

CURRICULUM VITAE



PERSONAL PROFILE

Name : Nor Maizana Mat Nawi
Gender : Female
Age : 41
Date of Birth : 12 October 1978
Nationality : Malaysia
Marital Status : Married
IC No. : 781012-03-5388
Address : D11-03 Vista Millennium, 47100 Puchong Perdana, Selangor
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ACADEMIC QUALIFICATIONS

2010

Masters in Hospitality Management
Universiti Teknologi MARA, Shah Alam, Malaysia

2003

Bachelor in Hospitality Management (Hons)
Universiti Teknologi MARA, Shah Alam, Malaysia

WORK EXPERIENCE

Year	Position	Field of Work	Place of Work
2017- present	Lecturer	Academic	FHPK, Universiti Malaysia Kelantan
2004- 2017	Assistant Lecturer	Administrative	FPHP, Universiti Teknologi Mara
2003 - 2004	Housekeeping Supervisor	Operation	Berjaya Times Square Hotel, Kuala Lumpur
1997 - 1998	Guest Service Officer	Operation	The Maple Suite Hotel, Kuala Lumpur

JOURNAL ARTICLES

1. Nurzehan Abu Bakar, Nik Alif Nik Hashim, **Nor Maizana Mat Nawi**, Marlisa Rahim, Abdullah bin Yusof, Roslizawati Che Aziz, Ahmad Ghazali (2020) *Travel Mobile Applications: The Use of Unified Acceptance Technology Model*, *International Journal of Innovative Technology and Exploring Engineering (IJITEE)* Volume 9, Issue 3, 3118-3121.
2. **Normaizana Mat Nawi**, Nik Alif Amri Nik Hashim, Zurena@Rena Shahril, Rasidah Hamid (2019) *Airbnb Physical Environment Attributes and Customer Behavioral Intention: A Proposed Study*, *International Journal of Academic Research in Business & Social Sciences*, Vol. 9(8), 144–151.
3. **Nor Maizana Mat Nawi**, Roslizawati Che Aziz, Marlisa Abdul Rahim, Nurzehan Abu Bakar, Abdullah Muhamed Yusoff, Harnidah Samengon (2019) *The Roles Of Travel Reviews Towards Hotel Guest Loyalty*, *Journal of Tourism, Hospitality and Environment Management*, Vol. 4(13), 17-23.
4. Nurzehan Abu Bakar, Roslizawati Che Aziz, Marlisa Abdul Rahim, **Nor Maizana Mat Nawi**, Abdullah Mohamed Yusoff, Hazi Hafizah Usolludin (2019) *Behavioural Intention To Use Travel Mobile Apps In Malaysia*, *Journal of Tourism, Hospitality and Environment Management*, Vol. 4 (13), 09-16.
5. Marlisa Abdul Rahim, **Nor Maizana Mat Nawi**, Nurzehan Abu Bakar, Wan Norhayate Wan Daud (2019) *The Implementation of Islamic Leadership Attributes in Malaysian Shariah Compliant Investment Organizations: A Case Study*, *International Journal of Innovation, Creativity and Change*, Vol. 7 Issue 10, 77-101.
6. Nik Alif Amri Nik Hashim, Shah Iskandar Fahmie Ramlee, Abdullah Muhammed Yusoff, **Normaizana Mat Nawi**, Zaimatul Awang, Siti Afiqah Zainuddin, Tahirah Abdullah, Ghazali Ahmad & Marlisa Abdul Rahim & Boyd Sun Fatt (2019) *Internet Shopping: How the Consumer Purchase Behaviour is Impacted by Risk Perception*, *International Journal TEST Engineering & Management* ISSN: 0193-4120 Vol. 59 Issue 6s, 1014 – 1021
7. Marlisa Abdul Rahim, Wan Mohd Nazdrol Wan Mohd Nasir, **Nor Maizana Mat Nawi**, Nurzehan Abu Bakar, Abdullah Muhamed Yusoff & Saiyida Nafisa Rosdi (2018) *Literatur tentang Atribut Pemimpin Islam dan Hubungannya dengan Prestasi Organisasi* *Jurnal Sultan Alauddin Sulaiman Shah*, Vol. 5 No. 2, 171-182.
8. Marlisa Abdul Rahim, Wan Mohd Nazdrol Wan Mohd Nasir, **Nor Maizana Mat Nawi**, Nurzehan Abu Bakar, Abdullah Muhamed Yusoff & Saiyida Nafisa Rosdi (2018) *Implementation of Islamic Leadership Attributes in Malaysian Shariah Compliant Investment Organization*, *International Journal of Creative Future and Heritage*, Vol. 6 No. 2, 145-161.

