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PERSONAL INFORMATION

Nationality	Malaysian	Birth Date	17 April 1975
Gender	Male	Marital status	Married

EDUCATION

2007-2011	:	PhD (Facilities Management) Universiti Teknologi Malaysia
2004-2006	:	Master of Science (Facilities Management) Universiti Teknologi Malaysia
2001-2003	:	Bachelor of Science (Hons) Geographical Information System Universiti Teknologi Malaysia
1993-1997	:	Diploma (Urban & Regional Planning) Universiti Teknologi Malaysia

PROFESSIONAL CERTIFICATION

2025	Certified Facility Management Manager (CFMM) Certification Num: PNP/MY/HQ/25/FMM/1634624 Awarded by the Construction Industry Development Board Malaysia (CIDB) on the 26 th of May 2025
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EXTERNAL PROFESSIONAL APPOINTMENTS

2025	Building Performance Rating Board Member Appointed by the Malaysian Public Works Department (JKR) on the 16 th of October 2025
2025	Examiner – Certified Facility Management Manager (CFMM) programme Appointment Certification Num: TP21092025-022745 Appointed by the Construction Industry Development Board Malaysia (CIDB) on the 19 th of September 2025

WORK EXPERIENCE

November 2011 – present	:	Senior Lecturer Universiti Teknologi Malaysia
March 2009 – July 2010	:	Lecturer Lim Kok Wing University
February 2006 – February 2009	:	Research Officer Universiti Teknologi Malaysia
July 2004 – January 2006	:	Project Coordinator H+Y Architects/Planner, Johor Bahru, Malaysia

January 2003 – June 2004 : **Planning Executive**
H+Y Architects/Planner, Johor Bahru, Malaysia

December 1997 – December 2002 : **Planning Technical Assistant**
H+Y Architects/Planner, Johor Bahru, Malaysia

Positions Held at Current Institution

2018-2021 Master of Asset & Facilities Management Programme Coordinator
2017-2018 Post Graduate Programme Coordinator (Asset & Facilities Management (Taught Course) and
Facilities Management (Research)
2014-2017 Director, UTM-BIFM Facilities Management Training Centre
2012-2015 Chairperson, Office of Asset & Development Management, UTM Post Occupancy Evaluation Committee

SUBJECTS TAUGHT

Undergraduate:

- Facilities Management
- Asset Management
- Geographical Information System (GIS) for Real Estate
- Project Management

Post Graduate (Msc Taught Course):

- Strategic Facilities Management
- Performance Management
- Maintenance Management
- Quality Management
- Research Methodology

POST GRADUATE (BY RESEARCH) SUPERVISION

Completed:

Student : Syarah Syazwani Arifin
Course : PhD (Facilities Management)
Mode of study : Research
Year : September 2016 – July 2025
Area of research : A Methodological Framework for Anticipating Investment Return from Servicescape Intangible Value in Facilities Management

Student : Huraizah Arshad
Course : PhD (Real Estate)
Year : September 2017 – February 2024
Research Area : Model of Building Maintenance Management Competencies for Religious Schools in Malaysia

Student : Azman Ariffin
Course : PhD (GIS)
Mode of study : Research
Year : November 2014 – September 2021
Area of research : Structural Model of Sustainable Urban Development Indicators in Malaysia

Student : Tsau Kar Yen
Course : PhD (Facilities Management)
Mode of study : Research
Year : November 2014 – September 2020
Area of research : Structural Model of Attitudinal Factors Influencing Green Building Performance in Malaysia

Student : Nurul Nadiah Zainol
Course : Ph.D (Facilities Management)
Mode of study : Research
Year : September 2012 – September 2016
Title of research : A Structural Model of Green Cleaning Components and Requirements for Green Buildings

Student	: Neo Bee Woon
Course	: Ph.D (Facilities Management)
Mode of study	: Research
Year	: September 2012 – September 2016
Area of research	: Critical Success Factors for Post Occupancy Evaluation of Hospital Buildings

