

PROGRAMME BOOK & BOOK OF ABSTRACTS



THE 9TH INTERNATIONAL MANAGEMENT AND ACCOUNTING CONFERENCE (IMAC9)



CONTENTS

	Page
Organizing Committee	1
Welcome Message from Vice Chancellor of UKM	3
Welcome Note from Dean of Faculty of Economics and Management	4
Welcome Address from Chairperson IMAC9	5
The IMACs	6
Keynote Speakers	9
Forum	11
Programme Schedule	12
Concurrent Sessions	16
Venue Map	27
Abstracts	28
The Organisers and Sponsors	86



ORGANIZING COMMITTEE

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CO-CHAIR

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SECRETARY 2

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ASSISTANT SECRETARY

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TREASURER 2

Dr. Intan Maiza Abd Rahman

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Dr. Norida Basnan

FORUM

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Dr. Amirul Hafiz Mohd Nasir

En. Ahmad Najat Muhammed Ayub

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En. Muhamad Azrin Supar
En. Zukry Ahmad

WELCOME MESSAGE

- VICE CHANCELLOR OF UKM

I would like to take this opportunity to congratulate Faculty of Economics and Management, UKM for organizing the International Management and Accounting Conference (IMAC) for the nine time.

The aim of IMAC9 is to create an environment to network, exchange ideas, share knowledge and pursue other development opportunities with colleagues from around the globe and across different business discipline that are related to the theme “Revolutionising Sustainable Management & Governance for industry 4.0”. It is my hope that this conference will make significant contributions to the development of the accounting and management profession and to bring academics and professionals closer.

I also hope that the conference will lead to collaborative effort between the local and international scholars in research and teaching. I would like to extend a warm welcome to all speakers and participants and I wish you all a successful and fruitful conference.

Thank you.



PROFESSOR TAN SRI DATO' SERI DR. NOOR AZLAN GHAZALI

WELCOME NOTE

- DEAN OF FACULTY OF ECONOMICS AND MANAGEMENT

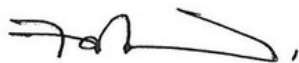
On behalf of the Faculty of Economics and Management, Universiti Kebangsaan Malaysia, I am pleased to extend a warm welcome to all participants to the 9th International Management and Accounting Conference 2018 (IMAC9) with the theme “Revolutionising Sustainable Management & Governance for Industry 4.0”.

IMAC9 is the ninth instalment of the prestigious biannual international conference that began as a collaborative effort between the School of Accounting and the School of Management of the Faculty of Economics and Management, Universiti Kebangsaan Malaysia. Over the years, the themes of the conference have been expanded to include much broader scopes across accounting and management disciplines. In this edition, IMAC9 brings together academicians, practitioners and policy makers from all over the world to deliberate on new ideas, share experiences and strengthen professional network for future cooperation in the realm of the fourth industrial revolution.

I would like to congratulate the chairperson and members of the organizing committee who have been working hard over a long period of time to make IMAC9 a success. I would also like to take this opportunity to thank all the speakers and participants without whose participation would make IMAC9 an impossible endeavor. To the various parties who have committed monetary and moral support, the Faculty is forever indebted for their generous contribution.

I wish you all a memorable and rewarding conference.

Thank you.



PROFESSOR DR. NORMAN MOHD SALEH

WELCOME ADDRESS

- CHAIRPERSON IMAC9

First and foremost, I wish to express my utmost gratitude to Allah S.W.T for bestowing His blessings for the successful organizing of the 9th International Management and Accounting Conference (IMAC9). It is my great pleasure to welcome all of you; and to our international guests, *selamat datang* to Putrajaya, Malaysia.

Looking at the present dynamics of business environment and the intense market competition, it is believed that the Industrial Revolution 4.0 are bringing major changes on the directions, practices and properties in management and accounting. In addition, the current global development of the Industrial Revolution 4.0 leads to changes in industry's governance. With impending changes that are affecting life, work and human interaction, industries need to be smart in adapting and transforming the changes into "organization life", thus ensuring their sustainability in the marketplace. In line with this realization, the theme chosen for IMAC9 is "Revolutionising Sustainable Management and Governance for Industry 4.0".

This conference serves the opportunity for academics and industry practitioners from all over the world to exchange ideas and best practices on the roles of management, accounting and governance in ensuring that individuals, organizations, as well the industry and society stay competitive and at the same time, ensuring their well-being in the era of the Industrial Revolution 4.0. It is hoped that through this conference, both academics and industry practitioners will build networks and create smart partnerships for mutual benefits.

Our special appreciation and thanks goes to the keynote speaker, the panelist, the paper presenters and the participants for their interest and supports. We are indebted to our main sponsor, Suruhanjaya Syarikat Malaysia (SSM) for generous contribution to IMAC9. I also would like to take this opportunity to express my greatest to the organizing committee members for their hard work and commitment in ensuring the success of this event.

I hope all of you will have the most productive days of stimulating ideas and discussions. I sincerely wish this IMAC9 will be a great success not only as a venue to share knowledge and experiences but also as the beginning of a lasting and fruitful cooperation and friendship among all of us. I wish everyone an enjoyable and a rewarding conference.

Thank you.



ASSOCIATE PROFESSOR DR. RUBAYAH YAKOB

THE IMACs

The International Management and Accounting Conference 2018 (IMAC9) is the ninth edition of the prestigious biannual international conference, organised by the Faculty of Economics and Management, Universiti Kebangsaan Malaysia. The theme selected for this edition is “Revolutionising Sustainable Management & Governance for Industry 4.0”, scheduled on from the 11th to 13th November 2018 at the Palm Garden Hotel, Putrajaya, Malaysia.

IMAC9 will bring together leading academic researchers and scholars to an interesting knowledge sharing and exchange event which covers a wide spectrum of scholarships in the fields of Management and Accounting, within the realm of the Fourth Industrial Revolution. This year, IMAC9 is held in conjunction with CRIM-UKM's Integrated International Conference 2018 (UKM-IIC), a large-scale international event that brings together diverse major international conferences on broad areas of research. All participants of IMAC9 are granted the complimentary access to the grand opening of UKM-IIC, scheduled on the 13th November 2018 at the Marriott Hotel Putrajaya.

IMAC1 (1995)

The first IMAC1, known then as the International Management Accounting Conference was held in Bangi, Selangor with the theme "Accounting and the Management of Organisations". The main speakers were from Sweden, Australia, U.K., USA, ASEAN countries and the host, Malaysia. The conference received more than 200 participants from all over the world. The proceedings were published in three volumes. The success of the first conference paved the way for the second conference. The keynote speaker was Professor Trevor Hopper.

IMAC2 (1998)

The second conference was held at Istana Hotel, Kuala Lumpur which was jointly hosted by the Faculty of Business Management of Universiti Kebangsaan Malaysia and the Malaysian Institute of Accountants with the theme “Organisational Challenges into the New Millennium”. Over forty papers were presented by participants from various countries encompassing academicians and practitioners. The conference scored first as a blend of an academic conference with a professional flavour. The keynote speakers were Professor Falconer Mitchell and Dr. Rajiv D. Banker.

THE IMACs

IMAC3 (2004)

The third conference was held at Equatorial Hotel, Bangi, Selangor. The theme chosen for IMAC 3, "Accounting to Meet Challenges in Globalization", was appropriate with the development of international trade. The globalisation challenges faced by business organisations have great impact on the direction, characteristics and practices of management accounting. The conference was also attended by five prominent invited keynote speakers including Professor Trevor Hopper, Professor Kenneth A. Merchant, Professor Joan Luft, Professor Yasuhiro Monden and Professor Wai Fong Chua.

IMAC4 (2007)

The fourth conference was held in 2007 at the Istana Hotel, Kuala Lumpur with the theme "Sustaining Competitiveness in Liberalised Economy — The Role of Accounting". The conference provided a platform for discussion between academicians and practitioners on the role of accounting in sustaining competitiveness in today's liberalised economy. Professor Robin Cooper and Professor Michael E. Tayles were the two distinguished keynote speakers invited to the conference. They have managed to attract over fifty international participants and over forty papers were presented by academicians and practitioners from various countries.

IMAC5 (2009)

IMAC 5 with the theme "Emergent Theories and Practices in Accounting" was held in 2009 at the Cititel Mid Valley, Kuala Lumpur. The keynote speaker was Professor Robert Chenhall from Monash University, Australia. The conference has managed to enrich the knowledge sharing experience by inviting practicing accountants as speakers in each of its concurrent sessions. The distinguished panels for the plenary session were Mr. Yeo Tek Ling (Divisional Honorary Secretary, CIMA Malaysia), Prof. Dr. Normah Omar (Director, Accounting Research Institute), and Mr. Ahmad Zakie Ahmad Shariff (Director Corporate Affairs UEM Group Berhad). The conference received more than 100 participants and forty-five presenters from all over the world presented their findings and shared their experiences.

THE IMACs

IMAC6 (2012)

IMAC 6 with the theme "Managing Innovation and Sustaining Excellence" was held in 2012 at the Equatorial Hotel, Bangi. The keynote speakers were Prof. Margaret Abernethy from the University of Melbourne, Australia, Dr. Robert G. Jelly and Dr. Joel Tagoe, CIMA representatives. In line with the conference theme and to enhance the knowledge sharing experience, IMAC 6 invited practicing accountants as panel speakers in the plenary session.

IMAC7 (2014)

Due to the overwhelming response received in the previous IMACs, the School is once again is "Managing Sustainable Transformation". The keynote speakers were Prof. Dr. Zahirul Hogue from the La Trobe Business School, Australia, and Dr. Badrul Hisham Mohd Yusoff, Chief Internal Auditor of Bank Kerjasama Rakyat Malaysia Berhad. The distinguished panels for the plenary session were Mr. Er Beng Keon (Deputy Director, Accrual Accounting Project Team, Accountant General's Department of Malaysia), Tuan Syed Zafilen Al Edros (Executive Director, Cybertec Systems Sdn. Bhd.) and Professor Dr. Nik Nazli Nik Ahmad (Dean, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia).

IMAC8 (2016)

IMAC 8 marked the first collaboration between School of Accounting and School of Management, Faculty of Economics and Management, UKM. The theme for IMAC 8 was "Leveraging Governance towards Sustainability". In line with the conference theme, IMAC 8 invited Professor Suzanne Benn, Professor of Sustainable Enterprise from the School of Management, University of Technology, Sydney, Australia. The panelists who deliberated on the conference theme were Professor Dr. AzLan Amran, the Dean of the Graduate School of Business, Universiti Sains Malaysia and industrialist Tuan Haji Ahmad Zakie Ahmad Shariff who is the Chairman of Terra Industries. IMAC 8 was held in the Langkawi Island, a tourist attraction at the north of the Peninsular Malaysia.

KEYNOTE SPEAKERS

PROFESSOR DR. KIM HUA TAN



Professor Dr. Kim Hua Tan is a Professor in Lean Operations and Supply Management at Nottingham University Business School, United Kingdom. Prior to this, he was a researcher and a teaching assistant at the Centre for Strategy and Performance, University of Cambridge. Professor Dr. Tan spent many years in industry, before joining academia in 1999. In the same year, he received his Ph.D in Strategy Operationalisation Process from University of Nottingham. His current research interests are lean management, big data, operations strategy, decision making, and supply chain risk management. Professor Dr. Tan has published three books and more than 70 articles in academic journals such as Decision Sciences, International Journal of Operations and Production Management, International Journal of Production Economics, International Journal of Innovation Management, and others.

Contact: Kim.Tan@nottingham.ac.uk

KEYNOTE SPEAKERS

PROFESSOR DR. HIROKAZU TAJIMA



Professor Dr. Hirokazu Tajima is a Professor of Marketing at Tokyo Keizai University, Japan. He also teaches undergraduate and postgraduate courses at Gakushiun University, Gakushiun Women College, University of Electro-Communications and the Distribution Economics Institute of Japan, Tokyo, which include Business Logistics, Marketing Research, Retail Marketing and Consumer Psychology, among others. He received his BA and MA degrees in Mathematics from Gakushuin University, Tokyo in 1988 and 1990 respectively, and later his Ph.D in Marketing from the same university in 1996. In the same year, he was honoured with the Outstanding Young Scholar Award by the Japan Society of Marketing and Distributon. Professor Dr. Tajima's current research interests include the topics related to marketing and big data.

