

CURRICULUM VITAE

NAME Amer Hamzah bin Jantan
TITLE -
INSTITUTION Universiti Putra Malaysia
NATIONALITY Malaysian
GENDER Male
RACE Malay
OFFICE ADDRESS Faculty of Economics and Management
Universiti Putra Malaysia
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DESIGNATION Senior Lecturer
Faculty of Economics and Management, Universiti Putra
Malaysia
APPOINTMENT STATUS Permanent
ACADEMIC QUALIFICATIONS

- Doctor of Philosophy, Management, Universiti Putra Malaysia, 2012
- Master of Management, Management, International Islamic University Malaysia, 1997
- Bachelor, Teaching of English as a Second Language, Universiti Pertanian Malaysia, 1991
- Diploma, Teaching of English as a Second Language, Institut Perguruan Sultan Idris, 1987
- Certificate, Early Childhood Education (English), Maktab Perguruan Kinta, 1983

OTHER QUALIFICATIONS

- Diploma in Translation – National Translation Institute, Kuala Lumpur

PREVIOUS APPOINTMENTS

- Teacher, Sekolah Kebangsaan Paloh Rawa, Machang, Kelantan, 1984-1987
- Teacher, Sekolah Menengah Sultan Azlan Shah, Lenggong, Perak, 1991-1996
- Senior Assistant (Cocurriculum), Sekolah Menengah Sultan Azlan Shah, Lenggong, Perak, 1994-1995
- Publications Officer/Senior Lecturer, Institut Aminuddin Baki, Ministry of Education, Genting Highlands, 1996-2002

- Project Coordinator, ASEM Initiative on Lifelong Learning, Asia-Europe Institute, University of Malaya, 2002-2003
- Special Officer to the Minister of Education, Ministry of Education, 2003-2004
- Special Officer to the Minister of Higher Education, Ministry of Higher Education, June 2004-February 2006
- Head, Executive Program Unit, Faculty of Economics and Management, UPM July 2008 – June 2017

AREAS OF EXPERTISE

- Organizational Behaviour, Management
- Strategic Management
- Leadership
- Human Resource Management
- Entrepreneurship
- Lifelong Learning
- Quality Management

RESEARCH

- Implementation of Lifelong Learning Policy in Community Colleges in Malaysia – PhD Thesis
- Lifelong Learning Policy in Malaysia: A Phenomenological Perspective, 2006-2007, RMC, UPM, University
- Human Resource Issues of Tourist Segments in Malaysia, 2013-2016
- Effective OSH Legal Enforcement in Prevention of Workplace Accidents in the Malaysia Industries 2014-2015
- Validation of the Quality of Worklife Model in Government Agencies – Co-Researcher, 2007-2009

EXPERT/TECHNICAL CONSULTATION

- Implementation of TQM in Education for Saudi Arabia Education Officers - March 2014
- Lifelong Learning in Malaysia – Preparation of a LLL Roadmap, 2006-2007, Ministry of Higher Education
- Technical Committee, Implementation of the Wan Zahid Higher Education Report, 2006, Ministry of Higher Education
- External Examiner, Corporate Communication, KU-UTM SPACE
- External Examiner, Olympia College, Kuala Lumpur
- Subject Matter Expert – Bachelor of Business Administration, UPM
- Subject Matter Expert – Diploma of Business Studies, UPM
- Internal Examiner, PhD – Management and Science University, Shah Alam, Selangor
- External Examiner, PhD – Management and Science University, Shah Alam, Selangor

**ADMINISTRATIVE
DUTIES AND OTHER
RELEVANT
APPOINTMENT**

- Subject Coordinator
- Course Exemption Coordinator
- Chair, Curriculum Review, Diploma of Business Studies
- Course Coordinator, BBA Franchise program – Kolej Universiti Shahputra, Kuantan, Pahang
- Course Coordinator, BBA Franchise program – Kolej Universiti Bestari, Setiu, Terengganu

