



CURRICULUM VITAE

Name : NIK HASNAA BT NIK MAHMOOD, (Ph.D)

Current Position : Professor/ Lecturer

Address : DEPARTMENT OF ADMINISTRATIVE MANAGEMENT
AND HUMAN RESOURCES, FACULTY OF BUSINESS AND
MANAGEMENT UNISEL
Tel : 012-2276050 (Mobile)
Email: nikhasnaa@hotmail.com

**Administrative :
Position** Deputy Dean (Development, Research & Innovation)
UTM RAZAK School of Engineering and Advanced
Technology
Universiti Teknologi Malaysia,
(2014)

Head
Human Resource Development Department
UTM RAZAK School of Engineering and Advanced
Technology
Universiti Teknologi Malaysia,
(2010-2014)

Head of Human Capital & Knowledge Management
Research Group RAKE UTM (2010-2013),

Academic**Qualifications:**

B.Arts (Hons), University Malaya, 1985

M. Arts (Communication), Universiti Kebangsaan Malaysia, 1995

Ph.D Training Management (Human Resource Development),
Universiti Putra Malaysia, 2004

Awards:

Excellent Service Award, Universiti Teknologi Malaysia, 2012 &
1988

& Appreciations

University Publication Award (Book Translation Category),
Universiti Teknologi Malaysia, 1997

Best Paper Award, at the HRD International Conference organized
by USA Academy of Human Resource Development (ASTD) &
Korean Academy of Human Resource Development, 2004

Excellent in Teaching Appreciation from the Deputy Vice
Chancellor (Academic), Universiti Teknologi Malaysia, 2005

Membership of**Professional Body :**

Member of the Academy of Human Resource Development
(AHRD), USA 2010-Present

Member of American Society of Training and Development
(ASTD), 2012-Present

Member of Malaysian Institute of Human Resource Management
(MIHRM) , 2012-Present

NGO's involvement : Member of the Kanser Network (KANWORK) Association of
Selangor and Wilayah Persekutuan, 2007 – Present

Secretary of Kanser Network (KANWORK) Association of
Selangor and Wilayah Persekutuan, 2008-2010

Teaching :

Masters Degree

Organizational Development and Change
Organizational Behaviour
Organizational Communication
Human Resource Management
Quality Improvement in Human Resource Development
Human Resource Development
Human Resource Planning
Training Needs Analysis
Training Design
Training Evaluation
Change Management
Research Methodology

Bachelor Degree

Effective Communication
Interpersonal and Group Communication
Organizational Communication
Communication Skills
Negotiation Skills
Training Design
Research Methodology
Human Resource Management
Principles of Human Resource Development

Community Service : Cancer Awareness Programs in the following locations: Activities

(Local)

- 1) Masjid Keramat, Kuala Lumpur
- 2) Masjid Seksyen 26, Shah Alam, Selangor
- 3) Masjid Puchong, Selangor
- 4) Masjid USJ 9, Subang Jaya, Selangor
- 5) Keretapi Tanah Melayu, Kuala Lumpur
- 6) Dewan Besar UPM, Selangor
- 7) Dewan Besar UTM, Kuala Lumpur
- 8) Masjid Tanah, Melaka

(Regional)

1. Community Service Learning Program in Pulau Bentan, Riau Indonesia – Establishment of the “Rumah Baca” in Pulau Bentan, Riau, Indonesia.

Research Activities :

The Application of Criminal Mapping Among Malaysian Juvenile Using GIS (Contract Research, Ministry of Women, Family and Society Development, June - December 2015)

The impact of development on socio-economic status of Kampung Baru's community (Flagship Grant, UTM, June 2014-May 2014)

The Factors Enriched Talent Employability to Achieve the Organizational Knowledge Enhancement ((Fundamental Research Grants Scheme (FRGS), MOHE, January 2014- July 2016)

The development of culture-driven lean implementation in Malaysian hospitals (Fundamental Research Grants Scheme (FRGS), MOHE, December 2013- November 2015)

The impact of effective career development on developing high impact performance talents. (Research University Grant, UTM. April 2011-Mac 2013)

I Malaysia concept awareness amongst higher learning institution students and lecturers (Research University Grant, UTM, April 2011- March 2012)

Exploring Cyber ethics and behavior of using internet for Malaysia primary schools ((Research University Grant, UTM. April 2011-Mac 2013)

