



Devika Nadarajah

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Profile: Served in the capacity of internal and external consultant with over 13 years of industry experience in the areas of process management, improvement, KPI development and tracking for the purpose of driving change. Process improvements using a variety of methods from business process re-engineering, Six Sigma or TQM followed by KPI measurement and tracking to ensure effectiveness of improvement efforts. After embarking on PhD, made a career transition to the academia.

Education Details:

Doctor of Philosophy (2013),
Specialising in Quality Management System
Faculty of Business and Accountancy,
University of Malaya

M.Sc Quality and Productivity Improvement (1999) – 1st Class
Faculty of Science and Mathematics
Universiti Kebangsaan Malaysia

B.Sc Statistics (1998) – 2nd Class Upper
Faculty of Science and Mathematics
Universiti Kebangsaan Malaysia

Research Interest:

Operations Management and Quality Management

Career Experience:

Associate Professor and Manager for Quality Assurance (Dec 2019 to Current)
Senior Lecturer (April 2015 to Nov 2019)

Publications

1. Zerine Tasnim, Abu Bakar A. Hamid, Devika Nadarajah (2023) "Blockchain Technology in Bangladesh's FMCG Sector: A Review", *European Journal of Business and Management* Vol.15, No.14, pages 13 – 19.
2. Thabit Abdulaziz, Hishamuddin Md. Som, Rosli Mahmood, Devika Nadarajah (2023), "Leadership Effectiveness as a Mediator Between Leadership Development Interventions and Organisational Performance in Saudi Service Firms", *Change Management: An International Journal* ISSN: 2327-798X (Print) ISSN: 2327-9176 (Online) Volume 23 No. 1, pages 182 – 217.
3. Muhammad Imtiaz, Abu Bakar A. Hamid, Devika Nadarajah, Sultan Adal Mehmood, Muhammad Khaliq Ahmad (2023), "Enhancing SMEs Performance through Supply Chain Collaboration and moderation of Supply Chain Technology Implementation", *Brazilian Journal of Operations and Production Management*, Vol. 20, No. 2, e20231494. <https://doi.org/10.14488/BJOPM.1494.2023>.
4. Devika Nadarajah, Haliyana Khalid, A.T. Kumararajah (2023), "Driving Economic Empowerment of Malaysian Indian Entrepreneurs", *Asian Journal of Case Research*, 12(1), pages 1 – 13.
5. Thabit Abdulaziz, Prof. Dr. Hishamuddin Md. Som, Rosli Mahmood, Devika Nadarajah, & Sahel Mahdi Abdulaziz. (2023). The Moderating Role of Job Satisfaction between Leadership Development Interventions and Organisational Performance. <https://doi.org/10.5281/zenodo.7787763>.
6. Sivachandran Narayanan, Devika Nadarajah (2022) "Person-organisation fit, employee voice, and knowledge productivity: the moderating role of perceived voice opportunity", *Knowledge Management Research & Practice*, pages 1-13.
7. Yean, Tan Fee; Tan, Fee Cheng; Devika Nadarajah (2022) "Determinants of adaptability and its impact on the change readiness of civil servants", *International Journal of Public Sector Management*.
8. Simon Karl Hubert Backhaus, Devika Nadarajah, (2022) "Enhancing Productivity and Sustainability through Fourth Industry Revolution Technologies: Comparative Study between Small Medium Enterprises and Large Enterprises" *Proceedings of the Society 5.0 Conference 2022* Vol 84.
9. Simon Karl Hubert Backhaus, Devika Nadarajah, (2022) "Productivity Enhancements through Fourth Industrial Revolution Technologies: Comparison of Small- and Medium-Sized Enterprises with Large Enterprises" *Proceedings of the Society 5.0 Conference 2022* Vol 84, Pages 13 – 24.
10. Mehmood, Sultan Adal; Malik, Abdur Rahman; Nadarajah, Devika; Akhtar, Muhammad Saood (2022) "A moderated mediation model of counterproductive work behaviour, organisational justice, organisational embeddedness and psychological ownership" *Personnel Review*.
11. Lim Wei Qi, Devika Nadarajah (2022) "Mediating Effect of Sustainable Manufacturing Practices between Green Innovation Capability and Sustainability Performance among Malaysian Manufacturing SMEs", *Business Management and Strategy*, Vol 13, Issue 1, 102 – 133.