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FORUM

"RIDING THE INDUSTRY 4.0 WAVE"

Panelists



Professor Dr. Hirokazu Tajima
Professor of Marketing,
Tokyo Keizai University, Japan



Professor Dr. Kim Hua Tan
Professor of Lean Operations and Supply Management,
Nottingham Business School,
United Kingdom



Professor Emeritus Dr. Barjoyai Bardai
Professor of Accounting and Islamic Finance,
Universiti Tun Abdul Razak, Malaysia

Moderator



Ms. Tengku Elida Bustaman
Former Journalist & Communication
Practitioner

PROGRAMME SCHEDULE

DAY 1 (11 NOVEMBER 2018 - SUNDAY)

PUTRA ROOMS PALM GARDEN HOTEL, PUTRAJAYA

8.30 – 9.15 am	Registration
9.15 – 9.30 am	Arrival of VIPs
9.30 – 9.35 am	Singing of NEGARAKU
9.35 – 9.40 am	Doa recital by Dr. Khairul Azman
9.40 – 10.00 am	WELCOMING & OFFICIATING REMARK Professor Dr. Norman Mohd Saleh Dean of Faculty of Economics and Management, UKM
10.00 – 10.20 am	OFFICIATING OF IMAC9 Group Photograph of VIPs and all participants
10.20 – 10.45 am	Coffee and Networking Break
10.45 am – 11.45 pm	KEYNOTE SPEECH I <i>A Revolutionary Accelerated Innovation for SMEs based on Big Data</i> Professor Dr. Kim Hua Tan Professor of Lean Operations and Supply Management, Nottingham Business School, United Kingdom
12.00 – 2.00 pm	Lunch and Zuhur Prayer
2.00 – 3.00 pm	KEYNOTE SPEECH II <i>Big Data Meets Small Data : From a Marketing Perspective</i> Professor Dr. Hirokazu Tajima Professor of Marketing, Tokyo Keizai University, Japan
3.15 – 5.15 pm	PARALLEL SESSION I

PROGRAMME SCHEDULE

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PERDANA B & C AND PUTRI 2 & 3

PALM GARDEN HOTEL, PUTRAJAYA

8.30 – 10.00 am	PARALLEL SESSION II
10.00 – 10.30 am	Coffee Break
10.30 am – 12.30 pm	PARALLEL SESSION III
12.30 – 2.15 pm	Lunch and Zuhur Prayer
2.15 – 3:15 pm	PARALLEL SESSION IV
3.30 – 5.00 pm	FORUM: <i>Riding the Industry 4.0 Wave</i> <i>Moderator:</i> Ms. Tengku Elida Bustaman Former Journalist & Communication Practitioner <i>Panelists:</i> 1. Professor Dr. Kim Hua Tan Professor of Lean Operations and Supply Management, Nottingham Business School, United Kingdom 2. Professor Dr. Hirokazu Tajima Professor of Marketing, Tokyo Keizai University, Japan 3. Professor Emeritus Dr. Barjoyai Bardai Professor of Accounting and Islamic Finance, Universiti Tun Abdul Razak, Malaysia
4.30 – 5.30 pm	Running Coffee
5.00 – 5.30 pm	Best Paper Award Presentation

PROGRAMME SCHEDULE

DAY 3 (13 NOVEMBER 2018 - TUESDAY)

UKM-IIC 2018, PUTRAJAYA MARRIOTT HOTEL (ADJACENT TO PALM GARDEN HOTEL)

- 12.00 – 2.00 pm Registration & Welcoming Refreshment
- 2.00 – 2.00 pm **WELCOME REMARKS**
Professor Dr. Hj. Mohd Ekhwan Hj. Toriman
Deputy Vice-Chancellor (Research & Innovation Affairs), UKM
- 2.15 – 3.00 pm **KEYNOTE SPEECH I**
Ke bawah Duli Yang Teramat Mulia (Her Royal Highness)
Tengku Puan Pahang Tunku Hajah Azizah Aminah
Maimunah Iskandariah Binti Almarhum Almutawakkil Alallah
Sultan Iskandar Al-Haj
- 3.45 – 3.45 pm **KEYNOTE SPEECH II**
Professor Dr. Peter Robinson
Professor of Computer Technology, University of Cambridge
- 3.45 – 4.30 pm **FORUM: *Inclusivity and Sustainability in the Era of the Fourth Industrial Revolution***
Moderator:
Professor Dato' Dr. Rashila Ramli
Principal Research Fellow, IKMAS, UKM
Panelists:
1. Professor Dato' Seri Dr. Mushrifah Idris
Professor of Environmental Science & Natural Resources
Studies, Faculty of Science & Technology, UKM
2. YAM Tengku Zain Al-'Abidin ibni Tuanku Mukhriz
Royal Fellow at UKM
3. YB Senator Puan Bathmavathi Krishnan
Member of Parliament
4. Mr. Adrian Teh
PASKAL Film Director

PROGRAMME SCHEDULE

DAY 3 (13 NOVEMBER 2018 - TUESDAY)

**UKM-IIC 2018, PUTRAJAYA MARRIOTT HOTEL
(ADJACENT TO PALM GARDEN HOTEL)**

4.45 – 6.00 pm

INDUSTRY SHARING SESSION

Panelists:

1. Ar. Dr. Mastor Surat

Senior Fellow, ATMA UKM

2. Dr. Nur Adlyka Ainul Annuar

Astrophysicist & Lecturer, Faculty of Science & Technology,
UKM

3. Mr. Joe Najib

Head of Integration of SearchGURU

4. Dr. Nur Atika Md. Ashar

Forensic Odontologist & Lecturer, Faculty of Dentistry, UKM

5. Dr. Mazalan Kamis

Chief Executive Officer of Institute Darul Ridzuan

6. Mr. Keoh Chee Ang

PASKAL Film Producer

6.00 – 8.00 pm

Cocktail Reception

8.00 – 8.15 pm

UKM-IIC OPENING CEREMONY

Singing of Negaraku

Doa recital

8.15 – 8.25 pm

WELCOMING REMARK

YBhg. Prof. Tan Sri Dato' Seri Dr. Noor Azlan Bin Ghazali

Vice Chancellor, UKM

8.25 – 9.00 pm

OPENING REMARK & KEYNOTE SPEECH

YAB Dato' Seri Dr Wan Azizah Wan Ismail

Deputy Prime Minister of Malaysia

9.00 – 9.30 pm

MULTIMEDIA PRESENTATION

Presentation of Souvenir and Group Photograph

CONCURRENT SESSIONS

DAY 1 (11 NOVEMBER 2018 - SUNDAY)

PARALLEL SESSION I(A)

TIME: 3.15 PM - 5.15 PM

VENUE: PUTRA 1&2

Theme: Finance

Chairperson: Aisyah Abdul Rahman

1. Market Competition and Liquidity Risk: Lessons from Malaysia
Aisyah Abdul Rahman
2. Momentum in Australian Equities
Tan Yeng May
3. The Influence of Rural Banks Credit Risk on Efficiency: the Moderating Role of Interbank Borrowing Fund
Meliza Zafrizal
4. Interrelationships among Ownership Structure, Risk-taking and Performance of Non-financial firms in GCC Countries
Mohammed Khalid Almuqren
5. Financial Literacy, risk Tolerance and Investment Decisions
Hawati Janor
6. The Interacting Effects of Board Diversity on Performance of Firms in Malaysia
Syajarul Imna Mohd Amin
7. Analysis of the Demand for Life Insurance
Hendon Redzuan

CONCURRENT SESSIONS

DAY 1 (11 NOVEMBER 2018 - SUNDAY)

PARALLEL SESSION I(B)

TIME: 3.15 PM - 5.15 PM

VENUE: PUTRA 3

Theme: Pengurusan

Chairperson: Zaleha Yazid

1. Meneroka Faktor Mempengaruhi Motivasi Mahasiswa
Zaleha Yazid
2. Pengaruh Gaya Kepimpinan, Etika dan Motivasi Terhadap Prestasi Kerja Di Majlis Perbandaran Manjung
Ros Zam Zam Sopian
3. Kualiti Perkhidmatan dan Kepuasan Pelanggan Meningkatkan Kesetiaan Pelanggan: Satu Tinjauan di CIMB Bank, UNIKEB
Nur Saadah Muhamad
4. Pengaruh Gangguan Siber ke atas Hubungan Kerja dan Keluarga
Roshayati Abdul Hamid
5. Pengurusan Konflik dalam Kumpulan Kerja Swaurus
Zaleha Yazid
6. Social Capital and Opportunity Recognition in Immigrant Entrepreneurship Nurul
Atasha Jamaludin
7. Are Executive Directors Paid Enough? Insight Evidence from Conflicting Related Party Transactions
Mohd Mohid Rahmat

CONCURRENT SESSIONS

DAY 1 (11 NOVEMBER 2018 - SUNDAY)

PARALLEL SESSION I(C)

TIME: 3.15 PM - 5.15 PM

VENUE: PUTRA 4

Theme: Accounting

Chairperson: Zaini Embong

1. Peranan Kualiti Audit dalam Hubungan antara Pengguna MFRS dan Pengurusan Perolehan
Zaini Embong
2. Shariah Stocks Performance Based on EVA and Traditional Accounting Measures: Evidence from Malaysia
Siti Fahazarina Hazudin
3. Peranan Amalan Perakaunan Pengurusan dan Tadbir Urus Baik
Siti Zurina Aziz
4. Tempoh Penyelesaian Kes Audit dan Siasatan Cukai di Malaysia
Rosiati Ramli
5. Hubungan antara Sistem Pengukuran Prestasi Strategik dan Ketangkasan Organisasi: Kapasiti Penyerapan sebagai Faktor Pengantara
Khairul Naziya Kasim
6. Strategic Management Accounting Information and Performance of Hospitals
Ruhanita Maelah
7. Internal Audit Function and Enterprise Risk Management Effectiveness in Consumer Products Industry
Rohaida Ismail

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION II(A)

TIME: 8.30 AM - 10.00 AM

VENUE: PERDANA B&C

Theme: Finance

Chairperson: Noor Azryani Auzairy

1. China Investment in Malaysia: Good or Bad?

Noor Azryani Auzairy

2. Analisis Pembelian Takaful Mikro dalam Kalangan B40

Rubayah Yakob

3. Prestige Signals and Initial Return of Malaysian-Sharia-Compliant IPOs

Ali Albada, Othman Yong

4. The Contributory Factors of Enterprise Risk Management Implementation Cost

Hafizuddin-Syah, B.A.M

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION II(B)

TIME: 8.30 AM - 10.00 AM

VENUE: PUTRI 3

Theme: Economics

Chairperson: Norlin Khalid

1. The Causal Direction of Volatility: Evidence From Selected Developed and Emerging Market Economies
Norlin Khalid
2. Halal Economy and Industrial Revolution 4.0: the New Frontier for Islamic Revival in Uzbekistan
Adlin Masood
3. Social Sector Spending and Globalization: Evidence from Malaysia
Riayati Ahmad
4. Prestasi Pendanaan Awam untuk Pembiayaan Pendidikan Pengajian Tinggi: Satu Analisis Awal
Nur Adyani Sabarudin

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION II(C)

TIME: 8.30 AM - 10.00 AM

VENUE: PUTRI 2

Theme: Accounting

Chairperson: Aini Aman

1. Audit Technologies Research Stream: Discussion Based on Bibliometric Analysis
Aini Aman
2. Exploring Factors Affecting Public Acceptance Towards Tax Reform in Malaysia
Nur Erma Suryani Mohd Jamel
3. Corporate Governance Disclosures and Family Firms Performance: The Moderating Role of CEO Choice
Nor Asma Lode
4. The Significant Role of Determination Factors in Predicting Audit Detection Performance in Malaysia
Nur Erma Suryani Mohd Jamel

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION III(A)

TIME: 10.30 AM - 12.30 PM

VENUE: PERDANA B&C

Theme: Entrepreneurship

Chairperson: Abu Hanifah Ayob

1. Fractionalizations, Macro Determinants and Entrepreneurial Entry
Abu Hanifah Ayob
2. Franchisee Business Survival: Some Propositions
Mohd Hizam Hanafiah
3. Conceptual Distinction between Social Business and Social Entrepreneurship
Noor Hasni Juhdi
4. Internal Capabilities of Rural Entrepreneur
Ahmad Raflis Che Omar
5. Role of Social Networks on Entrepreneurship: An Exploratory Study in Kazakhstan
Noor Azuan Hashim

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION III(B)

TIME: 10.30 AM - 12.30 PM

VENUE: PUTRI 3

Theme: Management

Chairperson: Shifa Mohd Nor

1. Understanding The Motivation of Funder in Shariah Crowdfunding Through Trust Perspective
Shifa Mohd Nor
2. Non-Muslims Beliefs about Islamic Advertising: Another Exploratory Study in Malaysia
Ali Shafiq
3. Malaysia Obsession with Counterfeit: Does Quality Matter?
Najeeb Ullah Shah
4. Does Environmental Sustainability Certification Matter for Shariah Compliant Companies? The Case of Malaysian Palm Oil Industry
Shahida Shahimi
5. Exploration of Stakeholder Theory in Green Supply Chain Practices for Healthcare Industries
Norzianis Rezali

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION III(C)

