

NORLIA ABDUL RAHMAN



Dr Norlia Abdul Rahman has served Jabatan and Lembaga Hasil Dalam Negeri for 36 years. During her tenure, she was involved in various scope of Malaysian taxation; she acquired great knowledge and high skills in auditing; and had conducted much research work. Her interest and specialization are in the area of research pertaining to taxation, management, marketing, human resource and behaviour. She has the expertise in auditing using audit technology tools especially IDEA. She was the resource person for the audit tools in LHDNM. She also had the experience of managing a division, branch and unit. She was the personal officer to the Director General HDNM and DG's Office after JHDN's corporatization in 1996. Had the experience in research work and among them were proposals for LHDNM succession plan, training programs, strategy plan and KPIs and promotion initiatives. She has the management skills and opportunity to head the organising teams for Tax seminars involving tax professionals, prepared the corporate video for LHDNM, handle essay competition and Oration Competition for School Children, involved in organizing Tax Seminars. She had also headed the organization committee for the visit of YDM Agong, YDM Tuanku Sirajuddin, Prime Ministers Tun Dr Mahathir and Tun Abdullah to LHDNM. Since her tenure, she had handled various cases and interacted with various levels of individuals. These involved understanding behaviour of taxpayers, consumers and the public. Her PhD thesis was on tax behaviour, understanding why people engage in dishonest behaviour.