12. Appah, Kenneth Asiamah; Leong, Yee Choy; Nadarajah, Devika; Ann, Ho Jo (2022) "Effects of Top Management Support On Operational Performance: The Mediated-Moderated Roles of External Integration and Supply Chain Resilience".
13. Farzana Parveen Tajudeen, Devika Nadarajah, Noor Ismawati Jaafar, Ainin Sulaiman (2021) "The impact of digitalisation vision and information technology on organisations' innovation", *European Journal of Innovation Management*.
14. Mehmood, S.A., Nadarajah, D. & Akhtar, M.S. (2021) "How community embeddedness of public sector employees is formed by organisational justice and leads to counterproductive work behaviour", *Public Organizational Review*. <https://doi.org/10.1007/s11115-021-00539-z>.
15. Kenneth Asiamah Appah, Yee Choy Leong, Devika Nadarajah, Ho Jo Ann (2021) "Effects of Information Sharing on Cold Pharmaceutical Product Supplies on Operational Performance: The mediated-moderated influence of internal integration and supply chain resilience", *International Journal of Academic Research in Business, Arts and Science*, Vol 3, Issue 5, Page 104 – 116.
16. Sarker Rafij Ahmed Ratan, Huam Hon Tat, Ahamd Shaharudin Abdul Latiff, Devika Nadarajah (2021) "Achieving Favourable Organic Food Purchase Behavior through the Mediating Role of Healthy Lifestyle: A Perspective of Health Economics", *Studies of Applied Economics*, Volume 39-10, DOI: 10.25115/eea.v39i10.6046.
17. Grace Dairiam, Ida Md Yasin, Devika Nadarajah (2021) "Collaborative Governance in Consultative Management of Minimum Wage Fixing Mechanism in Malaysia" *International Journal of Business and Economy*.
18. Kwame Asamoah, Devika Nadarajah (2021) "Supply Chain Integration as a Predictor of SSCM Practices on Operational Performance", *Business Management and Strategy*, Vol 12, Issue 2, 182 – 205.
19. Gloria Pokuaa -Duah, Devika Nadarajah (2021) "Improving of Organizational Performance Using Lean Supply Chain Management Practices: The Mediating Role of Supply Chain Collaboration", *Business Management and Strategy*, Vol 12, Issue 2, 108 – 129.
20. Lim Wei Qi, Devika Nadarajah, Sazali Abdul Wahab (2021) "Sustainable Manufacturing Practices and Sustainability Performance: A Conceptual Framework for Manufacturing SMEs" *Business Management and Strategy*, Vol 12, Issue 1, 35 – 49.
21. Fee Cheng Tan & Devika Nadarajah, (2021) "Adaptability Features, Proactivity, and Change Readiness: An Empirical Investigation of Public Sector Organisations," *Journal of Public Administration and Governance*, Macrothink Institute, vol. 11(1), pages 8596-8596.
22. Karage, Ahmed Ibrahim; Yusof, Raja Nerina Raja; Nadarajah, Devika, (2021), "Effect of International Entrepreneurial Orientation on the Internationalization of SMEs: The Contingent Effect of Export Promotion Programs" *International Business Research*, Volume 14(12), pages 160.
23. S Narayanan, D Nadarajah, M Sambasivan, JA Ho (2020) "Antecedents and outcomes of the knowledge management process (KMP) in Malaysian SMEs", *Journal of Small Business & Entrepreneurship*, 1-27.
24. Sultan Adal Mehmood, Naveed Ahmad Faraz, Devika Nadarajah, Syed Waqar Abbas, Muhammad Saood Akhtar, Huam Hon Tat, (2020) Abusive Supervision: A Case Study of Public Sector Entity in Pakistan's Electricity Distribution Sector *International Journal of Innovation, Creativity and Change*. www.ijcc.net Volume 14, Issue 2.
25. Sivachandran Narayanan, Devika Nadarajah, Sultan Adal Mehmood, Nur Farhana Abdullah (2020), "Leadership Styles and Knowledge Management Strategy in Malaysian SMEs", *Business Management and Strategy*, Vol 11, Issue 1, 124 – 147.
26. Asamoah, K., Nadarajah, D. (2020). Enhancing the Influence of Sustainable Supply Chain Management on Manufacturing Firm Performance through Organizational Innovation. *International Journal of Academic Research in Business and Social Sciences*. 10(8), 59-74.