TIME: 10.30 AM - 12.30 PM

VENUE: PUTRI 2

Theme: Accounting

Chairperson: Kamarul Baraini Keliwon

1. The Revolution of IFR Disclosure Content

Kamarul Baraini Keliwon

2. Intellectual Capital and Malaysian SMEs Performance: A Multi-Group Analysis by Sector

Salwa Musa, Mara Ridhuan

3. A Review of Studies of Contractual Agreement and Accountability in Public-Private Partnerships

Rohila Awang

4. The Effect of Organizational Life Cycle Performance Measurement Systems in Service Organizations

Amizawati Mohd Amir

5. The Role of Business Leaders in the Era of Disruptive Technology

Yusasniza Mohd Yunus

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION IV(A)

TIME: 2.30 PM - 3.30 PM

VENUE: PUTRI 3

Theme: Management

Chairperson: Sharareh Shahidi Hamedani

1. The Impact of Internal Service Quality on Job Performance in Service Industry: The Case of IT Firms
Sharareh Shahidi Hamedani
2. Assessing Predictors of Service Quality in Premier Malaysian Polytechnics
Sulaiman Mohammed Khalid
3. Exploring the Impact of Socially Responsible-HRM Practices on Employee Negative Workplace Behavior with the Mediating Effect of Organizational Trust
Zainab Ali Rawshdeh
4. The Pattern of Inter-Organizational Network Positioning
Lokhman Hakim Osman

CONCURRENT SESSIONS

DAY 2 (12 NOVEMBER 2018 - MONDAY)

PARALLEL SESSION IV(B)

TIME: 2.30 PM - 3.30 PM

VENUE: PUTRI 2

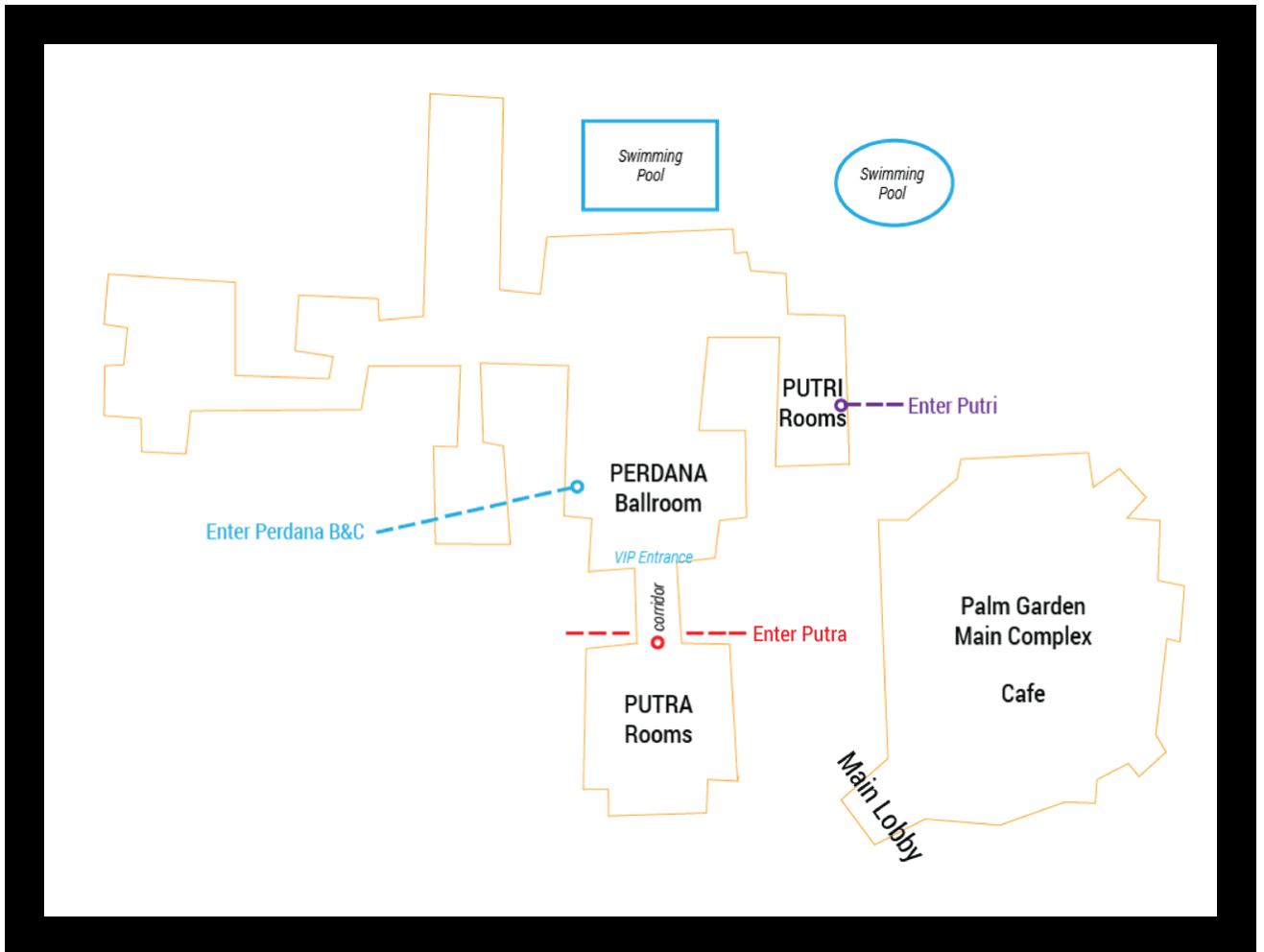
Theme: Management

Chairperson: Azman Ismail

1. Linking Mentors Communication to Mentees Psychosocial Development: Mentees Self-Efficacy as a Mediator
Azman Ismail
2. The Institutionalisation of High Performance Culture in a Malaysian GLCs Subsidiary
Zubir Azhar
3. Linking Support to Career and Life Satisfaction: Mediated by Work-Family Enrichment and Moderated by Supervisor Support
Hidayah Ahmad Azam

VENUE MAP

PALM GARDEN HOTEL



ABSTRACTS

	Page
Understanding the Motivation of Funder in Shari'ah Crowdfunding Through Trust Perspective	31
Exploration of Stakeholder Theory in Green Supply Chain Practices for Healthcare Industries	32
Non-Muslims' Beliefs about Islamic advertising: another exploratory study in Malaysia	33
Assessing Predictors of Service Quality in Premier Malaysian Polytechnics	34
Exploring the Impact of Socially Responsible-HRM Practices on Employee Negative Workplace Behavior with the Mediating Effect of Organizational Trust	35
The Pattern of Inter-Organizational Network Positioning	36
Linking Support to Career and Life Satisfaction: Mediated By Work-Family Enrichment and Moderated By Supervisor Support	37
Linking Mentors' Communication to Mentees' Psychosocial Development: Mentees' Self-Efficacy as a Mediator	38
The Impact of Internal Service Quality on Job Performance in Service Industry: The Case of IT Firms	39
The Institutionalisation of "High Performance Culture" in a Malaysian GLC's Subsidiary	40
Sustainability Certification and Firm Profitability: An Analysis of Shariah Compliant Palm Oil Companies in Malaysia	41
Malaysia Obsession with Counterfeit: Does Quality Matter?	42
Audit Technology's Research Stream: Discussion Based on Bibliometric Analysis	43
Internal Audit Function and Enterprise Risk Management Effectiveness in Consumer Products Industry	44
Corporate Governance Disclosures and Family Firms' Performance: The Moderating Role of CEO Choice	45

ABSTRACTS

	Page
The Role of Customer Accounting and Customer Knowledge on Hotel Performance.....	46
Strategic Management Accounting Information and Performance of Hospitals	47
Intellectual Capital and Malaysian SMES Performance: A Multi -Group Analysis by Sector	48
Are Executive Directors Paid Enough? Insight Evidence from Conflicting Related-Party Transactions	49
A Review of Studies of Contractual Agreement & Accountability in Public-Private Partnerships (PPPS)	50
A Revolution of Internet Financial Reporting (IFR) Disclosure Content	51
The Significant Role of Determination Factors In Predicting Audit Detection Performance in Malaysia	52
Shariah Stocks Performance Based on Eva and Traditional Accounting Measures: Evidence from Malaysia	53
The Role of Business Leaders in the Era of Disruptive Technology	54
Hubungan antara Sistem Pengukuran Prestasi Strategik dan Ketangkasan Organisasi: Kapasiti Penyerapan Sebagai Faktor Pengantara ...	55
Exploring Factors Affecting Public Acceptance Towards Tax Reform in Malaysia	56
Fractionalizations, Macro Determinants and Entrepreneurial Entry	57
Franchisee Business Survival: Some Propositions	58
Conceptual Distinction between Social Business and Social Entrepreneurship	59
Social Capital and Opportunity Recognition in Immigrant Entrepreneurship ..	60

ABSTRACTS

	Page
Internal Capabilities of Rural Entrepreneur	61
Role of Social Networks on Entrepreneurship: An Exploratory Study in Kazakhstan	62
The Influence of Rural Bank's Credit Risk on Efficiency: The Moderating Role of Interbank Borrowing Fund	63
Market competition and liquidity risk: Lessons from Malaysia	64
The Interacting Effects of Board Diversity on Performance of Firms in Malaysia	65
Momentum in Australian Equities	66
The Contributory Factors of Enterprise Risk Management Implementation Cost	67
China Investment in Malaysia: Good or Bad?	68
Prestige Signals and Initial Return of Malaysian Sharia-Compliant IPOs	69
Analysis Of The Demand For Life Insurance In Malaysia	70
Interrelationships Among Ownership Structure, Risk-taking and Performance of Non-financial Firms in GCC Countries	71
Financial Literacy, Risk Tolerance and Investment Decisions	72
The Causal Direction of Volatility: Evidence From Selected Developed and Emerging Market Economies	73
Social Sector Spending and Globalization: Evidence from Malaysia	74
Halal Economy And Industrial Revolution 4.0: The New Frontier For Islamic Revival In Uzbekistan	75
Pengaruh Gangguan Siber (Cyber Harassment) Ke Atas Hubungan Kerja dan Keluarga: Disederhanakan Oleh Burnout	76
Pengaruh Gaya Kepimpinan, Etika dan Motivasi Terhadap Prestasi Kerja Di Majlis Perbandaran Manjung	77
Meneroka Faktor Mempengaruhi Motivasi Mahasiswa	78

ABSTRACTS

	Page
Kualiti Perkhidmatan Dan Kepuasan Pelanggan Meningkatkan Kesetiaan Pelanggan: Satu Tinjauan Di CIMB Bank, UNIKEB	79
Pengurusan Konflik dalam Kumpulan Kerja Swaurus	80
Tempoh Penyelesaian Kes Audit Dan Siasatan Cukai Di Malaysia	81
Peranan Amalan Perakaunan Pengurusan dan Tadbir Urus Baik: Satu Kajian Tinjauan di Organisasi Pelancongan Negara	82
Peranan Kualiti Audit Dalam Hubungan Antara Penggunaan MFRS Dan Pengurusan Perolehan	83
Analisis Pembelian Takaful Mikro dalam Kalangan B40	84
Prestasi Pendanaan Awam untuk Pembiayaan Pendidikan Pengajian Tinggi: Satu Analisis Awal	85

Understanding the Motivation of Funder in Shari'ah Crowdfunding Through Trust Perspective

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The fourth industrial revolution has influenced many sector including Islamic Finance. The digital revolution has changed the traditional crowdfunding through the usage of technology with smart applications on mobile phones and websites.

Among the advantage of crowdfunding is the accessibility, fast transaction, security, transparency and many more. Through the crowdfunding platforms, financial inclusion groups could be reached. Hence, the demand for Shari'ah crowdfunding increases to fulfil the Muslims developmental needs in providing for projects that are compliant according to Shari'ah. Shari'ah crowdfunding platform such as Shekra, Yomken, Ethiscrowd, Waqfworld, KapitalBoost and many more attempts to realize the needs of Muslim society. These activities utilize the

financial technology (FinTech) approach via social media or smartphone apps.

Although FinTech is widely used nowadays, there is an issue of trust from the funders in gaining their interest to invest in Shari'ah crowdfunding projects when it is virtual. Hence, this study explores the possibility of funders motivation to invest from trust value. This study investigate trust from three elements which are calculus trust, relationship trust and religiosity (Islam).

Exploration of Stakeholder Theory in Green Supply Chain Practices for Healthcare Industries

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Much has been written about the challenging factors of green supply chain practices i.e. lack of information technology. To ensure green supply chain, the practices along the supply chain have to be consider the view of stakeholders.

Through the four case studies in healthcare industries in Malaysia, the paper addressing the green supply chain practices literature gap from the perspective of stakeholder theory. The results provide strong empirical evidence on how the stakeholder pressure for green supply chain practices for healthcare industries. In addition, the paper offers propositions on how green supply chain practices could be better achieved through a range of stakeholder perspective.