Organization learning capability and performance of small medium sized retail enterprises in Malaysia : Testing HR practices as a determinant. (Research University Grant, UTM. April 2011-Mac 2013)

The effectiveness of religious orientation in managing anxiety among breast cancer patients. (Research University Grant, UTM. April 2011-Mac 2013)

Profiling an effective social support system model for breast cancer patients.. (FRGS Contract Research, March 2012- Desember 2012)

Learning styles profile, motives and motivation for attending training of Department of Syariah Judiciary Malaysia (JKSM) staff . (JKSM Contract Research, January 2011- Desember 2011)

Developing guideline, standards and criteria for the upgrading of the status of private higher learning institution from college to college university and college university to university (Contract Research with Ministry of Higher Education Research, October 2009 - October 2010).

Evaluating the effectiveness of training program organized by the Department of Syariah Judiciary Malaysia (JKSM) (Contract Research with JKSM, March 2010 - September 2010)

Profiling an effective social support system model for breast cancer patients. (Vote No 78118, Ministry of Higher Education Research Grant) 2007 - 2009

Professionalization of Nursing : Developing Nurses Competency Model. MOSTI , E –Science Fund, (06-01-04-SF0940) 2008 - 2010

The impact of informal learning on head nurses motivation to learn and learning transfer (UTM, 2000-2004)

Students' awareness towards the role and responsibility of the MPP as the students representative in UTM, (Vote No : 75099, RMC, UTM), 2004

The relationship between students' self-development skills and socio-demographic factors. (Vote No 71352, RMC, UTM) 2002

The quality and excellence of the FPPSM's counter service: A survey based on the students' perception (Vote No : 71352, RMC, UTM), 2000

A study on the role of parents/family and society in drug prevention and treatment in Johor. (Vote No : 68821, Funded by Yayasan Pembangunan Johor)

Communication audit among the Universiti Teknologi Malaysia administrative staff. (Vote No: 61807, RMC,UTM)

Joint investigation into the development of multimedia services in Malaysia (Funded by The Foundation for Multimedia Communication (FMMC), Japan, 1996.

Publications

Book Chapter (2009)

M. Puteh , S.M. Daud, N.H. Mahmood, and N.A. Azli . 2009. Quality Issues Facing Malaysian Higher Learning Institutions : A Case Study of University Teknologi Malaysia. *Engineering Education Quality Assurance.: A Global Perspective* USA ; SPRINGER. DOI 10.1007/978-1-4419-0555-0_1

Book Chapter (2011)

Nik Hasnaa Nik Mahmood and Zainal Ahmad. 2011. “Human Resource Development Practices in Malaysian Service Sector” in *Human Resource Development Practices in Malaysia*. Petaling Jaya: Pearson Malaysia Sdn. Bhd.

Book Chapter (2014)

Aida Arami, Maslin Masron, Nik Hasnaa Nik Mahmood, 2014. “Exploring Knowledge Types and Knowledge Protection in Organizations” in *Knowledge management and Competitive Advantage. Issue and Potential Solutions*. Hershey, PA, USA : IGI Global

Journals and proceedings

Jamsari Atan, Nik Hasnaa Nik Mahmood, Santhi Raghavan. 2016. Retention Strategy And Its Impact On Employees’ Job Performance. A Case Study Of A Small And Medium-Sized Enterprise(SME). *Sains Humanika*. 8,1-2, pp 97-102

Ahmad, N. L., Mahmood, N. H. N., & Shamsuddin, S. 2015. The concept for the demand of green events from the perspective of attendees for business sustainability. *Advanced Science Letters*, 21(6), 1826-1829. [10.1166/asl.2015.6128](https://doi.org/10.1166/asl.2015.6128)

Impact factor: 1.25, Indexed by Scopus

Jamsari Atan, Nik Hasnaa Nik Mahmood, Santhi Raghavan. 2015. Impact of Training on Employees' Job Performance. A Case Study of Malaysian Small Medium Enterprise. *Review of Management*. Vol 5, 1/2, pp 40-50

Nik Hasnaa Nik Mahmood, Mohd Helmi Md Yusof, Tan Hup Soon, Tin Pei Ling. 2014. The Relationship between career development practices and high performance talent in private organization in Malaysia. *Sains Humanika*, Vol 2, 2, pp 59-64

Sana'a Abdul Karim Al-Khanak & Nik Hasnaa Nik Mahmood. 2014. Factors Influence Organizational Management Towards Using Electronic Recruitment Strategy, *Sains Humanika*, Vol 2, 2, pp 47-52

