

Abstracts

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A**cE-Bs2021**KotaBharu

9th Asian Conference on Environment-Behaviour Studies

28-29 Jul 2021

e-IPH, UK emAs



AMER
ABRA cE-Bs

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Editor

Mohamed Yusoff Abbas

Acknowledgement

The Association of Malaysian Environment-Behaviour Researchers (AMER), the main organiser, with the co-organisers, ABRA (Association of Behavioural Researchers on Asians/Africans/Arabians) and cE-Bs (Centre for Environment-Behaviour Studies), Faculty of Architecture, Planning & Surveying, Universiti Teknologi MARA, Malaysia, congratulate all 45 abstract contributors for making this publication possible.

Thank you all !

Foreword

This 9th Asian Conference on Environment-Behaviour Studies, AcE-Bs2021, our 34th international conference to be organised, managed to attract an overall total of 57 numbers of abstracts. Out of the total, 12 abstracts were rejected due to non-compliance.

The #GC2021 initiative seemed to have now borne fruits. Of the 45 abstracts approved, authors from 17 countries contributed, namely from Australia, Brunei, Canada, China, Egypt, Hungary, Indonesia, Iraq, Japan, Malaysia, Pakistan, South Africa, Saudi Arabia, Turkey, United Kingdom, United States of America, and Uzbekistan

The abstracts approved were simply grouped generally under 16 sub-categories, although quite a number could have been easily placed under more than one category. The top three categories in order of popularity involved the following environments: -

Educational / Learning Environment, ELE, 8 numbers (17.7%) Health/Healing Environment, HE, 6 numbers, and Local Heritage Environment HE, 5 numbers.

The list of all the approved abstracts are as listed in the content.

Prof. Dr. Mohamed Yusoff Abbas

Editor

AcE-Bs2021Kotabahru, Malaysia, 28-29 Jul 2021

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28 Jul 2021

About the Conference

Background

The success of the 1st National Conference on Environment-Behaviour Studies, InCEBS2009 held at UiTM Shah Alam, Malaysia, from 14-15 Nov 2009, inspired the organiser to organise future conferences beyond the nation. The AcE-Bs, an initial acronym for ASEAN Conference on Environment-Behaviour Studies, which targeted venues at ASEAN countries, was later extended to be held in Asian countries, thus the current acronym for the Asian Conference on Environment-Behaviour Studies.

AcE-Bs conferences main theme address Environment-Behaviour (E-B) issues affecting the Asian communities living in both Asian and non-Asian countries. E-B issues affecting non-Asian communities are also most welcome.

Prior to 2014, AcE-Bs was organized by cE-Bs (Centre for Environment-Behaviour Studies, FSPU, UiTM, Malaysia, supported by AMER (Association of Malaysian Environment-Behaviour Researchers) and ABRA (Association of Behavioural Researchers on Asians). Post-2014, with AMER and ABRA being formalised, cE-Bs took the supporting role. AMER's Event Management & Services (emAs), a private entity, manages all of AMER's events, under emAs (Emas Emas Resources).

Thus far, the AcE-Bs were organised as follows:-

8th AcE-Bs2019Langkawiland, Malaysia, 18-19 Dec 2019

7th AcE-Bs2016Taipei, Taiwan, 09-10 Apr 2016

6th AcE-Bs2015Tehran, Iran, 21 – 23 Feb 2015

5th AcE-Bs2014Seoul, South Korea, 25-27 Aug 2014

4th AcE-Bs2013Hanoi, Vietnam, 19-22 Mar 2013

3rd AcE-Bs2012Bangkok, Thailand, 16-18 Jul 2012

2nd AcE-Bs2011Bandung, Indonesia, 15-17 Jun 2011

1st AcE-Bs2010Kuching, Malaysia, 07-08 Jul 2010

9th AcE-Bs2021KotaBahru

Further to our first hybrid (F2F + Virtual) conference, the 33rd international AicQoL2021BukitTinggi, Pahang on 17-18 Mar 2021, our 34th international conference, the WoS-indexed AcE-Bs2021 (9th Asian Conference on Environment-Behaviour Studies), was supposed to be held at Perdana Kota Bharu, Kelantan, Malaysia from 28-29 Jul 2021. However, the prolonged uncertainty of the Movement Control Order (MCO) due to the Covid-19 pandemic, had led us to organize it virtually from the Faculty of Architecture, Planning & Surveying (FSPU), Universiti Teknologi MARA, Shah Alam, Malaysia.