Keywords: Green Supply Chain Practices, Stakeholder Theory

Non-Muslims' Beliefs About Islamic Advertising: Another Exploratory Study in Malaysia

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This paper aimed to explore Non-Muslim's beliefs about Islamic advertising. Being exploratory in nature, this paper applied qualitative method of research by adapting thought elicitation technique of data collection. This method rests in the projective techniques of data collection, and is also known as 'word association technique'. It allows free thinking of respondents that helps in generating rich data, most required in qualitative studies. When compared to Muslims, some similar as well as dissimilar beliefs were extracted regarding Islamic advertising.

While they were categorized into the same dimensions (possibility, nature, characteristics, real-time decisions, and potential outcomes) as their Muslims counterparts, this research also extracted some different sub-dimensions, and some new dimensions (execution, common associations) altogether. This research adds another dimension to view the concept of Islamic advertising. Previously only Muslims' views were available; this research added the non-Muslims' perspective. It will help the advertisers carve their advertisements by taking into consideration these beliefs. With a growing concern for business ethics, this research is an attempt to bring Islamic ethics into advertising practice. This will not only eradicate the ill-effects of contemporary advertising, but will also provide sound evidence for revising advertising policies. It adds to the developing field of Islamic marketing, by being the first attempt of its kind in paving the way for Islamic advertising.

Keywords: Islamic Advertising, Islamic Marketing, Ethical Marketing, Thought Elicitation Technique.

Assessing Predictors of Service Quality in Premier Malaysian Polytechnics

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Higher education is facing stiff challenges due to globalization and pressure to achieve good service quality in order to be able to compete favourably in the marketplace. Although many studies have explored the service quality dimension in higher education, a comprehensive model that can be adopted is still scarce and the relationship between dimensions of service quality has still not discovered any consensus model. The difficulties to gain the needed consensus for general and comprehensive model as well as determining the customer in higher education has hampered the quest to develop a model for service quality excellence that can lead to high performance organization. Therefore, according to latest literature, the industry specific measurement model must be employed to measure the service quality in order to achieve a comprehensive result. This study has employed HEdPERF (Higher Education Performance) model to investigate the service quality perception among the head of department in Malaysian polytechnics. The model comprises five dimensions, namely; non-academic aspects, academic aspects, programme issue, access and servicescape/physical facilities. The data analysis result reveals that non-academic aspects, academic aspects, programme issue, access and servicescape/physical facilities are significant predictors for Malaysian polytechnics service quality. Overall, this result confirms that all dimensions can act as predictors of service quality in the studied organizations.

Keywords: Higher Education, HEdPERF, Service Quality, Malaysian Polytechnics

Exploring the Impact of Socially Responsible-HRM Practices on Employee Negative Workplace Behavior with the Mediating Effect of Organizational Trust

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While most previous micro corporate social responsibility (CSR) studies have investigated the effects of CSR on positive employees' attitude and behavior, the attempt of the present study is to explore how CSR practices are related to negative work place behavior to address this gap in the literature. Specifically, this study focuses on the relationship between socially responsible HRM practices and deviant behaviors and considers the mediation effect of trust on this relationship. The current study contributes to the body of the literature by providing further insights about the effect of CSR on deviant behaviors.

Moreover, our study adopts Socially Responsible Human Resources Management (HRM) practices measure to examine differential relationships between practices of CSR and employee behaviors. Furthermore, it answers the recent call for research that assess the effect of CSR on types deviant behavior.

Keywords: Corporate Social Responsibility (CSR); Deviant Behaviors (DB); Socially Responsible HRM; Trust

The Pattern of Inter-Organizational Network Positioning

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Inter-organizational network is never fixed. It's dynamic. Yet managing them has taken rather a monotonous approach. Using the social network analysis methodology, this study embarks on the objective in elucidating the structures of inter-organizational network – detailed network structure versus the dynamic network structure, depending on the different type of inter-organizational relations. Findings of this study indicate the co- existence of the detailed structure as well as the dynamic structure in inter-organizational network. Furthermore this study found that degree of involvement that differs in the different type of inter-organizational relationships that they are embedded in (formal versus informal inter-organizational relationship) determines the dynamic structure of the network. Implication of the findings highlights the importance of network management base on type of inter-organizational relations and selective resource allocations management for inter-organizational network. Future research areas are also discussed

Keywords: Organizational studies, social network analysis, supply network

Linking Support to Career and Life Satisfaction: Mediated By Work-Family Enrichment and Moderated By Supervisor Support

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Research has demonstrated the importance of job characteristics to explain work-family enrichment (WFE) and values of this enrichment to enlighten career and life outcomes. However, there is no comprehensive framework to explain the relationship between these variables. This study was based on the work-family enrichment model as a guiding framework to test the effect of family-friendly policies and family-supportive supervisor behaviour on career and life satisfaction, and whether work-family enrichment mediates these relationships. Furthermore, by using SPSS AMOS 22.0 Structural Equation Modeling, the study will analyse the adequacy of the hypothesised models, which include several measurement models and a structural model. With a sample of 500 professionals employees in Malaysia, the study are expected to show that these employees experienced high levels of work-family enrichment (WFE) from family-friendly policies and family-supportive supervisor behaviour thus increase their career and life satisfaction. Furthermore, it is suggests that management should nurture family-friendly policies and family-supportive supervisor behaviour since they appear to satisfy their work experience. Finally, this study contributes to work-family literature by addressing the relationship between family-friendly policies, family-supportive supervisor behaviour, work-family enrichment, career and life satisfaction.

Keywords: Work-family Enrichment, Family-friendly Policies, Family Supportive, Supervisors Behaviours, Career Satisfaction, Life Satisfaction.

Linking Mentors' Communication to Mentees' Psychosocial Development: Mentees' Self-Efficacy as a Mediator

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According to a higher education teaching and learning approach, ability of mentors to implement effective communication in mentoring programs will strongly invoke mentees' self-efficacy. As a result, this situation may lead to higher mentees' psychosocial development. Although the nature of this relationship is interesting, the role of mentees' self-efficacy as a mediating variable has been given less emphasized in the higher education institution studies. Thus, this study was undertaken to examine the mediating effect of mentees' self-efficacy in the relationship between mentees' self-efficacy and mentees' psychosocial. A survey method was used to collect data from undergraduate students at higher education institutions in Kuching, Sarawak. The outcomes of linear regression analysis confirms that mentees' self-efficacy as an essential mediating variable in between mentors' communication and mentees' psychosocial in the institutions.

Keywords: Mentors' Communication, Mentees' Self-efficacy, Mentees' psychosocial

The Impact of Internal Service Quality on Job Performance in Service Industry:
The Case of It Firms

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ABSTRACT

Nowadays, internal service quality is the competitive tool for business and has gained great attention for the survival of any organization. It is also considered as a significant incentive for employee in an organization. The purpose of this paper is to examine the effect of internal service quality's dimensions on job performance. A total of 200 questionnaires were distributed among employees in IT service industry. The total number of questionnaire usable for this study was 198. This study uses Smart PLS 3.0 to perform hypothesis testing. The findings provide beneficial understandings for organization and reveals that job knowledge, quality of interaction, level of cooperation and competence of employee as dimensions of internal service quality have positive effect on job performance.

Keywords: Internal service quality; Job performance; service quality

The Institutionalisation of “High Performance Culture” in a Malaysian GLC’s Subsidiary

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This paper presents an interpretive case study of an airport-based subsidiary of a Malaysian government-linked company (disguised as AirSub). It recently undertook a re-engineering exercise which was designed by its parent company to promote a high performance culture (HPC) as part of the group’s move to improve financial performance. While this promotion appeared to have corresponded well with its commercial and technical objectives that drove its business financially, there appeared to be much discourse which related to its past role in rendering public services. Using semi-structured interviews, documentary analysis and observation, this paper analyses the institutionalisation of HPC in the subsidiary by relating to the role of performance measures in influencing the process of change. Issues concerning changes brought by re-engineering are discussed in this paper. Drawing on institutional theory, the paper contributes to understanding the legitimacy at the hierarchical-organisational level.

This theory promotes an understanding of the pressures for change and the courses of action and practices emerging from the institutionalisation of HPC within AirSub. The findings suggest that HPC had shifted the orientation of this subsidiary from being largely concerned with airport operations to also considering commercial activities. Nevertheless, the shift towards emphasising the importance of financial performance had not fully eliminated the path dependency of the public sector. The paper concludes by discussing the implications of the research findings and possible directions for future research.

Keywords: Re-engineering, High Performance Culture, Institutional Theory, Subsidiary, Malaysia

Sustainability Certification and Firm Profitability: An Analysis of Shariah Compliant Palm Oil Companies in Malaysia

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Malaysia is the second largest palm oil producer in the world. Palm oil industry contribute significantly to the Malaysian economy. Interestingly, 74.4% palm oil companies are shariah compliant as per Securities Commission (SC) Malaysia's listing in 2017. Besides operating in a shariah compliant manner, these companies are expected to fulfill maqasid shariah (higher objectives of shariah), i.e. preservation of environment with respect to production of palm oil. To ensure sustainable operation and production of certified palm oil, Roundtable on Sustainable Palm Oil (RSPO) and Malaysian Sustainable Palm Oil (MSPO) are generally adopted by palm oil companies in Malaysia. At present, both sustainability certifications are of voluntary basis. However, the authorities will make MSPO mandatory by end of 2019 as proof of Malaysia's determination on environmental sustainability. For the case of shariah compliant palm oil companies in Malaysia, only half of them adopted at least one sustainability certification. The non-adopted companies may have difficulty to determine at this juncture whether they could withstand the additional certification cost, hence sustain the profit. Meanwhile, the non-adoption also may indicate companies' ignorance on preservation of environment and the importance of sustainability. Therefore, this study aims to examine the effect of the sustainability certification on profitability of 29 shariah compliant palm oil companies listed in Bursa Malaysia from 2013 to 2017. This study will help to promote sustainable practices among shariah compliant palm oil companies through adoption of sustainability certification and provides better understanding on certification. The finding from a GLS regression shows that certified companies enjoy 2.3% higher profit as compared to non-certified companies. Therefore, the companies without certification are strongly encouraged to adopt RSPO or MSPO as it would not negatively affect companies' profitability. As a result, the increased number of companies with sustainable certification will contribute to higher production of certified palm oil in Malaysia.

Keywords: certified palm oil, responsible production, sustainable development, sustainable development goals (SDG)

Malaysia Obsession with Counterfeit: Does Quality Matter?

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Counterfeiting has been in practice since 1970, however more recently it has become a prominent issue for many countries around the world. The issue is more alarming in Malaysia, which is considered as an ideal transit hub for counterfeit goods. In recent years the advancement of technology has made it easier to imitate the original brands with outstanding quality that are beyond recognition from the original brands. Therefore, this study investigates the impact of improved quality of counterfeit products on consumer product involvement and their ultimate purchase intention of counterfeit products. The study also assessed the moderating role of brand image and social interaction. Data were collected via mall intercept from 201 respondents who have exposure to counterfeit product. The finding revealed that improved quality of counterfeits product has a significant impact on the consumer purchase intention of these counterfeits, as it get closer to the quality of the original brands. Moreover improved quality of counterfeit product also enhance consumer involvement with counterfeit products, which proceeds to purchase intention of these counterfeit. The results also reveal that brand image of genuine products negatively moderates the counterfeit product quality'involvement relationship, because the high image of the original brand make it less accessible for the general consumers, as there is risk of social embarrassment for using counterfeit products. Moreover, social interaction positively moderates the relationship between counterfeit product quality'purchase intentions, as it will help them to communicate their status. However, social interaction has a negative moderating effect on the relationship between counterfeit product involvement and purchase intention, as consumers who are more involved will critically analyze the market and products before making a purchase decision and ultimately drop the idea of purchasing the counterfeit product.

Keywords: Counterfeiting, Product Quality, Brand Image, Social Interaction, Product Involvement, Purchase Intention

Audit Technology's Research Stream: Discussion Based on Bibliometric Analysis

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Intensity on usage of technology as business enable and technological changes over the last decades, especially in the era of Industrial Revolution 4.0 (IR4.0) has raise the question whether auditors or audit firms adapt accordingly to these demands to deliver effective and efficient services to their client whilst maintaining high audit quality work. There is also claims that adoption of technology in auditing profession has yet to be at part with the operation/business as well as the limited research on audit technology. This paper explores to unveil the bibliometrics' characteristic of research publication specifically on 'audit technology' term. This paper presents the bibliometric analysis of research paper for 40 years period from 1977 to 2017. This paper contributes to provide basic yet essential information on the current research stream on audit technology. Outcomes of the study enable objective assessment on audit technology's research using bibliometric information as a guide. Future and in-depth work on this area such as thematic analysis of published papers would contribute further to provides future direction in this research area.

