THE 4th INTERNATIONAL SEARCH CONFERENCE 2015 28-29 MAY 2015 CONFERENCE PROGRAMME

27 MAY 2015		
TIME	EVENT	ROOM
3.00 PM – 7.00 PM	PRE-REGISTRATION	LT 12

	THURSDAY 28 MAY 2015	
TIME	EVENT	ROOM
7.00 AM –	REGISTRATION	LT 12
9.00 AM		
9.00 AM -	OPENING CEREMONY	LT 12
9.30 AM	Officiated by Professor Dato' Dr. Hassan Said	
	Vice Chancellor, Taylor's University	
	BEST PAPER PRESENTATION	
9.30 AM -	PLENARY 1	LT 12
10.30 AM	Professor Ray Kemp	
	Honorary Professorial Fellow,	
	University of Wollongong, New South Wales, Australia	
	Adjunct Professor of Risk and Sustainability, Swinburne University of	
	Technology, Melbourne, Australia	
	Honorary Visiting Senior Research Fellow, Risk Communication Research Group,	
	University of Malaya, Kuala Lumpur, Malaysia	
	Moderator:	
	Prof. K.H. Ng	
	Department of Biomedical Imaging, Faculty of Medicine,	
	University of Malaya, Kuala Lumpur, Malaysia.	
10.30 AM -		17.40
10.30 AM	ΤΕΑ	LT 12
	PARALLEL SESSION 1 11.00 AM – 1.00 P.M	
TIME	PAPER THEME – Crisis Communication	VENUE
11.00 -	Inci ÇINARLI	C6.06
11.30	Associate Professor,	NGIM MEI YEE
11.50	Galatasaray University, Turkey	
	Sharing Crisis (Ir)responsibility Among Governments and Corporations in	
	Neoliberal Economies: Rhetorical Arena in Turkey's Soma Mine Disaster	
11.30 -	Ihediwa Samuel Chibundu & Edward Ifeoma Irene	
12.00	Assistant Professor,	
	UTAR,Malaysia	
	The Epidemic that wasn't: An analysis of how good crisis management helped in	
	containing Ebola crisis in Nigeria	
12.00 -	G. Manickam Govindaraju & Kalaivany Nagappan	
12.30	Taylor's University	
	Leadership crisis: A case study on Malaysian Indian Congress (MIC)	
12.30 -	Jahirah Binti Jalal Abidin	

1.00	Master Candidate,	
	International Islamic University Malaysia, Malaysia	
	Diffusion Of News: The Missing Flight Of MH370	
	PARALLEL SESSION 2	
	11.00 AM – 1.00 P.M	
TIME	PAPER THEME – <i>Media Framing</i>	VENUE
11.00 -	Fauziah Hassan, Siti Zobidah Omar, Md. Salleh Hj Hassan & Akmar Hayati Mohd Ghazali	C6.02
11.30		JOETHI
	Universiti Putra Malaysia, Malaysia Coverage Of Islam-Related Stories In Malaysia And Indonesia By The Wall Street	
	Journal And The Times Newspapers	
11.30 -	Indiwan Seto Wahyu Wibowo	
12.00	University Of Multimedia Nusantara, Indonesia	
12.00	Representation Of Indonesian Terrorism In Mass Media	
12.00 -	Mohd Faizal Kasmani, Rosidayu Sabran, Nor Adzrah Ramle & Siti Suriani	
12.30	Othman	
12.50	Universiti Sains Islam Malaysia, Malaysia	
	Online news coverage of 2013 Malaysian General Election: A study of	
	Malaysiakini and Malaysian Insider	
12.30 -	Yang Lai Fong and Leong Wai Kit	
1.00	Taylor's University	
1.00	Framing Inter-Religious Conflict in Malaysia: A Comparative Analysis of	
	Newspapers' Coverage on the 'Cow Head Protest'	
	PARALLEL SESSION 3	
	11.00 AM – 1.00 P.M	
TIME	PAPER THEME – <i>Culture</i>	VENUE
11.00 -	Dr. David Neo & Dr. Mary Varghese	C6.03
11.30	Taylor's University	NURZIHAN
	Identity Crisis of the Endangered Minority Community of the Chettis of Melaka	
11.30 -	André Kok	
12.00	Ph.D. Candidate,	
	Regent University, USA	
	Blended mass media sources as a factor in expatriate cross-cultural adaptation	
12.00		
12.00 -	Kenji Kaneko	
	Kenji Kaneko	
12.00 – 12.30		
	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman	
	Kenji Kaneko Postdoctoral Researcher,	
12.30 12.30 –	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman	
12.30 12.30 –	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman Japanese Transnational Entrepreneurs in Bangkok, Thailand PARALLEL SESSION 4	
12.30 12.30 – 1.00	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman Japanese Transnational Entrepreneurs in Bangkok, Thailand PARALLEL SESSION 4 11.00 AM – 1.00 P.M	VENIIE
12.30 12.30 – 1.00 TIME	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman Japanese Transnational Entrepreneurs in Bangkok, Thailand PARALLEL SESSION 4 11.00 AM – 1.00 P.M PAPER THEME – Gender Studies	VENUE C6.07
12.30 12.30 – 1.00 TIME 11.00 –	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman Japanese Transnational Entrepreneurs in Bangkok, Thailand PARALLEL SESSION 4 11.00 AM – 1.00 P.M PAPER THEME – Gender Studies Yoyoh Hereyah	C6.07
12.30 12.30 – 1.00 TIME	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman Japanese Transnational Entrepreneurs in Bangkok, Thailand PARALLEL SESSION 4 11.00 AM – 1.00 P.M PAPER THEME – Gender Studies Yoyoh Hereyah Mercu Buana University, Indonesia	
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12.30 12.30 – 1.00 TIME 11.00 – 11.30	Kenji Kaneko Postdoctoral Researcher, Universiti Tunku Abdul Rahman Japanese Transnational Entrepreneurs in Bangkok, Thailand PARALLEL SESSION 4 11.00 AM – 1.00 P.M PAPER THEME – Gender Studies Yoyoh Hereyah Mercu Buana University, Indonesia Representation Of Woman Politician In Political News: Feminism Political Economy Analysis On News	C6.07