The AcE-Bs2021 focuses on Environment-Behaviour issues affecting the Asian/African/Arabian communities in both their countries and nons. Issues affecting other communities are also most welcomed.

AcE-Bs2021 shall be organised by AMER (Association of Malaysian Environment-Behaviour Researchers), ABRA (Association of Behavioural Researchers on Asians/Africans/Arabians) and cE-Bs (Centre for Environment-Behaviour Studies, Faculty of Architecture, Planning & Surveying, Universiti Teknologi MARA, Malaysia). The event shall be fully managed by AMER's subsidiary, emAs (AMER Event Management & Services) under emAs emAs Resources.

The e-IPH, UK shall publish both the Abstract Book (eISBN 978-1-913576-03-5), and the Proceeding in the E-BPJ (Environment-Behaviour Proceedings Journal), eISSN 2398-4287, 6(17) Aug 2021, issue. Currently, the E-BPJ is indexed in Clavirate Analytics Web of Science (WoS) and ScienceOpen. Extended versions of the selected papers shall be published as freely accessible articles, online, in our other international journals – AjBeS, AjQoL, ajE-Bs or jABs, @ no publication charges.

Continuing with our Game Changer 2021 initiative, #GC2021 – only *internationally-authored papers shall be considered for publications in the Proceedings (E-BPJ), and in our other four international journals. (*non-internationally-authored papers are subjected to an additional 30% surcharge of the Registration Fees).

Conference Tracks

Paper contributions involved the following environments (though not exhaustive):-

Children / Youth Environment;
Climatic Environment
Commercial/Retail/Services Environment;
Communication / Social Media
Environment; Community Environment /
Social Psychology; Construction
Environment;
Design & Creative Environment;
Educational / Learning
Environment; Elderly Environment;
Energy Environment;
General Psychology;
Green Environment;
Healthcare / Healing Environment;
Hospitality / Tourism Environment;
Inclusive Environment;

Landscaping Environment;
Legal Matters;
Leisure / Recreational / Sports Environment;
Local Cultural / Heritage Environment (Food included); Management & Production Environment;
Natural Environment;
Policy Matters
Public Sector Environment,
Residential Environment;
Rural Environment / Rural Psychology;
Sustainable Environment;
Technology-related Environment;
Transportation / Travelling Environment;
Urban Environment / Urban Psychology;
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Hospitality / Tourism Environment

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Children / Youth Environment

A 01 CYE 001

COVID-19 Pandemic: Youth compliance behaviors towards Movement Control Order (MCO)

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Abstract

The COVID-19 outbreak has recorded an escalation in the number of severe cases in Malaysia and several other countries. Immediate drastic actions should be executed by the government to control this pandemic from spreading rapidly. Various mechanisms have been utilized to prevent infections and overcome the spread of the pandemic, such as Standard Operating Procedures (SOP) that must be followed by all citizens, especially the youth. The youth must be properly exposed, notified, and guided as they are perceived as a national asset and they are not left out in contributing to the success of the Standard Operating Procedure (SOP) implementation. Thus, this analysis aims to investigate Muslim youths' compliance behavior towards the Standard Operating Procedures (SOP) throughout the Malaysian government's Movement Control Order (MCO), which was implemented to contain and mitigate the cases of the COVID-19. The design of this study is a survey study using a questionnaire instrument on 545 respondents who were purposefully selected among Muslim youth aged 15 to 30 years in Malaysia. Meanwhile, the data was analyzed using descriptive statistical techniques using IBM SPSS (Statistical Package for the Social Sciences) Statistics. The results of the study revealed that the majority of youths reacted positively towards Movement Control Order (MCO) by always scanning the QR CODE MY SEJAHTERA before entering a premises (mean = 3.89), always scanning the temperature before entering a premises (mean = 3.86), and avoiding being in crowded and narrow areas during Movement Control Order (MCO) (mean = 3.84). The findings of this study can provide information

to the youth, particularly regarding the COVID-19 prevention procedure and the needs of following it. The study also suggested that the public should work together in complying with the Standard Operating Procedures (SOP) that was set to assist the country in controlling and overcoming the COVID-19 pandemic.