Keywords: Auditing, Audit Technology, Bibliometric Analysis, Literature Review

Internal Audit Function and Enterprise Risk Management Effectiveness in Consumer Products Industry

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This study examines the association between the internal audit function arrangement whether the sourcing arrangements of internal audit function (in-house or out-sourced to a third party internal audit service provider), and does the cost of internal audit function have any influence on the enterprise risk management (ERM) effectiveness. The final sample of this study consists of companies from consumer industry which are listed in Bursa Malaysia for the year 2012 to 2015. Multiple regression analysis was performed to analyse the relationship between internal audit function attributes and ERM effectiveness. The results revealed that the amount of investment in internal audit function is significantly related to ERM. However, this study did not find any association between the IAF sourcing arrangement and ERM. The results can only be generalised to the consumer industry companies listed in Bursa Malaysia. Secondly, measurement of ERM effectiveness only based on published data.

Keywords: Malaysia, enterprise risk management, internal audit function, outsourcing and cost.

Corporate Governance Disclosures and Family Firms' Performance: The Moderating Role of CEO Choice

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Mandatory imposition of Malaysian Code of Corporate Governance (MCCG) since 31st December 2012 seems to be associated with serious endeavours done by the regulators and policy makers to enhance the stakeholder's value for public listed companies in Bursa Malaysia. Family-controlled firms for the financial year of 2010 and 2011 were consecutively rated accordingly using the MCCG index scores issued by Minority Shareholders Watchdog Group 'MSWG'.

The study reveals that CEO choice has moderating effects towards the relationship between disclosures of board of directors' structure and family-controlled firms' performance. These findings indicate that family firms' performance is found to be insignificantly related with CEO choice based on direct regression analysis. However, indirect effect has become significantly and positively related to firm's performance due to disclosures of MCCG interaction (i.e. board of directors' structure element) with CEO choice. Hence, significant relationships can be considered in the context of this specific governance element's impact on family firms' performance so that the high value creation can be given to investors by the inside CEO.

Keywords: Corporate Governance, CEO, MSWG, Family-Controlled Firms

The Role of Customer Accounting and Customer Knowledge on Hotel Performance

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The stringent competitive environment surrounding the hotel sector inevitably pressures hotel managers to place significant attention on establishing competitive advantage by maximizing the potential of their customer base. Therefore, hotels should have knowledge about their customers and be able to differentiate their customers through collecting and integrating information pertaining to the customers. In this vein, management accounting practices have emerged to be a source of key information about the customers, which then could assist the management in decision making, managing, and controlling the operation and thereafter improve the organizational performance (OP). Considering the criticality of customer information as a resource to establish knowledge on customer, this study aims to examine the relationships between customer accounting (CA) components, customer knowledge (CK), and OP. The present study explores the dimensions of CA (i.e., customer profitability analysis (CPA), valuation of customer as assets (VCA), lifetime CPA (LCPA), and customer equity analysis (CEA)). The roles of CA as a means toward ensuring the success of hotels were tested through four hypotheses by examining the relationships between CA dimensions and CK and CA and OP and testing the significance of CA and performance through CK capability. A total sample size of 112 respondents of chief of financial officer (CFO) was collected and analyzed using partial least square (PLS). Findings show that among the four dimensions of CA, which are CPA, VCA, LCPA, and CEA, only CPA and VCA has a significant positive effect on hotels performance. Meanwhile CPA, VCA and CEA are significantly related to CK, which is a source of sustaining competitive advantages and leads to many benefits to the organization. Accordingly, this suggests that the adoption of CA may assist hotel in their effort in achieving better performance. Therefore, this study highlighted a new accounting practice, that is, CA, which should be considered by the hotel operators to allow them to manage their customers better, which is the key toward ensuring business success and sustainability.

Keywords: customer accounting, customer knowledge, hotel performance.

Strategic Management Accounting Information and Performance of Hospitals

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Strategic Management Accounting (SMA) information played an important role to manage the competitive advantage of the organization. SMA information is one of the main management accounting practices that is characterized by being external, future-focused, qualitative in nature, and is used by organizations for their strategic pursuit. The objectives of this study are to determine the extent of SMA information usage and to examine the relationship between SMA information and performance of Malaysian hospitals. SMA information is expected to have significant effect on the performance of Malaysian hospitals. A survey is employed using hospitals as samples. Data were collected by self-administered questionnaires. Responses from 95 Malaysian private hospitals were analyzed using Partial Least Squares (PLS) 3.0. The findings indicate that SMA information (competitor information analysis, customer information analysis, and product-related information analysis) have positive significant effects on performance. The findings also show that Malaysian private hospitals moderately use SMA information. This study contributes to the line of literatures in SMA in service industry, especially healthcare. Findings of this study can be used by managers to improve SMA information to achieve the competitive advantage.

Keywords: Strategic Management Accounting, Hospitals, Customer Information, Competitor Information, Product Information.

Intellectual Capital and Malaysian SMES Performance: A Multi -Group Analysis by Sector

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This paper seeks to estimate and analyze the influence of intellectual capital elements on firm performance on Malaysian SMEs of two sectors, service and manufacturing. The research framework proposes relationships between intellectual capital elements; human capital, structural capital and relational capital and performance. Questionnaires were delivered to managers and CEOs of SMEs as a key informant of the firms to gather the data. A total of 153 usable data from both sectors were analyzed by using the PLS-SEM technique through measurement model, structural model and multigroup analysis (MGA). For direct relationship, only the effects of human capital (HC) and relational capital on performance show the significant results for full and service sample. Meanwhile, human capital (HC) and structural capital (SC) are found to have significant effects on manufacturing sector. The multi-group analysis further indicates that the relationship between relational capital and performance differs significantly and stronger for service sector.

Keywords: Intellectual capital, performance, SMEs, service sector, manufacturing sector

Are Executive Directors Paid Enough? Insight Evidence from Conflicting Related-Party Transactions

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This study examines the association between different type of executive director remuneration and conflicting related-party transactions (RPT-conflict) among listed companies in Malaysia. This study also examines the association between different packages of remunerations and RPT-conflict. The hypotheses are tested using a sample of 539 listed companies in Malaysia over the period 2012-2014 with a total of 1,615 observations. The results show that salary and in-kinds remuneration pays to executive director is effective at reducing firm's engagement in RPT-conflict. Both cash and in-kinds remunerations are crucial for executive director in helping them to minimize their engagement in RPT-conflict. Executive director fee alone is not an attractive enough remuneration as the executive directors favor the combination of remuneration packages, either involving salary and fee, or salary and in-kinds. This study contributes by providing a greater understanding about the effectiveness of different types of executive director compensation to minimize the managing director's engagement in opportunistic dealing involving related parties. Additionally, the combination remuneration package is more attractive and effective at minimizing RPT-conflict than individual payment of director fee or salary. The evidence also contributes to the literature by indicating that each type of executive director remuneration and RPT-conflict is compensating each other. These findings raise concerns to the regulators and policy makers, specifically the remuneration committee that they must seriously consider and be aware about the importance of attractive director remuneration and RPTs, and thus, takes the right steps to minimize the expropriation risk.

Keywords: director remuneration; related party transactions; RPT-conflict; agency conflict; Malaysia

A Review of Studies of Contractual Agreement & Accountability in Public-Private Partnerships (PPPS)

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The national policy to provide public infrastructure via Public-Private Partnerships (PPP) has received extensive public attention. The deliverability of PPP facilities should be made within the prescribed time and specified standards. However, the vague concession agreement in PPP may give impact on quality and deliverability of PPP. Issues of variation orders (VO) and poor disclosure of PPP to the general public is claimed by a number of PPP studies. At the end, it may impair value to the overall cost of PPP performance. This paper review the roles of concession agreement (CA) and accountability in PPP implementation from several journals in the area of accounting, public administration and project management. Future research is proposed in conducting qualitative PPP research in the area of public accountability with reference to the CA of PPP.

Keywords: contractual agreement, accountability, public private partnerships

A Revolution of Internet Financial Reporting (IFR) Disclosure Content

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The revolution of IFR urged regulators and standard setters globally, including Malaysia, to mandate the IFR disclosure. However, most of the regulations are related to the general issues of information quality, reliability, and availability of IFR disclosure. This paper is concerned with the disclosure content of IFR by listed companies in Malaysia due to the specific regulation related to IFR disclosure in Malaysia. Based on a sample of 320 Malaysian listed firms in year 2014 we found that the number of companies engaged with IFR have been significantly improved since the previous study in 2004. Furthermore, the development in Malaysia shows that regulatory recommendations influenced companies to disclose beyond the mandated disclosure. Our findings should be useful in providing an insight into the current IFR practices in Malaysia.

Keywords: IFR disclosure, IFR disclosure content, IFR regulations

The Significant Role of Determination Factors In Predicting Audit Detection Performance in Malaysia

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Tax evasion and tax avoidance have become a problematic issue in tax revenue collection in Malaysia. Tax gap seems higher although higher penalty was imposed. Royal Malaysian Customs Department (RMCD) needs to improve their audit detection process in order to reduce the tax gap. Therefore, this study was conducted to examine factors from an auditor's profile that influence the audit detection performance. The sample data of this study consist of resolved audit cases of Sales and Service Tax conducted by RMCD from 2012 to 2014. The findings indicate that size of company, tax rate and penalty has a significant relationship with audit detection performance. Hence, the findings of the study may contribute in terms of strategic information to the tax authority by revealing the significance of factors during the tax audit selection. Exploring the potential of auditors will support RMCD transformation programme to achieve speed audit and zero fraud case.

Keywords: Tax evasion, tax avoidance, Royal Malaysian Customs Department, tax gap, risk management.

Shariah Stocks Performance Based on EVA and Traditional Accounting Measures: Evidence from Malaysia

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This research examined the profitability performance of Shariah-compliant stocks using two distinct performance measures. Such measures include traditional methods, i.e. Return on Equity (ROE) and Earnings per Share (EPS); and modern techniques of Economic Value Added (EVA). The main objective of this research is to test whether the compliance of a Shariah stock to Islamic regulations has an impact on the economic and the profitability performance of the sample companies. The final qualified sample for the study consisted of ten companies from industrial and service sectors. The means for three performance variables were calculated based on the data from 20 quarters before and after the certification year of being a Shariah-compliant stock to verify if any significant performance differences exist. The results from paired t-test statistics, which performed using Statistical Package for Social Sciences (SPSS) software version 21, revealed that the companies have experienced better performance in all indicators. Nevertheless, the differences were not statistically significant in means of the EPS, ROE and EVA.

Subsequently, further study was conducted to analyze the changes in EPS, ROE and EVA against time period after a company becoming a Shariah-compliant entity. While EPS has changed significantly negative, EVA nevertheless has shown a significant positive change during the period after a company becoming Shariah-compliant. This research proposed that there is an evidence of significant value creation made by the companies during their Shariah-compliant conversion periods. This study was valuable due to its contribution in explaining the comparative use of traditional and modern performance measures.

Keywords: Investment Decision; Shariah Stock; Islamic Equities; Corporate Performance

The Role of Business Leaders in the Era of Disruptive Technology

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This study examines the role of business leaders in the era of disruptive technology in the Klang Valley, Malaysia. Today, organizations face the technology turbulence such as with the internet of things, robotic processing automation, virtual reality and more. The forward-thinking business leaders are digitising the essential functions within their internal business process value chain.

With the existence of digital technology for fourth industrial revolution (industry 4.0), it will fundamentally change the organizations and individuals to adapt with work challenges particularly in transforming market dynamics across whole industries. The purpose of this study is to understand the role of business leaders towards the digital technology in an organization. What are the role of business leaders in implementing digital technology?. What are the major challenges and how business leaders overcome the challenges?. Based on data gathered through interviews with the business leaders from various industries namely oil and gas, constructions and IT consulting company, the findings revealed that management involvement, continuous discussion, guide and educating IT users, demonstration of knowledge and coaching are some of the roles of business leaders in this era. However, resistant to change, feeling complacent and anxious with new technology are some of the challenges that the business leaders need to face in dealing with IT users. Despite of these challenges, the business leaders have highlighted some directions to overcome the challenges i.e through technological mindfulness. Companies are exposed to acute demands of services in dealing with changes and forces in business life as a result of globalization. Optimising the benefits of digital technology could impact on performance of the company. Towards this end, this paper calls for more empirical research that contributes to new rival theories that goes beyond the theoretical tradition of information technology and leadership.