	the Feminine Fair Beauty with Care	
12.00 -	Huey Fen Cheong & Surinderpal Kaur	
12.30	University of Malaya, Malaysia	
12.30	Cracking the Gender Wall Bit by Bit: Diachronic Analysis on L'Oréal Men Expert's	
	Packaging Discourse	
12.30 -	Lokasundari Vijaya Sankar	
1.00	Associate Professor, Taylor's University	
	Women's Roles And Participation In Rituals In The Maintenance Of Cultural	
	Identity: A Study Of The Malaysian Iyers	
	PARALLEL SESSION 5	
TIME	11.00 AM – 1.00 P.M PAPER THEME – Student Presentations	VENUE
11.00 -	Fathimath Samaah	C6.08
11.30	Master Student,	SHANA
11.50	Taylor's University	Shara
	Guesthouses: A study of the Socio-cultural and Economic Impacts of Tourism in	
	Maldivian Society	
11.30 –	Chee Sze Yin	
12.00	Master Student,	
	Taylor's University	
	Ambassador Yōkai: A Study of Anime Featuring Folklore as a Carrier of Japanese	
	Cultural Cues	
12.00 -	Mariam Jayne Agonos, Karisha Anne Cruz, Jamie Lyn Loristo, Maylene	
12.30	Manzano, Kyla Trischia Perez, and Rhys Ernest Yvann Viray.	
	Undergraduate Student,	
	University of the Philippines	
	CyberHaiyanihan: The use of #RescuePH and #ReliefPH in Twitter during Super	
	Typhoon Haiyan (a.k.a. Yolanda)	
12.30 -	Loh Me Ping	
1.00	Master Student,	
	Limkokwing University of Creative Technology	
	(un)civil society: When the Chinese internet become a contentious medium for	
	an emergent civil society	
1.00 –	LUNCH	Temptations
2.00		Restaurant
	PARALLEL SESSION 6 2.00 P.M – 4.00 P.M	
ΓΙΜΕ	PAPER THEME – Risk Communication	VENUE
2.00 -	Sergey G. Korkonosenko, & Marina A. Berezhnaia	C6.06
2.30	Professor,	SIOW YUEN
	St. Petersburg State University, Russia	CHING
	Ordinary Person in Media: Risk of Lack	
2.30 –	Marina A. Berezhnaia & Sergey G. Korkonosenko	
3.00	Professor, St. Petersburg State University, Russia	
	Inequality media coverage in the aspect of communicative risks	
3.00 –	Prasana Rosaline Fernandez, Surinderpal Kaur & Ng Kwan Hoong	
3.30	Taylor's University and University of Malaya	
	Risk Communication, Trust and Politics: A Discourse Analysis on Radio Frequency	
	Exposure from Mobile Telecommunication Structures in Malaysia	
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	PAPER THEME – <i>Education</i>	VENUE
	2.00 P.M – 4.00 P.M	
	PARALLEL SESSION 9	
4.30 PM		
4.00 -	AFTERNOON TEA	C6 Lounge
	Enhancing the effectiveness of tobacco package warning labels: an Elaboration Likelihood perspective	
4.00	Associate Professor, UTAR , Malaysia	
3.30 -	Tunu Nkunya & Thinavan a/l Periyayya	
	Juvenile Delinquency Movies	
	A Comparison on Fictional Portrayals of Young People in Chinese and American	
3.30	Universiti Sains Malaysia, Malaysia	
3.00 –	Wang Changsong,	
	community: A case study of Somalian young adults in Malaysia	
	Bridging communication gaps for more conducive integration with the host	
2.30 – 3.00	Taylor's University	
2.30 -	Sarah Abedi Abdullah & Jaganathan Marimuthu,	
	Breaking The Deafening Silence: The Role of Principal Support	
2.30	Universiti Teknologi MARA, Malaysia	KANNAN
2.00 -	Nurharani Selamat, Norshidah Nordin & Chan Yuen Fook	C6.03
TIME	PAPER THEME – General Communication	VENUE
	PARALLEL SESSION 8 2.00 P.M – 4.00 P.M	
4.30 PM		
4.00 -	AFTERNOON TEA	
	Experience in Malaysia	
	Digital Cinema: A Study on the 21 st Century Cinematic Viewing	