27. Gloria Pokuaa-Duah Devika Nadarajah (2020) "Value stream mapping in enhancing Operational Performance of Ghanaian Food Processing Industry: Mediating role of Supply Chain Collaboration" *International Journal of Business and Social Science*.
28. Devika Nadarajah, Sharifah Latifah Syed Abdul Kadir, Haliyana Khalid (2019), "Understanding How IT Capability Impacts Sustainable Competitive Advantage through Business Process Management", *Business Management and Strategy*, Vol 10, Issue 2, 250 – 264.
29. Abdullah, N. F., Nadarajah, D., Yusof, R. N. R., & Latiff, A. S. A. (2019). Leveraging on Social Media as a Communication Channel for Improving Services of the Government of Malaysia. *International Journal of Academic Research in Business and Social Sciences*, 9(9), 1140–1155.
30. Karage, A. I., Yusof, R. N. R., Nadarajah, D., & Abdul, M. (2019). Complementary Roles of Domestic and International Networks in Sustaining Internationalization of SMEs: a Modeling Approach. *International Journal of Academic Research in Business and Social Sciences*, 9(8), 200–218.
31. Sultan Adal Mehmood and Devika Nadarajah (2019), "Mediation Of Organisational Embeddedness Between Counterproductive Work Behaviour And Organisational Justice: A Conceptual Analysis" *International Journal of Management and Applied Science*, Volume 5, Issue-9.
32. Drus, Zufadzli; Nadarajah, Devika; Khalid, Haliyana (2019), "Quality of Work Life and Job Satisfaction Among Employees at Fitness Center in Klang Valley" *Open International Journal of Informatics*, Volume 7(2), 14 – 21.
33. Gogila Vani Malasamy, Devika Nadarajah and Sultan Adal Mehmood (2018), "Effects of Knowledge Acquisition, Information Capability and Relationship Quality on Product Innovation Flexibility Among Manufacturing Firms in Malaysia", *International Journal of Engineering & Technology*, Volume 7 (2.34), pp. 29 – 33.
34. Sultan Adal Mehmood, Devika Nadarajah, Muhammad Saood Akhtar, Noor Ahmed Brohi, Mansoor Ahmed Khuhro (2018). "A Conceptual Framework Explaining the Impact of Perceived Career Growth and Organisational Justice on Intention to Stay Among City Traffic Police Lahore", *International Journal of Engineering & Technology*, Volume 7 (2.34), pp. 22 – 28.
35. Sultan Adal Mehmood, Devika Nadarajah, Muhammad Saood Akhtar (2018). "Explaining the Impact of Perceived Career Growth and Organisational Justice on Intention to Stay", *International Journal of Economics, Business, and Entrepreneurship*, Volume 1 (2), pp. 139 – 151.
36. Yeow Pooi Mun, Haliyana Khalid and Devika Nadarajah (2017), "Millennials' Perception on Mobile Payment Services in Malaysia", *Procedia Computer Science*, Volume 124 pp. 397 – 404.
37. Syairazi Mohd Yunus, Ahmed Razman Abdul Latiff and Devika Nadarajah, (2016), "Trojan Express Sdn Bhd: Keeping the Ship Afloat", *AJCR*, Volume 9(2).
38. Devika Nadarajah, (2016), "Qualitative based Research Approach for Social Science", *Business and Management Quarterly Review*, Vol. 7, Iss 2.
39. Devika Nadarajah, Sharifah Latifah Syed A. Kadir , (2016),"Measuring Business Process Management using Business Process Orientation and Process Improvement Initiatives", *Business Process Management Journal*, Vol. 22 Iss 6 pp. 1069 – 1078.
40. Rahim, Yusof, Devika Nadarajah and Borges, (2015), "Petra University (PU) Press: A Department with a Dilema", *AJCR*, Vol. 8(1).
41. Devika Nadarajah and Syarifah Latifah Syed Abdul Kadir (2014) A Review of The Importance of Business Process Management in Achieving Sustainable Competitive Advantage, *TQM Journal*, Vol 26 No 5, 522-531.
42. Syarifah Latifah Syed Abdul Kadir and Devika Nadarajah (2012) Development of Measures for Process Flexibility: Usefulness of Focus Group Discussion Approach. *The International Journal of Innovations in Business*, Vol 1, No 2.