Keywords: disruptive technology, digital technology, information system, mindfulness

Hubungan antara Sistem Pengukuran Prestasi Strategik dan Ketangkasan Organisasi: Kapasiti Penyerapan Sebagai Faktor Pengantara

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Salah satu elemen penting di dalam Revolusi Perindustrian ke-empat (Fourth Industrial Revolution) ialah pembangunan ketangkasan organisasi (organizational agility), iaitu keupayaan firma untuk mengenalpasti dan bertindakbalas dengan perubahan yang berlaku dalam persekitaran perniagaan. Namun, peranan perakaunan pengurusan, terutama sistem pengukuran prestasi strategik (SPPS) ke atas pembangunan keupayaan ini masih kurang jelas dan belum konklusif. Perspektif Keupayaan Dinamik (Dynamic Capability View-DCV) didapati menyediakan premis kerangkakerja teoritikal asas dalam menerangkan peranan yang boleh dibentuk ke atas SPPS bagi menyokong pembangunan ketangkasan organisasi. Menurut Perspektif ini, terdapat tiga jenis keupayaan dinamik yang perlu dibangunkan secara berterusan oleh firma yang diterjemahkan sebagai keupayaan SPPS, kapasiti penyerapan (absorptive capacity) dan ketangkasan organisasi (organizational agility). Berdasarkan kerangkakerja DCV, kajian ini ingin mengkaji hubungan langsung dan hubungan tidak langsung di antara ketiga-tiga keupayaan dinamik. Maklumbalas soalselidik daripada 80 syarikat perkilangan bersaiz besar dan sederhana dianalisis menggunakan kaedah Partial Least Square. Analisis menunjukkan hubungan positif yang signifikan antara SPPS dan kapasiti penyerapan serta kapasiti penyerapan dan ketangkasan organisasi. Hasil analisis juga menyokong hipotesis bagi hubungan tidak langsung antara SPPS dan ketangkasan organisasi dengan kapasiti penyerapan sebagai faktor pengantara. Penemuan kajian ini selari dengan premis teoritikal DCV dan seterusnya mencadangkan bahawa peranan keupayaan integrasi melalui SPPS ke atas pembangunan ketangkasan organisasi perlulah disertai dengan keupayaan organisasi untuk mengeksploitasi pengetahuan luaran dan dalaman yang dimiliki.

Exploring Factors Affecting Public Acceptance Towards Tax Reform in Malaysia

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Within three years, Malaysia has undergone two consumption tax reforms, the Goods and Services Tax (GST) on the 1st of April 2015 and most recently, the Sales and Services Tax (SST 2.0) on the 1st of September 2018. Although tax reform is important to revenue collection, public acceptance of the newly tax reform is crucial to ensure its success. Public acceptance may be affected by tax instrument employed by the new tax system. Thus, this study aims to explore factors that influence public acceptance towards tax reform in Malaysia. Semi-structured interview sessions were conducted among lower and middle- income earners to obtain information of the extent of public acceptance of the consumption tax reform. From the interview sessions, three factors were identified and the findings are important for the government to take the initiative to improve the mechanism of the new tax reform in order to promote tax fairness among the public from different income levels. In addition, the findings are vital for the tax authority to improve their monitoring role and rectify their administrative issues in order to efficiently implement tax reform in Malaysia.

Keywords: consumption tax reform, GST, SST 2.0 and public acceptance.

Fractionalizations, Macro Determinants and Entrepreneurial Entry

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Diversity has an effect on the economic development in a country either positively as a complementary skill or negatively through domestic instability. Although prior research acknowledges the channels through which diversity affects business activity, little has been done to examine empirically the institutional context as the boundary conditions for diversity and entrepreneurship interactions. This paper examines the impact of ethnic, religious and linguistic diversity on the rate of entrepreneurial entry, particularly how this relationship might be moderated by formal and informal institutions. Analyzing multi-source data in 88 countries, we found that ethnic and linguistic diversity impede entrepreneurial activity, whilst religious diversity spurs entrepreneurial entry. In addition, the results exhibit that the controls corruption, trust, and entrepreneurial culture are positively related to entrepreneurship. Lastly, the effect of diversity on entrepreneurship is moderated by some but not all institutions.

Keywords: Ethics diversity, Religious Diversity, Linguistic diversity, Control of corruption, Trust, Entrepreneurial culture, Entrepreneurship

Franchisee Business Survival: Some Propositions

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While franchising becoming a popular business format in the worldwide, it has attracted considerable research attention. Aspiring entrepreneurs to become franchisee positively expect to improve their chances of survival during the business operation. This paper reviews the past studies within franchising research and identify the three most common theory use in franchise study which are: (i) Agency Theory; (ii) Resources Scarcity Theory and (iii) Transaction Cost Theory. In addition, researcher draw together with the past empirical findings regarding the franchisee's survival patterns which are: (i) ownership; (ii) brand; (iii) franchise fee and (iv) age of system. Thus, researchers offer new propositions grounded in the theories mentioned widely applied to franchising.

Keywords: Franchising, survival, ownership, brand, royalties, Theory of franchising.

Conceptual Distinction between Social Business and Social Entrepreneurship

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The literature of social business and social entrepreneurship are explored. This study is assured that, although there is an overlap between the two, social business and social entrepreneurship are different concepts. Social business is acceptable rather as a new concept. There are little literature and research discussing on the social business concept/model. Therefore, so many aspects can be discovered and can be explored and even cross-disciplines/fields can take advantage by utilizing social business concept. Hence, it is worth for the need of qualitative studies to explore the new concept of business model and get a better understanding. Several researchers have pointed out that the decision to become an entrepreneur is a complex one, and it is the result of intricate mental processes. Similarly, the decision to venture in social business will be more complex as this kind of business model focusing on social wealth creation instead of economic wealth creation whereby in a way eradicate the self-interest motives. As the social business model regards as still new in literature, it is worth to study the processes underlying social venture formation. We can study on the behavioral characteristics of entrepreneurial activity. As for the starting point, we need to understand the similarities or the differences motives underlying within entrepreneurs in conventional venture as compared to the social venture creation. The well-defined response could be established at the individual level as they are the key people that maneuver the business. Based on the previous studies, desirability and feasibility of social entrepreneur in the decision making process, human capital of social entrepreneur, and social capital of social entrepreneur are the variables identify the factors that promote an entrepreneur to venture in social entrepreneurship. In addition, the entrepreneurial intention can be from these motivational factors involving personal attraction, subjective norms, and perceived behavioral control. However, there might be other possible antecedents at the individual level that can be explored through the qualitative study; the distinctive factor clarifying entrepreneurs opt for social business model for the good ends with precise reasoning and respectable desires.

Social Capital and Opportunity Recognition in Immigrant Entrepreneurship

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Immigrant entrepreneurship has recently gained prominence as an important research area. Previous studies suggest that resources such as human, social, and financial capitals facilitate immigrants to pursue entrepreneurial activities, but yet to highlight the role of social capital as a definitive resource for immigrant entrepreneurship. In fact, research consistently finds that immigrants have higher tendency to engage in entrepreneurial activities than the non-immigrants, despite the former's lack of financial capital. In addition, many researchers support the notion that businesses are inseparable from their social context where many business opportunities will be recognized. Thus, we argue that social capital and the proximity between immigrant entrepreneurs with their immigrant group/community from the same ethnic or region are crucial constructs for immigrant entrepreneurs to recognize opportunities for their business ventures. Therefore, this paper proposes a conceptual framework on how social capital assists immigrant entrepreneurs throughout their entrepreneurship process. We surmise that the proposed conceptual framework will contribute to enhance the knowledge on immigrant entrepreneurship that links to social capital and opportunity recognition.

Keywords: Immigrant Entrepreneurship, Social Capital, Proximity, Opportunity Recognition, Conceptual Paper

Internal Capabilities of Rural Entrepreneur

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This study examined the internal entrepreneurial capabilities underpinning the rural entrepreneur sustainability. Internal capabilities was operationalize by understanding local community demand behavior, strong local knowledge, enterprise social responsibility initiatives, business networking and ability to capitalize the government support. Interviews were conducted with six winner of the Malaysian Rural Business Challenges programme. The results revealed that capabilities related to understanding local community demand behavior, enterprise social responsibility and accomplishment of government support are main contributors of the entrepreneurs' success. This paper proposed the identified core capabilities for new start-up and young rural entrepreneurs.

Keywords: Entrepreneurship, Rural Entrepreneur, Internal Capabilities

Role of Social Networks on Entrepreneurship: An Exploratory Study in Kazakhstan

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Institutional, social network, and pecking order theories are several major research traditions in study of knowledge creation, diffusion and utilization in the business and management topic. Drawing from these theories, this paper examines the role of owner/managers' social network on entrepreneurship initiatives. A semi-structured interviews were carried-out with thirteen SME owners/managers in Almaty, the biggest city in Kazakhstan. It is found that personal networks, in general social networks, have significant implications on a variety of entrepreneurial activities in spite of amendments in the regulative institutional framework. SMEs need to utilize their social networks to substitute for formal institutions. Normative institutional elements are still major factors driving entrepreneurial activities in Kazakhstan. The paper contributes to the existing literature in three aspects. 1) Normative institutional transformation is lagging behind regulative and cognitive institutional transformation in transition countries. 2) Despite, entrepreneurial firms follow up the pecking order theory of finance, sequential preferences over financial sources are not totally in agreement with previous literature. 3) Business ties and networking ability might mitigate the need for external financing. . The results of the study could be further used by the researchers and practitioners for conducting future studies in the similar area.

Keywords: Social Networks, Entrepreneurship, Institutions, Kazakhstan, Pecking Order Theory

The Influence of Rural Bank's Credit Risk on Efficiency: The Moderating Role of Interbank Borrowing Fund

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High non-performing loans become one of major problems for rural banks in Indonesia. This problem causes low efficiency on their assets utilization. Hence, this paper will investigate the influence of credit risk on efficiency of rural banks in Indonesia. The efficiency will measure the performance of rural banks in utilizing their assets to generate income. Moreover, the role of interbank borrowing fund as moderator will also be examined. As one of source of funding, interbank borrowing fund potentially increases the bank's capacity in distributing loan. This research employs static panel data analysis, and applies random effect method. Furthermore, this research reveals that credit risk has positive influence on efficiency. However, interbank borrowing funds change this influence to be negative. In addition, interbank borrowing fund can enhance the relationship between credit risk and efficiency of rural banks in Indonesia.

Keywords: credit risk, efficiency, asset utilization, rural banks

Market competition and liquidity risk: Lessons from Malaysia

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This study investigates the influence of market competition (MC) on liquidity risk (LR) for conventional and Islamic banks in Malaysia. The research analyzes two data sets comprising 17 Islamic and 27 conventional banks over the period of 1996–2015 using panel regression estimations. MC is measured using the Herfindahl–Hirschman index, concentration ratio, and entropy index. Meanwhile, LR is measured by the traditional and BASEL III measures using current asset to current liability ratio and net stable funding ratio, respectively. Market competition among Islamic banks has a significant positive relationship with liquidity risk. By contrast, results for conventional banks are inconclusive. This result indicates that Islamic banks need a certain degree of market power to manage LR. Thus, policy makers, regulators, and industry players should utilize a unique framework for Islamic and conventional banks when strategizing LR management. This study is the first comprehensive empirical research that compares the MC-LR relationship between Islamic and conventional banks using both traditional and BASEL III liquidity risk measures.

Keywords: Market competition, Liquidity risk, Banking institutions

The Interacting Effects of Board Diversity on Performance of Firms in Malaysia

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This study examines the effect of board diversity on performance of firms from Malaysia's three major industries i.e. construction, trading/ services and industrial products from 2012 to 2016. Board diversity measures gender, ethnicity, managerial ownership, board size, board independence and CEO duality while firm performance indicate profitability i.e. ROA. The findings suggest that board independence, CEO duality, gender diversity and managerial ownership are significant factors while board size and ethnic diversity are not significant in affecting firm performance. The results, however, are different subject to the industry specificities. The mix evidence suggests that Malaysia sectors is not homogenous and unique.

Keywords: Board of Director, corporate governance, profitability, industry analysis

Momentum in Australian Equities

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In this paper we examine the performance of momentum investment strategy in Australia. The study employed 772 stocks traded on the Australian Stock Exchange over the period of 1995 to 2015. Our results show that momentum returns were mostly positive and significant for the Australian stocks. Further observations revealed that the strategy of 3-month formation period and 3-month investment period is the most profitable, and we observed some stylized patterns and consistency across the strategies. More precisely, stocks that were ranked based on short- to medium- term horizons performed better than the longer term strategies.

Keywords: Momentum, Australia, Market states

The Contributory Factors of Enterprise Risk Management Implementation Cost

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Despite its promising reputation in managing diverse risks, enterprise risk management (ERM) has encountered several issues related to its implementation. One of the issues that been raised in the past literature is the high cost of ERM implementation. Several authors highlight this issue in the past but limited studies have been conducted to compile all the potential costs associated to the implementation of ERM. Therefore, this study aims to conceptually discuss and compile the components and factors that contribute to the cost of ERM. This paper conceptually proposes six factors that contribute to the high cost of ERM such as risk culture cultivation, training and education, development of risk appetite, retaining talent, technology and compliance.