Student	: Gunavathy Kanniyapan
Course	: PhD (Facilities Management)
Mode of study	: Research
Year	: February 2013 –June 2016
Title of research	: Building Material Selection Criteria for Optimising Building Maintainability

Student	: Shubashini Ganesan
Course	: PhD (Facilities Management)
Mode of study	: Research
Year	: February 2013 – June 2016
Title of research	: Building Design for Maintainability for Cost Effective Maintenance

Student	: Tiong Chai Ping
Course	: MSc Property Management
Mode of study	: Research
Year	: September 2016 – September 2018
Research Area	: Dynamics of Location Attributes Towards Malaysian Real Estate Investment Trust Performance

On-Going

Student	: Ereena Farisha HS Hishamuddin
Course	: PhD (Facilities Management)
Mode of study	: Research
Year	: October 2022 - present
Area of research	: Facilities Management Metrics for ESG Initiatives in Malaysian Business Organisations

Student	: Nurul Hamizah Jamalludin
Course	: PhD (Real Estate)
Mode of study	: Research
Year	: October 2024 - present
Area of research	: Green Equity Financing Model for Malaysian Solar Farming in Supporting Responsible Investment of Earth Sustainability

PANEL SESSIONS

Viva Voce	: MSc (Built Environment)
Candidate	: Siti Fatimah Azzahra Mohd Nazri
Title of Research	: Building Condition Assessment for School Building
Institution	: International Islamic University of Malaysia (IIUM)
Venue	: Online
Date	: 8 th September 2022

Viva Voce	: MSc (Built Environment)
Candidate	: Siti Fatimah Azzahra Mohd Nazri
Title of Research	: Building Condition Assessment for School Building
Institution	: International Islamic University of Malaysia (IIUM)
Venue	: Online
Date	: 15 th October 2023 (2 nd Re-Examination)
Role:	: External Examiner

Viva Voce	: MSc (Built Environment)
Candidate	: Nur Amalina Omar
Title of Research	: Developing Construction Waste Index: Case Study of Bungalow Projects in Malaysia
Institution	: International Islamic University of Malaysia (IIUM)
Venue	: Online
Date	: 21 st April 2021
Role:	: External Examiner

Viva Voce : PhD. Facilities Management
 Candidate : Insannul Kamil
 Title of Research : Strategic Framework for Road Maintenance Management in Sumatera Barat Indonesia
 Institution : Universiti Teknologi Malaysia
 Venue : Post Graduate Office, Faculty of Geoinformation & Real Estate, Universiti Teknologi Malaysia
 Date : 27th April 2015
 Role : Internal Examiner

Viva Voce : MSc. Facilities Management
 Candidate : Nurhayati Md. Khair
 Title of Research : Post Occupancy Evaluation Towards Physical Environment of Low-Cost Housing Project
 Institution : Universiti Teknologi Malaysia
 Venue : Post Graduate Office, Faculty of Geoinformation & Real Estate, Universiti Teknologi Malaysia
 Date : 22nd October 2013
 Role : Internal Examiner

RESEARCH PROJECTS

As Project Leader:

Project title Anticipated Return on Investment Theoretical Model Based on Intangible Servicescape Value for Facilities Management Decision-Making
 Grant Fundamental Research Grant (FRGS) (Ref: PY/2023/02130)
 Date 1st October 2023 – 30th September 2025

Project title UTM-TRG 1.6 UTM Facilities Planning
 Grant Translational Research@Campus (Ref: PY/2018/03017)
 Date 1st August 2018 – 30th September 2020

Project title The Tripartite Model Of Attitude: An Approach To Understanding Occupants Attitude In Green Buildings
 Grant Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2017/01411)
 Date 1st February 2018 – 31st October 2019

Project title Green Cleaning Imperatives for Green Buildings in Malaysia
 Grant Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2014/03840)
 Date 1st May 2014 – 31st October 2016

Project title Performance Imperatives for Hospital Buildings in Malaysia
 Grant Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2014/01620)
 Date 1st April 2014 – 31st March 2015

