

FAKULTI EKOLOGI MANUSIA

JABATAN PENGURUSAN SUMBER DAN PENGAJIAN PENGGUNA

	A. PERSONAL DETAILS			
	Nama Penuh (<i>Full Name</i>)		Elistina binti Abu Bakar	
	Gelaran (<i>Title</i>):		Assoc Prof Dr.	
	Jantina (<i>Gender</i>)		Female	
	Jawatan (<i>Designation</i>)		Assoc Prof	
	Tarikh Lahir (<i>Date of Birth</i>)		27 October 1974	
	Alamat Semasa (<i>Current Address</i>)		Department of Resources Management and Consumer Studies, Faculty of Human Ecology, Universiti Putra Malaysia, 43400, UPM Serdang.	
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Tel:		03-89468514		
B. ACADEMIC QUALIFICATION				
Qualification	Name of School / Institution	Year obtained	Area of Specialization	Research Interest
Ph.D	International Islamic University Malaysia	2010	Consumer Law	Consumer protection in service industry
Master, LL.M	University Kebangsaan Malaysia	2001	Law (majoring cyber law)	
Double degree LL.B (Shariah)	International Islamic University Malaysia	1999	Shariah Law	
First degree (LL.B)	International Islamic University Malaysia	1998	Law	
SPM	Tunku Kurshiah College	1991		
C. RESEARCH PROJECTS				
Title of Research	Grant's Name	Position / Role	Year received	
Formulating A New Consumer Protection Framework For The Fourth Industrial Revolution Towards Realizing Society 5.0	Fundamental Research Grantt Scheme (FRGS)	Principal Investigator	2019	
Literasi undang-undang pengguna dalam kalangan pengguna di malaysia	Geran Putra (IPS)	Principal Investigator	2018	
Teaching Design of Law Subjects For Non-Law Students in Universiti Putra Malaysia	Geran Insentif Penyelidikan dalam Pengajaran dan Pembelajaran (GIPP), UPM	Principal Investigator	2017	
E-Consumers Self-protection Model for Online Shopping	Geran Putra, Universiti Putra Malaysia	Co- Investigator	2017	
Developing alternative measures in protecting consumers relating to halal food industries.	Fundamental Research Grantt Scheme (FRGS)	Principal Investigator	2016	
Disaster preparedness of Airport Emergency Response Agency in International Airports in Malaysia.	Geran Putra (IPS)	Principal Investigator	2016	
Development of Consumers modules	Persatuan Ekonomi Keluarga dan Pengguna Malaysia	Co- Investigator	2016	
Creating a single regulatory body governing consumer credit industry in Malaysia	Fundamental Research Grantt Scheme (FRGS)	Co- Investigator	2016	

Framework of Shariah and law for halal family maintenance in Malaysia.	Universiti Putra Malaysia (GP-IPB)	Principal Investigator	2013
Halal Law, Policy and Standard relating to Consumer Products in Malaysia	Universiti Putra Malaysia (GP-IPB)	Principal Investigator	2013
Civil liabilities for false halal logo and misleading representation under the Consumer Protection Act 1999	Legal Affairs Division, Prime Minister Department.	Principal Investigator	2013
Enabling environment towards zero waste management.	Universiti Putra Malaysia (GP-IPB)	Co-Investigator	2013
Development of Emergency Communication, Model for Decision Making in Sheltering and Housing and Expert System for Disaster Management in Malaysia.	Universiti Putra Malaysia (GP-IPB)	Co-investigator	2013
Developing Malaysian Consumer legal Literacy Index.	Fundamental Research Grant Scheme (FRGS)	Principal Investigator	2012
Sustainable Lifestyle through green foods consumption towards consumers' well-being.	RUGS, UPM	Co-investigator	2012
D. CONSULTASIES PROJECTS			
Title of Professional Services Project	Agency	Year received	
Semakan Dasar Pengguna Nasional	Ministry of Domestic Trade and Consumer Affairs	2020	
Kajian Awal Kesesuaian Penubuhan Skim Ombudsman Pengguna di Malaysia.	Ministry of Domestic Trade and Consumer Affairs	2019	
Trend Permintaan Pinjaman PTPTN DI IPTA & IPTS Malaysia	Perbadanan Tabung Pendidikan Tinggi Nasional	2017	
Strategic Plan for Product Safety	Ministry of Domestic Trade, Co-operative and Consumerism	2017	
Behavior in social media use Maqasid Al-Shariah Perspectives, values and religiosity among Muslim Students in Malaysia.	Malaysian Communications and Multimedia Commission	2017	
AAR Report of Logistic and Support Services	Majlis Keselamatan Negara	2015	
Perlindungan Kendiri dalam kalangan pelajar universiti dan ahli persatuan pengguna di Malaysia.	Ministry of Domestic Trade, Co-operative and Consumerism	2015	
Review of the Consumer Protection Act 1999 and its Regulation	Ministry of Domestic Trade, Co-operative and Consumerism	2014	
Study on engagement of consumer and societal related organizations in TC 299 National member bodies.	ISO/TC229	2014	
Literasi undang-undang pengguna, ideologi moral, nilai, etika pengguna dan tahap pendayaupayaan dalam kalangan ahli gerakan pengguna siswa dan persatuan pengguna di Malaysia	Ministry of Domestic Trade, Co-operative and Consumerism	2013	
Semakan akta-akta di bawah bahagian kepenggunaan, KPDNKK.	Ministry of Domestic Trade, Co-operative and Consumerism	2013	

