

7TH IASS CONFERENCE PROGRAM – STARTING FEBRUARY 22, 2022

WEEK 5 (March 22, 2022)

MC – Fatma Kenawy

ACADEMIC TRACK SESSION

AI & BD in Government Administration & Legal Services

Session Chair: Professor Emeritus Moon-suk Ahn, Korea University, Seoul, Korea

Research Title	Presenter	Institution	Duration/Timing*
Complaints Analysis of Abu Dhabi City Municipality Call Center: Applied Auditing Approach and Recommendations	Jamal Hussein & Raed Said	Canadian University Dubai	20 minutes 12:30 – 12:50 pm
Data Compliance and Data Due Diligence: a mutually enhanced approach to data accountability	Zhouhun Li, and Mohammad Ershadul Karim	Universiti Malaya	20 minutes 12:50 – 13:10 pm
Leader-Member Exchange as a Mediator Between Voice and Creative Performance: Empirical Evidence from the Middle East	Kevin Sevag Kertechian, Silva Karkouljian, and Puzant Balozian	Canadian University Dubai, and Lebanese American University	20 minutes 13:10 – 13:30pm
Q & A	Audience		15 minutes 13:30 – 13:50 pm

***PLEASE NOTE THAT THE LISTED TIME IS IN UAE LOCAL TIME**