Indeed, this study provide beneficial input for academicians, industry and regulators to further enhance the understanding of ERM dimensions, particularly cost of implementation. Furthermore, it enriches the growing concern on how ERM creates value, considering the high potential costs associated with ERM.

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Keywords: Enterprise Risk Management, ERM, costs of ERM, risk appetite, risk culture

China Investment in Malaysia: Good or Bad?

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It is good to be able to attract foreign investments into the country. However, the entrance should be able to create greater positive externalities. China has been moving out from its country into other countries in the world, including Malaysia. Thus, we are to examine the impact of China's investment on our unemployment rates, price level and productivity as well as stock market performances, specifically on consumer products and services, construction and industrial sectors. Based on quarterly data from 2008 to 2017, the cause-effect and dynamic relationships of China's FDI are explored by using correlation, Granger causality, Johansen cointegration and vector error correction model of variance decomposition and impulse response. The findings show the significant short run effect of China's FDI on Malaysia's production price level (PPI) and construction sector index. Based on variance decomposition, variations in China's FDI are predominantly affected by its own shocks, but with declining trend. Variations in China's FDI are also found to relatively affect the variations of PPI and unemployment rate. There is also a long run cointegration among China's FDI and the other variables. It is important to continuously be aware on the positive or negative impact of the investment brought in by foreign investors.

Keywords: China, Foreign direct investment, Malaysia, unemployment, stock market

Prestige Signals and Initial Return of Malaysian Sharia-Compliant IPOs

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In this paper, we examine the influencing effect of prestige signals (i.e. underwriter reputation, auditor reputation, and board reputation) on initial return in the Malaysian IPO market, especially, in the context of Sharia-compliant IPOs. The study sample covered 393 IPOs, in which 227 IPOs of the study sample are under Sharia-compliance. The study results show that the reputation of the auditing firm and the role of independent non-executive directors (INED) are important to signify the quality of the issuing firms that sought listing through the regular channels (non-Sharia). Furthermore, the study results show that none of the study signals is able to influence prospective investors' investment decision in the context of Sharia-IPOs because investors perceive Sharia-compliant IPOs as safe investment due to the heavy restrictions imposed by the Islamic regulations that limits risk.

Keywords: Under-pricing; prestige signals; Sharia-compliant IPOs; Malaysian IPOs.

Analysis Of The Demand For Life Insurance In Malaysia

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The life insurance market in Malaysia is still under-tapped, although it has been established since the last 5 decades. What drives the demand for life insurance is still not well understood. This study seeks to identify the determinants of life insurance demand in the Malaysian marketplace. It applies the ARDL approach to cointegration to examine the relationship between life insurance demand and a set of theoretically identified variables. Using annual time series data for the period 1986 through 2015, the demand model was developed and estimated to provide evidence on the long- and short-run relationships between life insurance demand in Malaysia. The empirical results suggest that income has a significant influence on life insurance consumption in the long-run, but its effect is less obvious in the short-run. The number of dependents, level of education, inflation rate and savings rate are among other factors that may affect the demand for life insurance.

Keywords: Life insurance, Cointegration, ARDL Bounds Approach

Interrelationships among ownership structure, risk-taking and performance of non-financial firms in GCC countries

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Empirical evidences on the influence of ownership structure on firm performance are not only inexhaustible, there are contradictions that give rise to growing concerns for further studies using an integrated framework that include latent variables to best explain the observed unclear relationship. This paper examined dimensions of ownership structure and firm performance with risk-taking as a moderator. Data were collected from listed firms in GCC stock markets from 2008 to 2017 and analyzed using system GMM. Results show that all except ownership concentration positively affect firm performance. Also, more risk taking was found to lead to higher performance on average. We conclude that ownership structure and performance of non-financial firms in GCC region are positively related and higher risk taking with most dimensions of ownership structure improved firm performance. It is recommended that to achieve improved performance, one area that management should consider is the form of ownership of their firms.

Keywords: Ownership structure, price earnings ratio, risk taking, agency theory, stewardship theory, prospect theory

Financial Literacy, Risk Tolerance and Investment Decisions

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Investment is one of the most important components in personal financial management. Aiming towards financial freedom, individual invests in order to generate additional sources of income whilst ensuring sufficient financial resources to meet personal financial needs and goals. As a human being who acts rationally and irrationally, there is no standard model to understand the behaviour of investor's decision making and the determinants. Specifically, in the current era of diversity and sophistication in financial instruments, investors are faced with challenging and risky investment decisions. Choosing investment instruments is not easy and there is no uncertainty on the returns on investment; hence financial literacy and risk tolerance may become very crucial in investment decisions. Specifically for financial literacy which is regarded as the antidote for global financial crisis and increase bankruptcies by policymakers, have caught interest among researchers and financial market players. Insights about the role of financial literacy and risk tolerance are very crucial in understanding the determinants of investment decision making. Hence, this paper provides a review on the theoretical and empirical literature on personal investment decisions, with an emphasis on its association with financial literacy and risk tolerance and finally to propose a conceptual framework.

Keyword: Financial literacy, rational and irrational behaviour, risk tolerance, investment decisions.

The Causal Direction of Volatility: Evidence From Selected Developed and Emerging Market Economies

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The rapid growth of capital markets towards the global financial integration are stimulated by the evolution of the communication technology sector, trading systems which have evolved into computerized system and increasing activities of multinational companies. Besides that, the growing of global integration of financial markets has instigated empirical studies to probe along the characteristics of volatility in the emerging economies like Mexico and China in comparison with the developed economies for the period from 6th January 2003 until 3rd March 2017. Motivated by this issue, this paper modelled the stock market volatility of selected developed and emerging countries and estimated the causality direction. Interestingly, this paper employs different univariate specifications of the Generalized Autoregressive Conditional Heteroscedastic (GARCH) models, including both symmetric and asymmetric models. The asymmetric GARCH models which are found to be significant in stock market in the selected nine markets confirmed that asymmetric effects are presence in the return series. In terms of causality direction, these findings reveal a mixed and strong indication of unidirectional and bidirectional causality between the emerging markets and developed markets, which will be beneficial for the investors to branch out their portfolio based on the past performance of the selected countries stock market in pre, during and post subprime crisis period..

Keywords: Stock market; volatility; GARCH; causality; developed; emerging.

Social Sector Spending and Globalization: Evidence from Malaysia

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The globalization in economy has led Malaysia to grow rapidly and it transforms itself into a high income nation. According to compensation hypothesis, larger public sectors would be demanded in more open economies to compensate for external risk and for the increased level of economic inequality associated to openness. The objective of this study is to test the compensation hypothesis by identifying a long- and a short-run relationship between government spending in social sector and trade openness in Malaysia Dataset covers 35 years start from 1980 to 2015 and has been collected from Ministry of Finance of Malaysia and Central Bank of Malaysia. Using the Autoregressive Distribute Lag (ARDL) estimation technique, the results shows that the compensation hypothesis is hold in Malaysia. It indicates the importance of government in social sector as a result of the decision of government to involve in open economy.

Keywords: Social sector spending, Openness, Compensation Hypothesis

Halal Economy And Industrial Revolution 4.0: The New Frontier For Islamic Revival In Uzbekistan

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Development and advancement of civilisations and nations rely on trade and commerce as relationship between countries, illustrates its strength and power; with countries which are of strong global economies or financial power, dominating others. Islam recognises that trade plays an important role in the attainment of prosperity, fortune and greatness. Numerous verses in the Al-Quran, have stated comprehensive ethical principles that must be practised whilst conducting business, to fulfil the objectives towards the realisation of success in this world and the hereafter. The Prophet Muhammad (SAW), an exemplary merchant, had established simple rules and regulations in commerce. It was his honesty, actions and behaviour, as a merchant, which enamoured and convinced merchants of different race, religion and nation to convert to Islam. Uzbekistan a country known for beauty, had produced many learned Muslim scholars. During the Golden Age of Islam, it was the heart of the Silk Road, and became a prosperous country from trade and Islamic culture. However, during the Soviet era, the understanding of Islam was distorted as Uzbekistan's citizens were subjected to Intense Russification which compromised their religiousity and affected their economy. The end of the Soviet rule, did not result in resurgence of Islam nor a revival of their economic standing. This conceptual article sets out to highlight that Halal economy can be the transformative and catalytic agent towards revival of Islam in Uzbekistan, and rapid technological innovations brought by Industry 4.0, which have led to instant global interconnectedness will enable this aspiration to be achieved.

Keywords: Halal Economy; Wealth Creation; Religion; Industry Revolution 4.0;
Revival of Islam

Pengaruh Gangguan Siber (Cyber Harassment) Ke Atas Hubungan Kerja Dan Keluarga: Disederhanakan Oleh Burnout

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Kewujudan media sosial bukan sahaja memberi kesan yang positif dalam jaringan komunikasi, tetapi ianya telah membuka ruang yang luas terhadap kesan negatif. Gangguan siber merupakan tingkah laku negatif melalui media sosial. Ianya adalah satu bentuk pencerobohan secara psikologi yang dilakukan oleh pelaku kepada mangsa dan boleh menyebabkan penularan yang lebih luas di alam maya. Gangguan siber mampu memberi kesan negatif di tempat kerja yang mengundang kepada pelbagai permasalahan dalam waktu bekerja. Namun, masih kurang penyelidikan yang mengkaji tentang kesan gangguan siber di tempat kerja yang mempengaruhi situasi diluar waktu bekerja iaitu kualiti hubungan keluarga; konflik kerja-keluarga. Tahap burnout individu yang berhadapan dengan situasi gangguan siber turut dicadangkan sebagai pembolehubah penyederhana. Beberapa cadangan kajian telah diutarakan berkaitan kecenderungan pengaruh gangguan siber ke atas hubungan kerja-keluarga.

Kata Kunci: Gangguan Siber, Konflik Kerja-Keluarga, Burnout

Pengaruh Gaya Kepimpinan, Etika dan Motivasi Terhadap Prestasi Kerja Di Majlis Perbandaran Manjung

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Kajian ini bertujuan untuk mengkaji hubungan antara pengaruh gaya kepimpinan, etika dan motivasi terhadap prestasi kerja. Kajian ini menggunakan kaedah tinjauan untuk mengumpul data seramai 132 pekerja di Majlis Perbandaran Manjung. Hasil daripada kajian ini menunjukkan terdapat hubungan positif antara gaya kepimpinan, etika dan motivasi terhadap prestasi kerja. Bagaimanapun, hubungan antara etika dan motivasi terhadap prestasi kerja kesannya adalah lebih besar dan signifikan.

Kata Kunci: gaya kepimpinan; etika; motivasi; prestasi kerja

Meneroka Faktor Mempengaruhi Motivasi Mahasiswa

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Kajian ini dijalankan untuk mengenalpasti faktor-faktor yang mempengaruhi motivasi dan kesannya terhadap mahasiswa. Kajian ini dijalankan kerana mahasiswa pada hari ini berhadapan dengan pelbagai masalah dan cabaran, ia memerlukan sokongan dan pengaruh yang positif untuk meningkatkan motivasi. Kaedah kualitatif telah digunakan dalam kajian ini. Temubual ini dijalankan di Universiti Kebangsaan Malaysia (UKM) yang melibatkan 10 orang responden daripada daripada 3 buah fakulti iaitu Fakulti Teknologi dan Sains Maklumat (FTSM), Fakulti Pengajian Islam (FPI) dan Fakulti Undang - Undang (FUU). Temubual yang dijalankan mengambil masa selama 10 hingga 15 minit setiap seorang. Data yang diperolehi ditanskription dan dianalisis menggunakan kaedah analisis tema (thematic analysis). Dapatan kajian mendapati beberapa faktor - faktor yang mempengaruhi motivasi mahasiswa, terbahagi kepada faktor intrinsik iaitu diri sendiri dan faktor ekstrinsik iaitu sokongan dan dorongan keluarga, pengaruh rakan sebaya, pengaruh sosial, pengajaran dan pembelajaran. Bukan itu sahaja, kajian ini juga mendapati kesan apabila mahasiswa bermotivasi dan kurang bermotivasi.

Kata Kunci: motivasi, intrinsik, ekstrinsik, mahasiswa

Kualiti Perkhidmatan Dan Kepuasan Pelanggan Meningkatkan Kesetiaan Pelanggan: Satu Tinjauan di CIMB Bank, UNIKEB

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Kajian literatur terkini berkenaan hubungan pelanggan menyatakan bahawa pelaksanaan kualiti perkhidmatan yang teratur bukan sahaja dapat meningkatkan kepuasan pelanggan, malah boleh meningkatkan kesetiaan pelanggan terhadap produk atau perkhidmatan yang ditawarkan oleh organisasi. Walau pun sifat perhubungan ini telah banyak dikaji, namun peranan kepuasan pelanggan sebagai pemboleh ubah pengantara yang penting masih kurang dibincangkan secara kritikal. Oleh itu, kajian ini dijalankan untuk mengukur perhubungan di antara kualiti perkhidmatan, kepuasan pelanggan dan kesetiaan pelanggan. Kaedah kaji selidik telah digunakan untuk menggumpul data daripada para pelanggan di Bank CIMB, UNIKEB. Keputusan analisis data menggunakan model laluan SmartPLS mengesahkan bahawa kepuasan pelanggan berupaya bertindak sebagai pemboleh ubah pengantara yang penting dalam hubungan di antara kualiti perkhidmatan dan kesetiaan pelanggan. Perbincangan, implikasi dan kesimpulan turut dihuraikan dalam kajian ini.