As Project Member:

Project title UTM-TDR 20.3 (T2): Development of an Innovative Method for Assets and Facilities Security and Monitoring Based on the Geoinformation Field
 Grant UTM Transdisciplinary Research Grant (Ref: PY/2018/03400)
 Date 1st December 2018 – 30th November 2022

Project title Utm-Trg 1.1 Asset Management Framework for Public University
 Grant Translational Research@Campus (Ref: PY/2018/02986)
 Date 1st August 2018 – 30th September 2020

Project title Kaji Selidik Keberkesanan Pelan Strategik 2016-2020 Majlis Perbandaran Sepang Bag1 Tahun 2017
 Grant Contract Research DTD (Ref: PY/2017/02336)
 Date 7th January 2018 – 31st March 2018

Project title Pengaruh Pembangunan Harta Tanah Hutan Bandar Dan Pusat Rekreasi Baru Terhadap Demografik Masyarakat Setempat
 Grant Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2017/00633)
 Date 1st July 2017 – 31st December 2019

Project title	Sustainability Prototype For Retrofitting Commercial Office Building Through Post Occupancy Evaluation (E-Retrow)
Grant	Prototype Development Research Grant Scheme (Ref: PY/2016/07782)
Date	4 th October 2016 – 31 st January 2019
Project title	Study On The Ultimate Useful Life Of Ambulance Fleet Management: Case Study Kementerian Kesihatan Malaysia
Grant	Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2016/06319)
Date	1 st October 2016 – 30 th June 2018
Project title	Model Pengurusan Fasiliti Untuk Transformasi Pengajaran Dan Pembelajaran Sekolah Tahfiz
Grant	Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2016/06544)
Date	1 st October 2016 – 31 st December 2018
Project title	Critical Success Factors for Post Occupancy Evaluation of Hospital Building Performance
Grant	Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2014/01620)
Date	1 st April 2014 – 31 st March 2015
Project title	School Classroom Facilities KPI for Improving Students' Attendance and Academic Achievement
Grant	Research University Grant (RUG) – Universiti Teknologi Malaysia (Ref: PY/2014/03854)
Date	1 st May 2015 – 31 st March 2015
Project title	Social Marketing Mix: A Novel Approach to Sustain Energy Conservation Behaviour
Grant	Fundamental Research Grant Scheme (FRGS) – (Ref: FRGS/1/2014/SS05/UTM/03/1)
Date	1 st July 2014 – 30 th June 2017
Project title	User-Focused Contract Components For Outsourcing Of Facilities Management in Private Hospitals (User-Focussed FM Contract)
Grant	Fundamental Research Grant Scheme (FRGS) - (Ref: FRGS/2/2013/SS05/UTM/02/4)
Amount	RM61,000
Date	1 st October 2013 – 30 th September 2015
Project title	Visualising Urban Air Pollution: An Exploratory Case Study of Using 3D City Model and GIS Analysis
Grant	Exploratory Research Grant Scheme (ERGS) - R.J130000.7827.4L121
Amount	RM79,000
Date	June 2013 – June 2015