Tin Pei Ling, Muhammad Fathi Yusof, Nik Hasnaa Nik Mahmood, Tan Hup Soon. 2004. The Implementation of Minimum Wages in Malaysia. *Sains Humanika*, Vol 2, 2, pp 43-46

Hooman Nikkah, Nik Hasnaa Nik Mahmood, Mohammad Javad Nekooei & Zahra Deghani. 2014. A Review of Talent Management Strategies for a large Investor-Owned Company. *Journal of Applied Science and Agriculture*, 9 (3). pp1146-1152

Shadiya M Baqutayan, Nik Hasnaa Nik Mahmood. ,Nazli Yahya, Noraini Othman, Akbariah M Mahdzir, 2013. Anxiety and Spiritual Coping Strategies among Cancer Patient. *International Journal of Medicine and Medical Sciences*. Vol 45, 12 pp 116-120

Impact Factor : 3.228

Shadiya M Baqutayan, Nik Hasnaa Nik Mahmood., Norashikan M Yousuf, Norihan Abu Hassan, , 2013. The Effectiveness of Religiosity in Managing anxiety among Breast Cancer Patients. *International Journal of Cancer Research*, Vol 46, 12, pp321-326

Impact Factor 3.121

Nor Aida Maskor, Nik Hasnaa Nik Mahmood & Mohd Ashraf Mohd Anuar. 2013, Competencies of Oncology Nurses in Malaysia, *Asian Pacific Journal of Cancer Prevention*, vol 14

Impact Factor : 1.271

Maslin Masrom, Nik Hasnaa Nik Mahmood, Othman Zainon, Hooi

Lai Wan, Nadia Jamal, 2012 Information and Communication Technology Issues: A Case of Malaysian Primary School *ARPN Journal of Science and Technology*, Vol.2 No.5, June.

Elham Aliakbar, Rosman MD Yussof & Nik Hasnaa Nik Mahmood, 2012, Determinants of knowledge sharing, *IPEDR*, vol 29.

Masrom, M., Nik Mahmood, N. H., Zainon, O., Hooi, L. W., Jamal, N. 2012. Ethical Issues in Information and Communication Technologies: Case of Malaysian Primary Schools. 2012. *International Conference on Innovation, Management and Technology Research (ICIMTR2012)*. Malacca, Malaysia. 21-22 May 2012. pp. 517-521.

(Indexed by Scopus)

Masrom, M., Nik Mahmood, N. H., Zainon, O., Hooi, L. W., Abdullah, M. M., Jamal, N. 2012. Ethical Issues in the Use of Information and Communication Technology in Malaysian Primary Schools. *Proceedings of Business and Information (BAI2012)*, Saporu, Japan. 3-5 July 2012, Vol 9. Pp G5-G13, ISSN : 1729-9322

Masrom, M., Nik Mahmood, N. H., Zainon, O., Hooi, L. W., Abdullah, M. M., Jamal, N. 2012. Ethical Issues in the Use of Information and Communication Technology in Malaysian Primary Schools. *IEEE Symposium on Humanities, Science and Engineering (SHUSER2012)*. Kuala Lumpur, Malaysia. 24-27 June 2012. pp 185-189. ISBN: 978-1-4673-1311-7.

(Indexed by Scopus and IEEE)

Nor Aida Maskor, Nik Hasnaa Nik Mahmood & Mohd Ashraf Mohd Anuar. 2009, Competencies of Oncology Nurses in Malaysia, *Proceeding IPSAS Research Outcome 2009*.

Mazanah Muhamad, Steven Eric Krauss, Nik Hasnaa Nik Mahmood & Nor Aida Maskor. 2010. Communication Competencies of Oncology Nurses in Malaysia. *Proceeding International Conference of Sustainable Community Development 2010 (ICOSCD 2010)*

Nik Hasnaa Nik Mahmood. 2008. The relationship between motivation to learn informally and transfer of learning among head nurses in government hospitals. *JUTEKS*, 5, (2), 42-46

Mona Ghafourion & Nik Hasnaa nik Mahmood. 2010 Investigating the relationship between leadership style and personnel turnover intention in IT companies in Iran, SIGMIS CPR 10 Proceeding, Canada.

