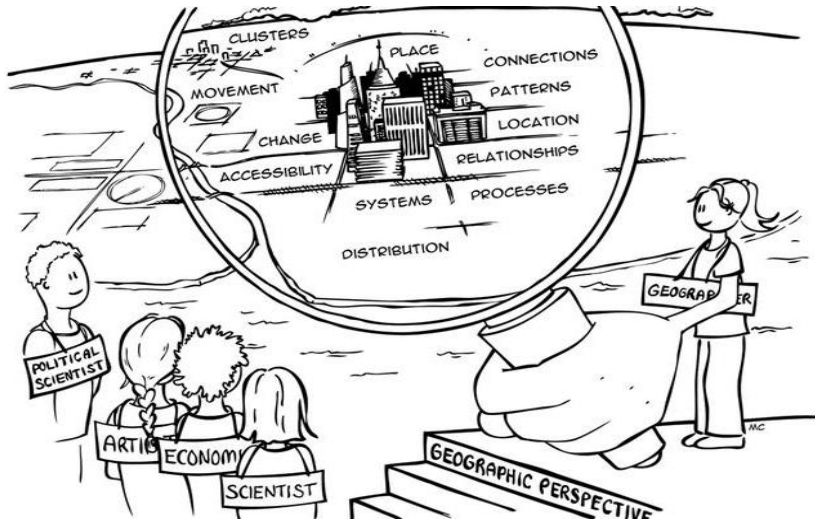




**UNIVERSITY  
OF MALAYA**

# **INAUGURAL LECTURE**

## **TAPPING THE POWER OF ANALOGY: FROM GEOGRAPHER TO QUALITY MANAGEMENT STRATEGIST**



**PROFESSOR DR. FAUZA AB. GHAFAR**

Department of Geography  
Faculty of Arts and Social Sciences  
University of Malaya  
Kuala Lumpur  
Malaysia



**TAPPING THE POWER OF ANALOGY:  
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**Professor Dr. Fauza Ab. Ghaffar**

**Department of Geography  
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Malaysia**

**1 July 2016**



**Professor Dr. Fauza Ab. Ghaffar**  
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Faculty of Arts and Social Sciences  
University of Malaya  
Kuala Lumpur  
Malaysia

## SYNOPSIS

Setting up and institutionalizing a quality framework alongside a quality management system in a higher education institution is an enormous challenge. This is not only due to the fact that quality assurance is a contested concept in higher education but also due to the acute lack of experts and human resources required of such an exercise. Often time universities have to resort to the academicians and academic leadership as strategic thinkers for this purpose. The University of Malaya (UM) is of no exception. From the very initial stage, UM has relied on academicians in the development of the quality management system. Once initiated and formalized, members of the academic staff from various backgrounds and disciplines took the helm of quality management supported by the university's professional and support staff. To date, academic custodians are still entrusted with the leadership of the quality agency as well as its management team. This inaugural lecture, given from the perspective of a geographer in the experience of a quality management strategist, is about the contribution of the power of analogy in quality management. Tapping on the great power of analogy has proven to be a befitting and significant recourse utilized by a geographer in becoming a strategist and leader of the agency, in the absence of any formal qualifications and training in quality management.

### BIOGRAPHY

Professor Dr. Fauza binti Abdul Ghaffar was born in on 10 July 1956. She completed her Bachelor of Art degree with honours at the University of Malaya (UM) in 1979. After the completion of her Bachelor's degree, she began her career as a tutor at the Department of Geography, Faculty of Arts and Social Sciences, UM from 1979 until 1985. In 1982, she received her Master of Art degree in the field of Town and Country Planning from the University of Sheffield, United Kingdom.

She returned to UM in 1986 as a lecturer and then pursued her Doctor of Philosophy degree at the University of Technology, Malaysia from 1993 to 1999. She was promoted to an Associate Professor in 1999, and then to a Professor in 2007. She was also appointed as the Head of the Department of Geography, Faculty of Arts and Social Sciences in 2006 and since 2015, she serves as the Dean of Institute of Graduate Studies.

Professor Fauza Ab. Ghaffar specializes in Human Geography. Her main research interests are urban and regional development studies, social impact studies, international migration, urbanization and urban environmental degradation, and vulnerability studies. Her teaching, research, publication and consultation focuses in these areas of research. She has led numerous research projects as Principal Investigator *including Climate, Poverty & Low Income Economies, Climate Change-Variability and Its Impact on Coastal Ecosystems, Flood Hazards: A Study of Types, Causes, Impacts and Management Policies and their Implementation, and Urban Environmental Hazard and Its Impact on the Urban Poor*. There are also other research groups that she was part of during her earlier career stage. These were the Migrant and Health Research with the faculty of Medicine (1990-1994), Mapping Spatial Distribution of Growth and Socio-Economic Development in Malaysia with CEDER (2004-2006),

## **Tapping the Power of Analogy**

Sustainable Economic Development: National and Local Perspectives with United Nations Regional Development Agency, Nagoya (1999-2001), Socio-Economic and Political Impacts of International Migration in Urban Areas of Peninsular Malaysia Health Problems of Foreign Workers in Malaysia. From these researches, she has about 80 publications in journals, chapters in books and proceedings.

Throughout her academic career, Professor Dr. Fauza has also been involved in consultancy projects mainly in social impact studies, socio-economic development studies and site selection studies for various clients namely, Economic Planning Unit, United Nations Development Projects and Tenaga Nasional Berhad. She has also been involved in strategic research for the Ministry of Higher Education.

Midway through her career in 2001, Professor Dr. Fauza was appointed to the Central ISO Committee of the University of Malaya. This marked the beginning of her involvement in the quality journey of the university which lasted in 2015 when she was made Dean of the Institute of Graduate Studies. Her involvement in the Quality Management System started as a member of the initial committee conceptualizing the QMS framework and documentation, to becoming the Document Manager (2002) and Customer Feedback Manager in 2004. In 2006, the Quality Assurance Management Unit (QAMU) was given an official structure and status and she was made the first Head of the Unit. QAMU was officially upgraded into a centre in 2009 renamed the Quality Management and Enhancement Centre (QMEC) with Professor Fauza as the first Director. QMEC's first challenge was aligning the requirements of the MQF's requirement to the existing quality framework of UM and then preparation and organization for the Self-Accreditation Audit by MQA. In 2010, UM was given the Self Accreditation status with the recognition to accredit its own academic programme. The subsequent challenge then was to design a self-accreditation system and training of its own programme assessor. Whilst managing QMEC, Professor Dr. Fauza produces several publications and paper presentations in Quality related conferences. Under her leadership, UM has organized a Regional Conference on

## **Inaugural Lecture**

quality-driven initiatives in December 2007. The papers of the conference were published in its proceeding “Quality-Driven Initiatives: Sharing of Good Practices in Higher Education”. She was also an invited speaker at QMS seminars and workshops. This includes the Seminar on Internal-External Quality Assurance (SieQA) I and II in 2014 and 2015 respectively.