PUBLICATIONS

Journal

- 2025 Assessing the Barriers to Data Analytics Adoption in Facilities Management in Malaysia, International Journal of Research and Innovation in Social Science, Volume 9, Issue 7, pp 4678-4694.
- 2025 Unveiling the Intangible Impacts of Servicescape on Business Performance: A Qualitative Content Analysis, International Journal of Research and Innovation in Social Science, Volume 9, Issue 7, pp 2766-2779.
- 2024 Characteristics of Investment Evaluation Methods for Servicescape Intangible Value Quantification, International Journal of Research and Innovation in Social Science, Volume 8, Issue 11, pp 656-681.
- 2023 Assessing Measurement Model Of Green Cleaning Components For Green Buildings, Journal of Facilities Management, Emerald, Volume 21, Issue 4, pp 556-572
- 2023 Determining Why Facilities Management Has Been Conservative In Adopting Data Analytics, International Journal of Business and Technology Management, Asian Scholars Network, Volume 5, Issue 2, pp 205-218
- 2023 Anticipated ROI Methods For The Quantification Of Servicescape Upgrading Based On Intangible Values: A Literature Analysis, International Journal of Business and Technology Management, Asian Scholars Network, Volume 5, Issue 2, pp 171-187
- 2022 Measuring the Impact of Elements in Servicescape on Business Performance: A Literature Review, International Journal of Accounting, Finance and Business (IJAFB), 7(39), pp 64-77
- 2019 Sustainable Issues in Building Operations and Maintenance of Religious Schools in Malaysia, International Journal of Recent Technology and Engineering (IJRTE), Volume 8, Issue 4, pp 4208-4213
- 2019 Selection Criteria of Building Material for Optimising Maintainability, Construction & Building Materials, Volume 221, pp 651-660
- 2018 The Dynamic of Location Attributes Toward Malaysian Real Estate Investment Trust Performance, International Journal of Engineering & Technology, Volume 7, Issue 2, pp 1121-1125
- 2017 The Effect of Green Envelope Components on Green Building Value, Property Management, Volume 35, Issue 2, pp 181-201
- 2016 Factors Hindering Green Building Performance: A Review. Sains Humanika, Volume 8, Issue 4-3, pp 65-69
- 2016 Human Factors Issues in Malaysian Green Building Development: A Review. Malaysian Journal of Human Factors and Ergonomics, Volume 1, Issue 1(1), pp 27-32.
- 2015 The Need for Retrofitting to Achieve Sustainability of Malaysian Buildings. Jurnal Teknologi, Volume 75, Issue 10, pp., 171-176

- 2015 The Identification of Design for Maintainability Imperatives to Achieve Cost Effective Building Maintenance: A Delphi Study. Jurnal Teknologi, Volume 77, Issue 30, pp: 75-88
- 2015 Implementing Maintainability in Building Material Selection: A Preliminary Survey. Jurnal Teknologi, Volume 77, Issue 30, pp: 145-154.
- 2015 Green Cleaning: An Essential Aspect Of Malaysian Green Buildings. Jurnal Teknologi, Volume 75, Issue 10, pp: 65-70.
- 2015 Facility Management Variables That Influence Sustainability of Building Facilities. Jurnal Teknologi, Volume 75, Issue 10, pp: 27-38
- 2015 Facade Material Selection Criteria for Optimising Building Maintainability. Jurnal Teknologi, Volume 75, Issue 10, pp: 17-25.
- 2015 Critical Success Factors for Post Occupancy Evaluation of Hospital Building Performance: A Literature Analysis, Jurnal Teknologi, Volume 74, Issue 2, pp: 41-49
- 2015 Housing Bubble in Penang Prediction and Determinants, Jurnal Teknologi, Volume 73, Issue 5, pp: 65-69
- 2015 Stock Market Reaction to Corporate Real Estate Divestitures and Acquisitions During the Global Financial Crisis, Jurnal Teknologi, Volume 71, Issue 4, pp: 71-77
- 2015 Facility Management Knowledge Development in Malaysia: Added Value in Hospitality Managerial Competency, Facilities, Volume 33, Issue 1/2, pp: 99-118
- 2014 Critical Success Factors for Post Occupancy Evaluation of Hospital Building Performance, Jurnal Teknologi, Volume 9, Issue 2, pp: 161-166
- 2014 Critical Factors that Lead to Green Building Operation and Maintenance Problems in Malaysia, Theoretical and Empirical Researches in Urban Management, Volume 9, Issue 2, pp: 68-86
- 2014 Critical Factors That Lead to Green Building Operation and Maintenance Problems in Malaysia: A Preliminary Study, Advanced Materials Research, Volume 935, pp: 23-26
- 2013 Post Occupancy Evaluation Assessment Model for Low Energy Office Buildings , Advanced Science Letters, Volume 19, Issue 11, pp: 3213-3215
- 2012 A Descriptive Study on ISO 9000 Implementation Obstacles Within District Councils, Advances in Applied Science Research, Volume 3, Issue 6, pp: 3674-3684