Keywords: COVID-19 pandemic, behavior, youth, Movement Control Order (MCO).

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Commercial / Retail / Services Environment

A 02 CRSE 003

Company Performance during Covid-19: Impact of leverage, liquidity and cash flows

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Abstract

The Coronavirus, also known as Covid-19, hit the world at the end of 2019 that caused a pandemic outbreak. Public health deterioration due to a high infection rate with no cure had forced governments worldwide to implement the movement control order in order to control and reduce the infection rate in the community, which snowballed to the economic downturn. Company performance is predicted to be highly affected by the pandemic due to a reduction in demand and sales as well as high operating costs involved to sustain business activities. Therefore, the objective of this study is to examine the impact of company leverage, liquidity and cash flow from operations towards company performance during the Covid-19 pandemic outbreak with the application of trade-off theory. Using secondary financial data from 599 public listed companies on Bursa Malaysia Main Board with two financial quarters in the financial year 2020, it is found that there is a significant impact of leverage and cash flows from operations on company performance measured by return on assets (ROA) and return on equity (ROE). However, there is no significant impact of liquidity towards company performance after controlling for the size of companies. This study may contribute as additional literature to future studies. It may also provide insights to regulators on how companies cope with the economic slowdown due to the Covid-19 pandemic outbreak. However, since this study is based on two quarterly financial reports, the

findings may not reflect the whole performance of the companies under the Covid-19 pandemic crisis. In addition, this study focuses only on the effect of leverage, liquidity and cash flow from the operation on company performance. The adjusted R-square of the regression model used in this study is considered relatively low, suggesting that other variables have influenced the companies' performance. Thus, future research should consider the impact of variables such as management efficiency and corporate governance components on companies' performance.

Keywords: Covid-19, leverage, liquidity, cash flows

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A 03 CRSE 002

Eco Business Initiatives Among Malaysian Sme Green Technology Companies

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Abstract

Environmental issues are increasing not only in Malaysia, but it is a severe phenomenon worldwide. Recent years showed a challenging issue by looking at the environment due to global and local environmental problems. Among business operations that contributed to these problems came from sourcing, manufacturing, and logistics. It is challenging with business organizations due to environmental issues, including air pollution, water pollution, degradation, and water disposal. Many industries have carried out proactive approaches to address ecological pollution, but many industrial estates have not entirely addressed this issue. The ultimate problem that has been raised is on explicit environmental management capability or environmental plan. Global warming and ozone depletion are of public debate and have been widely discussed. In Malaysia, environmental issues are increasing and achieving environmental consciousness and business success is very challenging. It is gathered from the findings that regulations, customer pressure, and social responsibility appeared to have a significant relationship with expected business benefits. This research has an overall output as the results serve as a vital component to facilitate the business operating system from the green practices. The country is heading to be a technologically advanced economy that is from material production to manufacturing and at the same time ensuring that sustainability is profoundly achieved. Within this perspective, the manufacturing industry is one of the main contributors to environmental sustainability deterioration. Interestingly, environmental management values and standards provide influential tools to provide substantial improvements to the performance of the environment in organizations.

However, the focus is somehow restricted only to creating and documenting environmental policies and procedures. Such policies and procedures act as an exertion to increase the environment's performance from inputs to outputs. Within this context, it is like from the source to the end-users. This paper concentrates on Small and Medium Enterprises (SMEs) and looking at their existing eco-business model as a guideline to operate their businesses in the industries involved in green business practices concerning the environment. These environmental issues appeared to be a significant concern for companies and public organizations. In essence, competent policies are required to alleviate these profound problems. A well-designed policy must come with relevant understanding and support from business owners, mainly to preserve the environment's sustainability. Here, research and efforts need to be executed to enhance business activities and their sustainability.