Her interest and passion in quality assurance transgresses the university and national boundary. At the national level, Professor Dr. Fauza has sat on various panels of the Malaysian Qualifications Agency (MQA); to name a few: the Panel of Assessor for Institutional Audit, Panel of Assessor for Programme Audit, the committee formulating the Code of Practice for Institutional Audit (COPIA) and panels for both the SETARA and D-SETARA. In 2012, Professor Dr. Fauza was appointed as the Chairman of the *Majlis Pengarah Kualiti IPTA* by the Ministry of Higher Education. At the regional level, her involvement is in the ASEAN University Network (AUN) Quality Framework. With AUN, she was the Chief Quality Officer for University of Malaya, the Lead Assessor in Programme Level Audit and also Trainer/Facilitator for AUN-QA Framework Trainings. In these capacities, she has led more than 20 programme assessments in universities in the ASEAN region, facilitates 4 QA Training to universities in Cambodia, Laos, Vietnam and Myanmar and recently appointed as AUN-QA expert by the AUN secretariat.

Throughout her service, she was awarded the Award of Excellent Service in 2003, 2004, 2011 and 2013, and for her contribution to the Quality Management in UM she received the *Anugerah Pentadbir Akademik Terbaik bagi PTJ bukan Akademik* in 2014.

**ACKNOWLEDGEMENT**

- My husband, Professor Dr. Khairulmaini b. Osman Salleh, my pillar of strength in life
- My mother, Puan Zainah bt. Ahmad for being a supportive and encouraging parents especially in my studies
- My children, Hadi Mukhlis b. Khairulmaini and his wife, Cindy Jasmine, Miqdad b. Khairulmaini and his wife Siti Khatijah bt Muhammad, Maryam bt. Khairulmaini and Muayyad b. Khairulmaini and my wonderful grandson, Alexander Mukhriz b. hadi Mukhlis.
- Tan Sri Professor Dr. Mohd Amin Jalaludin, Vice Chancellor, University of Malaya.
- Professor Dr. Awg Bulgiba Awg Mahmud, Deputy Vice Chancellor (Academic and Internationalization)
- All my friends involved in the setting up of the Quality Management System of the university.
- All my fellow researchers and lecturers and students.
- My officers at the Institute of Graduate Studies who have in one way or another facilitate this Inaugural Lecture.

Thanks to those that loved me,  
It made my heart go fonder.  
Thanks to those who cared,  
You made me feel important.  
Thanks to those who entered my life,  
You made me who I am today.  
Thanks to those who stayed,  
You showed me true friendship.  
Thanks to those who listened,  
You made me feel like I was worth it.



MATERIAL

 UNIVERSITY OF MALAYA

**INAUGURAL LECTURE**

PROFESSOR DR. FAUZA AB. GHAFFAR


**Tapping the Power of Analogy:  
From Geographer to  
Quality Management Strategist**

AUDITORIUM  
INSTITUTE OF GRADUATE STUDIES  
1 JULY 2016




**ACKNOWLEDGEMENT**

**FAMILY:**  
THEY DRIVE YOU CRAZY.  
THEY DRIVE YOU NUTS.  
THEY DRIVE YOU LOONY.  
**BUT-**  
*They drive you.*

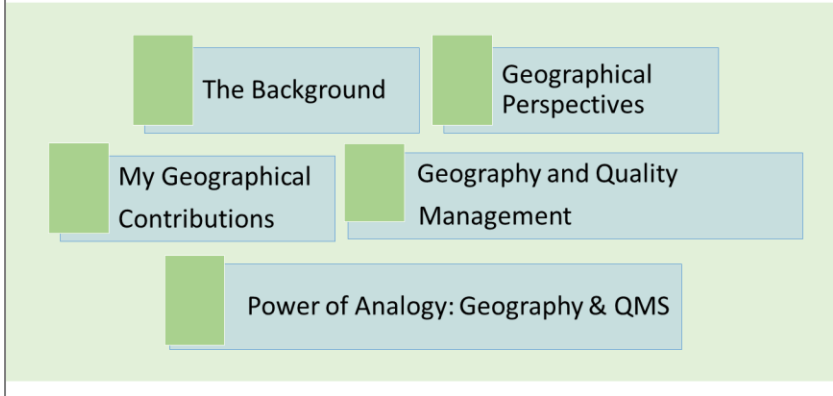


Zainah Ahmad



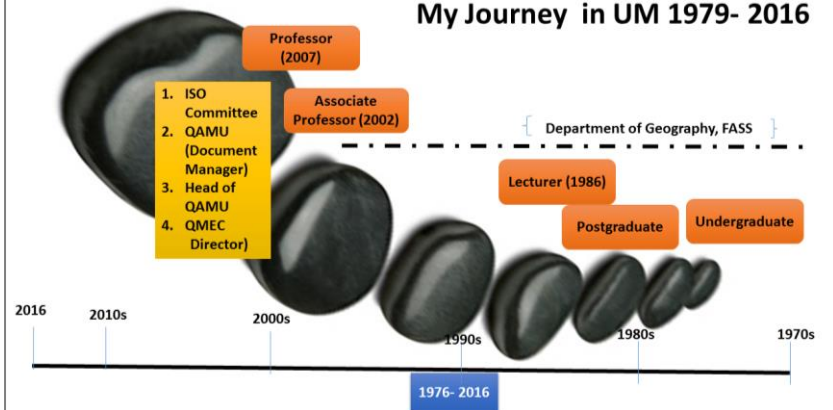
Alexander Mukhriz

## PRESENTATION



## BACKGROUND

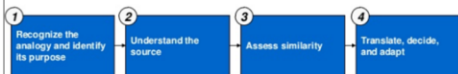
### My Journey in UM 1979- 2016



## THIS INAUGURAL LECTURE IS ABOUT A JOURNEY IN UM..

- A 2 prong journey, which started as an academic staff which branches into a service.
- A journey where the earlier knowledge, skills and experiences were tapped on in the new role.
- This lecture thus has a two-pronged message:
  - To my fellow geographers and to be geographers; remember to do things (learn/teach/research/provide service) the geographic way.
  - To colleagues in management and administration remember that most if not all previous knowledge/skills & experiences can be tapped on in facing new challenges - Tapping on the power of analogy.