4.00	Taylor's University	
3.30 –	Justin Pathrose Lopez	
	Media an asset to be leveraged by Broadcasting	
5.50	The Growth of Networked Publics among Young People through Mobile Social	
3.00 – 3.30	Master Student, Lim Kok Wing University, Malaysia	
3.00 -	Animated Story Books: The Effect on Preschoolers in Malaysia Sarah Rikatmua Lukolm	
3.00	Master Student, Taylor's University	
2.30 -	Kaven Kan Yin Meng Master Student Toulor's University	
	Political Issue in Malaysia: A Study of "Anwar Ibrahim Verdict"	
	The Disparity between Mainstream and Independent Newspapers Coverage on	
2.30	Master Student, Taylor's University	SIVASANGARI
2.00 -	Dana Bayoumi	C6.02
TIME	PAPER THEME – Student Presentations	VENUE
	2.00 P.M – 4.00 P.M	
4.30 PW	PARALLEL SESSION 7	
4.00 – 4.30 PM	AFTERNOON TEA	C6 Lounge
4.00	Reduction Discourses in Philippine Environmental Documentaries	<u> </u>
	Televised Ecotopianism: An Ecocritical Analysis on Environmental Risk and Risk	
4.00	University of the Philippines Baguio, Philippines	
4.00		

2.00 -	Yehya Alkhoudary	C6.07
2.30	Al Buraimi University College, Oman	DEBORAH
	Autonomous learning Motivates EFL Students to learn English at Al Buraimi	
	University College in the Sultanate of Oman: A case study	
2.30 –	Heng Buai Chin, FauziahTaib, Neo Kian Sen	
3.00	Universiti Teknologi MARA, Malaysia	
	Establishing Harmonious Relationship In Classroom Through Teacher Immediacy	
3.00 –	Tan Swee Mee, Christina Ong Sook Beng, Sim Chzia Poaw, William Hoi Wei	
3.30	Yuan & Siah Poh Chua	
	Universiti Tunku Abdul Rahman, Malaysia	
	Willingness to Communicate in English and Motivation Level among Chinese	
	Secondary Students in Northern Malaysia	
3.30 –	P.Kannan	
4.00	Professor,	
	Karnataka State Women's University	
	Aqusition Of English Among Scheduled Caste Students In India: A Socio-	
	Psychological Investigation	
4.00 -	AFTERNOON TEA	C6 Lounge
4.30 PM		
	PARALLEL SESSION 10	
	2.00 P.M – 4.00 P.M	
TIME	PAPER THEME – Crisis and Risk Communication	VENUE
2.00 –	Karisha Anne Encinas Cruz & Carla Patrice S. Cucueco,	C6.08
2.30	University of the Philippines, Philippines	LEILA
	Featuring Poverty: An Analysis on the Knowledge Formation of Poverty during	
	the Coverage of Philippine Calamities In 2013	
2.30 -	Yeoh Pei Lee, Pieter Maeseele & Kamila Ghazali	
3.00	University of Antwerp & University of Malaya	
	Scientism as Complicity? Engaging the Politics of Risks of GMOs in Asia	
3.00 –	Nur Haniz Mohd Nor	
3.30	University of Malaya, Malaysia	
	Rave Music Penetrating Via Twitter Causing Crisis And Risks In Malaysian Culture	
3.30 –	Jenny Heng & Siow Yuen Ching	
4.00	Taylor's University	
	Framing the 2014 Selangor Water Crisis: A Comparative Study of Two Leading	
	Malaysian Newspapers	
4.00 -	AFTERNOON TEA	C6 Lounge
4.30 PM		
	FRIDAY 29 MAY 2015	
TIME	EVENT	ROOM
9.00 -	PLENARY 2	LT12
10.00 AM	Professor Dr. Kiranjit Kaur	

	School of Media Studies	
	Universiti Teknologi Mara	
	Moderator:	
	Associate Prof. Antoon de Rycker	
	School of Communication	
	Taylor's University	
10.00 -	TEA	LT12
10.30 AM		
	PARALLEL SESSION 11	
	10.30 AM – 12.30 PM	
TIME	PAPER THEME – Public Relations & Political Communication	VENUE
10.30 -	Jeannica Mae Rosario	C6.02
11.00	Research Assistant, University of the Philippines Diliman, Philippines	MANICKAM