Nik Hasnaa Nik Mahmood & Nor Ayuhan Abd. Majid. 2008. The relationship between factors related to succession management and the development of high potential leaders in Tenaga Nasional Berhad (TNB). *International HRD Conference Proceeding*, Lille, France

Nik Hasnaa Nik Mahmood.. 2007. Motivation to learn management skills and transfer of learning among head nurses. *Proceeding of International Research Conference on HRD in Asia : Developing Talents for Organization*. Beijing, China.

Nik Hasnaa Nik Mahmood, Aminah Ahmad & Khairuddin Idris. 2004. Informal learning of managerial knowledge and skills and transfer of learning among nurses. *Proceeding of Human Resource Development in Asia : Harmony and Partnership* Korean Academy of Human Resource Development : Seoul

Nik Hasnaa Nik Mahmood & Sarimah Abd Razak. 2000. The relationship between communication styles and organizational commitment: A study in Audio Video (M) Sdn Bhd, Johor Bahru, Johor. *Proceeding of Research Communication Seminar*. Department of Communication , UKM: Bangi.

**Supervisions
(Thesis/Project
Paper)**

**Ph.D in Management,
Faculty of Management and Human Resource Development
UTM Skudai, Johor UTM (2007 – 2013)**

1. Mohd Nasir Markom

Thesis title “ A study on PLKN trainers competency profile”
(Graduated 2013)

2. Khairunesa bt Isa

Thesis title : “The impact of leadership styles on organization
performance : A survey in Kastam D’Raja Malaysia” (Graduated
2013)

3. Mona Ghafourian

Thesis title : “Developing career development model for high
impact performance talent”

4. Zaidan Abdul Hadi

Thesis title : “The impact of workplace learning on employees
performance in LNG Petronas”.

5. Zulkarnain Yaakob

Thesis title : “Developing competency model for Malaysian
managers”

6. Shahfami Khalid

Thesis title : “ The influence of academic competencies on high
impact performance”

7. Nor Saidi Nasir

Thesis title : The role of organizational culture in mediating the relationship between talent acquisition and high performance talent

8. Mohd Helmi Mohd Yusof

Thesis title : Development of a cultural driven lean implementation framework in Malaysian hospital.

9. Siti Amirah

Thesis title : The impact of globalization and technology on global talent management

Ph.D in Management , Graduate School Center, Open University Malaysia (2011-2014)

10. Thanabalan a/l Velloo

Thesis title : The impact of trainee characteristics and training design on the transfer of supervisory skills”

11. Zabedah Othman

Thesis title: “The effectiveness of e-recruitment in selecting, developing and retaining high impact IT professional in Malaysia.

10. Jugindar Singh a/l Kartar Singh

Thesis title : Factors that contribute to success of expatriates on global assignments in the Malaysian service sector.

12. Koay Seng Kek

Thesis title : “ Impact of organizational citizenship behavior and rational economic behavior on transfer of training in Malaysian service sector”

13. Chia Bee Chin

Thesis title : Impact of current Japanese HRM practices on organizational commitment within Malaysian manufacturing firms.

**Ph.D in Management
Open University Bahrain**

14. Hussain Ebrahim Seroor

Thesis title : “Evaluating the effectiveness of training program for teachers and managers in technical and vocational schools in Bahrain.

**Masters in Human Resource Development
Faculty of Management and Human Resource Development
UTM Skudai, Johor (2007-2011)**

- 1.Suharmi Chik . 2011. Effectiveness of banking training program for customer relation personnel in banks in Malaysia.
- 2.Ismawani Abd. Rahman. 2011. The relationship between organizational climate and employees’ retention in health industry.
- 3.Rathimalar a/p Visvanathan 2010 . Recruitment and selection method and process and its effects on employee intention to quit
4. Noor Shahrulneza binti Sau Hamid. 2010. The relationship between career planning and career success among academic staff in UiTM Dungun
5. Mohd Harris Zamani Abu Bakar. 2008. The effectiveness of Pump Talk program for Coronary Artery Bypass Graft (CABG) patients in Sultanah Aminah Hospital, Johor Bahru.
6. Nor Ayuhan Abd Majid. 2008. The relationship between factors related to succession management and the development of high potential leaders in Tenaga Nasional Berhad (TNB).
7. Nor Haslinda Harun. 2008. Knowledge sharing : A study among teachers in Zon Perkasa, Kuantan, Pahang
8. Abdul Aziz Othman, 2007. Factors that contribute to violating of discipline among UPNM Cadet Officer

9. Zulhazrim Md Sharif, 2007. The relationship between motivation to learn, self-efficacy and trainers reaction with motivation to transfer of learning among Army clerical staff.

