



Parallel Session 1 Day 1 | 22 September 2021 | Wednesday



2:05 pm An implementation of Six Sigma in Defect Reduction: A Casie in Multinational Trading Company 2:25 pm Siti Nur Farhana Ab Latif Content, Context and Process of Digital Transformation. A Preliminary Review Precipit in Malaysia 2:45 pm Total Quality Management (TQM) Practices and Employees Job Satisfaction Among Middle Level Employees: Moderating Effect of Job Characteristics Poh Hwa Eng Ph Hwa Eng 3:05 pm An Exploratory Study on Skills Management of the Skilled Blue-Collar Workers in the Automotive Management of the Skilled Blue-Collar Workers in the Automotive Management of Strategic Towards the Decision-Making Industry Button A Conceptual Study on Green Management Practices in Banking Industry Poh Hwa Eng Siti Nur Hairaul Alsayah Siti Samihah Mohd Zaki Siti Samihah Mohd Zaki Assessing Antievement of the Univ Archievement of the Univ Nora'an Mohamad Y. The Relationship Between Trainese' Characteristics, Training Design and Work Environment with the Alaysia Poh Hwa Eng Dilla Syadia Ab Latiff Tuan Badrol Hisham Tuan Besar Tuan Besar Tuan Badrol Hisham Tuan Besar Tu		The deptember 2022 Wearinssaay			
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4:25 pm Closing Remarks by Session Chair, Photograph Session	/I : / L	ĺ	Liosing Remarks by Session	chair, Photograph Session	



Parallel Session 2 Day 2 | 23 September 2021 | Thursday



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Session Chair	Toni Keegan	Suryani Che Din	Noor Zalina Zainal	Hairulliza Mohamad Judi
9:00 am	Welcoming Remarks by Session Chair			
	Toni Keegan	Norshima Humaidi	Noor Zalina Zainal	Hairulliza Mohamad Judi
	Building Resilience in the	User's Satisfaction Towards	Determinant Factors Influence	Integrity and Security in Digital
9:05 am	Australian Logistics Industry –	Course File Information System	the Intention to Online	Assessment: Experiences and Lesson Learned
	Learning From Disaster in 2020	(CFIS): The Role of Green IT Attitude, Self-Efficacy and CFIS	Purchasing	Lesson Learned
		Training		
	Syukrina Alini Mat Ali	Shaker Alharthi	Sharidatul Akma Abu Seman	Nazura Mohamed Sayuti
	Syuki ilia Allili Wat All	Shaker Amarum	Sharidatui Akina Abu Seman	Wazara Wonameu Sayuti
	The Determinants of Job Stress	An Organisational Perspective of	Smartwatch Adoption: A	Evaluating the Antecedents of E-
9:25 am	and Its Relationship With Employee Job Performances in	Factors Influencing the Intention to Adopt Blockchain Technology	Structural Investigation on Behavioural Intention Among	Government Usage in United Arab Emirates Federal Authority:
	the Public Services	(Work in Progress)	Young Adults in Malaysia	A Future Direction
		, , ,		
	Shereen Noranee	Riyadi	Nur Atiqah Rochin Demong	Abdul Ismail Hj Mohd Jawi
	The Mediating Role of Job	The Role of Determinant Factors	Classification Algorithms for	Recent Development on
9:45 am	Engagement on the	Affecting the Continuation	Effects of Personality Traits	Information System Capabilities
	Relationship between Work-	Intention of Using E-learning	Towards Students Social	and Sustainable Competitive
	Life Balance and Turnover	Systems	Wellbeing In Education 4.0	Advantages: A Review and
	Intention among Millennials		Using WEKA	Directions for Future Research
	Nor Azilah Husin	Suryani Che Din	Noor Zalina Zainal	Norhayatimah Jamil
		-		•
	The Impact of Retrenchment on Empoyees Well-Being,	Acceptance of Mobile Open Distance Learning During Covid-	Intention to Use Open Government Data Among	The Acceptance And Use of Social Media Among Elderly
10:05 am	Economy, and Social Exclusion	19 in Higher Education Learning:	Academics – Empirical Findings	During Covid-19 Pandemic In
		An Explorative Study		Malaysia
		, ,		
		, , , , , , , , , , , , , , , , , , , ,	Rifan Ardianto	Turki Bawazir
10:25		, , , , , , , , , , , , , , , , , , , ,	Rifan Ardianto Hidden Markov Model of Spatial	Turki Bawazir E-government drivers, usage,
10:25 am			Hidden Markov Model of Spatial Temporal Analysis on Urban	E-government drivers, usage, and outcomes: A case from
10:25 am			Hidden Markov Model of Spatial	E-government drivers, usage,