Conference

1. Simon Karl Hubert Backhaus and Devika Nadarajah (2019) "Investigating the relationship between Industry 4.0 and productivity: A conceptual framework for Malaysian manufacturing firms" Information Systems International Conference.
2. Mehmood, S. A., Nadarajah, D., & Akhtar, M. S. (2019). "Examining the perceived career growth, organisational justice and intention to stay among traffic wardens in the City Traffic Police, Lahore", In Global Competitiveness: Business Transformation in the Digital Era: Proceedings of the First Economics and Business Competitiveness International Conference (EBCICON 2018), September 21-22, 2018, Bali, Indonesia (p. 264). Routledge.
3. Sultan Adal Mehmood, Devika Nadarajah, Muhammad Saood Akhtar (2019) "Mediation of organisational embeddedness between Counterproductive work behaviour and Organisational justice: a conceptual analysis" International Conference on Management, Economics & Social Science – ICMESS 2019, Sydney, Australia.
4. Devika Nadarajah, Sultan Adal Mehmood (2019) "A conceptual pathway explaining how community embeddedness of public sector employees is affected by organisational justice and then affect on their counterproductive work behaviours", International Conference on Institutional Development, Business Law and Social Science Research, Male, Maldives.
5. Lee Jiang Qing and Devika Nadarajah (2018) 3rd International Conference on Dynamic Innovation, "Quality of Work Life on Employee Engagement in Malaysia"
6. Ahmed Ibrahim Karage, Raja Nerina Raja Yusof, Mohani Abdul and Devika Nadarajah (2018) 3rd International Conference on Dynamic Innovation, "Determining the Joint Influence of Domestic Networks and International Networks on Internationalization of SMEs in Sub Sahara Africa".
7. Tan Fee Cheng, Devika Nadarajah, and Ho Jo Ann (2018) British Academy of Management 2018 Conference, "Do Managerial Climate and Psychological Ownership Facilitate Employees' Adaptability for Change Readiness in Malaysian Public Services?".
8. Sultan Adal Mehmood, Devika Nadarajah and Muhammad Saood Akhtar (2018) Economics and Business Competitiveness International Conference, "Explaining the Impact of Perceived Career Growth and Organisational Justice on Intention to Stay Among Traffic Wardens in the City Traffic Police Lahore".
9. Sivachandran Narayanan, Devika Nadarajah, Ho Jo Ann and Murali Sambasivan (2018) 2nd International Conference on Multidisciplinary Contemporary Research, "Mediating Role of Innovation Speed on the Relationship between Knowledge Management Processes and Organisational Performance".
10. Yeow Pooi Mun, Haliyana Khalid and Devika Nadarajah (2017) Information Systems International Conference, "Millennials' Perception on Mobile Payment Services in Malaysia".
11. Ahmed, I. K., R-Yusof, R. N., Mohani, A. and Nadarajah, D. (2017) Governance and Sustainability of Global Business Economics, "Influence of Organisational Capabilities and Environmental Factors on Internationalisation Strategy of SMEs".
12. Gogila Vani Malasamy, Devika Nadarajah and Sultan Adal Mehmood (2017) International Conference on Engineering, Technologies and Social Sciences, "Effects of Knowledge Acquisition, Information Capability and Relationship Quality on Product Innovation Flexibility Among Manufacturing Firms in Malaysia".
13. Sultan Adal Mehmood, Devika Nadarajah, Muhammad Saood Akhtar, Noor Ahmed Brohi, Mansoor Ahmed Khuhro (2016) International Conference on Engineering, Technologies and Social Sciences, "A Conceptual Framework Explaining the Impact of

Perceived Career Growth and Organizational Justice on Intention to stay among City Traffic Police, Lahore”.

14. Syarifah Latifah Syed Abdul Kadir, Salmiza Husin and Devika Nadarajah (2014) Advances in Business-Related Scientific Research Conference in Milan, “The Impact of ICT on Quality of Life”
15. Devika Nadarajah and Syarifah Latifah Syed Abdul Kadir (2013) 14th Annual Global Information Technology Management Association (GITMA) World Conference, “The Role of IT Capability in Creating SCA through BPM: Views of Three Industries in Malaysia”.
16. Syarifah Latifah Syed Abdul Kadir and Devika Nadarajah (2012) Development of Measures for Process Flexibility: Usefulness of Focus Group Discussion Approach. Annual Conference on Innovations in Business and Management 2012 and Doctoral Symposium in London.