PUBLICATIONS

- SA Ruslan, AH Jantan, D Zawawi, ZH Zainuddin (2016). Knowledge Sharing Behavior and Traits Emotional Intelligence in Police Forces.
- Rana Tahir Naveed, Amer Hamzah Jantan, Naveed Ahmad (2016). Organizational Culture and Organizational Change in Pakistani Commercial Banks, International Journal of Research in Business Studies and Management, 3(8), pp. 1-3.
- Homoud, R. A. and Amer Hamzah Jantan (2016). Gender Separation and Online Training Programme in Saudi Arabian Public University. Asia International Multidisciplinary Conference, 1-2 May, 2016. Universiti Teknologi Malaysia, Johor Bahru.
- Jamaliah Abdul Hamid, Jeffrey Lawrence De Silva, Amer Hamzah Jantan (2016). Relationship between Work Values and Job Attribute Preference: Case Study of Malaysian Youths in Public Universities and Upper Secondary Schools in Malaysia.
- N Aqilah-Ahmad, AH Jantan, D Zawawi, M Othman. 2014. HR issues of Gen Y in tourism: Anticipating the future challenges, Theory and Practice in Hospitality and Tourism.
- Khairil Wahidin Awang, Mazlina Mustapha, Adilah Abd Razak and Amer Hamzah bin Jantan. 2013. Uncovering the Truths - A Selection of Qualitative Oriented Readings. Penerbit, UPM.
- Khairil Wahidin Awang, Mazlina Mustapha, Adilah Abd Razak and Amer Hamzah bin Jantan. 2013. Uncovering the Truths : A Brief Remark on Qualitative - Based Selected Readings In :(Ed., Khairil Wahidin Awang, Mazlina Mustapha, Adilah Abd Razak and Amer Hamzah bin Jantan), Uncovering the Truths - A Selection of Qualitative Oriented Readings, UPM. Pp. 1.
- Yubazlan Yusof, Abdul Rashid Abdullah, Amer Hamzah bin Jantan and Khairil Wahidin Awang. 2013. Analysing the Renewed Conflict in Southern Thailand In :(Ed., Khairil Wahidin Awang, Mazlina Mustapha, Adilah Abd Razak and Amer Hamzah bin Jantan), Uncovering the Truths - A Selection of Qualitative Oriented Readings, UPM. Pp. 59.
- Rozanah Abd Rahman and Amer Hamzah bin Jantan. 2009. Business Management & Legal Issues and Practices In :(Ed., Rozanah Abd Rahman and Amer

- Hamzah bin Jantan), Business Management & Legal Issues and Practices, Penerbit, UPM. Pp. 1-6.
- Rozanah Abd Rahman and Amer Hamzah bin Jantan. 2009. (Eds.) Business Management & Legal Issues and Practices. Penerbit, UPM.
 - Amer Hamzah Jantan. (2012) Implementation of Lifelong Learning Policy in Community Colleges. PhD Thesis.
 - Amer Hamzah Jantan. (2008). Lifelong Learning Policy in Malaysia: Views of Directors of Community College in Malaysia In :(Ed., Azmawani Abd Rahman, Noor Azman Ali and Han Chun Kwong), Management Research Issues, UPM Press. Pp. 65-80.
 - Amer Hamzah Jantan. (2012). Lifelong Learning Hubs in Malaysia: A Qualitative Analysis In :(Ed., Wong Foong Yee, Jo Ann Ho, Zahira Mohd Ishan and Zuraina Mansor), Emerging Issues in Management, McGraw-Hill. Pp. 6-18.
 - Amer Hamzah Jantan. 2007. Consumer Financing: A Study on the Perception of Education Officers towards Interest-free Financing. Master's Thesis
 - Neela Mehan Manickiam & Amer Hamzah Jantan. 1998. Pembangunan pengurusan di dalam Kementerian Pendidikan Malaysia: Paradigma baru dan anjakan kritikal. Seminar pengurusan sumber manusia kali pertama, Institut Aminuddin Baki, Genting Highlands, 14-18 Disember 1998
 - Jamaliah Abdul Hamid & Amer Hamzah Jantan. 2001. Falsafah Pendidikan dan Perguruan. Jurnal KHIDMAT (MAMPU) Jan-Mac 2001.
 - Amer Hamzah Jantan & Khuan Wai Bing (2003). Malaysian windows to leadership excellence. Proceedings of the 1st International Conference on Principalship and School Management Practices in the Era of Globalization: Issues and Challenges, Universiti Malaya, 22-24 April 2003.
 - Amer Hamzah Jantan & Khuan Wai Bing (2004). Malaysian windows to leadership excellence. In Rahimah Hj. Ahmad & Tie Fatt Hee. Principalship and School Management. Principals' Institute, Faculty of Education, University of Malaya, Kuala Lumpur.
 - Amer Hamzah Jantan, Hassan Said, Ibrahim Ahmad Bajunid, Ibrahim Ismail, Shaharil Talib, Shamsulbahriah Ku Ahmad (eds.) Integrated Approaches to Lifelong Learning. Papers presented at the ASEM International Conference on Lifelong Learning, Kuala Lumpur, May 13-15, 2002
 - Ibrahim Ahmad Bajunid and Amer Hamzah Jantan (2008) Higher Education in Malaysia: Challenges to the Sacred and Sacrosanct Ivory Towers in Malaysia – From Traditional to Smart Schools: The Malaysian Educational Odyssey. Kuala Lumpur: Oxford-Fajar. Pp.