Parallel Session 3 Day 2 | 23 September 2021 | Thursday



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Session		Agung Nugroho Luthfi Imam		
Chair	Nurfilzah Arham	Fahrudi	Norfadzilah Abd Razak	Rosalita Rachma Agusti
11:00 am		Welcoming Remark	s by Session Chair	
	Nurfilzah Arham	Agung Nugroho Luthfi Imam	Norfadzilah Abd Razak	Rosalita Rachma Agusti
	_	Fahrudi		
	Moderation of Country		Challenges of Collaboration	The Determinants of Tax
11:05 am	Governance on	Challenges of Implementing E-	between Academia and	Volunteer Performance
	Macroeconomic Cyclical	Commerce Taxation in Indonesia	Industry in Business Innovation	
	Indicator to NPL Behavior in Emerging Asia			
	Idaya Husna Mohd	Nur Imamah	Syadiyah Abdul Shukor	Saparila Worokinasih
11:25 am	·			•
	Factors Contributing to Supply	The First Covid-19 Case	Challenges Faced By Student in	Tax Avoidance: The Role of
	Chain Risk Management	Announcement, Abnormal	e-Learning During Covid-19	Profitability, Sales Growth,
	Practices Among SME Business	Return and Trading Volume	Pandemic: Evidence From	Corporate Social Responsibility,
	in Selangor	Activity: Evidence From Indonesia	Malaysia	Corporate Size and Corporate
				Age
	Mohd Faizul Hassan	Nila Firdausi Nuzula	Sri Sulasmiyati	Dessanti Putri Sekti Ari
11:45 am	A Compositionalization of	Hann Da Student Entransacion	What Factors Affect	la dividual Tamanan Camaliana
	A Conceptualization of Financial Well-Being and the	How Do Student Entrepreneurs Perceive Financial Technology?	Investment Using Financial	Individual Taxpayer Compliance During The Pandemic
	Antecedents	referve i manciar recimology:	Technology on Students	During the Fandeniic
	Antecedents		reciniology on students	
12:05 am	Idaya Husna Mohd	Priandhita Sukowidyanti Asmoro	Mohd Iqbal	Dewi Noor Fatikhah
				Rokhimakhumullah
	The Influence of Job Resources	The Impact of Tax Policy,	The Effect of Knowledge	
	and Personal Resources on Job	Financial Access, and	Management on SMEs	Do Tax Incentives in COVID-19
	Engagement among Event Crews at Event Management	Entrepreneurial Intention on Entrepreneurial Behavior Among	Performance Mediated by Market Orientation and	Pandemic Have An Impact on Companies Taxpayers?
	Companies in Klang Valley	Generation Z	Product Innovation	(Taxpayers Perspectives: Case
	Companies in Mang valley	Generation 2	FIOGUCE IIIIOVALIOII	Study in Indonesian Companies)
12:25 pm		Closing Remarks by Session	Chair Photograph Session	stady in madicalan companies,
12.23 hiii	Closing Remarks by Session Chair, Photograph Session			



Parallel Session 4
Day 2 | 23 September 2021 | Thursday



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Session Chair	Noraziah Abu Bakar	Zarina Binti Abdul Munir	Najihah Abdul Rahim
2:00 pm		Welcoming Remarks by Session Chai	r
	Noraziah Abu Bakar	Zarina Binti Abdul Munir	Prem Chhetri
2:05 pm	Reforming Mental Health Law and Policy At Work Place: Better Late Than Never	Inter-Organisation Practices For Humanitarian Supply Chain: A Case Study of Flood Disaster in Malaysia	Prioritised COVID-19 Two-dosage Vaccination Allocation and Distribution Decision Support System
	Saiful Rahman Yuniarto Saiful	Sazimah Mohamed Salleh	Noorizan Mohamad Mozie
2:25 pm	Analysis of Service Quality Effect Towards Consumer Satisfaction Using Servqual Methods	Conceptualizing Instructional Strategies Towards Communication Competence Among UITM Students	Exploring Digital Learning Orientation, and E- Learning Self-Efficacy and Support System on Students Innovative Behavior
	Siti Noorsuriani Maon	Manisah Othman	Aisyah Shamsuddin
2:45 pm	Examining Quality of Life among Caretakers of Person with Autism in Malaysia	The Effect of Employee Ethics, Trust and Service Quality to Customer Satisfaction: A Study on Malaysian Telecommunication	An Analysis on the Factors Influencing Workplace Happiness Towards Employee Performance: A Conceptual Paper
	Masrur Mohd Khir	Lailatul Faizah Abu Hassan	Lamphai Trakoonsanti
3:05 pm	Healthy eSports Engagement for eSport Athletes: A Proposal for A Research Framework	Exploring the Internet Addiction on Academic Achievement in Public Universities	Modelling the Factors Affecting Port Lapse Time
			Najihah Abdul Rahim
3:25 pm			Festival Hosting Destination: Investigating the Impact of Place Attachment on Destination Loyalty
3:45 pm		Closing Remarks by Session Chair, Photograp	h Session