

MAZNI BINTI SAAD



- KULLIYAH OF LANGUAGES AND MANAGEMENT
- IIUM Pagoh Campus
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ACADEMIC QUALIFICATION

- Ph.D. in Hotel and Tourism Management
- Sarjana Sastera (Pengurusan)
- B.Sc. in Travel and Tourism
- Diploma in Tourism Administration

TEACHING RESPONSIBILITIES

BEHAVIOUR AND SOCIAL ASPECTS OF TOURIST AND TRAVELER	2019/2020 2020/2021
FINAL YEAR PROJECT	2018/2019 2019/2020 2020/2021
INTERNSHIP 1	2018/2019 2019/2020
INTERNSHIP 2	2018/2019 2019/2020 2020/2021
PRINCIPLES AND PRACTICE OF MANAGEMENT	2020/2021
PRINCIPLES OF HOSPITALITY	2017/2018 2018/2019 2019/2020 2020/2021
PRINCIPLES OF TOURISM	2018/2019
RESEARCH METHOD IN TOURISM AND HOSPITALITY	2018/2019 2019/2020 2020/2021
TOURISM PRODUCT PLANNING	2018/2019
TRANSPORTATION AND INFRASTRUCTURE IN TRAVEL AGENCY	2018/2019

PUBLICATIONS

Article

- 2020** [Intensifying focus on service quality in higher education institutions: emotional and spiritual intelligence.](#) Environment-Behaviour Proceedings Journal , 5 (15) pp.85-92
- 2020** [Developing the rural town of Panchor into a future river-based tourism destination: host community perception.](#) Environment-Behaviour Proceedings Journal , 5 (14 (2020)) pp.155-161

- 2020** [A study on the economic potential of blood cockles \(*Anadara granosa*\) in Rokan Hilir, Riau Province, Indonesia.](#) Aquaculture, Aquarium, Conservation & Legislation - International Journal of the Bioflux Society , 13 (3) pp.1504-1510
- 2020** [Moderating work efficiency and performance through best-practice certification: management's perspective.](#) International Journal of Economics, Management and Accounting , 28 (1 (2020)) pp.123-140
- 2020** [Assessing the use of linear regression analysis in examining service quality and customer satisfaction relationship in premium casual restaurants \(PCR\) in Subang Jaya \(Klang Valley\) Malaysia.](#) Review of Integrative Business and Economics Research , 9 (2) pp.369-379
- 2019** [Enriching the international tourist experience of local Malaysian cuisine and a guarantee of a purchase intention.](#) Asian Journal of Behavioural Studies (AjBeS) , 4 (16 May/August) pp.33-48
- 2019** [Food contact surfaces' hidden secrets and food handlers' state of readiness.](#) Asian Journal of Quality of Life (AjQoL) , 4 (16 May/August) pp.1-15
- 2019** [Best practices among 3rd Party Logistics \(3PL\) firms in Malaysia towards logistics performance.](#) International Journal of Academic Research in Business & Social Sciences , 9 (5) pp.394-405
- 2019** [Understanding the role of khalifa for the foundation of wizard khalifa tourism.](#) International Journal of Human and Technology Interaction , 3 (2) pp.95-102
- 2019** [Testing the mediating role of management commitment to enhancing workplace behaviour and personal compliance within the university environment.](#) International Journal of Innovative Technology and Exploring Engineering (IJITEE) , 8 (8S) pp.446-453
- 2019** [Building students' loyalty through superior university entities.](#) Malaysian journal of consumer and family economics , 22 (51) pp.161-174
- 2019** [Communicating quality audit indicators for inbound tourism: a qualitative insight from Malaysian travel agencies.](#) 29TH EBES Conference - Lisbon Proceedings Volume 3 , 3 pp.1759-1778
- 2019** [Building a more intimate connection between spirituality and quality service performance at work.](#) ASIA-PACIFIC MANAGEMENT ACCOUNTING JOURNAL , 14 (2) pp.79-103
- 2019** [Building students' loyalty through superior university entities.](#) Malaysian Journal of Consumer and Family Economics (MACFEA) , 22 (S1) pp.161-174
- 2019** [The impact of Malaysian public sector in the relationship between transformational leadership styles and career development.](#) Journal International Journal of Public Administration pp.1-10
- 2018** [Is spiritual intelligence no longer relevant on business performance?.](#) International Journal of Engineering & Technology , 7 (3.25) pp.27-31
- 2018** [Temporary food handlers' compliance with effective food-hygiene practices.](#) Asian Journal of Behavioural Studies (AjBeS) , 3 (10) pp.167-174

- 2018 [Working in private universities does emotional intelligence matter for job effectiveness.](#) International Journal of Accounting, Finance and Business , 3 (10) pp.87-96
- 2018 [Coming back for more quality learning experience.](#) Asian Journal of Quality of Life (AjQoL , 3 (12) pp.23-32
- 2018 [Enhancing regular monitoring of food-contact surface hygiene with rapid microbial kits.](#) Asian Journal of Behavioural Studies (AjBeS) , 3 (11) pp.75-83
- 2018 [Effect of spiritual intelligence on leadership effectiveness and food-hygiene practices.](#) Journal of ASIAN Behavioural Studies (jABs) , 3 (10 (September/October)) pp.76-85
- 2018 [Prioritizing safety training for a more personal compliance of a safe and healthy work environment among students and staff of higher education institutions of Selangor.](#) International Journal of Engineering & Technology , 7 (3.30) pp.388-392