430-468.

**SUPERVISION
PhD**

- Rana Tahir Naveed, Mediating Role of Resistance in the Relationship Between Organizational Culture, Change, Innovation, and Organizational Effectiveness in Commercial Banking Sector of Pakistan – Passed Viva Voce 2017
- Shazrin Azlin Ruslan, The Role of Islamic Work Ethics (IWE) in the Relationship Between Traits Emotional Intelligence (TEI) and Knowledge Sharing Behaviour (KSB) in Royal Malaysia Police – Passed Proposal Defence
- Maniyarasi Gowindasamy, Developing a New Multidimensional Performance Evaluation System to Transform and Enhance Non-profit Organisations in Malaysia – Passed Proposal Defence
- Fara Wahiza Ahmad Puzi, Organizational Change and Development -Case study of Construction Company
- Vikneswari Krishna, The Effects of Training and Development, Psychological Empowerment and Mentoring to Leadership Development Among Millennial Generation in Malaysia
- Muhammad Roziem Zakwan bin Ab Rahman, Motivation, Organizational Commitment and Leadership Among the Gen Y
- Md Sohel Masud, Impact of Entrepreneurial Competencies on the Performance of University Lecturers in Business Schools in Bangladesh
- Zanurul Huzaima binti Zainudin, Clinical Governance in Private Healthcare
- Ashty Rasull Majeed, The Role of Technological Transformation in Banking Competition, Among Iraqi Kurdistan Region Banks
- Homoud Alhaidan, Gender Separation And Online Training Programme In Saudi Arabian Public University
- Mansoor Ahmed Khuhro, Psychological Capital Effect on Psychological Well Being and Performance Among Nurses in Pakistan Health Sector: Mediating Roles of Goal Setting and Passion
- Saadia Ather, Job Hopping and Job Loyalty Among Gen Y in Malaysia
- Ahmad Mohmed Albassami, Training Needs Analysis in Construction Industry, Kingdom of Saudi Arabia
- Md Asadul Islam, Women Leadership Development in the Ready Made Garments Sector (RMG) sector

**SUPERVISION
MBA**

- Muhammad Tariq Ramli, A study on the Relevance of MBA Holders in the Eyes of Organizations in Malaysia
- Munirah Ghazali, The Relationship Between Managers Leadership Style and Employees Job Satisfaction
- Zainab binti Saidin, Understanding Emotional

- Intelligence and Its Effects on Employee Performance
- Mohd Khair Kamarudin, The Assessment of Attitude Towards Employees With Disabilities in the Public Sector
- Dzulpadzli Sha'arin, Factors Affecting the Propensity of Employees for Information Sharing in the Government Security Departments
- Mohamad Asyraf Mohamad Sobri, The Impact of Customer Satisfaction and Loyalty in Telecommunication Companies
- Chia Pei Yee, A Study on Factors Affecting Generation Y's Job Satisfaction in Malaysia
- Mohd Safri Jappar, Employee Perception of Generation Y Government Servants in Malaysia
- Nor Azila Md Tauhid, Factors Influencing Job Satisfaction Among Staff of Maktab Koperasi Malaysia
- Stephanie Ting Yan Ni, Employees' Perception of Older Employees by Generation Among Government Servants in Malaysia
- Mas Ayu Ismail, Relationship Between Community Involvement and Awareness of Lifelong Learning Programs in Community Colleges
- Manimaran Arumugam, The Relationship Between Job Satisfaction, Working Environment and Employee High Turnover in YCH Logistics Sdn Bhd
- Nina Hidayana Roseli, A Study on the Influence of Culture on the Effectiveness of Participative Decision Making (PDM)
- Nor Erina Othman, Moderating Effect of Organizational Tenure on Relationship Between Person-Environment Fit and Performance
- Sheela Ramachandran, Impact of Recruitment and Selection, Compensation and Training and Development on Employee Performance
- Nor Ashikin Abdullah, Factors Influencing Motivation Among Employees: A Study in the Manufacturing Sector