Keywords: eco business, Malaysian, green, technology

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A 04 CRSE 001

Eco Business Practices among Malaysian Green Technology Companies

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Abstract

The world is facing a difficult situation concerning environmental problems that include global warming and ozone depletion. In Malaysia, environmental issues are also increasing, and achieving ecological consciousness and business success are very challenging. The manufacturing sector contributes significantly to Malaysia's economy and thus directly impacts its environmental sustainability. In essence, environmental issues is of debate in the country between the government and the public. The environmental problems caused by industrial activities are area atmospheric pollution and also solid and hazardous waste. This study aims to determine the eco-design initiatives practiced by the manufacturing companies in Malaysia. This research also seeks to know the relationship between regulations, customer pressure and social responsibility towards expected business benefits. A convenience sampling method was conducted and questionnaires were distributed via Google form to companies listed under Greentech provided by Malaysia External Trade Corporation (MATRADE). Successfully gathered samples were obtained despite the health issue of Coronavirus (Covid 19). The companies' owners were keen and supportive in this research, although they were facing challenges during these difficult times. This study's limitation is basically in gathering the data during this pandemic and the generalization of samples. It is concluded from the findings that regulations, customer pressure, and social responsibility appeared to have a significant relationship towards expected business benefits. This research has an overall output as the findings serve as a vital component to facilitate the business operating system from the green practices. There are several

implications for policymakers and managers from manufacturing in making an eco-design initiative or green practice to improve the firm's product image and reputation. Therefore, policymakers can adjust the strategies and policies in such a way to encourage and support manufacturing firms to implement green practices. This study is significant in sustaining the green environmental business situations and fulfill the aims of business services in Economic Transformation Programme (ETP) in National Key Economic Areas (NKEA).

Keywords: eco business, Malaysia, green, manufacturing

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A 05 CRSE 004

Influence of Leadership Style on Strategic Decision in Response to Organizational Change

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Abstract

The importance of inculcating the right leadership styles has grown significantly in organizations compared with the past due to globalization, rapid technological changes, adoption of digitalization in the economy. The demanding factors have forced the top management to adapt to these unprecedented changes. With the impact of the Covid-19 pandemic, many have taken extensive change initiatives to continuously transform the organizations towards improving the performance and stay competitive in the market. Among other change initiatives taken is the adoption of digitalization to adapt to the current Covid-19 pandemic. To keep pace with these drastic changes, businesses need to analyze changes in consumer-driven, to adapt to technological transformation and highly competitive market. This study views the significant role of the Small Medium Enterprises (SMEs) leaders in managing change particularly in shaping the future of their organization through their strategic decision. The Contingency Theory was employed to explain the importance of inculcating the right leadership style during organizational change. The Contingency Theory emphasizes different variables in a specific setting that determine the leadership style best suited for the said situation. Renowned leadership researchers Hodgson and White believe that the best form of leadership is one that finds the perfect balance between behaviours, needs, and context. Good leaders not only possess the right qualities, but they are also able to evaluate the needs of their followers and the situation at hand. This study asserts that leaders must play significant roles in directing their businesses towards successful change. The purpose of this study is to analyze the leadership styles during

organization from prior research by using the content analysis technique. This study analyses the prevalent leadership styles played by the top management before the Covid-19 outbreak. The analysis also focuses on how has the Covid-19 pandemic change the leadership styles of the top management. In addition, the content analysis of this study also explores to what extent has the leadership style influence the strategic decision made by the top management in adapting successful implementation of organizational change necessitated by the Covid-19. It is hoped that the findings will assist the leaders of SMEs to identify and adapt the significant leadership styles to assist them in managing their organization during change. The findings of this study will contribute towards enhancing the business strategic decision by identifying the prominent leadership style practised by SMEs in facing change.