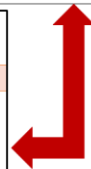
### POWER OF ANALOGY



Also call reasoning by Analogy

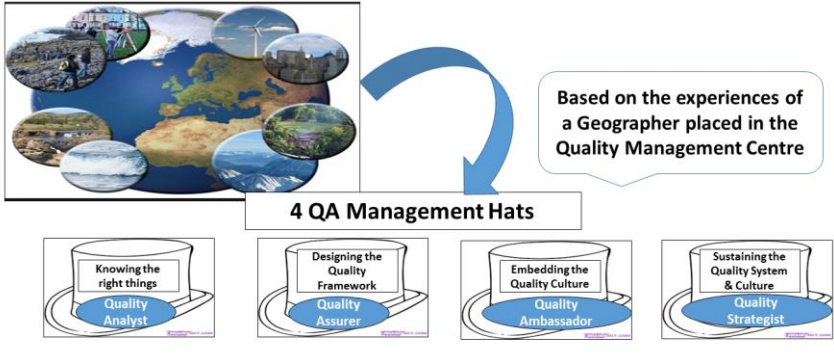
Is a method of using existing or past knowledge/skills/experience to understand and strategize actions in similar new situations

Analogical Reasoning is used by many professions- lawyers, scientist, managers/strategist in business firms



### Power of Analogy- From Geography to Quality Management

How the concepts/knowledge/skills/experience from geography or being a Geographer can and has been applied to the development & implementation of Quality Management System

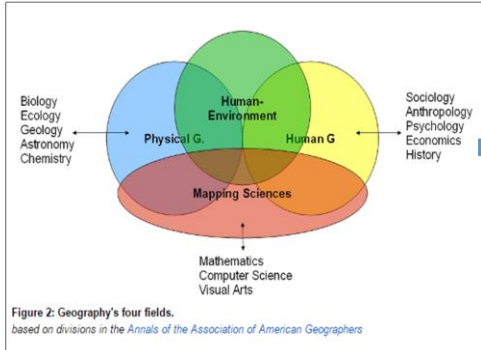


### ABOUT GEOGRAPHY...

- Various & Diverse definitions.
- Put Simply...
  - ✓ It is not about maps, globes and textbooks
  - ✓ It is not about memorizing countries and their characteristics
  - ✓ It is not just knowing about the largest country, the longest river, the highest mountains etc. The word Geography comes from the Greek word *geographia* which means "to describe the earth"
- *Geographers view the world by looking at how space is used and the interactions that takes place*
- *Geography is the Study of distribution and interaction of the physical & human features of the earth*

# Inaugural Lecture

## A BIT MORE...

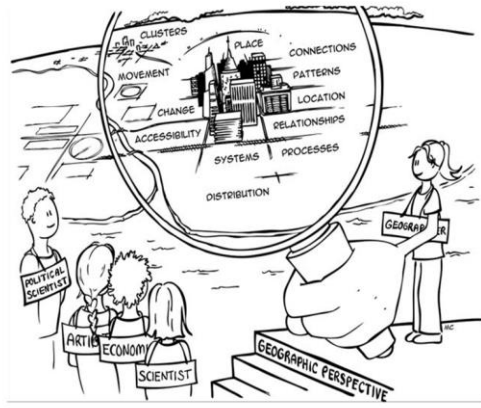


Does this mean that Geography is a Jack of ALL Trades and Master of None?

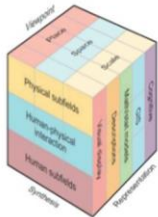
Does this make Geography a Redundant Discipline?

What then is the Difference between Geography and the Other disciplines?

## GEOGRAPHY & THE GEOGRAPHICAL PERSPECTIVE



### Perspectives of Geography



The three unique perspectives of geography—its spatial viewpoint, its synthesis of related fields, and its representation of spatial processes and information—are diagrammed as three dimensions occupying the sides of a cube.  
Source: Strahler 2010, p.4)

## GEOGRAPHICAL PERSPECTIVES

- Refers to a distinctive and integrating set of perspectives through which a Geographer view the world around them; thus enhancing its relevance to Science & the Society.
- Just as every phenomenon exist in TIME and thus has a HISTORY, they also exist in SPACE and has a GEOGRAPHY.
- As Geographers, it is important that we teach, research and deliver services using the Geographical Perspectives.

## ACADEMIC PILLARS



## MY GEOGRAPHICAL ENDEAVOUR...

### Place and Regions

- Place & Space differentiation
- Distribution of phenomena and change in time
- Urbanization & City Regions

### Man-Environment Interactions

- Resource Development
- Population Change and mobility
- Sustainable Regional & Urban sustainability

### Physical and Socio-Economic Systems &

#### Vulnerability

- Climate Change & Vulnerability
- Urban Ecosystem Dynamism
- Environmental Change & Low Income Coastal Society

### **Courses taught**

- Malaysia in the Changing World
- Human Geography: Patterns and Process
- Locational and Spatial Analysis Urban Development & Regional Planning
- Urban Environment

### **Practices/**

### **Strategic Research**

- Resource Development
- Site Selection
- Poverty Mapping
- Social Impact analysis

## Significance of Geography .. thus

Provides a sense of the real world we are living in- the components/locations/distribution and differences and similarities

Contributes to Science & Society

Relevance to decision-making process

Message 1

Students of Geography and fellow Geographers - make ourselves relevant & significant to our society.

Be a geographer - Learn, Teach, Research, Disseminate & Practise with a Geographical Perspective.

## GEOGRAPHY & QUALITY MANAGEMENT



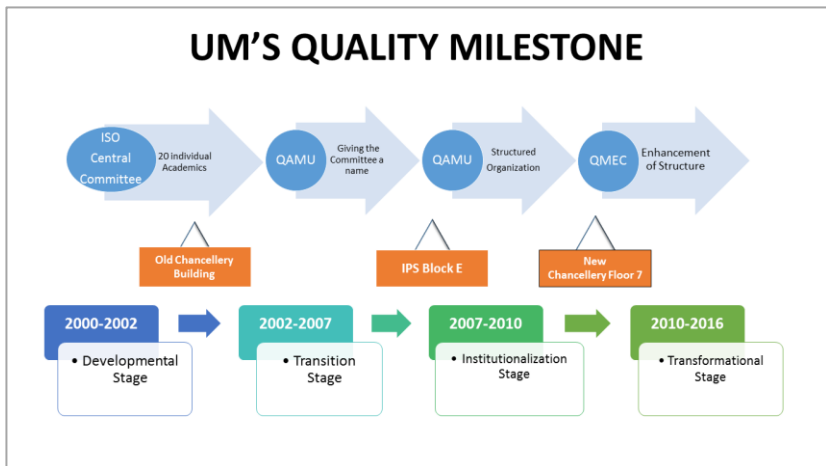
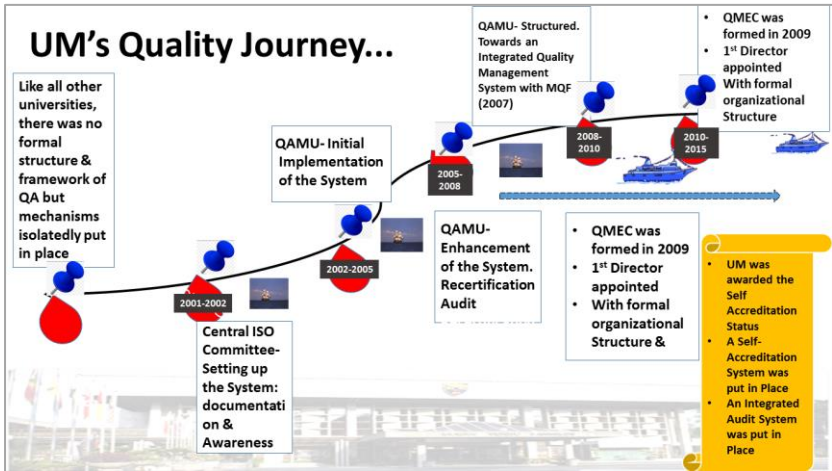
Conceptualization & Development