**SUPERVISION
BBA**

- Ahmad Shahnun Ibrahim, Kenaikan Gaji dan Upah di Kalangan Warga Kerja Universiti Putra Malaysia (UPM) Mampu Memberi Motivasi Untuk Membentuk Produktiviti Kerja yang Lebih Efektif
- Diana Fernandez Mohd. Farid, Pengawalan Tekanan Dalam Persekitaran Organisasi Di Kalangan Pengurusan: Kajian di Berjaya Group Sdn Bhd
- Azizah binti Mahat, Prestasi Pegawai Kontrak PKS dan PRE di Bahagian Kewangan Kementerian Pelajaran Malaysia
- Jasen a/l Jayaratnam, Lack of Training Can Affect the Quality of Effluent Discharged by Sewage Treatment Plants
- Jasen a/l Jayaratnam, A Case Study of Stress in the

Shipping Industry

- Kan Sook Cheng, Airline Passenger Expectations of Service Quality: A Study of Air Asia and Malaysia Airlines
- Lai Chek Mee, The Effectiveness of Training and Development Programs Among Employees in the Manufacturing and Service Sectors
- Lai Su San, Influence of Reward System on Job Performance Among Employees
- Lee Fei Kee, Product Promotion and Customer Buying Behaviour: A Study of UPM Students' Buying Behaviour
- Lee Pei Kian, The Relationship Between Workplace Conflict and Work Performance
- Lee See Meng, Strategic Pricing
- Liang Fei Shin, Organizational Productivity: Effects Of Employee Motivation and Performance Evaluation
- Loh Siew Hong, The Perceptions and Evaluation Towards Branded Clothing Among Young Consumers
- Loo Siew Pooi, Brand Loyalty in the Cosmetics Industry
- Mohd. Khairul Haffiz Ilias, Hubungan Komunikasi Antara Pekerja dalam Organisasi Awam: Kajian di Universiti Putra Malaysia
- Nadia binti Abdullah Sani, Employees' Perception About Training and Development
- Nik Adawiyah binti Nik Hashim, The Effectiveness of Implementing 5S in a Selected Organisation
- Nor Azean binti Muhamad Saberi, Pengurusan Kualiti Perkhidmatan di Lembaga Hasil Dalam Negeri Malaysia
- Norazuan Rozali, Kajian Perbandingan Keselamatan dan Pekerjaan antara Operator Pengeluaran Lelaki dan Wanita di Kawasan Perindustrian Daerah Kluang, Johor
- Noridah binti Abu Chik, Occupational Stress Among Employees: A Study of Several Organizations
- Nur Afzan binti Sumardi, The Relationship Between Corporate Culture and Organizational Performance
- Nur Iqmal binti Alang Ahmad, The Impact of Personal Conflict Style on Work Conflict and Stress
- Nurizani binti Zahid, Keberkesanan HRMIS (Human Resource Management Information System) dalam Pengurusan Perkhidmatan Awam
- Nurizani binti Zahid, Kepuasan Bekerja di Ibu Pejabat Jabatan Audit Negara
- Nurul Dalila binti Daud, Sistem Pengurusan Sumber Manusia di Universiti Malaya
- Nurul Fakrina binti Basri, Sistem Kenaikan Gaji: Kajian Kes Kaedah Pengukuran Gaji di UKMSC
- Ong Yee Yuan, A Study of Factors Influencing Job Satisfaction and Organization Commitment Among Hotel Employees in Malaysia
- Rafiah binti Isa, Participative Leadership Style and Employee Performance: A Study of the Government Sector in Malaysia