Popular Writing:

1. Devika Nadarajah (2023) University of Tsukuba branch campus a remarkable example of international friendship, June 19 2023, NST Letters.
2. Devika Nadarajah (2022) Embracing Malaysia's future as an aging society, May 11 2022, NST Columnist.
3. Devika Nadarajah (2021) How E&E manufacturing firms can improve their performance, Dec 25 2021, NST Columnist.
4. Devika Nadarajah (2021) Tokyo Olympics 2020 offers a glimpse into Society 5.0, August 11 2021, NST Columnist.
5. Devika Nadarajah (2021) Technology leads to superior lives, May 18, 2021 NST Letters.
6. Devika Nadarajah (2021) Potential of sports industry to be more than a job creator, February 6, 2021, NST Columnist.
7. Devika Nadarajah (2020) We should nurture a culture that values vocational education, November 13, 2020, NST Columnist.
8. Devika Nadarajah (2020) SMEs can play their part in creating a sustainable future, September 23, 2020 NST Columnist.
9. Devika Nadarajah (2020) Smart farming, youth are key to food sustainability, July 8, 2020 NST Columnist.
10. Devika Nadarajah (2020) Education should go beyond online learning June 4, 2020 NST Columnist.
11. Devika Nadarajah (2016) Speaking Up and Asking Meaningful Questions. Graduan.
12. Devika Nadarajah (2015), Environmental Sustainability. Graduan.
13. Devika Nadarajah (2015), Developing A Holistic Management Framework Encompassing Corporate Sustainability. Marketeer, Issue 1.
14. Nadarajah and Borges (2015) Managing What You Measure – Enhancement with The Human Touch. Accountant Today, July – August 2015 Vol. 28. No. 4.

Book Chapters:

1. Pandian, A., Kaur, S., & Cheong, H.F. (Eds.). (2021). COVID-19, Education, and Literacy in Malaysia: Social Contexts of Teaching and Learning (1st ed.). Routledge. <https://doi.org/10.4324/9781003182733>. Devika Nadarajah Chapter 3: Online Assessments for University Students: A Case Study of A Business School.
2. William G. "Bill" Borges, Ng Siew Imm, Chew Boon Cheong, Lau Teck Chai, Derek Ong Lai Teik, Devika Nadarajah, Lee Chin, Goi Mei Teh, Law Kian Aun and Mohd Noor Bin Mamat (2020). Business Research Methods. Kuala Lumpur, Malaysia: SJ Learning. Second Edition.
3. Mehmood, S. A., Nadarajah, D., & Akhtar, M. S. (2019). Examining the Perceived Career Growth, Organisational Justice and Intention to Stay among Traffic Wardens in the City Traffic Police, Lahore. In Global Competitiveness: Business Transformation in the Digital Era. Taylor & Francis Group, London
4. Ahmed Ibrahim Karage, Raja Nerina Raja Yusof, Mohani Abdul and Devika Nadarajah (2018). The Influence of Export Promotion Programs (EPPs) on International Entrepreneurial Orientation (IEO) for SMEs' Internationalization Success. Kuala Lumpur, Malaysia
5. William G. "Bill" Borges, Ng Siew Imm, Chew Boon Cheong, Lau Teck Chai, Derek Ong Lai Teik, Devika Nadarajah, Lee Chin, Goi Mei Teh, Law Kian Aun and Mohd Noor Bin Mamat (2017). Business Research Methods. Kuala Lumpur, Malaysia: SJ Learning. First Edition.

Training and Consultancy:

1. Module Trainer for Human Governance in Leadership, 30 September 2021, Higher Education Leadership Academy (AKEPT).
2. Module Trainer for Kursus Pendedahan Tentang Human Governance, 13 April 2021, Institut Pendidikan Guru Malaysia (IPGM).
3. Module Trainer for Academic Leadership Programme: Human Governance, 17 – 18 October 2018, Higher Education Leadership Academy (AKEPT).