Implementation

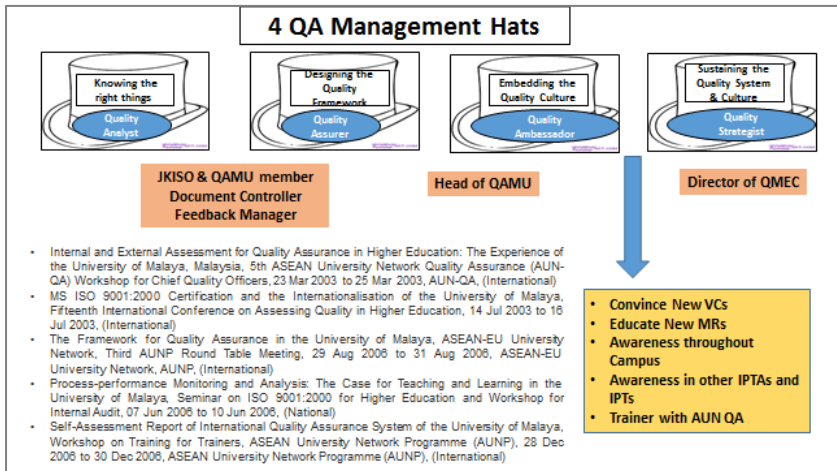
Continuity/  
Sustainability



# Inaugural Lecture



# Tapping the Power of Analogy



# Inaugural Lecture

NAMA	PTJ ASAL	TEMPOH KHIDMAT			
1. Prof. Madya Dr. Siti Meriam Ab. Gani	Fakulti Sains	16 Ogos 2014	15. Profesor Dr. Fatimah Hashim	Fakulti Pendidikan	25 Mei 2001 - 31 Dis 2003
2. Prof. Dr. Fauza Ab. Ghaflar	Fakulti Sastera & Sains Sosial	15 Jan 2006 - 29 Feb 2015	16. Eick Mohd Zulkhairi Mustapha	Fakulti Pemagaan & Perakaunan	1 Jun 2003 - 30 Sep 2005
3. Prof. Madya Dr. Siti Nurani Be Mohd Noor	Fakulti Sains	1 Jan 2007 - 31 Dis 2008	17. Dr. Azbuddin Hj Kamaruddin	Fakulti Perubatan	1 Apr 2005 - 31 Dis 2007
4. Prof. Madya Dr. Ab. Mumin Ab. Ghani	Akademi Pengajian Islam	25 Mei 2001 - 31 Dis 2003	18. Profesor Dr. Mohd Afandi Muhammad	Fakulti Perubatan	15 Mei 2002 - 31 Jan 2006
5. Prof. Madya Dr. Abdul Karam Ali	Akademi Pengajian Islam	1/4/2002 - 31 Dis 2006	19. Prof. Madya Dr. Athar Ariffin	Fakulti Sains	1 Feb 2004 - 31 Jan 2005
6. Profesor Dr. Zulkifli Mohd Yusoff	Akademi Pengajian Islam	25 Mei 2001 - 31 Dis 2005	20. Prof. Madya Dr. Duriyyah Shaiffah Hasan Adil	Fakulti Sains	25 Mei 2001 - 31 Dec 2006
7. Prof. Madya Dr. Rohani Mohd Yusoff	Akademi Pengajian Melayu	1 Jan 2006 - 31 Dis 2007	21. Prof. Madya Dr. Nik Ahmad Kamal Nik Amin	Fakulti Sains	1 Ogos 2002 - 31 Mei 2009
8. Enck Anul Malyuddin Reesang Bin Aminuddin	Fakulti Alam Bina	1 Jan 2007 - 31 Dis 2008	22. Prof. Madya Dr. Nooma Viat Haron	Fakulti Sains	1 Apr 2002 - 31 Dec 2006
9. Prof. Madya Dr. Kamila Ghazali	Fakulti Bahasa & Linguistik	25 Mei 2001 - 31 Jan 2004	23. Prof. Madya Dr. Rosli Ramli	Fakulti Sains	10 Mei 2004 - 31 Dis 2008
10. Prof. Madya Dr. Radiah Abdul Kader	Fakulti Ekonomi & Pentadbiran	25 Mei 2001 - 31 Dis 2004	24. Prof. Madya Dr. Rosman Abdullah	Fakulti Sains	15 Feb 2004 - 31 Dis 2007
11. Prof. Madya Fatimah Said	Fakulti Ekonomi & Pentadbiran	1 Apr 2005 - 31 Dis 2007	25. Prof. Madya Mat Ropi	Fakulti Sains	1 Apr 2005 - 31 Mei 2006
12. Prof. Madya Dr. Ezzat Chan Abdullah	Fakulti Kejuruteraan	25 Mei 2001 - 25 Apr 2003	26. Prof. Madya Mustafaa Kamal Shuib	Fakulti Sains	10 Mei 2004 - 31 Mei 2009
13. Puan Amalina Muhammad Afifi	Fakulti Kejuruteraan	10 Mei 2004 - 31 Mei 2006	27. Profesor Dr. Abdul Halim Sulaiman	Fakulti Sains	25 Mei 2001 - 31 Dis 2003
14. Prof. Madya Dr. Sharifah Norul Akmar Syed Zami	Fakulti Pendidikan	15 Feb 2004 - 31 Mei 2009	28. Profesor Dr. Azman A. Ghani	Fakulti Sains	1 Apr 2002 - 31 Dec 2006
15. Profesor Dr. Fatimah Hashim	Fakulti Pendidikan	25 Mei 2001 - 31 Dis 2003	29. Prof. Madya Datin Dr. Saimeen Abd Kabeem	Fakulti Sains Komputer & Teknologi Maklumat	15 Feb 2004 - 31 Dis 2005
			30. Prof. Madya Raga Nori Anon Zabariah Raga Zainal Abidin	Fakulti Sains Komputer & Teknologi Maklumat	1 Jun 2003 - 31 Mei 2004
			31. Profesor Dr. Shaliza Ibrahim	Fakulti Kejuruteraan	1 Apr 2002 - 31 Mei 2009
			32. Prof. Madya Dr. M. Kurniawan	Fakulti Sastera & Sains Sosial	1 Jun 2003 - 31 Dis 2007
			33. Cik Puanusha Hishmahad	Perpustakaan	1 Feb 2004 - 31 Dec 2006



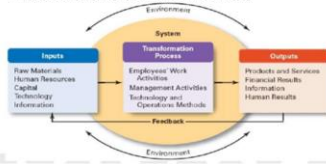
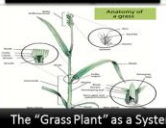
## THE SYSTEMS APPROACH & QUALITY MANAGEMENT

- The Systems Approach in Geography was based on the General Systems Theory by Bertalanffy (1968), called the Father of the Systems Approach.
- A system is an organized collection of highly integrated parts/components designed to achieve an output/desired goal.
- Physical Geography studies the physical processes and interactions among four physical System-Atmosphere-Land-Water-Life. Within each system there are also processes and interactions of the sub components.
- Human Geography studies the human processes and interactions between and within the social-economic-political-belief system. Similarly within each system there are also processes and interactions.