E. MEMBERSHIP IN NATIONAL OR INTERNATIONAL ACADEMIC/PROFESSIONAL BODIES/ASSOCIATIONS/NGOS

Exco Member of Malaysian Consumer and Family Economics Association

Council member of Communication and Multimedia Consumer Forum of Malaysia (CFM)

National Standards Committee on Consumer Interest

PUBLICATION

Journals:

1. Rizq Nadiyah, S., **Elistina, A.B.** & Zuroni, M.J. (2022). The Relationship Between Push And Pull Factors And Intention To Visit Muslim-Friendly Hospitals For Medical Tourism Among Malaysian Muslim Consumers, *Malaysian Journal of Consumer and Family Economics*, 28, 130-146.
2. Nasihah, N. & **Elistina, A.B.** (2021). Producer liability under Part X of the Consumer Protection Act 1999 on the issue of Halal products, *International Journal of Academic Research in Business and Social Sciences*, 11(8), 255-262.
3. Nasihah, N., **Elistina, A.B.**, & Afida Mastura, M.A. (2021). Rights of Redress on supply of goods under Consumer Protection Act 1999. *Malaysian Journal of Consumer and Family Economics*, 25(1), 14-26.
4. **Elistina, A.B.**, Draman, N.J., & Saidin, A.Z. (2021). The determinants of users' behavior on social media: The role of religion and personal values. *International Journal of Academic Research in Business and Social Sciences*, 11(12), 2019-2032.
5. Muhammad, M.A., **Elistina, A.B.**, & Saodah, A. (2020). The challenges faced by halal certification authorities in managing the halal certification process in Malaysia. *Food Research* 4(Suppl.1), 170-178.
6. Nurul Nadiyah, S.T. **Elistina, A.B.**, Afida Mastura, M.A., Saodah, A. & Zuroni, J., (2020). The effect of intensity of consumer education, self-efficacy, personality traits and social media on consumer empowerment, *International Journal of Consumer Studies*, 44 (6) 112-123.
7. Muhamad Arif, M., **Elistina, A.B.**, Afida Mastura, M.A., Saodah, A. & Zuroni, J. (2019). Assessing the influence of consumer education, personality and social media in Halal purchase behavior. *Asian, J. Sci. Res.*, 12, 333-339.
8. Nurul Nadiyah, S.T. **Elistina, A.B.**, Afida Mastura, M.A., Saodah, A. & Zuroni, J., (2019). The intensity of consumer education and consumer empowerment among Malaysian consumers. *Malaysian Journal of Consumer and Family Economics*, 22(2), 20-42.
9. Norhafifah, S., **Elistina, A. B.**, Zuroni, M. J., Afida, M. M., & Norhasmah, S. (2018). Domains and Indicators of Consumer Legal Literacy in Malaysia, *Pertanika J. Soc. Sci. & Hum.* 26 (2): 659 - 674
10. Alexander G. K., Brunner, B., Allen, A.J., Katie B. A., Wilson, C., Mateusz Tazarek, D C. P., Gary Soleiman, E., Sanjay Sharma, F., Partha Roy, F, Aini, M.S., **Elistina, A.B.**, Zainal Abidin, A. K., & Chandima, G., (2018), Multihazard Weather Risk Perception and Preparedness in Eight Countries, *Weather, Climate, And Society*, 10, 501-520. (Q1 Journal)
11. Norhadizah, M.K., **Elistina, A. B.**, Norhasmah S., Mohamad Fazli, S. (2018). The Concept of Social Capital in Disaster Management, *Journal of Islamic, Social, Economics and Development*, 3 (12) 25-35.
12. Nurazlina, D., **Elistina, A.B.**, Zuroni, M.J., Afida Mastura, M.A. (2018). Formation of Skills and Consumer Values Domain and Indicators among Students in Institute of Higher Learning, *IOSR Journal Of Humanities And Social Science (IOSR-JHSS)*, 23,8, 60-68.
13. **Elistina, A.B.**, Nashaquilla, N.R., Afida, M., M.A., Mohhidin, O., & Puziah, H. (2017). Consumers' Trust and Values Towards Halal Cosmetics and Personal Care Products, *Malaysian Journal of Consumer and Family Economics*, 20(2), 21-35.
14. **Elistina, A.B.**, Nurul Syamimi, I., Syuhaily, O. (2017). Application of Theory of Planned Behavior in the Motor Vehicle Repair and Service Industry, *Safety Sciences*, 98, 70-76. ISSN: 0925-7535.
15. Nasihah, N., **Elistina, A.B.**, Afida Mastura, M.A. & Mohidin, O. (2017). Hak Dan Perlindungan Pengguna Dalam Produk Halal, *Malaysian Journal of Consumer*, 28, 54-68.
16. Norhadizah, M. K., **Elistina, A.B.**, Norhasmah, S., & Mohamad Fazli, S. (2017). Consumer Protection in The Aviation Industry in Malaysia. *Malaysian Journal of Consumer*, 20, 92-105.