Book Chapter

Book Title	Geoinformation for Informed Decision
Chapter Title	Spatial-Based Sustainability Assessment of Urban Neighbourhoods: A Case Study of Johor Bahru City Council, Malaysia
Year	2014
DOI	10.1007/978-3-319-03644-1_6
Publisher	Springer International Publishing

CITATIONS

h-Index: 9 (as of 30th July 2025)
Scopus Citations: 181 (as of 30th July 2025)

INTELLECTUAL PROPERTIES

IP Title	A Methodological Framework for Anticipating Investment Return from Servicescape Intangible Value in Facilities Management
IP Number	CRLY2025J05193
Category	Copyright
IP Title	A Structural Model of Green Cleaning Components and Requirements for Green Buildings
IP Number	CRLY2023J04374
Category	Copyright
IP Title	Training Module: Understanding Project Management in Sustainable Urban Facilities Management Project
IP Number	IP/CR/2017/0794
Category	Copyright
IP Title	Training Module: Understanding the Corporate Facilities Management System Development To Address Sustainability and Environmental Issues
IP Number	IP/CR/2017/0798
Category	Copyright
IP Title	Training Module: Urban Environmental Facilities Management: Performance and Evaluation
IP Number	IP/CR/2017/0799
Category	Copyright

INVITED ENGAGEMENTS

Engagement	Invited Speaker
Topic	Research Report Preparation for Proposal Defence (Seminar)
Date	25 th October 2025
Venue	Online
Organiser	RESQ Asset Sdn Bhd
Engagement	Module Enhancer
Topic	Asset and Operational Facilities Management Module Enhancement
Date:	January – May 2025
Venue	N/A
Appointer	Open University Malaysia
Engagement	Invited Speaker
Topic	Preparing Your Research Proposal Report (Seminar)
Date	21 st December 2024
Venue	Online
Organiser	RESQ Asset Sdn Bhd
Engagement	Invited Speaker
Topic	Thesis and Research Article Writing Techniques (Seminar)
Date	3 rd December 2023
Venue	School of Graduate Studies, Universiti Teknologi Malaysia
Organiser	UTM CRES and RESQ Asset Sdn Bhd
Engagement	Diploma of Facilities Management Programme Advisor
Topic	Diploma of Facilities Management
Date:	1 st December 2017 – 30 th November 2019
Venue	N/A
Appointer	UTM SPACE
Engagement	Invited Speaker
Topic	Facilities Management Troubleshooting
Date	2 & 3 September 2016
Venue	UTMSpace Kuala Lumpur
Organiser	UTMSpace
Engagement	Invited Speaker
Topic	Continuous Improvement of Building Performance: The Need for a Paradigm Shift (Seminar)
Date	30 th January 2016
Venue	Regency Hotel, Berjaya Waterfront, Johor Bahru
Organiser	Dualtap Malaysia/ Dualtap Building Management
Engagement	Invited Speaker
Topic	Post Occupancy Evaluation (Facilities Management Short Course)
Date	9 & 10 September 2015
Venue	Universiti Teknologi Malaysia
Organiser	UTM CRES
Engagement	Focus Group Discussion Participant
Topic	West Sumatra Chapter of Construction Service development Board Partnership with UTM CRES Action Plan.
Date	6 & 7 April 2015
Venue	Padang, Indonesia
Organiser	West Sumatera Chapter, Construction Service Development Board
Engagement	Invited Speaker
Event	International Conference on Construction Industry, Facilities and Asset Management
Topic	Managing Building Performance
Date	22 & 23 November 2012
Organiser	Faculty of Engineering, Andalas University & West Sumatera Province of Construction Services Development Board

Summary

Extracted from utmscholar.utm.my on 30th July 2025.



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