	Family Picture: A Study On The Influence Of News Media On The Voting Public's	
	Perceived Image Of Political Dynasties In The Province Of Nueva Ecija	
11.00 -	André Kok	
11.30	Ph.D. Candidate,Regent University, USA	
	The Seoul Rubber Duck Project: An Ideological Dichotomy	
11.30 -	Rosyidah Muhamad	
12.00	Senior Lecturer,	
12.00	Universiti Malaysia Terengganu, Malaysia	
12.00	Parliamentarian Blogs and Deliberative Democracy in Malaysia	
12.00 -	Kate Delmo	
12.30	Lecturer, University of Technology Sydney, Australia	
	Does the PR shoe fit? Making sense of public relations in organizational crisis	
	decision-making	
	PARALLEL SESSION 12	
	10.30 AM – 12.30 PM	
TIME	Student Presentations	VENUE
10.30 -	Gary Ooi Yinn Hee	C6.03
11.00	Masters Student, Taylor's University	TAN SER ZIAN
	Couples of YouTube: Heteronormativity and Homonegativity	
11.00 -	Rachel Ong Wei Kim	
11.30	Masters Student, Taylor's University	
	Women Empowered by Faith: A Comparative Analysis of Gubra and Ombak	
	Rindu	
11.20		
11.30 -	Kow Cui Zhen (Ling)	
12.00	MBA Candidate, Limkokwing University of Creative Technology, Malaysia	
	Digital Advertising: Important Challenges for Traditional Media Organization	
12.00		
	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene	
12.00 – 12.30	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene Undergraduate Students, University of the Philippines, Philippines	
	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene Undergraduate Students, University of the Philippines, Philippines Family Leisure Affair: A Qualitative Study	
	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene Undergraduate Students, University of the Philippines, Philippines	
	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene Undergraduate Students, University of the Philippines, Philippines Family Leisure Affair: A Qualitative Study on Negotiating Leisure in Families with OFW Parent	
	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene Undergraduate Students, University of the Philippines, Philippines Family Leisure Affair: A Qualitative Study	
12.00 – 12.30 TIME	Mariam Jayne Agonos, May Pearl Bade, Marielle Cabuling & Jason Mercene Undergraduate Students, University of the Philippines, Philippines Family Leisure Affair: A Qualitative Study on Negotiating Leisure in Families with OFW Parent PARALLEL SESSION 13	VENUE

11.00	Head UniSIM Singanara	JUDITH
11.00	Head, UniSIM, Singapore Attitudes Towards E-learning: An Elaboration Likelihood Model (ELM)	JODITH
	Perspective	
11.00	· · · · · · · · · · · · · · · · · · ·	
11.00 – 11.30	Leong Wai Kit & Yang Lai Fong	
11.30	Taylor's University	
	The Benefits of Using Technology in Teaching: An Evaluation from Student's	
	Perspective	
11.30 -	Nurulhayati Ilias & Dr Airil Haimi Mohd Adnan	
12.00	MARA Poly Tech College, Malaysia	
	Enhancing learning and retention through 'cognitive linkages': a case study of	
	Malaysian college students	
12.00 -	Daniel Fernandes S.J.	,
12.30	Principal, St. Joseph's College of Commerce, India	
	Reforming Higher Education through Human Capital: A Critical Analysis	
	PARALLEL SESSION 14	
TINAE	10.30 AM – 12.30 PM	
TIME	PAPER THEME – Media and Social Media	VENUE
10.30 -	Antoon De Rycker, Associate Professor, Nicole Yang Lai Fong & Catherine Lee	C6.08
11.00	Cheng Ean, Taylor's University	PHILIP GAN