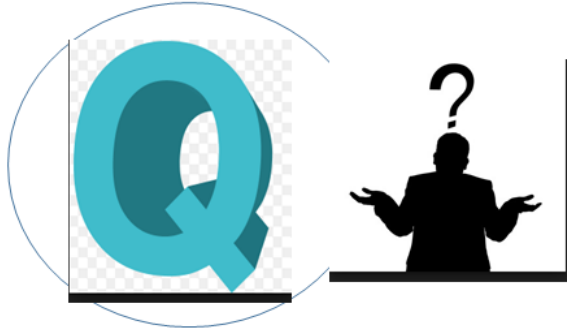
## SYSTEMS IN PHYSICAL AND HUMAN GEOGRAPHY

### System Characteristics

- Systems have **structure**, defined by parts and their composition;
- Systems have **behavior**, which involves inputs, processing and outputs of material, energy or information;
- Systems have **interconnectivity** : the various parts of a system have functional as well as structural relationships between each other.
- Systems are often **Open System** which is **dynamic** and interact with the external environment



## What About the Quality Management System?



### SYSTEM APPROACH IN QUALITY MANAGEMENT

AR1

The organization be viewed as a unified, purposeful system composed of interrelated parts - **System structure**

AR2

Systems have behavior which involves Input-Process-Output (Energy-Material-or even ideas, information etc)

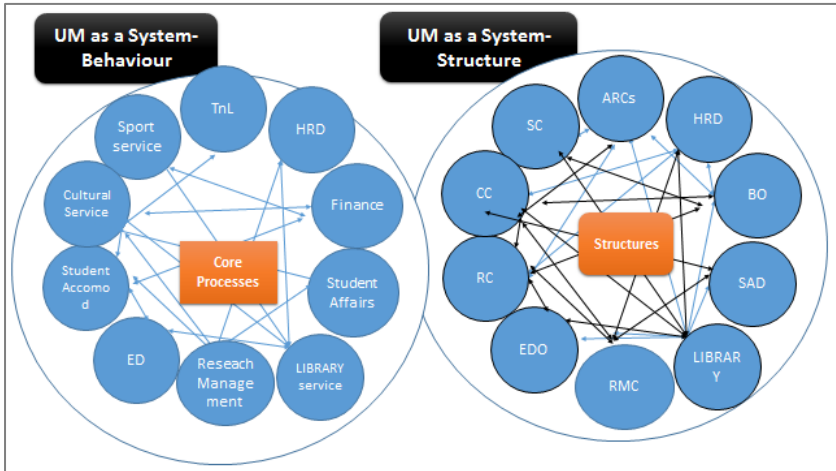
AR3

Systems have interconnectivity – relationship between parts and functions

AR4

Systems are often open system which is dynamic and interact with the external environment

## Tapping the Power of Analogy

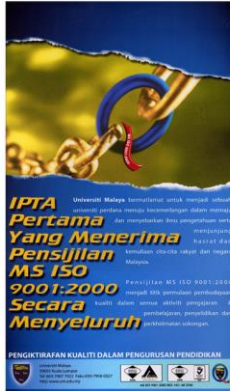


**UM's Quality Management System- Swallowing the Elephant as a Whole**

- The UM Quality Management System is Comprehensive and Holistic. **Comprehensive** that it covers the whole Campus-component of the System.
- **Holistic** in the sense that it covers the whole range of Core processes which makes up the University.
- As recognized by the Malaysian Book of Records- UM is the first public university.
- True to the spirit of the Systems Approach that the well-being of its parts affects the well being of other parts and thus the whole system.

# Inaugural Lecture

Universities which do not choose to go for a holistic QMS implemented QA based on either a particular process or location

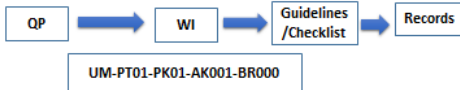


UM also becomes a show case of a holistic and comprehensive Quality Management System

## System Approach in Quality Activities

- **Documentation**

- ✓ Core Processes-Major Activities-Sub Activities

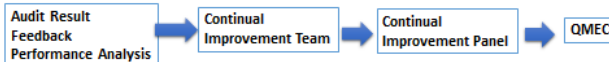


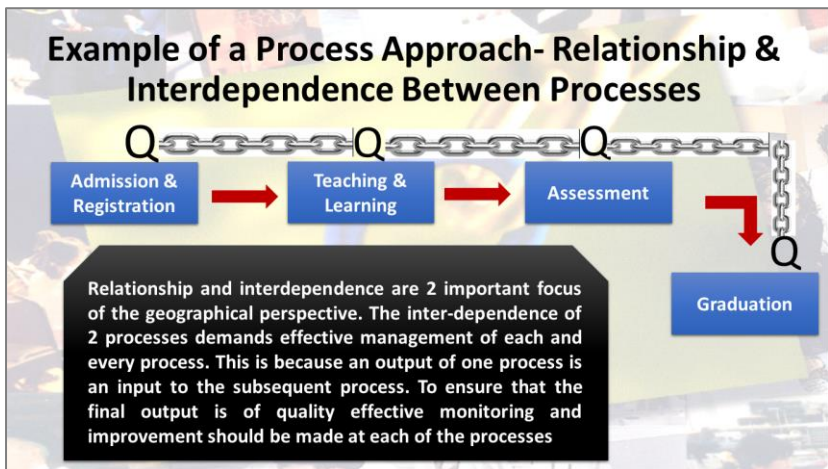
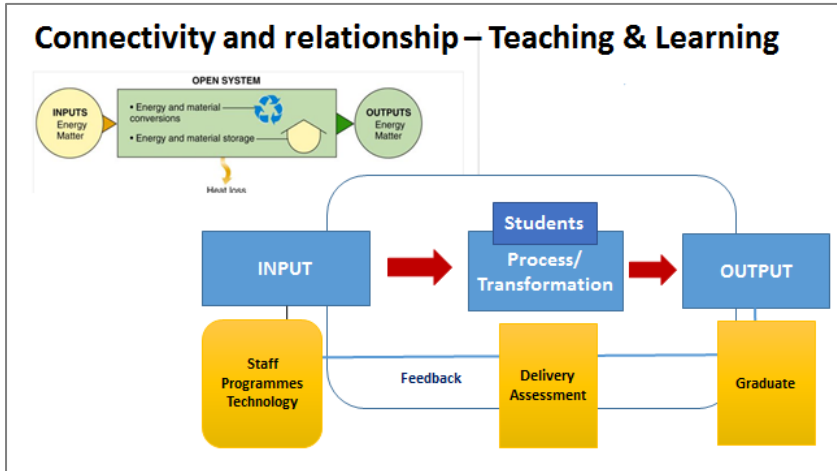
- **Audit**