Keywords: Leadership styles, Strategic decision, Small Medium Enterprise, Organizational change.

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Construction Environment

A 06 CoE 001

Usage of Standard Method of Measurements (SMM): Human behavior issues

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Abstract

Bill of Quantity (BQ) is a document illustrating the clients' needs and requirements translated from the architects and engineers' drawings, schedule and specifications into a tender document that is fully outlined and accurately calculated to reflect the quantity and quality of the works. To generate an effective BQ that is correctly measured, estimated, and quantified, a Standard Method of Measurements (SMMs) procedure has been established and used in the construction industry. Among the current standardized references used in Malaysia to measure construction works are the Malaysian Standard Measurement Method for Building Works (MySMM2020) and the Civil Engineering Standard Measurement Method (MyCESMM2). There is a need for the industry's key players to be underpinned by a single standard measurement method to avoid uncertainty and unnecessary work while doing cost analysis and appraisal of priced BQ. Surprisingly, preliminary studies carried out by the researchers (2018) have shown that outdated SMMs and other in-house Measurement Methods (MoM) are still being used in the development of BQs by Quantity Surveying (QS) professionals. The behaviour actually had affected the process of generating an effective BQ. Therefore, this study will attempt to study on the current use of Malaysian SMMs for Civil engineering works in the Malaysian construction industry (2020) before discussing other issues relating to current Malaysian SMMs. To gather responses from consulting firms, 200 survey questionnaires were administered from March until August 2020.

Finally, 75 sets of questionnaires were returned with correct responses, representing a response rate of 37.5 per cent. The result indicates that 65% still used SMM2, 20% using MyCESMM, 1% used others, and only 13% used the current published SMM for civil engineering (MyCESMM2). The results indicate that the outdated SMMs and other in-house Measurement Methods (MoM) are still being used in developing BQs by QS professional on the threshold of 2020.

Keywords: Bill of Quantity (BQ), Standard Method of Measurement (SMM), Behaviour Usage of SMMs

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Design / Creative Environment

A 07 DCE 004

Passive Daylighting Design Strategies of Colonial Mosques in Malaysia

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Abstract

Natural daylight is an essential element in many religious spaces because it creates a tranquil feeling and a sense of God's presence inside the building. An excellent natural daylight design and strategies are required in sacred spaces such as mosques to achieve good indoor daylighting quality. However, many mosques were built with the necessity of artificial lighting installation due to inadequate daylighting during the day. This paper evaluates the daylight performance of colonial mosques in Malaysia. Colonial mosques were built during the British Colonial era, where artificial lighting was a secondary option for achieving indoor daylighting performance. The various opening designs in colonial mosques were responding to the climate factors of its context. This study investigates the daylight performance of three colonial mosques in Malaysia. The first objective was to evaluate the daylight performance of the main prayer halls in the colonial mosques. The second objective was to identify the effective passive daylighting strategies from the selected colonial mosques. The research methodology consisted of literature reviews, observation, and daylight analysis simulation. to determine the natural daylight strategies applied inside the Colonial Mosques. Daylighting analysis was carried out to evaluate and record the daylight performance of the main prayer halls in the three Colonial Mosques case studies using

Sefaira daylighting analysis simulation software. A comparative analysis was carried out on the three selected Colonial Mosques. The results have shown that the daylight in Colonial Mosques is adequate and the daylight performance will be determined by the opening properties, building orientation, shading elements, window to wall ratio, and window type. It was found that the clerestory window in the colonial mosques is one of the essential window types which enhanced the indoor daylight performance with the protection from glare and visual discomfort. Therefore, various heights of openings will determine the quality of natural daylighting in the functional spaces.

Keywords: Passive daylighting, Colonial Mosques, Daylighting Analysis Simulation.

