysian Perspective, International Journal for Digital Society (IJDS), Special Issue, Volume 1, Issue 1(2013) ISSN2 040 2570 (Online), [http://www.infonomics\\_society.org/IJDS/Home.htm](http://www.infonomics_society.org/IJDS/Home.htm). pp.758-765 (SCOPUS)*
3. *Assoc Prof Dr Naemah Amin, Roshazlizawati Mohd Nor, (2013) Online Shopping in Malaysia: Legal Protection for E-consumers, European Journal of Business and Management, ISSN 2222-1905 (paper) ISSN 2222-2389 (online) Vol 5, No 24, 2013. [www.iiste.org](http://www.iiste.org) (IF 7.17)*
4. *Norzaidahwati Zaidin, Roshazlizawati Mohd Nor, Rohaizat Baharun, Mohd Shoki Md Ariff, Fauziah Sheikh Ahmad (2018), Factors affecting Malaysian Muslim millennials choice of Indonesia as their halal tourism destination: A conceptual discussion, The 6<sup>th</sup> 2018 International Conference on Management and Technology in Knowledge, Service, Tourism & Hospitality (Serve 2018)*
5. *Fauziah Sheikh Ahmad, Norzaidahwati Zaidin, Roshazlizawati Mohd Nor, Nor Zafir Md Salleh, Mohd Shoki Md Ariff, Muhammad Fadhlillah Ghazali (2018), The effect of the quality management principles of ISO 9001 on innovation performance in teaching and learning processes, The 6<sup>th</sup> 2018 International Conference on Management and Technology in Knowledge, Service, Tourism & Hospitality (Serve 2018)*
6. *Mohd Shoki Md Ariff, Roshazlizawati Mohd Nor, Nor Zafir Md Salleh, Norzaidahwati Zaidin, Nawawi Ishak, Noraliaa Zainal Abidin (2018), Integrating risk-management practices and risk behaviour to sustain R&D project performance, The 6<sup>th</sup> 2018 International*

Conference on Management and Technology in Knowledge, Service, Tourism & Hospitality (Serve 2018)

7. Mohd Shoki Md Ariff, Nor Zafir Md Salleh, Norzaidahwati Zaidin, Roshazlizawati Mohd Nor, Nawawi Ishak, Nor Huzaimah Md Som (2018), Risk-management practices for effective management of risk in research universities, The 6<sup>th</sup> 2018 International Conference on Management and Technology in Knowledge, Service, Tourism & Hospitality (Serve 2018)

8. Mohd Shoki Md Ariff, Norzaidahwati Zaidin, Nor Zafir Md Salleh, Roshazlizawati Mohd Nor, Nora Nur Ain Mahat, Nawawi Ishak (2018), Assessing viral advertising pass-on behavior of online consumers; The consumer attitude perspective, The 6<sup>th</sup> 2018 International Conference on Management and Technology in Knowledge, Service, Tourism & Hospitality (Serve 2018)

#### **NON INDEXED Journal :**

1. Roshazlizawati Mohd Nor, Assoc Prof Dr Naemah Amin (2016) E-consumer Protection in Delivery of Goods: A Malaysian Perspective, Journal of Education and Social Science, ISSN 2289-9855 (online) Vol 3 (Feb), pp.38-44.

2. Roshazlizawati Mohd Nor, Assoc Prof Dr Naemah Amin (2015) The Issue of Quality of Goods: E-consumer Protection in Malaysia, Journal of Education and Social Science, ISSN 2289-9855 (online) Vol 2 (Oct), pp.88-92.

3. Norzafir Mohd Salleh, Roshazlizawati Mohd Nor (2015) Exploring Challenges in Providing Muslim Friendly Tourism Services in Akita Prefecture, Journal of Institute of Asian Studies Regional Collaboration, Akita International University, NII-Electronic Library Services, pp.64-85.