- Raihan Wirda binti Makmur, Pengurusan Tekanan di Runge Malaysia Sdn Bhd
- Raihan Wirda binti Makmur, Tahap Kepuasan Pekerja di Runge Malaysia Sdn Bhd
- Rajeswary a/p Gunasegaran, Customer First Mindset Program in Tenaga Nasional Berhad
- Rajeswary a/p Gunasegaran, Stress Management of Shipping Industry – STX Pan Ocean Malaysia
- Rasidah binti Mohamad, The Effects of TQM Implementation Towards Employees' Work-Related Attitudes Within the Private and Public Sectors in Malaysia
- Sally Wong Yean Fuong, Service Quality and Customer Satisfaction in Malaysia Telecommunication Industry
- Sew Sing Cheat, Does Firm Size Affect the Relationship Between Capital Structure and Firm Value?
- Siti Aishah binti Lokman, Relationship Between Reward Systems and Knowledge Sharing Among Executives in a Large Local Organization in Malaysia
- Siti Masni Halimah binti Kamaruddin, Pengurusan Tekanan di TNB Putrajaya & Cyberjaya
- Siti Masni Halimah binti Kamaruddin, Employee Satisfaction is a Problem at TNB Putrajaya & Cyberjaya
- Suriati Haslina binti Abu Samah, Pengurusan Pelajar Antarabangsa: Kajian Kes Tinggal Lebih Masa Pelajar Antarabangsa di Universiti Multimedia (MMU)
- Suriyati binti Saad, Penempatan Semula Ibu Pejabat TH Properties Sdn Bhd ke Bandar Enstek: Kajian Kes di TH Properties Sdn Bhd
- Tan Gin Kiat, Influence of Training Towards Employees' Job Performance
- Teo Chiew Guek, The Influence of Organizational Commitment and Job Satisfaction On Service Quality of Customer Contact Employees in the Banking Industry
- Thian Fui Chien, Perceptions of Malaysians Towards Foreign Cuisine: Social and Culture Factors
- Tiew Cui Ing, Job Satisfaction and Employee Turnover: A Study of Executives in The Klang Valley and Johor Baru
- Ursula Yugarani a/p Joseph Roy, The Impact of Service Quality on Customer Satisfaction in Maybank Ipoh
- Wong Lee Shieng, Employees' Job Satisfaction and Turnover Intention in Kuala Lumpur Travel Agencies
- Wong Sheau Wen, A Study of Occupational Stress and Self-Esteem Influence on Job Performance Among Corporate Executives
- Wong Woon Ping, The Importance of Packaging Attributes
- Yap Chui Fun, The Effects of Customer Service on Customer Loyalty

- Yap Yee Wen, Employee Motivation – A Study in Selected Accounting Firms
- Yeap Mun Fook, On Becoming a Major Global Player in Mailing Industry and Logistic Services Company: A Case for Swiss Post International
- Yeap Mun Fook, Human Resource Practice and Business Administration in a Logistics and Services Company: A Case for Swiss Post International
- Zatur Rawihah bt Mohd Razak, Pembangunan Modal Insan Melalui "Terapi Kerja": Kajian Kes di Pusat Serenti Dengkil

**EXTERNAL
EXAMINER, PhD**

- Abdulla Mohamed Ali Saqr Alhosani, Successful TQM Implementation, Its Benefits and Obstacles And Its Impact On Project Management In the Investment Department of Abu Dhabi Municipality UAE, Management and Science University, Shah Alam
- Ahmad Zamil bin Shahrudin, The Big Five Personality Traits & Burnout: A Comparative Study Among The Lecturers of Community Colleges in the Urban and Rural Areas of Selangor, Management and Science University, Shah Alam
- Diana Jayasauri a/p Davei Raja Ratnam, Employees' Spirit At work and Its Association With Work Attitudes and Organisational Performance in the Oil and Gas Sector in Malaysia, Management and Science University, Shah Alam
- Khuloud Abdalla Ahmed Hussain Almarzooqi, Service Quality Dimensions and Visitors' Perceptions in Scientific and Non-Scientific Museums in UAE
- Nasir Alblooshi, Leadership Styles in Achieving Organizational Excellence in Sharjah Municipality UAE

**TRAINING
CONDUCTED**

- Modern Teaching Methods, Style and Techniques, Ministry of Education, Saudi Arabia, 29 May – 2 June 2016
- Simplification of Work Processes and Procedures, Social Insurance Organization, Saudi Arabia
- Employee Engagement and Retention, Telecommunication Company, Brunei, 6 Feb 2017
- Leading With Emotional Intelligence, International Committee of the Red Cross, Yemen, 17-21 July 2017
- Advanced Management and Communication Strategies for Leaders, Electrical Interconnection Authority, Saudi Arabia, 7-8 August, 2017

**CONFERENCE &
JOURNAL ARTICLE
REVIEWER**

- Global Conference on Business and Economics Research 2017
- Journal of Social Sciences and Humanities, Universiti Putra Malaysia
- International Journal of Economics and Management, Universiti Putra Malaysia
- Management Research Journal, Universiti Pendidikan Sultan Idris
- Pertanika, Universiti Putra Malaysia

**PROFESSIONAL
ASSOCIATION
VOLUNTARY
ORGANIZATION**

- Malaysian Society for Educational Administration and Management – Treasurer 1996-2017 and Life Member
- Case Writers Association Malaysia – Life Member
- Parent Teacher Association, Sek Keb Putrajaya Presint 5(1) – President 2013-2017