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A 08

DCE 002

Pathway Network Design as Natural Surveillance Strategy of Safe Green Roof Environment for Public

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Abstract

High crowd engagement works as a natural surveillance strategy in public areas. More network of pathway increases the chances of human interaction and helps determine the nature of activities. However, a green roof without consideration in pathway layout design would be less accessible to the public due to unclear indications of the activities, mainly located few floors above ground away from primary public traffic and having a green roof with dangerous corners that is prone to crime. The design of the green roof pathway layout that encourages public engagement would contribute positively towards creating a safe environment for people to use the facility. This study aims to investigate the relationship between pathway network design and crowd concentration towards natural surveillance strategy. The objective of this research is to identify pathway design networks with the highest traffic engagement and to establish the Depthmapx Space Syntax as an appropriate tool in assessing micro-context crowd concentration. The study is being conducted by running a series of simulations based on axial lines of 8 primary pathway design networks using Space Syntax. The analysis takes into consideration the number of axial lines, number of nodes, and number of intersections as the parameter of the study. The limitation of this study is the infinite design of green roof pathway networks that can be formed by combining two or more types of basic pathway layout; hence the research focuses on the typical primary pathway layout of green roofs. Application of Space Syntax in research methodology helps to determine pathway design layout with the highest rate of traffic engagement. By comparing the similar number of nodes and axial lines, the research finding suggests that axial line with more

intersecting points creates more possibility of human interaction, higher crowd engagement thus functioning as natural surveillance in green roof setting.

Keywords: green roof, natural surveillance, space syntax, building simulation

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A 09 DCE 001

User's Knowledge of Awareness on Physical Learning Environment for Autism

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Abstract

Autism Spectrum Disorder (ASD) are broad terms for a complex neuro-developmental disability or cluster of neuro-developmental disorders that impairs verbal and non-verbal communication and social interaction. The neuro-developmental disorders exist across all social and economic, occurs in every racial and ethnic group and gives a life-long impact to their affected relative. This research aims to develop a framework of the Physical Learning Environment, and this paper to determine the respondent knowledge of awareness on physical learning environment for designing Autism. The data successfully collected through a questionnaire survey. The response rate for the questionnaire survey was at the average rate were 384 questionnaires distributed, and 174 questionnaires were successfully collected. The instrument measures based on a five-point Likert scale, ranging from one (1) - (Strongly Disagree) to five (5) - (Strongly Agree). The

analysis generated descriptive statistics on the Physical Learning Environment (PLE) in response to the research questions. During data collection, the limitation carried out, the pandemic covid-19 and Movement Control Order (MCO) accrued in Malaysia. Thus, the researcher used email and online to conduct the survey. However, some respondents are more interested in meeting with researchers while responding to the questionnaire. This study's outcome generally shows average value, minimum (min) value, maximum (max) value, mean and standard deviation from descriptive statistics for PLE. This paper highlights the result for the mean of Physical Learning Environment (PLE). There are nine components involved: building scale, accessibility, wayfinding, toilet provision, window, ventilation/heating, threshold, legibility, and furniture. Besides, selecting descriptive analysis was deemed adequate to explain the characteristics of the variables and make a conclusion on the numerical data. The significance of this research could contribute towards the creation of a quality environment for autistic children within the Malaysian context. The researcher hoped that this paper would indicate that the physical learning environment is essential for a conducive learning environment.

Keywords: Autism; physical learning environment, descriptive analysis.

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Educational / Learning Environment

A 10 ELE 001

21st Century Classroom Design: Student perception on classroom physical attributes in university

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Abstract

Over the years, an ongoing pedagogical shift in higher education from a traditional content delivery model to a more active learning model involved students in interactive roles within the classroom. Student learning may be affected by various physical characteristics of a university. Learning environments need attention as this space is closely related to the student's well-being and learning performance. Indeed, the physical learning environment has a good impact on student's learning and performance in the classroom. A paradigm shift to 21st-century education towards more student-centered pedagogy and commonly labeled "active learning classrooms" has been premised on the belief that the enhancements will support and improve student learning outcomes in higher education. Learning spaces are mission-critical for higher education and embody a significant investment in space, technology, time, and furniture. It is critical to have an evaluation and assessment to improve space performance to prove a commonly accepted set of standards for learning spaces and implement the spaces through certification from a third party. This paper aims to identify the physical attributes of new era classrooms in universities that accommodate the needs and changes of 21st-century education and relations of these classroom attributes on the student perceptions as their ideal learning spaces. By identifying the physicality of classrooms and student's perceptions of those attributes. The methodologies qualitative analysis using literature review, analyzing precedent studies, and conducting questionnaires. The findings were analyzed through a statistical approach by the Likert scales, which is the method of