#### **PROCEEDINGS/CONFERENCE**

1. Roshazlizawati Mohd Nor, Wan Muhammad Muslihin, Hapriza Ashari, Technology Acceptance Model as the influencing Factor Towards Users' Intention to Upgrade the Computer Operating System, Management of Technology Symposium, Universiti Teknologi Malaysia, 20-21 December 2017.

2. Roshazlizawati Mohd Nor, Sarah Hanim Abdul Hamid, Norzafir Md Salleh, Understanding Customer Satisfaction Toward Online Shopping: Integrated Technology Acceptance Model, Management of Technology Symposium, Universiti Teknologi Malaysia, 20-21 December 2017.

3. *Hapriza Ashari, Roshazlizawati Mohd Nor, Norzalina Mohd Nor, Khairiah Soehod*, Technology Adoption and Customer Satisfaction Towards Uber Malaysia Sdn. Bhd Innovative Ride Service, Management of Technology Symposium, Universiti Teknologi Malaysia, 20-21 December 2017.
4. *Norzafir Md Salleh, Roshazlizawati Mohd Nor*(2017) *Exploring Gen Y Muslim Motivation And Expectation To Travel To Non-Musim Destination*, Management of Marketing Symposium, Universiti Teknologi Malaysia, 20-21 December 2017.
5. *Roshazlizawati Mohd Nor*, Delivery of Goods and E consumer Protection in Malaysia, International Conference on Management and Muamalah (ICOMM 2015) at Bangi-Putrajaya Hotel, Malaysia, 16-17 November 2015.
6. *Roshazlizawati Mohd Nor, Assoc Prof Dr Naemah Amin*, The Issue of Quality of Goods: E-consumer Protection in Malaysia, the 2<sup>nd</sup> Kuala Lumpur International Education, Language & Social Science Conference (KliCELS 2015), Putra Hotel, Kuala Lumpur, 17-18 October 2015.
7. *Roshazlizawati Mohd Nor, Assoc Prof Dr Naemah Amin*, The Issue of E-delivery: E consumer Protection in Malaysia, 18<sup>th</sup> National Seminar MACFEA at Palm Garden Hotel, IOI Resort, Putrajaya, 27-28 August 2014.
8. *Roshazlizawati Mohd Nor, Assoc Prof Dr Naemah Amin*, E-Consumer Protection in Malaysia: Misleading Information in Advertisement, 1<sup>st</sup> International Borneo Business Conference (IBBC2014) at Riverside Majestic Hotel, Kuching Sarawak, 20-21 August 2014.
9. *Assoc Prof Dr Naemah Amin, Roshazlizawati Mohd Nor*, An Overview of E-consumer Protection in Sale of Goods Contracts in Malaysia, International Conference on Information Society (I-Society 2012) organized by IEEE London, 25-28 June 2012.
10. *Roshazlizawati Mohd Nor*, The Malaysian Consumer Protection (Amendment) Act 2010 on Unfair Contract Terms, 16<sup>th</sup> National Seminar MACFEA at Palm Garden Hotel, IOI Resort, Putrajaya, 10-11 July 2012.
11. *Roshazlizawati Mohd Nor, Assoc Prof Dr Naemah Amin*, Issues on Essential Elements of E-contract: E-consumers' Perspective, MACFEA ke-15, UiTM Hotel Shah Alam, 19-20 Julai 2011.
12. *Roshazlizawati Mohd Nor*, E-consumer Issues in E-offer and E-acceptance, ICHRD 2011, Selesa Hotel Johor Bharu, 22-23 June 2011.
13. *Roshazlizawati Mohd Nor*, E-consumer Protection in Sale of Goods Contract: A Malaysian Perspective, ENRICH 2011, Hotel Renaissance Kota Bharu, 18-19 June 2011.



14. Roshazlizawati Mohd Nor, Legal Protection of E-consumers in Malaysia: An Overview, Seminar MACFEA ke-14, Hotel Equatorial Bangi, 13-14 Julai 2010.