17. Aishatu, A., Saodah. A., & **Elistina, A.B.** (2017). Rights of wife to maintenance under Islamic Law in Abuja, Nigeria, *Journal of Islamic and comparative law*, 32, 174-183.
18. **Elistina, A.B.**, & Naemah, A. (2016). Consumers' awareness and practices towards 'exclusion clauses' and its position under Malaysian Law. *Malaysian Journal of Consumer and Family Economics*, 19, 15-26.
19. Fazlina, A.K., Afida Mastura, M.A., & **Elistina, A.B.** (2016). Kajian Perhubungan antara identiti diri dengan norma subjektif terhadap tingkahlaku sisa sifar dalam kalangan pengguna di Lembah Klang (A study on the relationship between self-identity and subjective norms regarding zero waste behavior among consumers in the Klang Valley), *Malaysian Journal of Consumer and Family Economics*, 19, 69-86.
20. **Elistina, A.B.**, Naizirah, H.U., Husniyah, A.R., & Zuhid, S.A. (2015). Moral intensity among motor vehicle workshops in Klang Valley, Malaysia. *Advanced Science Letter*, 21(6) 1906-1909.
21. Norazlina, D., **Elistina, A.B.**, & Aini M.S. (2015). Consumer Legal Literacy, values and consumerism practices among members of consumer associations in Malaysia. *Asean Social Science*, 11(12), 189-199.
22. Nurul Syamimi, I., **Elistina, A.B.** & Syuhaily, O. (2015). Determinants of consumer safety practices, *Malaysian Journal of Consumer and Family Economics*, 18, 1-16.
23. Lidiana L., Zuroni M.J., Norhasmah S., Husniyah A. R., **Elistina A. B.**, Askiah J. (2015), Food Choice Factors Affecting Green Food Attitude in Klang Valley, *Malaysian Journal of Consumer and Family Economics*, 18, 103-113.
24. Muhamat Yawasi, **Elistina A.B.** Syuhaily, O. (2013). Values Towards Organization Goal and Perception Towards the Importance of Ethics and Social Responsibility Among Workers in the Motor Vehicle Repair and Service Industry, *Malaysian Journal of Consumer and Family Economics*, 16, 136-143.
25. **Elistina, A.B.** & Naemah, A. (2012). The adequacy if remedies in Consumer transactions: Special study in the motor vehicle repair and service industry in Malaysia. *Malaysian Journal of Consumer and Family Economics*, 15, 39-53.
26. **Elistina, A.B.** & Naemah, A (2011). Consumers' Perceptions on the Service Quality in the Motor Vehicle Repair and Service Industry: An Exploratory Study in Klang Valley, Malaysia, *JSSH Pertanika*, 19 (1) 409-422.
27. **Elistina, A.B.** (2011). Consumer Protection under Islamic Law in the Service Industry. *International Journal of Social Policy and Society*, 8, 37-49.
28. **Elistina, A.B.** & Naemah, A. (2011). Consumer protection in the service industry under the Consumer Protection Act 1999. *Malaysian Consumer Law Journal*, 1, 123-142.
29. **Elistina, A.B.** & Naemah, A. (2011). Redress Mechanism for Consumers in the Motor Vehicle Repair and Service Industry. *Malaysian Journal of Consumer and Family Economics*, 14, 18-41.
30. Naemah, A. & **Elistina, A.B.** (2011). Remedies for breach of implied guarantees in a contract for supply of services under the Consumer protection Act 1999, *Journal of Applied Science Research*.7 (13), 2350-2356.
31. **Elistina, A.B.** (2010). Consumer Protection in the Supply of Services: A Comparative Study between the Consumer Protection Act 1999 and Islamic Law, *IIUM Law Journal*, 18, 143-162.
32. **Elistina, A.B.** (2010). Pengetahuan Berhubung Hak-hak Pengguna Semasa Berurusan dengan Bengkel Kenderaan. *Malaysian Journal of Consumer*, 14, 1-9.
33. **Elistina, A.B.**, Jariah, M and Zuroni, M.J, (2006) Knowledge, Attitude and Perceptions of University Students towards Educational Loans, *Journal of Family and Economics issues*, 27(4), 692-701.
34. **Elistina, A.B.** & Nazura A.M., (2005) Pengetahuan dan Sikap Pengguna Terhadap Amalan Cetak Rompak Perisian Komputer di Malaysia, *Jurnal Pengguna Malaysia*, 6, 32-42.