Conference or Workshop Item

- 2020 [The influence of tourist experience on destination loyalty to Islamic architectural sites in Putrajaya..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Tourists' experience on destination loyalty: a case study of Islamic architecture in Kuala Terengganu..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Determining of tourists' experience revisit intention to architectural mosques in Kuala Lumpur..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Tourists perception and satisfaction and towards local food in Muar, Johor..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Influence of travel and tour website on tourist behaviour to determine destination in Malaysia among IIUM students in Pagoh, Johor..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [The perception of tourist on the turtle conservation in Malacca..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Perception of old shop houses owners and community attachment towards the conservation of old shop houses in Muar town, Johor..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Residents' perception on the commercialization of turtle conservation centre in Melaka..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Sustainable tourism development in Muar..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Exploring the potential of rendang as local food heritage of Negeri Sembilan..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [The acceptance of satay innovation for domestic tourism..](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Job burnout among employees in food and beverage industry in Klang Valley.](#) In: **2nd Research Colloquium on Tourism & Hospitality**

- 2020 [Film-induced tourism: push and pull motivation factors of local young travelers to visit film locations in Malaysia.](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [The potential of developing heritage based tourism in Kluang, Johor: SWOT analysis.](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Tourists perception and satisfaction and towards local food in Muar, Johor.](#) In: **2nd Research Colloquium on Tourism & Hospitality**
- 2020 [Intensifying focus on service quality in higher education institutions: the effect of emotional and spiritual intelligence.](#) In: **AIVCE-BS (AMER ABRA International Virtual Conference on Environment-Behaviour Studies**
- 2019 [Food-hygiene at on-site premises in Perak and Selangor: Are we ready for self-regulatory practices?.](#) In: **7th AMER International Conference on Quality of Life (AicQoL2019)**
- 2019 [Service quality and customer satisfaction in relationship in casual western dining restaurants in Malaysia.](#) In: **The 18th Asia Pacific Forum for Graduate Students Research in Tourism**
- 2019 [Empowering employees with spiritual intelligence for higher quality food-hygiene practices and food service performance of on-premise caterers.](#) In: **1st International Postgraduate Conference on Mechanical Engineering (ICPME) 2018**
- 2019 [Brand experience and brand trust: an impact towards customer brand loyalty in theme park service industry.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [Determining the main factors that influence for the tourist's revisit intention in Melaka.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [The effect of human resource practices towards business performance in transportation companies in Malaysia.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [The effectiveness of travel blogs on consumers' travel planning.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [Factors that influence tourists visit intention to museums in Malacca.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [A conceptual paper: the study of competencies of tourism students towards their work experience.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [A study on determination of sports tourism preferences in Malaysia.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [The impact of travel blog and vlog on travel decision making among university students.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [The impact of monetary, accessibility, security towards religious tourism intention among Muslims youth.](#) In: **1st Research Colloquium on Tourism & Hospitality**

- 2019 [Tourism students' opinions on competencies and educational performance.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [The influence of social media towards undergraduate students in Malaysia to travel: web 2.0.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [The acceptance of gamified smart tourism application: mobile augmented reality in Malaysia's tourism.](#) In: **1st Research Colloquium on Tourism & Hospitality**
- 2019 [Customer satisfaction towards service quality and company image offered by Air Asia.](#) In: **3rd International Language & Tourism Conference 2019**
- 2019 [Plastic obsession among Malaysian tourists: how far is it true?.](#) In: **3rd International Language & Tourism Conference 2019**
- 2018 [The impact of emotional intelligence on the job effectiveness of private university lecturers.](#) In: **International Conference on Business, Humanities and Education (ICBHE 2018)**
- 2018 [Best practices among 3rd third party logistics \(3PL\) firms towards logistics performance improvement in Malaysia.](#) In: **International Conference on Business, Accounting, Finance and Economics 2018**
- 2018 [Prioritizing safety training for a more personal compliance of a safe and healthy work environment among students and staff of higher education institutions of Selangor.](#) In: **2nd Asia International Multidisciplinary Conference (AIMC 2018)**
- 2018 [Nurturing spirituality among private university lecturers for a higher quality service performance.](#) In: **AAGBS International Conference on Business Management 2018 (AiCoBM 2018)**
- 2018 [Building students' loyalty through superior university entities.](#) In: **2nd Arshad Ayub Graduate Business School International Conference on Business Management (AiCoBM) 2018**
- 2018 [Examining consumer acceptance towards innovation of nutritional food waste in Malaysia.](#) In: **The 22nd Malaysian Consumer and Family Economics Association (MACFEA) International Conference 2018 (MACFEA 2018)**
- 2018 [Re-evaluating the international tourists' experience of local Malaysian food: what made them come back for a second taste?.](#) In: **4th ABRA International Conference on Quality of Life (AQoL2018Istanbul)**

**Book
Book Section**