15. Roshazlizawati Mohd Nor, Nor Zafir Mohd Salleh, Dewi Fariha Abdullah, Salwa Abdul Patah, Aplikasi E-Dagang di kalangan Pengusaha IKS Bumiputera Johor, Seminar Kebangsaan Sosio Ekonomi dan IT ke-3, Hotel Brasmana Perlis, anjuran UUM, 20 & 21 Ogos 2005.

### **ORIGINAL BOOK**

1. Dr. Norsa'adah Abdul Rahman, Hakimah Mohd Zain, Lekha Laxman, Roshazlizawati Mohd Nor. The Principles of Commercial Law, Penerbit UTM Press (2011) ISBN 978-983-52-0782

### **CHAPTERS IN BOOK CHAPTER**

1. Norhafizah Adam, Roshazlizawati Mohd Nor, Ahmad Jusoh, Siti Zaleha Omain and Lokman Ali (2017), The Moderating Effects of eWOM on the Relationship between e-Service Quality and Online Hotel Booking Intention, in Service Quality Perspective: The Customers' Viewpoint, Penerbit UTM : Johor.

2. Intan Nursyazwani Sallehuddin, Roshazlizawati Mohd Nor, Ahmad Jusoh and Siti Zaleha Omain (2017), Effect of Website Quality and Hotel Service Quality on Customer Satisfaction in University Hotel, in Service Quality Perspective: The Customers' Viewpoint, Penerbit UTM : Johor.

3. Roshazlizawati Mohd Nor, Nor Sa'adah Abdul Rahman (2015), Employees' Right for A Safe Workplace, in Employees' Rights at the Workplace: Some Selected Issues, Penerbit UTM : Johor.

4. Nor Sa'adah Abd Rahman, Roshazlizawati Mohd Nor (2015), Intellectual Propert Law: Employee's Perspective, in Employees' Rights at the Workplace: Some Selected Issues, Penerbit UTM : Johor.

### **INTELLECTUAL PROPERTY**

1. Copyrigt 2018 as co inventor (IP/CR/2018/0878): Title of Innovation: Managing Sick leave

2. Copyrigt 2018 as co inventor (IP/CR/2018/0463): Title of Innovation: Model of Workplace Learning and the Roles of HR and Line Managers in Facilitating Competence Acquisition of Accountancy Trainees

3. Copyrigt 2018 as inventor (IP/CR/2018/0894): Title of Innovation: Legal Model of E-consumer Rights in Online Shopping of Goods

4. Copyrigt 2018 as co inventor (IP/CR/2018/0893): Title of Innovation: A model of marketing heritage museums at Melaka Historical Town.

5. Copyright 2018 as co inventor (IP/CR/2018/0460): Framework of Supply Chain Management Practices in Malaysia Palm Oil Firm
6. Copyright 2018 as co inventor (IP/CR/2018/0465): Survey questionnaire on developing a prosperous nation: The role of intellectual capital and business performance
7. Copyright 2018 as co inventor (IP/CR/2018/0781): A model of Islamic friendly hotel services
8. Copyright 2017 as inventor (IP/CR/2017/0965): Title of Innovation: Model of E-consumer Protection in Contractual Issues
9. Copyright 2017 as co inventor (IP/CR/2017/1016): Title of Innovation: Maternity Protection for Private Sector Employees
10. Copyright 2017 as co inventor (IP/CR/2017/0085): Title of Innovation: Effects of Workers Participation in Occupational Safety and Health Matters on Safety Performance in Manufacturing Sector
11. Copyright 2017 as co inventor (IP/CR/2017/0555): Title of Innovation: A Model of Muslim Friendly Tourism Services at Non-Muslim Tourists Destination: A Supply side View
12. Copyright 2017 as co inventor (IP/CR/2017/0108): Title of Innovation: Legislative Process in Malaysia
13. Copyright 2016 as inventor (IP/CR/2016/1668): Title of Innovation: Questionnaire on E-consumers Knowledge, Perceptions and Awareness of Legal Protection in Online Purchase of Goods
14. Copyright 2016 as co inventor (IP/CR/2016/1532): Title of Innovation: Research Questionnaire on Awareness of Employment Rights