Book

- 1) Elistina, A.B. & Afida Mastura, M.A. (2020). *Undang-undang Pengguna di Malaysia*. Penerbit Universiti Putra Malaysia (ISBN: 978-967-2395-45-4)
- 2) Zuroni, M.J & **Elistina, A.B.** (2016). *Pembudayaan Gaya Hidup Lestari. Realiti dan Cabaran. (Sustainable lifestyle. Reality and challenges)* Penerbit Universiti Putra Malaysia. (ISBN: 978-967-344-656-8).
- 2) Afida Mastura. M.A., **Elistina, A.B.**, & Syuhaily, O. (2014). *Perlindungan Pengguna Kearah Memperkasakan Pengguna di Malaysia*. Penerbit: Persatuan Ekonomi Pengguna dan Keluarga Malaysia. (ISBN 978-983-42764-4-2)
- 3) Zumilah, Z., **Elistina, A.B.**, & Nor Rashidah, Z. (2013). *Malaysia Negara Maju. Realiti dan Cabaran Pengguna*. Penerbit: Persatuan Ekonomi Pengguna dan Keluarga Malaysia. (ISBN 987-967-10618-4-8.)

Chapters in books

- 1) **Elistina, A.B.** & Afida Matura, M.A. (2018). Consumer Protection law regulating Halal food industries, In Halal Food Industry. Rodziah, A., Mohd Daud, A. & Fatin Nur Najdina, N (Editors). Universiti Putra Malaysia, 70-82
- 2) Muhamad Arif, M., **Elistina, A.B.** & Saodah, A. (2018). Halal Food Certification Process: Roles and challenges. In Halal Food Industry. Rodziah, A., Mohd Daud, A. & Fatin Nur Najdina, N (Editors). Universiti Putra Malaysia, 26-42.
- 3) **Elistina, A.B.**, Afida Mastura, M.A., Husniyah, A.R. & Bukryman, S. (2017). In Consumers in the new millennium. Mohamad Fazli, S. & Ahmad Hariza, H. (Editors). Legal literacy on Consumer Credit Transactions among Public Servants in Malaysia. Universiti Putra Malaysia, 97-117.
- 4) **Elistina, A.B.** (2016). Peranan kerajaan dalam membudayakan Penggunaan Lestari. Dalam buku Pembudayaan Gaya Hidup Lestari. Realiti dan Cabaran. Zuroni, M.J. & Elistina, A.B. (editors). Penerbit Universiti Putra Malaysia.
- 5) **Elistina, A.B.** (2016). Peranan industri dalam membudayakan Penggunaan Lestari. Dalam buku Pembudayaan Gaya Hidup Lestari. Realiti dan Cabaran. Zuroni, M.J. & Elistina, A.B. (editors). Penerbit Universiti Putra Malaysia.
- 6) Azmi, M., Aini, M.S., **Elistina, A.B.**, Zarina A.M., & Nur Liana, K. (2016). Determining the educational background differences in complaint behavior among automobile repairs and service consumers in Shah Alam, Malaysia. (e-book). Chapter 7. Pp. 71-90.
- 7) Norhasmah, S., **Elistina, A.B.** (2013). Realiti tingkahlaku pengguna mahasiswa terhadap pemakanan dan pelabelan makanan. Dalam buku Malaysia Negara Maju. Realiti dan Cabaran. Penerbit MACFEA, 149-193.
- 8) **Elistina, A.B.** (2013). Undang-undang pengguna dalam konteks halalan thoyyiban di Malaysia. Dalam buku Halalan Thoyyiban Perspektif Malaysia. Penerbit Universiti Putra Malaysia, 87-98.
- 9) Naemah, A & **Elistina, A.B.** (2010). *Alternative For Consumers: An Appraisal of the Effectiveness of the Consumer Claim*. Published by Current Law Journal.