

FIRST EDITION 2025

TYZO JOURNAL OF TECHNOLOGY, SOCIAL INNOVATION AND MANAGEMENT

TYZO Consultancy

Copyright © 2025
TYZO Consultancy

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law.

This journal is published regularly with two (2) issues per year – June and December.

Published by:

TYZO Consultancy
No 40 Jalan SBC 8, Kompleks Kilang SME Bank,
Taman Sri Batu Caves, 68100 Batu Caves, Selangor.
Malaysia

www.tyzo.com.my/journal



EDITORIAL BOARD

TYZO JOURNAL

Editor-in-Chief

Mohd Faizal Wahidin – TYZO Consultancy, Malaysia

Managing Editor

Pn. Nurul Hidayah Binti Azman – TYZO Journal Office

Editorial Board Members

- Dr. Ahmad Firdaus – Universiti Pendidikan Sultan Idris (UPSI)
- Assoc. Prof. Dr. Siti Mariam – Universiti Teknologi MARA (UiTM)
- Dr. Nurhanani Zainal – Universiti Malaysia Sabah (UMS)
- Mr. Faizal Ibrahim – TYZO Academy

Table of Content

DIGITAL TRANSFORMATION IN SMES: STRATEGIES FOR SUSTAINABLE GROWTH IN THE POST-PANDEMIC ECONOMY

Mohd Faizal Wahidin (Author)

Page : 1 - 4

INTEGRATING SOCIAL INNOVATION INTO SMART CITY DEVELOPMENT: A FRAMEWORK FOR INCLUSIVE URBAN GOVERNANCE

Mohd Faizal Wahidin (Author)

Page : 5 - 9

AI-DRIVEN DECISION MAKING IN PUBLIC SECTOR MANAGEMENT: OPPORTUNITIES AND ETHICAL CHALLENGES

Mohd Faizal Wahidin (Author)

Page : 10 - 14

TECHNOLOGY-ENABLED SOCIAL ENTERPRISES: A MODEL FOR EMPOWERING MARGINALIZED COMMUNITIES THROUGH DIGITAL INCLUSION

Mohd Faizal Wahidin (Author)

Page : 15 - 19

MANAGING CHANGE IN THE AGE OF DISRUPTION: LEADERSHIP COMPETENCIES FOR THE FOURTH INDUSTRIAL REVOLUTION

Mohd Faizal Wahidin (Author)

Page : 20 - 24



Foreward

TYZO Journal of Technology, Social Innovation and Management
Volume 1, 2025

The convergence of technology, social innovation, and progressive management has created a dynamic space where impactful change is no longer a distant ideal but an actionable reality. It is with great pleasure that we introduce the inaugural volume of the TYZO Journal of Technology, Social Innovation and Management, a platform dedicated to advancing interdisciplinary scholarship that bridges theory, practice, and innovation.

This journal is established in response to the growing need for academic dialogue and evidence-based insight into how digital transformation, inclusive innovation, and strategic leadership are reshaping our industries, communities, and institutions. As Southeast Asia embraces Industry 4.0, smart governance, and sustainable enterprise, this publication aims to be a catalyst for knowledge sharing among researchers, policymakers, entrepreneurs, and practitioners.

In this first issue, our contributors explore a broad spectrum of timely themes, including AI-driven decision-making in the public sector, the evolution of social enterprises through digital tools, leadership in the era of disruption, and the role of technology in empowering marginalized communities. These articles are grounded in empirical research and real-world applications, offering both depth and relevance to academics and industry stakeholders.

On behalf of the editorial board, I extend heartfelt thanks to the scholars, peer reviewers, and editorial team whose commitment and expertise have made this publication possible. We are confident that the TYZO Journal of Technology, Social Innovation and Management will grow into a vital academic resource and a voice for progressive thought in this transformative age.

Thank you and welcome to Volume 1.

Dr. Mohd Faizal Wahidin
Editor-in-Chief
TYZO Journal of Technology, Social Innovation and Management