**Masters in Technology Management
Faculty of Management and Human Resource Development
UTM Skudai, Johor (1995-2000)**

10. Abdul Rahim Md Amin. 2000. Communication audit among YPJ staff.

11. Yahya Panot. 1998. The relationship between communication styles and worker's commitment towards organization.

12. Bhul Vindar Kaur. 1997. The relationship between upward communication and workers' morale.

13. Lucy Margaret Ratnam. 1997. The relationship between downward communication and workers' performance.

14. Ng Kim Ho. 1997. The impact of communication styles on worker's commitment.

15. Norela Ahmad. 1997. The relationship between job stress and police job performance.

16. Sarimah bt Abd Razak. 1996. The relationship between supervisor's communication styles and worker's commitment.

17. Abdul Hadi Hamzah. 1996. The relationship between organizational climate and turnover tendency.

18. Mohd Roslan @ Sobri Ismail. 1996. The relationship between communication dimensions and job satisfaction among clerical staff.

19. Ahmad Marzuki Mohd. 1995. The impact of upward communication on job satisfaction.

20. Aznan @ Baba Mohamed. 1995. Job satisfaction among Automotive Manufactures (Malaysia) workers.

Bachelor in Human Resource Development Science

1. Devi A/P Pavethesi. 2008. The relationship between individual and environmental factors with transfer of training among JKR clerical staff.
2. Norhan Jaafar. 2008. The relationship between job satisfaction and organizational commitment among Inland Revenue employees.
3. Teh Zuraidah Hanif. 2008. The relationship between stress and level of health in Lembaga Pertubuhan Peladang. (LPP).

Bachelor of Technology Management

4. Zalina Embong. 1999. The relationship between superior-subordinate communication and worker's services quality.
5. Ng Mei Chin. 1999. The relationship between rewards and worker's commitment
6. Ravi Kumar A/L Subramaniam. Application of office automation in the Bank of Commerce. Impact on worker's productivity.

External Examiner Ph.D in Human Resource Management (Deakin University, Australia, 2014)

1. Kaslom Ali

Thesis Title : The impact of leader-member exchange and employee well being towards employee retention.

Ph.D Leadership and Management (Faculty of Leadership and Management, Universiti Sains Islam Malaysia, USIM, 2013)

1. Anas Mahmoud

Thesis Title : The relationship between organizational culture, human resource management practices and organizational performance : The Case of Jordanian Insurance Sector

2. Ibrahim Khalfan Aziz Al-Hadi

The impact of training on employee and organization performance in PDO, Oman

Ph.D Economics and Muamalat (Faculty of Economics and Muamalat, Universiti Sains Islam Malaysia, USIM, 2014)

1. Rozaini Rosli

The relationship between job satisfaction, talent, organization support and spiritual with quality work life : A study in Malaysian Insurance Industry

Ph.D Leadership and Management (Faculty of Leadership and Management, Universiti Sains Islam Malaysia, USIM, 2015)

1. Mohd Ali Hindia

Thesis Title :The factors that influence strategic human resource management practices and its impact on employees in Yayasan Sabah

Ph.D in Management (Open University Malaysia 2008-2009)

2. Lum Heap Sum

Thesis title : Performance Measurement system : An empirical analysis of its effect on employees' perception and job satisfaction

3. Zulkifli Ahmad

Thesis title : The effects of leadership styles on PETRONAS performance management.

Ms. Education (Open University Malaysia, January 2009)

4. Saimah Ismail

Thesis Title : The relationship between school climate and teachers' job satisfaction in eight secondary schools

Master Human Resource Management (Open University Malaysia, September 2011)

5. Anuar Ali

Thesis: Title : The impact of job satisfaction on employees performance in TRADEWINDS GROUP of COMPANIES

Master Human Resource Management (UNISEL, September 2013)

6. Mohammad Rasidi

Thesis Title : Factors Influencing Gen Y in the Competitive Environment.

Master Science (University Putra Malaysia, 2014)

Kauthar Binti Mohamad Kamaludin

Thesis Title : Public Commitment in Cancer Care Volunteerism

Paper Presentations International Conference

Mohd Nasir Markom & Nik Hasnaa Nik Mahmood, 2011. Competency profile of Pusat Latihan Khidmat Negara (PLKN) Malaysia, trainers. The 2nd International Conference on HRD, Johor Bahru, Johor. Organized by Faculty of Management and Human Resource Development UTM Skudai, Johor (11-14 July 2011).