	Network Diversity and Social Capital Gains of Malaysian Internet Users	
11.00 -	Marzura Abdul Malek & Ramachandran Ponnan	
11.30	Taylor's University	
	Towards An Effective Social Integration Among The Malaysian Youth: Analysing	
	The Social Media Usage By Radio Malaysia	
11.30 -	Mukhtar El-Kasim & Syed Arabi Idid	
12.00	International Islamic University Malaysia Gombak, Malaysia	
	A test of Technology Acceptance Model in the Acceptance of Social Media	
	among PR Practitioners in Nigeria	
12.00 -	Yvonne Hoh Jgin Jit & Mok Sew Kuen	
12.30	Universiti Tunku Abdul Rahman, Malaysia	
12.50	Jazzing up headlines through sensational labeling: Reviewing the reportage of	
	foreigners in Malaysia by Malay newspapers	
12.30 -		Temptations
2.00	Lonch	Restaurant
	PARALLEL SESSION 15	
	10.30 AM – 12.30 PM	
TIME	PAPER THEME – Risks (In Education & Linguistics)	VENUE
10.30 -	Eri Park & Marcin Sklad	C6.06
11.00	University College Roosevelt, Netherlands	CHEW YUIN Y
	Risks of direct challenges of stereotypes and the importance of stressing	
	similarities within a civic high-school curriculum to prevent processes of	
	radicalization	
11.00 -	Murshamshul Kamariah bt Musa, Nazli Bin Ismail @ Nawang, Zuhairah Ariff	
11.30	Abd Ghadas & Mohd Shahril Nizam B Md Radzi, Professor,	
	Universiti Sultan Zaianl Abidin Kuala Terengganu, Malaysia	
	Managing Risks On Personal Privacy On Cyberspace: Special Reference To Cyberstalking	
11.30 -	Kumaran Rajandran	

12.00	Ph.D. Candidate, University of Malaya, Malaysia	
	Thematic choice of CEO Statements in Malaysian CSR reports	
12.00	Charaitea des Orbandes Marsis	
12.00 – 12.30	S.Manikandan & Marlene Morais	
12.30	Assistant Professor,	
	Guru Nanak College, India Transformation of Higher Education Through TQM Conceptual Model: An	
	Empirical Study	
12.30 -	LUNCH	Temptations
2.00		Restaurant
	PARALLEL SESSION 16 2.00 PM – 3.30 PM	
TIME	PAPER THEME – Crisis Communication	VENUE
2.00 -	Antoon De Rycker	C6.06
2.30	Associate Professor, Taylor's University	JUSTIN LOPEZ
	A Social-Practice Approach to Understanding the Crisis Phenomenon:	
	Possibilities and Limitations	
2.30 –	Narayana Mahendra Prastya	
3.00	Islamic University of Indonesia, Indonesia	
	Cultural Influence in Malaysian Airlines MH 370 Crisis Communication	
3.00 –	Sivasangari Genapathy, Joethi Gangatheran & Karmini Anita Narayanan	
3.30	Taylor's University	
	1MDB's Corporate Transparency and Public Confidence- a Discourse Analysis	
3.30 –	Eli Jamilah Mihardja	
4.00	Ph.D. Candidate,	
	Universiti Sains Malaysia, Malaysia	
	Representation Of Environmental Problems In The News Media: Managing	
	Communication Crisis Between Indonesia And Malaysia	
4.00 -	AFTERNOON TEA	C6 Lounge
4.30 PM	DADAUCI SECCION 47	
	PARALLEL SESSION 17 2.00 PM – 3.30 PM	
TIME	Student Presentations	VENUE
2.00 –	Chuan Tek Pheung	C6.02
2.30	Senior Lecturer, Tunku Abdul Rahman University College, Malaysia	SARAVANAN
	Gender Influences PR Role Enactment and Organisational Positioning:	
	A Study of Malaysian PR Practitioners	
2.30 –	Ichtiar Melia Cahyanti & Indah Gitaningrum	
3.00	Undergraduate Students, University of Muhammadiyah Yogyakarta, Indonesia	
	Promoting Gunung Kidul As Yogyakarta's Finest Natural Tourism Destination	
	From The Public Relations' Approach: A Comparative Study With Bali.	