- ✓ Lead Auditor-Group Leader-Team Members-Auditee

- **Continual Improvement**

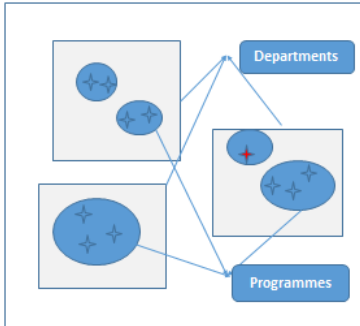
- ✓ Input-Process-Output







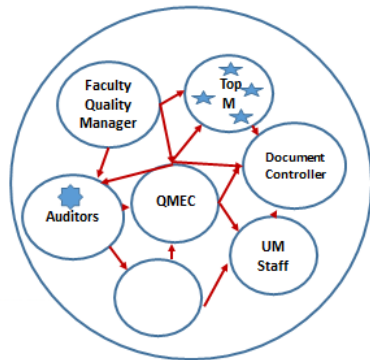
## Connectivity & Relationship - Recurring NCs

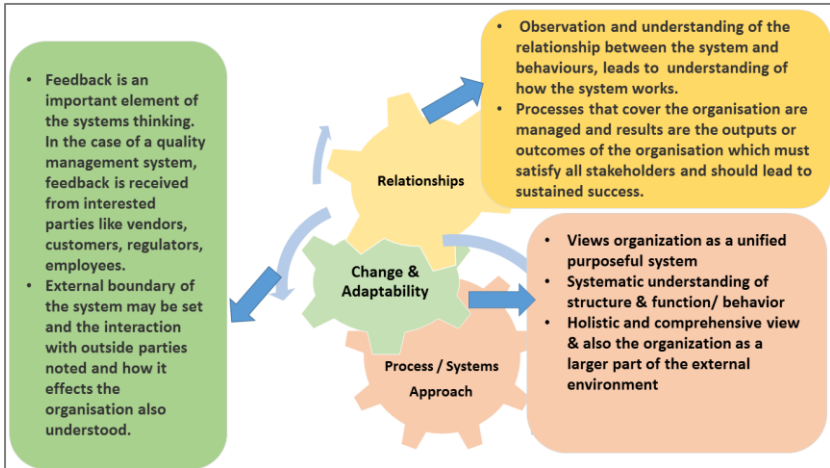


- Recurring NCs reflects an ineffective Corrective Action which might not lie in the Action or strategy itself but rather to the APPROACH that the Action is implemented.
- This is the result of an isolated approach, where the corrective action is only enforced upon to the place of the NC.
- The Quality Manager must ensure that the corrective actions be implemented holistically.

## Connectivity & Relationship – Teamwork & Leadership

- Teamwork and Leadership are two very important requirements of a Quality Management System.
- In the TEAM- there are members with their respective roles and responsibilities.
- Leadership Occurs at various levels of the organization.
- Leaders in Quality Management walks with the TEAM





### SYSTEMS APPROACH IN QMS: ADVANTAGE TO THE ORGANIZATION

- A system oriented quality manager/strategist make decision only they have identified the impact of the decision on the entire system; not only certain components.
- They must intertwine their department with the whole system ie the organization and communicate with all departments and employees. This also applies to quality managers and strategist at lower levels.
- Identifying, understanding and managing interrelated process as a system contribute to the organization effectiveness and efficiency in achieving its objectives.
- This approach also avoids managers to analyze problem in isolation and encourage an integrated approach to problem solving.

### AR4 Connections- Association between 2 phenomena/places etc

- In Quality Management, the ability to make connections between framework or even standards between frameworks is very important.
- There are 2 scenarios:
  - ✓ In case where an organization has to make a choice on which QA framework to adopt.
  - ✓ The case where the organization has to integrate and ultimately adapt a new quality standard.
- In both cases the ability to make connection between the requirements of the framework is very important.
- In UM, this came with the enforcement of the MQF and the status of Self-Accreditation, when we were already implementing the QMS based on the MS ISO 9001:2008 in which Teaching & Learning is one of the Core processes.

### Contd

- There was this worry of having 2 QA frameworks which means 2 set of documentations and 2 set of audits and perhaps 2 group of auditors.
- When UM management decided that we maintained the 2 frameworks: we were confronted with the challenge of integrating the requirements of Code of Practice of Programme Accreditation to that of the UM QMS on Teaching and Learning which has seven (7) Quality Procedures and about 85 Work Instructions.
- Analyzing each sets of requirements and matching them both to identify connections. Based on the connections of each standards of COPIA- QMS requirements and the ISO requirements we came up with a [Checklist for Integrated Audit](#).
- This means that although we have 2 frameworks, UM shall only have 1 internal audit-based on this Manual. This Manual since became the reference point for other IPTAs.

This checklist also ensures a very detailed audit of Teaching and Learning

### CHECKLIST FOR INTEGRATED AUDIT

QUALITY MANAGEMENT AND ENHANCEMENT CENTRE  
UNIVERSITY OF MALAYA

## IN CONCLUSION

- The lecture through the focus on several instances of Analogical Reasoning  
& Has shown the relevance of geographical knowledge and training to Quality Management.
- The strength of the Systems and is enormous. In fact the Systems approach has been accepted in numerous management systems.
- **Lessons No 2, to fellow geographers, geography has its relevance in the real world practices: its up to us to tap and apply the relevance in**
- **and to fellow managers/strategist from other disciplines the potentials are there too for each respective discipline.**

## **QUALITY MANAGEMENT @ UM**

- QMS @ UM has travelled 15 years.
- Systems are in place.
- Principles of QMS are well entrenched.
- However, there are still challenges ahead...

## **FUTURE CHALLENGES..**

- Quality in Higher Education is to stay.
- Becoming more complex with requirement of Quality Framework from various quarters including professional bodies, thus integration would be difficult.
- Systems approach in QMS is still relevant & needed.
- Quality Management is becoming more challenging.
- UM perhaps should be thinking of moving on to Total Quality Management.
- The Journey continues...

### My Dreams Unfulfilled.....

- To see more relationship and connection between Core processes
- To develop an on-line system for the Accreditation process
- To Institute Culture for Self Assessment and Quality Assurance



- To move forward to Total Quality Management.
  - ✓ A system of management based on the principle that every staff member must be committed to maintaining high standards of work in every aspect of an organization's operations.

### TOWARDS TOTAL QUALITY MANAGEMENT SYSTEM



Fauza A.Ghaffar & A.Abrizah. 2016. Quality Assurance and Quality Culture at a Public Higher Education Institution: A View from Within. In Neubauer, D. and Gomes, C. (eds.) *Quality Issues at the University Level: Implementing Massification in Asian Higher Education* (pp. XX). Springer Nature.