Kata kunci: SERVQUAL, kualiti perkhidmatan, kepuasan, kesetiaan, perbankan

Pengurusan Konflik dalam Kumpulan Kerja Swaurus

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ABSTRAK

Kajian ini membincangkan tentang konflik yang berlaku di dalam kumpulan kerja di organisasi khususnya dalam Kumpulan Kerja Swaurus. Pelaksanaan kumpulan kerja berbentuk ini bukan sahaja meningkatkan produktiviti dalam organisasi tetapi juga memberi sumbangan kepada peningkatan penglibatan pekerja. Ini adalah kerana proses yang berlaku dalam Kumpulan Kerja Swaurus menjadi tanggungjawab ahli kumpulan dan tidak terdapat seorang ketua yang dilantik bagi mengetuai kumpulan tersebut. Setiap ahli kumpulan bertanggungjawab dalam proses pembuatan keputusan dan menentukan cara melaksanakan tugas mereka. Ahli-ahli kumpulan ini terdiri dari mereka yang mempunyai pelbagai kepakaran dan bekerja di dalam projek yang sama. Konflik semestinya tidak dapat dielakkan dari berlaku apabila bekerja di dalam kumpulan yang mempunyai ahli dari pelbagai latarbelakang. Oleh itu, ianya sangat penting untuk memahami apakah kesan konflik dan bagaimana menguruskannya dalam Kumpulan Kerja Swaurus ini untuk memastikan kejayaan kumpulan ini sekaligus meningkatkan kecemerlangan organisasi.

Kata kunci: Kumpulan Kerja Swaurus, Konflik, Kepimpinan

Tempoh Penyelesaian Kes Audit Dan Siasatan Cukai Di Malaysia

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Audit dan siasatan cukai merupakan satu instrumen penting di dalam pentadbiran Lembaga Hasil Dalam Negeri Malaysia (LHDNM) bagi memastikan tahap pematuhan cukai yang tinggi melalui sistem taksiran sendiri. Berbeza dengan beberapa negara maju yang menggunakan juruaudit luar, pelaksanaan audit dan siasatan cukai di Malaysia dilakukan sepenuhnya oleh juruaudit cukai (JAC) dari LHDNM. Rangkakerja audit dan siasatan cukai menetapkan tempoh penyelesaian selama 4 bulan bagi kes audit cukai luar dan 18 bulan bagi kes siasatan cukai. Berdasarkan laporan yang dikaji, ternyata pihak JAC di Malaysia tidak dapat melaksanakan kedua aktiviti ini dalam tempoh masa yang ditetapkan, di mana berlakunya peningkatan bilangan kes audit cukai yang tidak dapat diselesaikan setiap tahun bagi tempoh 2008 hingga 2013. Kajian juga mendapati kes siasatan cukai yang dapat diselesaikan adalah semakin merosot dengan bilangan penurunan kes siasatan sebanyak 30 kes secara keseluruhan sejak tahun 2005 hingga 2014 mengakibatkan pengurangan hasil cukai sebanyak RM218.56 juta. Justeru, objektif kajian ini adalah untuk mengenalpasti penyebab kepada kegagalan dalam menyelesaikan kes dalam tempoh yang ditetapkan dengan mengkaji faktor-faktor yang dianggap mempengaruhi. Disebabkan faktor kerahsiaan yang tinggi ke atas kes siasatan cukai, kajian hanya dapat memfokus pada faktor penyelesaian kes audit cukai, khususnya audit luar. Bagi mencapai objektif kajian ini, borang soal selidik telah dihantar kepada 209 orang JAC dari LHDNM. Hasil kajian ini mendapati terdapat empat faktor yang mempengaruhi tempoh penyelesaian audit luar, iaitu pengetahuan JAC terhadap kerja audit, kerumitan transaksi perniagaan, penyimpanan rekod perniagaan dan kerjasama pembayar cukai. Dapatan kajian ini dapat memberi maklumat kepada umum tentang apa yang berlaku dipersekitaran kes penyelesaian audit dan siasatan cukai serta menyediakan input berguna kepada pentadbir cukai tentang strategi lanjut yang perlu diambil dalam membantu JAC melaksanakan tugas mereka dengan lebih cekap.

Kata Kunci: Audit cukai, siasatan cukai, tempoh penyelesaian kes

Peranan Amalan Perakaunan Pengurusan dan Tadbir Urus Baik: Satu Kajian Tinjauan di Organisasi Pelancongan Negara

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Setiap organisasi berfungsi dalam suatu rangka tadbir urus. Oleh itu, objektif kajian ini mengeksplorasi mengenai prinsip tadbir urus baik di organisasi pelancongan negara (OPN). Bertepatan dengan penekanan Pengurusan Awam Baru (NPM), peranan amalan perakaunan pengurusan dalam melaksanakan tadbir urus baik turut dikaji. Data untuk kajian diperolehi menerusi soal selidik yang dihantar kepada semua 70 buah pusat tanggungjawab (PTJ) di OPN yang mempunyai pengurusan dan kawalan sumber. Kadar respon adalah sebanyak 90% atau sebanyak 63 soal selidik telah diisi dan dikembalikan. Hasil kajian menunjukkan bahawa faktor penglibatan, pematuhan undang-undang, ketelusan, responsif, berorientasi kesepakatan, ekuiti, kecekapan dan keberkesanan, akauntabiliti dan visi strategik diterima dan dipersetujui sebagai aspek tadbir urus baik dan amalannya telah meningkat secara signifikan disebabkan keberkesanan penggunaan amalan perakaunan pengurusan. Ini menunjukkan bahawa amalan perakaunan pengurusan memainkan peranan yang penting dalam meningkatkan tadbir urus baik. Kajian ini memberi sumbangan dari segi mempromosikan pencapaian tadbir urus baik di badan berkanun bagi mengembalikan keyakinan masyarakat terhadap sistem pentadbiran dan pengurusan sumber terutamanya Badan-badan Berkanun Persekutuan (BBBP) berdasarkan teori kontingensi. Hasil kajian ini diharap dapat menyumbang kepada memperkasakan penggunaan amalan perakaunan pengurusan bagi mencapai satu atau kombinasi tadbir urus baik dalam sistem pentadbiran awam.

Kata kunci: Tadbir urus baik; amalan perakaunan pengurusan; pelancongan; sektor awam; Malaysia

Peranan Kualiti Audit Dalam Hubungan Antara Penggunaan Mfrs Dan Pengurusan Perolehan

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Tujuan kajian ini adalah untuk menguji sama ada kualiti audit memainkan peranan dalam hubungan antara penggunaan MFRS dan pengurusan perolehan. MFRS adalah piawaian yang diguna pakai di Malaysia diasaskan kepada Piawaian Pelaporan Kewangan Antarabangsa (International Financial Reporting Standards, IFRS) yang diperkenalkan pada tahun 2005. IFRS dianggap sebagai piawaian yang lebih baik kerana ia menggalakkan pendedahan maklumat yang lebih banyak, dengan itu mengurangkan ruang bagi pengurusan perolehan. Kajian berkaitan hubungan antara IFRS dan pengurusan perolehan masih mendapat perhatian kerana hasil kajian masih menunjukkan dapatan yang bercampur dan masih belum ada kesimpulan berkenaan faktor yang mungkin mempengaruhi keberkesanan penggunaan IFRS. Ini menunjukkan bahawa kajian dalam aspek ini dalam persekitaran yang berbeza masih perlu dilakukan bagi memperkaya dapatan serta meningkatkan kefahaman mengenai hubungan antara IFRS dan pengurusan perolehan. Oleh itu, objektif pertama kajian ini ialah melihat sama ada terdapat perbezaan dalam pengurusan perolehan di Malaysia selepas penggunaan MFRS. Di samping itu, kajian ini turut melihat peranan kualiti audit dalam hubungan antara MFRS dan pengurusan perolehan. Kualiti audit didapati oleh kajian lepas mempengaruhi pengurusan perolehan. Oleh sebab firma audit dilantik oleh syarikat, maka jika firma audit yang dipilih ialah firma yang membekalkan audit yang berkualiti, syarikat yang melantik diandaikan mengambil berat tentang pengurusan perolehan. Oleh itu, boleh diandaikan syarikat yang diaudit oleh firma audit berkualiti mempunyai amalan pengurusan perolehan yang lebih rendah selepas MFRS diguna pakai. Hal ini walau bagaimana pun belum dikaji secara empirik. Dengan itu, kajian ini akan turut menguji sama ada pengurusan perolehan berbeza bagi syarikat yang diaudit oleh firma audit besar berbanding firma audit lain selepas penggunaan MFRS. Dalam kata lain, adakah penggunaan MFRS dan kualiti audit berinteraksi dalam mempengaruhi pengurusan perolehan. Sampel kajian terdiri daripada 249 syarikat tersenarai di Bursa Malaysia dari tahun 2001 hingga 2016. Hasil analisis menunjukkan pengurusan perolehan semakin berkurangan selepas pematuhan terhadap MFRS. Walau bagaimana pun, didapati kualiti audit tidak mempengaruhi hubungan antara MFRS dan pengurusan perolehan.

Kata kunci: MFRS, pengurusan perolehan, kualiti audit, Bursa Malaysia, maklumat kewangan

Analisis Pembelian Takaful Mikro dalam Kalangan B40

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Produk takaful yang berasaskan konsep takaful mikro sudah lama diperkenalkan di Malaysia. Tujuan utama takaful mikro diwujudkan ialah untuk memastikan setiap lapisan masyarakat di Malaysia mampu memiliki perlindungan takaful, khususnya mereka yang berpendapatan rendah. Namun begitu, pemilikan golongan ini dalam pelan perlindungan takaful keluarga atau insurans yang boleh diukur melalui kadar penembusan pasaran adalah amat rendah iaitu hanya 4%. Maka, tujuan kajian ini ialah untuk menganalisis apakah sebab utama mengapa pelan takaful yang menggunakan konsep takaful mikro masih tidak mendapat sambutan dalam kalangan kumpulan berpendapatan rendah atau yang dikenali sebagai B40. Sebanyak 150 soal selidik telah diedarkan kepada sampel yang diperoleh melalui kaedah pensampelan tidak berkebarangkalian bertujuan. Hasil regresi logistik membuktikan bahawa perkhidmatan syarikat mempunyai hubungan yang positif dan signifikan ke atas keputusan pembelian takaful mikro dalam kalangan B40. Walau bagaimanapun faktor lain seperti kemampuan kewangan, tahap pengetahuan, kebolehcapaian, dan pengaruh persekitaran didapati tidak mempengaruhi pembelian takaful mikro. Hasil kajian ini diharapkan dapat memberi input kepada pengendali takaful khususnya dan industri insurans amnya dalam memperkemaskan dan mempertingkatkan kualiti perkhidmatan mereka bagi menggalakkan pembelian takaful mikro dalam kalangan B40.

Kata kunci: takaful mikro, B40, pembelian, pemilikan, pendapatan rendah

Prestasi Pendanaan Awam untuk Pembiayaan Pendidikan Pengajian Tinggi: Satu Analisis Awal

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Pendanaan awam telah muncul sebagai alternatif bagi memenuhi keperluan kewangan sesebuah usaha atau projek. Ekoran masalah kewangan yang sering dihadapi oleh pelajar Institut Pengajian Tinggi (IPT), pendanaan awam menjadi platform untuk mereka mendapatkan sumber pembiayaan pendidikan. Oleh itu, kajian ini dijalankan untuk menguji sejauh mana kempen untuk membiayai yuran pengajian boleh mempengaruhi prestasi kempen pendanaan awam berdasarkan sumbangan di Malaysia. Data platform pendanaan awam Skolafund digunakan bagi tujuan analisis kajian. Dengan menggunakan analisis regresi logit, kajian ini mendapati kempen pembiayaan yuran pengajian secara signifikannya mempengaruhi prestasi kempen pendanaan awam berdasarkan sumbangan.

Kajian ini diharap dapat membantu mempertingkatkan lagi perkembangan pendanaan awam berdasarkan sumbangan di Malaysia khususnya dalam konteks kempen-kempen yang bertujuan pendidikan.

Kata kunci: Pendanaan Awam; Pendidikan; Regresi Logit

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