Mazanah Muhamad, Steven Eric Krauss, Nik Hasnaa Nik Mahmood & Nor Aida Maskor. Communication Competencies of Oncology Nurses in Malaysia, International Conference of Sustainable Community Development 2010 (ICOSCD 2010) University Putra Malaysia 20 – 22 July, 2010

Mona Ghafourion & Nik Hasnaa Nik Mahmood. 2010 Investigating the relationship between leadership style and

personnel turnover intention in IT companies in Iran, SIGMIS CPR 10, Canada.

Nik Hasnaa Nik Mahmood & Nor Ayuhan Abd. Majid. 2008. The relationship between factors related to succession management and the development of high potential leaders in Tenaga Nasional Berhad (TNB). The 9th International Conference on Human Resource Development. Research and Practice. Developing Leaders and Managers. Organized by IESEG School of Management, University of Catholic, Lille, France.

Nik Hasnaa Nik Mahmood.. 2007. Motivation to learn management skills and transfer of learning among head nurses. The 6th International Research Conference on HRD in Asia : Developing Talents for Organization and Nation. Organized by University of Peking, Beijing. China, 2-6 November 2007

Nik Hasnaa Nik Mahmood. *Informal learning of Managerial Knowledge and skills among head nurses*. The 3rd Asian Conference of the Academy of Human Resource Development : Human Resource Development in Asia : Harmony and Partnership, Organized by Academy of HRD-Korean Academy of HRD, Seoul. Korea, 20-23 November 2004.

Nik Hasnaa Nik Mahmood and Ng Kim Choy. *The relationship between supervisor's communication styles and worker's commitment*. The 2nd Asia Pacific Communication Conference : Impact of globalization and technology in Asia Pacific. Organized by Nanyang Technological University, Singapore 8-10 September 1998.

National Conference

Nik Hasnaa Nik Mahmood. 2011. Competence of Oncology/ Cancer Care Nurses in Malaysia: A comparison Based on Demographic Profiles. National Seminar on Professionalizing Nursing : Competency Profile for Malaysian Oncology Nurses. UPM, Serdang, Malaysia 8 July 2011.

Mazanah Muhammad, Steven Eric Krauss, Nik Hasnaa Nik Mahmood, Nor Aida Maskor. Relationshipship between work environment and competency among cancer care nurses in Malaysia. World Cancer Day, UPM, 2011.

Nor Aida Maskor, Nik Hasnaa Nik Mahmood & Mohd Ashraf Mohd Anuar, Competencies of Oncology Nurses in Malaysia,

Seminar on IPSAS Research Outcome, University Putra Malaysia, 19 November 2009

Nik Hasnaa Nik Mahmood. 2008. The informal learning behavior of head nurses. A study in two government hospital in the state of Kelantan. The 1st Regional Conference on HRD. Gearing Human Dynamics. Organized by Faculty of Management and Human Resource Development, UTM, Skudai. 14-15 January 2008

Nik Hasnaa Nik Mahmood. 2006. UTM's student communication apprehension : A myth or reality?. The National Student Conference (NASDEC), 2006. Organized by Institution of Fellow Development UTM & SPACE UTM Skudai, 8-9 August, 2006

Nik Hasnaa Nik Mahmood. *The relationship between organizational support and transfer of learning among head nurses*. National Conference on Graduate Research in Education. Organized by the Faculty of Educational Studies, Universiti Putra Malaysia, 11 September 2004.

Nik Hasnaa Nik Mahmood and Sarimah Abdul Razak. *The relationship between supervisor's communication styles and employees' job satisfaction: A study in Mashushita Audio (M) Sdn, Bhd, Johor Bahru, Johor*. Communication Research Seminar: Past, Present And Future. Organized by the Department of Communication, Universiti Kebangsaan. 23-24 November 1999

Nik Hasnaa Nik Mahmood. *The impact of computer-mediated communication on human communication in organization*. Tenth Asian Workshop: IT impact on home, school & work settings- Social psychology perspectives. Organized by Psychology Department, Universiti Kebangsaan Malaysia, Bangi, 25-28 October 1999

Nik Hasnaa Nik Mahmood. *Communication audit among the Universiti Teknologi Malaysia administrative staff*. Malaysian Science and Technology Congress 1997 : Management of Technology for Industrialization. Organized by Confederation of Scientific and Technological Association in Malaysia, PUTRI Pan Pacific, Johor Bahru, 16-17 October 1997

Nik Hasnaa Nik Mahmood. *Proses Komunikasi Organisasi di Asrama Universiti Teknologi Malaysia, Skudai. Satu Tinjauan*, Simposium Penyelidikan Komunikasi, Globalization and Communication Challenge in the 3rd Millenium Organized by

Communication Department, Universiti Kebangsaan Malaysia, 17-18 Disember 1997.