3.00 -	Michelle Yan Yan Low	
3.30	Master Student, Taylor's University	
	Political Ideologies of 'V for Vendetta' and its Impact on its Audience	
3.30 – 4.00		
4.00 –	AFTERNOON TEA	C6 Lounge
4.30 PM		
	PARALLEL SESSION 18	
TINAE	2.00 PM – 3.30 PM	
TIME	PAPER THEME – Media and Audience	VENUE

2.00 -	Tan Huey Pyng	C6.03
2.30	Assistant Professor,	KARMINI
	UTAR, Malaysia	
	Shopping Mall Stories: The Mooncake Festival Decoration and	
	Shoppers' Celebration of the Festival	
2.30 -	Mohd Muzhafar Idrus & Ruzy Suliza Hashim	
3.00	Universiti Kebangsaan Malaysia, Malaysia	
	Contemporary Risks and Opportunities: Re-localizing Malayness in Popular TV	
	Fiction	
3.00 -	Nurzihan Hassim	
3.30	Lecturer, Taylor's University	
	Less is More: Perspectives of the Hijab in Malay Media	
3.30 -	Ramachandran Ponnan	
4.00	Associate Professor	
	Taylor's University	
	Shifting Preference and Behaviour of Problematic Broadcast Audiences	
4.00 -	AFTERNOON TEA	C6 Lounge
4.30 PM		Co Lounge
	PARALLEL SESSION 19	
	2.00 PM – 3.30 PM	
TIME	PAPER THEME – Marketing & Advocacy	VENUE
2.00 -	Shavini Ruberu & Lee Soo Sian	C6.07
2.30	Taylor's University	EDWARD KOH
	It's not what you say, it's how you say it.': The impact of Service Provider Style of	
	Communication on Guest Perception and Satisfaction at an Independent Five	
	Star Hotel in Colombo, Sri Lanka	
2.30 -	Muthukumaran Kanasan, Jayne Lim Jiaing, Jonathan Francis Xavier	
3.00	Tunku Abdul Rahman University College, Malaysia	
	Environmental Citizenship: Perception and Involvement among Malaysian	
	University College Students	
3.00 -	Nurul Hidayana Mohd Noor	
3.30	•	
5.50	Ph.D. Candidate, University of Malaya, Malaysia	
5.50		
5150	Ph.D. Candidate, University of Malaya, Malaysia Embracing Complaints Procedures: A Communication Response towards Non- profit External and Internal Effectiveness	
3.30 -	Embracing Complaints Procedures: A Communication Response towards Non-	
	Embracing Complaints Procedures: A Communication Response towards Non- profit External and Internal Effectiveness	
3.30 –	Embracing Complaints Procedures: A Communication Response towards Non- profit External and Internal Effectiveness Hani Zulaikha Zulkifly	
3.30 –	Embracing Complaints Procedures: A Communication Response towards Non- profit External and Internal Effectiveness Hani Zulaikha Zulkifly Ph.D. Candidate, University of Malaya, Malaysia	
3.30 –	Embracing Complaints Procedures: A Communication Response towards Non- profit External and Internal Effectiveness Hani Zulaikha Zulkifly Ph.D. Candidate, University of Malaya, Malaysia "While Stock Last", the Angry Customers and Brand Loyalty:	C6 Lounge