CONFERENCE PROCEEDINGS

1. Normaizatul Akma Saidi, **Nor Maizana Mat Nawi**, Nurul Fardila Abd Razak, Noraida Saidi (2019). Determinants Of Success For Women Entrepreneurs In Kelantan: A Review. E-Proceeding of the International Conference on Economic, Entrepreneurship and Management, Langkawi July 6, 2019 (ICEEM2019) Paper ID: 019-017
2. Marlisa Abdul Rahim, Wan Mohd Nazdrol Wan Mohd Nasir, **Nor Maizana Mat Nawi**, Nurzehan Abu Bakar, Abdullah Muhamed Yusoff & Saiyida Nafisa Rosdi (2018). Enhancing Halal Travel from Islamic Leaders Attributes in Shariah Compliant Investment Organization Perspectives. Proceeding in 2nd Mini Symposium on Islamic Tourism, 19-20 April 2018, Ministry of Tourism & Culture Malaysia
3. Nurashikin A Ridzuan, **Nor Maizana Mat Nawi**, Siti 'Atikah Rusli. Virtual Evaluation System For Industrial Training (VESIT), IUCEL 2018, International University Carnival On E-Learning, International Islamic University Malaysia Cultural Centre (ICC)
4. Anis Nazirah Binti Ahmad Nazri, Azrini Binti Abdullah, Elfphyenny James, Stevenson A/L Michael & **Nor Maizana Mat Nawi** (2017). Factors Influencing Purchase Intention Of Cadbury Chocolate Among Muslim Students. Proceeding in 1st Colloquium for Final Year Project: Faculty of Hospitality, Tourism and Wellness, University Malaysia Kelantan, 10 Dec 2017. ISBN: 9789671484142.
5. Mohd Fahmi Ghazali, Wan Nur Hasyima Wan Razali, Nur Farhatun Mohd Yasin, Mathaven A/L Visvanathan & **Nor Maizana Mat Nawi** (2017). Factors Influencing Recycling Behavior Among Community In Pengkalan Chepa, Kelantan. Proceeding in 1st Colloquium for Final Year Project: Faculty of Hospitality, Tourism and Wellness, University Malaysia Kelantan, 10 Dec 2017. ISBN: 9789671484142.
6. Kogila a/p Ganeisan, Norbaiti Mahat, Nur Zafirah Mohd Said, Syamimi Ismail Anis & **Nor Maizana Mat Nawi** (2017). Factors Influencing The Perception Towards Nutrition Labelling Among Universiti Malaysia Kelantan's Students. Proceeding in 1st Colloquium for Final Year Project: Faculty of Hospitality, Tourism and Wellness, University Malaysia Kelantan, 10 Dec 2017. ISBN: 9789671484142.

RESEARCH GRANTS/PROJECTS

1. Implementation of Islamic Leadership Attributes in Malaysian Shariah Compliant Investment Organization (2017-2018). Short Term Research Scheme Grant (SGJP), Universiti Malaysia Kelantan – RM5,000.00. Marlisa Abdul Rahim, Wan Mohd Nazdrol Wan Mohd Nasir, **Nor Maizana Mat Nawi**, Nurzehan Abu Bakar, Abdullah Muhamed Yusoff & Saiyida Nafisa Rosdi. (Completed).
2. Roles of Customers Travels Reviews towards Hotel Guest Loyalty (2017-2018). Short Term Research Scheme Grant (SGJP), Universiti Malaysia Kelantan – RM5,000.00. **Nor Maizana Mat Nawi**, Marlisa Abdul Rahim, Nurzehan Abu Bakar, Abdullah Mohamed Yusoff & Harnidah Samengon. (Completed).

3. Behavioral Intention to Adopt Travel Mobile Apps among Malaysian Millennial Generation (2017-2018). Short Term Research Scheme Grant (SGJP), Universiti Malaysia Kelantan – RM5,000.00. Nurzehan Abu Bakar, Roslizawati Che Aziz, Marlisa Abdul Rahim, **Nor Maizana Mat Nawi**, Abdullah Mohamed Yusoff & Hazi Hafizah Usolludin (Completed).
4. Factors That Affecting Turnover Intention of Hotel Employees (2019-2020). Short Term Research Scheme Grant (SGJP), Universiti Malaysia Kelantan – RM5,600.00. Harnidah Samengon, Prof. Madya Dr Ghazali Ahmad, Nur Azimah Othman, **Nor Maizana Mat Nawi** & Nurashikin A. Ridzuan (On going).

ADMINISTRATION PANEL

1. Student in Enterprise Programme (SIEP) in Faculty of Hospitality, Tourism and Wellness, UMK.
2. Latihan Industri, in Faculty of Hospitality, Tourism and Wellness, UMK.