**F-E-A-R: has two meanings:**

1. Forget Everything And Run  
or
2. Face Everything And Rise



**The Choice is Yours!**



## CURRICULUM VITAE



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### **PROFESSOR DR. FAUZA AB. GHAFFAR**

Department of Geography  
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#### **Academic Qualification**

BA (Hons) - University of Sheffield, UK  
(1979)  
MA - University of Sheffield, UK (1982)  
PhD - Universiti Teknologi Malaysia (1999)

#### **Research Interests**

- Urban and Regional Development Studies
- Social Impact Studies
- International Migration
- Urbanization and Urban Environmental Degradation
- Vulnerability Studies

## SELECTED PUBLICATIONS

1. Nik Juliana, A., Mariney, M.Y. & **Fauza, A.G.** (2014) Penempatan Semula Setinggalan di Bandar dan Implikasinya terhadap Komuniti. Jabil Mapjabil, Mazdi Marzuki dan Zikri Muhammad (eds). Isu-isu petempatan di Malaysia. hlm 55-71. Penerbit UTHM
2. **Fauza, A.G.** and Khairulmaini, O.S. Urban Environmental Hazards-Vulnerability and Adaptation amongst the Urban Poor. Abdul Samad A. Hadi et.al. (2005) Governing for Sustainability in the Asia Pacific. LESTARI, UKM, Bangi.
3. **Fauza, A.G.** (2003). Globalisation and Malaysia s Policies on Migrant Labour. Edmund Terence Gomez and Robert Stephens



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- (eds.), *The State, Economic Development and Ethnic Co-Existence in Malaysia and New Zealand*. CEDER, University of Malaya, Kuala Lumpur. pp. 274-296.
4. **Fauza, A.G.** (2003). *Globalization, International Migration and the Quality of Life: The Case of Urban Migrants in Peninsular Malaysia*. Khairulmaini Osman Salleh and Kanthasamy, M. (eds) *Malaysia and Globalisation Issues and Challenges in the 21st Century*. Faculty of Arts and Social Sciences, University of Malaya, Kuala Lumpur. pp. 83-98.
  5. Khairulmaini, O.S. and **Fauza, A.G.** (2003). *Hydropower Development in Upper Basin Systems: A Case Study of Sustainable Development in Cameron Highlands-Batang Padang Basin, Malaysia*. First Southeast Asia Water Forum: Strengthening Regional Capacity through Best Practices in IWRM, 17-21 November 2003, Chiang Mai, Thailand
  6. Khairulmaini, O.S. and **Fauza, A.G.** (2003). *Social Impact Assessments and Environmental Resources Development in Malaysia*. In: (Ed., Saikia, A.), *Population, Environment and the Challenge of Development*. Akansha Publishers, New Delhi.
  7. **Fauza, A.G.** (2002). *Globalisation and Regional Disparity in Malaysia: Challenges for the 21st Century*. Khairulmaini Osman Salleh and Lily Kong (eds). *Malaysia, Singapore and ASEAN in an Age of Globalisation*, Faculty of Arts and Social Sciences, Kuala Lumpur. pp 175-216.
  8. Khairulmaini, O.S. and **Fauza, A.G.** (2002). *Trend and Patterns in Human Resources Development in Malaysia*. In: *Research Papers on Human Resource Development and Training in Korea and ASEAN Countries*. ASEAN University Network Korean Association of Southeast Asian Studies Publications, pp. 371-381.

9. Khairulmaini, O.S. and **Fauza, A.G.** (2002). Modelling the Impact of International Migration on National Security at Border regions. In (Ed) Armando, M, Human Mobility in a Boderless Region. Societa Geografia Italiana Public, Rome, pp 125-130.
10. **Fauza, A.G.** (2001). A Socio-Demographic Profile of Foreign Workers in peninsular Malaysia. Health Problems of Foreign Workers, Monograph, Faculty of Medicine, University of Malaya.
11. Khairulmaini, O.S. and **Fauza, A.G.** (2001). The growth of cities, Environmental Decay and the impact on the Urban Poor: Experiences and Lessons from the city of Kuala Lumpur. In (Eds)., Syarifah Norazizan Syed Abdul Rashid, Noorba yah Ahmad and Aishah Idris, Urban Issues and Challenges-Developing Solutions for the 21st Century, UPM Press, Serdang.
12. **Fauza, A.G.**, Kiran Kaur Gurmit Singh, (2012). Malaysian Higher Education: Sustaining Excellence. Ministry of Higher Education Malaysia (KPT):8-18 (*Non-ISI/Non-SCOPUS Cited Publication*)
13. Thanapackiam, P., Khairulmaini, O.S., **Fauza, A.G.** (2012). Space-Time Behavior Of Klang Valley Region Slope Failures. American Journal of Environmental Science, 2012.8(6), 661-669. (*ISI-Cited Publication*)
14. Thanapackiam, P., Khairulmaini, O.S., **Fauza, A.G.** (2012). Vulnerability and adaptive capacities to slope failure threat: a study of the Klang Valley Region. Natural Hazards, ISSN 0921-030X (*ISI-Cited Publication*)
15. Thanapackiam, P., Khairulmaini, O.S., **Fauza, A.G.** (2012). Vulnerability and adaptation of urban dwellers in slope failure threats A preliminary observation for the Klang Valley Region. J. Environ. Biol. 33, 373-379 (2012) ISSN: 0254-8704 (*ISI-Cited Publication*)

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16. Saripah, O. and **Fauza A.G.** (2012). The Spatial Changes of Land Use in the Johore Bahru Metropolitan Region, Proceeding of the 6th Indonesia Malaysia International Conference, Surabaya (*Non-ISI/Non-SCOPUS Cited Publication*)
17. Thanapackiam, P., Khairulmaini, O.S., **Fauza, A.G.** (2012). Space-Time Behavior of Klang Valley Region Slope Failures. (Perilaku Ruang dan Masa Kegagalan Cerun di Kawasan Lembah Klang) (*ISI-Cited Publication*)
18. Thanapackiam, P., Khairulmaini, O.S., **Fauza, A.G.** (2012). Urban Slope Failure Threat And People-Friendly Early Warning System In The Klang Valley Region Malaysia. American Journal of Environmental Science, ISSN:1553-345X (*ISI-Cited Publication*)
19. Thanapackiam, P., Khairulmaini, O.S. and **Fauza, A.G.** (2012). Spatial and Temporal Threat of Slope Failures in the Klang Valley Region, Malaysia. Disaster Advances, Vol. 5(3) July 2012. (*ISI-Cited Publication*)
20. **Fauza, A.G.** et al. (2012). Environmental Change and the Coastal Communities of the Northeast Region of Peninsular Malaysia in the Proceedings of the Southeast Asian Geography Association 11th Conference (SEAGA 2012) Whose Geography? Space, Place, Cultures and Environments of Asia 27-30 November, Singapore, Eds. Chang, C.H. ET. al. 2012, pages 172-173. SEAGA Publications, Singapore (*Non-ISI/Non-SCOPUS Cited Publication*)
21. **Fauza, A.G.** et al. (2010). Climate Change Threat and the Low Income Populations of Coastal Zones A Study of the Northeastern Region of Peninsular Malaysia. In Coastal Zones And Climate Change: Assessing The Impacts And Developing Adaptation Strategies (eds. Dushmanta Dutta and Wendy Wright). Asia