Nik Hasnaa Nik Mahmood. *Persepsi pelajar terhadap gaya komunikasi pihak pengurusan asrama : Satu tinjauan*. Seminar Pengurusan Asrama Peringkat Kebangsaan , Organized by Fellow Development Institute, Universiti Teknologi Malaysia, 17-19 Mei 1996

Speaker/ trainer :

Seminar on Change Management, Khartoum State, Sudan (April 2016)

Seminar on Research Methodology for Institut Sosial Malaysia (ISM) staff, (3 April 2014)

Workshop on Research Methodology for staff in the Department of Syariah Judiciary Malaysia (9 April 2014)

Seminar on Effective Public Service Delivery for Brunei Department of Public Service Staff , (10-13 July2013)

Seminar on Change Management for Malaysian Department of Public Service Staff , (5-8 September2013)

Seminar on Achieving Learning Organization for Brunei Department of Public Service Staff , (12-16 Jun 2012)

Workshop on Research Methodology for staff in Community College, Hotel Putra, KL (10-11 September 2011)

Seminar on Quantitative Research Methods for staff in the Research Unit, Department of Syariah Judiciary Malaysia (2-3 July 2011)

Workshop on Effective Communication for staff in PUSAT LATIHAN POLIS MARIN, Tampoi , Johor Bahru (11 March 2011)

Seminar on Positive Mind for staff in Pasukan Kastam Marin, Pelabuhan Kelang (26 March 2011)

Workshop on Effective Communication for staff in PUSAT LATIHAN POLIS MARIN, Tampoi , Johor Bahru (28 November 2010)

Seminar on Managing Change for staff in Brunei Public Work Department (12-17 November 2010)

Workshop on Training Need Assessment (TNA) for staff in the Training Unit, Department of Syariah Judiciary Malaysia (27-30 July 2010)

Workshop on Training Management for staff in the Training Unit, Department of Syariah Judiciary Malaysia (2-3 June 2010)

Workshop on Qualitative and Quantitative Research Methods for staff in the Research Unit, Department of Syariah Judiciary Malaysia (27-30 May 2010)

Workshop on Effective Communication for Malaysian Royal Police Officers (10-13 April 2010)

Workshop on Management of Change for Safety and Health Officers (20-21 April 2010)

Designing Effective Training Program for the staff in the Training Unit, Department of Syariah Judiciary Malaysia (7-10 March 2010)

Induction Course for the Management & Professional Group, Universiti Teknologi Malaysia, 26 April 2009.

Communication Workshop, Kolej Tun Fatimah, Universiti Teknolog Malaysia, 27 Februari 2009.

Induction Course for Southern Waste Management (SWM) Supervisor, 7 Februari 2009

PELTAC Concept Camp, Universiti Teknologi Malaysia, 14 Januari 1999

Women's Day, Kolej Tun Hussein Onn, Universiti Teknologi Malaysia, 4 September 1999.

Induction Course for the Management & Professional Group,
Universiti Teknologi Malaysia, 26 October 1998

Counselling Seminar, Kaunselor Siswa 1, UTM, 5 September
1998

Open Day Sekolah Kebangsaan Pasir Gudang 2, Johor, 2 Jun 1998

Public Speaking Seminar, Wanita UMNO, Kuantan, Pahang, 20
Julai 1997

Effective Communication Workshop, Kolej Pertama, Universiti
Teknologi Malaysia, 29 Disember 1996

Summer Camp, Electrical Engineering Faculty (5 SEI), Universiti
Teknolog Malaysia, 26 November 1996.

UPSR Excellency Course, Jabatan Pendidikan Daerah Pekan,
Pahang, 15 Mac 1996

Student Development Program, Unit Pekhidmatan Sokongan
Pelajar (UPSP), UTM, 20 Mac 1996

Facilitator Course, Computer Science Society, University
Teknologi Malaysia, 24 Mei 1995