TEACHING

Course Code	Course Name	Credit Hours	Level	Year
AHS3033	Product Development in Hospitality	3	Undergraduate (UMK)	2017
AHS3073	Hospitality Management	3	Undergraduate (UMK)	2018
AHS3053	Facilities Management	3	Undergraduate (UMK)	2019

MAIN CURRENT RESEARCH INTEREST

Hospitality Management, Facility Management, Hotel & Resort Management, Food & Beverage Management, Professional Housekeeping Management

STUDENT SUPERVISION UNDERGRADUATE

No	Name	Year started	Title	Status
1	Lee May Yin Mohamad Azrin Jamaludin Nor Akma Sharmiemie Che Ab Hamid Nurul Ashikin Al-Azmi	2019	Customer Purchase Intention Towards Physical Environment	Completed
2	Kaisah Adnan Kogilavani A/P Nadesan Michelle Tan Chai Ying	2019	Determinants of Customers Revisit Intention Towards Mamak Restaurants in	Completed

	Nurul Ain Mohd Nasir		Penang	
3	Mohd Ashraf Muhamad Zaini Kok May Yee Nurul Amira Zamri Raja Hussyimah Raja Hussin	2019	Tourist Purchase Intention Towards AirBNB	Completed

THESIS EXAMINER UNDERGRADUATE

No	Name	Year	Title
1	Muhamad Syahmi Mohd Yazed Noor Idayu Che Ali Tan Yan Shan Nurul Izzatul Nabila Rameli	2019	Factor Influencing The Customer in Choosing Buffet Style Dining Option
2	Muhamad Firdaus Naim Mohd Kamal Qutreen Nada Mat Noh Noor Azira Mohd Nor Elaine Lee Chun Wun	2019	The Influence of Restaurant Layout Characteristics on Meal Duration and Spending Among Customer
3	Mohamad Khairuddin Baharum Nor Fatin Sapira Mat Bakri Siti Ajrina Mohamad Zain Tan Mei Sing	2019	The Influence of Kitchen Layout Towards Employee Performance in Food & Beverage Outlet

SERVICE TO THE FACULTY/UNIVERSITY/COMMUNITY

UNIVERSITY:

1. Invigilator of Final Examination for Session September 2017/2018.

FACULTY:

1. Member, Undergraduate Committee, FHPK (1 January 2018 – 31 December 2018).
2. Member, Examination Committee, FHPK (1 January 2018 – 31 December 2018).
3. Participant, Bengkel Pentaksiran Akademik, Pengajaran dan Pembelajaran Siri II, FHPK (22-24 August 2017).
5. Participant, Sesi Pembentangan Semakan Kurikulum dan Program Akademik Baharu, FHPK (21 August 2017).
5. Participant, Bengkel Penyediaan Dokumen Program Baharu (2u2i) Kerjasama Bersama QSR Brands Sdn. Bhd. (7-9 November 2017).
6. Ketua Makmal, (Rosemary) FHPK (1 January 2019 – 31 Disember 2019).
7. Ketua Penyelaras Latihan Industri, FHPK (1 January 2019 – 31 December 2019).

COMMUNITY SERVICES / FACILITATOR

1. Facilitator (2017,2018). Finishing School, Fakulti Pengurusan Hotel & Pelancongan, Universiti Teknologi MARA Puncak Alam.
2. Facilitator (2017). Bengkel Menghadiri Temuduga di Sekolah Menengah Kebangsaan Long Yunos, Bachok, Kelantan, 28 Oktober 2017.
3. Facilitator (2018). Bengkel Menghadiri Temuduga di Sekolah Menengah Kebangsaan Bachok, Kelantan.
6. Facilitator (2018). Mock interview, Professional Development Courses, Faculty of Hospitality, Tourism & Wellness, UMK
7. Fasilitator (2018). Ceramah Kerjaya FHPK, UMK, 28 September 2018
8. Volunteer (2018). JUPEM Kelantan, Universiti Teknologi MARA Selangor, and RISM Pantai Timur
9. Volunteer (2019). Make Over Kampung Pelancongan Budaya Kelantan, PCB Resort Kota Bharu Kelantan

CONSULTATIONS

Perunding Perkhidmatan Di De'viana Hotel & Apartment, Kota Bharu, Kelantan

REFERENCES

1. Prof. Madya Dr. Ghazali Bin Ahmad
Senior Lecturer
Fakulti Hospitaliti, Pelancongan dan Kesejahteraan
Universiti Malaysia Kelantan
Kampus Kota, Karung Berkunci 36,
Pengkalan Chepa, 16100 Kota Bharu, Kelantan
Tel: 09-7717255 Emel: ghazali@umk.edu.my
2. Dr Roslizawati Che Aziz
Senior Lecturer
Fakulti Hospitaliti, Pelancongan dan Kesejahteraan
Universiti Malaysia Kelantan
Kampus Kota, Karung Berkunci 36,
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