## Tapping the Power of Analogy

- Pacific Network for Global Change Research and Monash University Publications. *(Non-ISI/Non-SCOPUS Cited Publication)*
22. Khairulmaini O.S. and **Fauza, A.G.** (2010). Upper basin systems: Issues and implications for sustainable development planning in Malaysia. *Journal of Georgraphy and Regional Planning* Vol.3(11),pp.327-338 *(ISI-Cited Publication)*
  23. Saripah O., and **Fauza, A.G.** (2010) Metropolitanization and its Impact on Population: Johore Bahru Metropolitan Region. *Proceeding of International Conference on Population Dynamism: Issues and Challenges Ahead. University of Malaya (Non-ISI/Non-SCOPUS Cited Publication)*
  24. Khairulmaini, O.S. and **Fauza, A.G.** (2009). Climate change and its implications on poverty in Malaysia. *SARJANA*, 63-82 pp. *(Non-ISI/Non-SCOPUS Cited Publication)*
  25. **Fauza, A.G.** et.al. (2009). Climate Change Vulnerability Mapping for Southeast Asia. 32 pps. Economy and Environment Program for Southeast Asia (EEPSEA), Swedish International Development Cooperation Agency (SIDA) and Canadian International Development Agency (CIDA).
  26. Saripah, O. and **Fauza, A.G.** (2008) Metropolitanization and the Economic Development Region: Case of the Southern Region of Malaysia. *Proceeding of SEAGA, Phillippines. (Non-ISI/Non-SCOPUS Cited Publication)*
  27. **Fauza, A.G.** (1999). Regional Planning Development in Malaysia: Evolution and Future Trends, *SARJANA*, pp 20-35.
  28. Khairulmaini, O.S. and **Fauza, A.G.** (1998). The Need for Social Impact Assessment in Environmental Resource Development in Southeast Asia - Issues and Challenges in Malaysia *Journal of Southeast Asian Studies, JATI, No. 4, pp. 64-85.*

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29. Khairulmaini, O.S. and **Fauza, A.G.** (2009). Climate change and its implications on poverty in Malaysia. SARJANA, 63-82 pp. (*Non-ISI/Non-SCOPUS Cited Publication*)
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34. **Fauza, A.G.** et al. (2005). Assessment Parameters for Coal Fired Generation Plant Site Selection, International Journal of Energy, Special Edition, July 2005, pp 4-45.
35. **Fauza, A.G.** (2002). The Urban Society in Malaysia: Poverty amidst Plenty. SARJANA. (published in 2005)
36. **Fauza, A.G.** and Wong Y.L. (2002). Review of Questionnaire: The Socio-Demography and Geographical Aspects. JUMMEC, Vol. 7, No. 1 (Special Edition: Health Problems of Foreign Workers) pp. 9.

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37. **Fauza, A.G.** and Wong, Y.L. (2002). A Pilot Study of Foreign Workers Health: Sociological Aspects. JUMMEC. Vol. 7, No. 1 (Special Edition: Health Problems of Foreign Workers), pp. 9.
38. Khairulmaini, O.S. and **Fauza, A.G.** (2001). Environmental Management in Malaysia: a perspective). Indonesian Environmental History Newsletter, Number 16, December 2001 (Published in 2002).
39. Khairulmaini, O.S. and **Fauza, A.G.** (2000). Environmental Decay and the Urban Poor in Southeast Asia Journal of Southeast Asian Studies, JATI Vol. 4, pp. 1-15.
40. **Fauza, A.G.** (2000). The Growth and Transformation of the Malaysian Economy and the Implications for Development Planning. Man and Society.
41. **Fauza, A.G.** and a. Hamid A.Hadi. (2005). Self- assessment report of the internal quality assurance system of University of Malaya. Prepared and presented for the training for trainers. Asean University Network Programme (AUNP).
42. Process-performance Monitoring and Analysis: The Case for Teaching and Learning in the University of Malaya, Seminar on ISO 9001:2000 for Higher Education and Workshop for Internal Audit, 07 Jun 2006 to 10 Jun 2006, (National)
43. MS ISO 9001:2000 Certification and the Internationalisation of the University of Malaya, Fifteenth International Conference on Assessing Quality in Higher Education, 14 Jul 2003 to 16 Jul 2003. (International)

## **Inaugural Lecture**

44. Internal and External Assessment for Quality Assurance in Higher Education: The Experience of the University of Malaya, Malaysia, 5th ASEAN University Network Quality Assurance (AUN-QA) Workshop for Chief Quality Officers, 23 Mar 2003 to 25 Mar 2003, AUN-QA (International)
45. Self-Assessment Report of International Quality Assurance System of the University of Malaya, Workshop on Training for Trainers, ASEAN University Network Programme (AUNP), 28 Dec 2006 to 30 Dec 2006, ASEAN University Network Programme (AUNP). (International)
46. The Framework for Quality Assurance in the University of Malaya, ASEAN-EU University Network, Third AUNP Round Table Meeting, 29 Aug 2006 to 31 Aug 2006, ASEAN-EU University Network (AUNP). (International)

## **CONSULTATION PROJECT/CONSULTANCY**

1. Heat Sink Capability of Inland Water Resources for Thermal Power Plants in Peninsular Malaysia. Consultant, 2016-2017, TNBR Bhd.
2. The Cleaning and Pollution Control of Sg Pinang, Pulau Pinang, 2006-2006, Federal Government
3. Dam Break Study of the Perak Hydro Scheme, Consultant, 2005-2005, TNRD
4. Poverty Mapping for Kuala Lumpur and Petaling Jaya, Consultant, 2005-2005, EPU and UNDP
5. Reassessment Study and Ranking of Sites for Potential Coal Fired Stations in the Peninsular Malaysia, Consultant, 2002-2002, Tenaga Nasional Bhd.
6. Reassessment of Ranking of Power Station Sites in the State of Pahang, Consultant, 2002-2002, Tenaga Nasional Bhd.

## **Tapping the Power of Analogy**

7. Site Selection for Power Stations in Peninsular Malaysia, Consultant, 1991-1991, Tenaga Nasional Bhd.

### **EXPERT LINKAGES**

1. Senior Assessor AUN Quality Assurance, ASEAN University Network, Expert Advisor, 2012-2016, (International)
2. MQA Programme Assessor, Malaysian Qualifications Agency, Expert Advisor, 2016-2016, (National)
3. Facilitator/ Trainer AUN-QA Training Projects, 2014-present
4. Expert Advisor, AUN-QA Quality Framework 2016

### **ADMINISTRATIVE DUTIES**

1. Dean, Institute of Graduate Studies, University of Malaya (28 Feb 2015 to 9 Jul 2016)
2. Chief Auditor, University of Malaya (1 Jun 2001 to 9 Jul 2016)
3. Assessor for Promotion to Professor, Faculty of Arts and Social Sciences, University of Malaya (1 Mar 2016 to 9 Jul 2016)
4. Director, Quality Management & Enhancement Centre (QMEC), University of Malaya (1 Sep 2006 to 30 Jun 2016)
5. Head, Quality Assurance Management Unit (QAMU), University of Malaya (2005 to 2006)
6. Head of Department, Department of Geography, Faculty of Arts and Social Sciences, University of Malaya (1 Apr 2006 to 31 Aug 2006)
7. Head of Level, University of Malaya (1 Jun 2012 to 30 Jun 2014)