ascribing quantitative value to qualitative data for statistical analysis. This paper takes comprehensive statistical analysis to assess ambient, spatial, and technological attributes through the survey. The result revealed that student perceptions of their satisfaction and performance highly rely on spatial features (room layout and furniture) and ambient features (temperature and acoustics) of the classroom. The findings and conclusion will give an insight concept of ideal learning spaces. There will be an opportunity for the community of learning space professionals to gather and further develop, promote, and refine the system. Through time it is not only improving the learning spaces but also the community of practice.

Keywords: 21st century classroom; Ideal environment; Learning performance

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A 11 ELE 002

5E Framework: Enhancing first year students education experience

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Abstract

The covid-19 pandemic has an unprecedented impact on the education system on a global scale. The effect of COVID-19 on education is bizarre and unusual in history because more than 1.5 billion students from across the globe have been affected by school and university closure. This paper investigates the first-year architecture students and their transition to virtual education experience during the Covid-19 pandemic times. By highlighting the Learning Management System (LMS) application and the online learning for the ARC62404 Design Communication Module, this paper aims to improve the first-year student's learning experience by transforming hands-on studio-based learning (SBL) and technical exercises into an online and virtual engaging learning activity. Guided by the 5-E Framework, the LMS activities have been created based on the structure set by the 5-E Framework: Engage, Enhance, Extend, Evaluate, and Earn. The implementation and combination of this Framework with technologies are expected to amplify students' first-year learning experiences. The learning model's objectives are to enable students to reflect more quickly on the learning process and enhance their learning. The 5-E Framework methodology approach requires the students to access the online electronic resources in Taylor's Integrated Moodle e-Learning System (TiMeS) before the F2F class begins. This includes the attempt of an entrance survey, project brief, and tutorial videos. The results will be reviewed, which helps the instructor plan teaching strategies by focusing more on knowledge and skills gaps. The advantages are that it forces students to come prepared to the classroom, allows the module design to be a more efficient classroom that includes learning activities that are tailored to the specific needs of students, and at the same time reduces the total time in the classroom,

and reduces costs. In this paper, the 5E Framework is tested out in 81 students in the module, whereby the students' progress is assessed at three stages: before each chapter starts, at a certain point in the chapter (with Student Response System during the virtual class), and after completing the module. The feedback outcome from the student's survey has shown that the 5E Framework amplifies their education experience and has helped them understand the module's concept and theory.

Keywords: Architecture, Education, Online Learning, First Year

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A 12 ELE 004

Design Thinking Mini Project Approach using Factor Analysis

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Abstract

Design Thinking Mini Project (DTMP) is a tool for educators to embed creative problem solving to the students. It starts with imagination then to other stages before the presentation of the actual make-believe product or service. Design thinking supports all activities concerning to considerable knowledge in different perspectives in developing imagination and supports the transformation of knowledge and skills into a new perspective of unique creation. Here, motivation appears to be significant in encouraging the students' participation while completing their tasks within their groups. Not only that, the interaction between peers plays an important role. This study aims to determine the relationship between educators, students, thinking skills, and motivation. In detail, this study used factor analysis to investigate relationships between educator to student interactions, student to student relations, critical thinking skills, and motivation with a sample of 254 undergraduate students that took Technology Entrepreneurship (ENT600). Factor analysis showed that there are three factors, including passion, assistance, and guidance. Educators are passionate about encouraging students to enhance their creative and innovative ability in applying DTMP during the learning process. The empirical data analysis indicated that educator-to-students interactions directly correlate with motivation to learn and apply DTMP. The result is very interesting as the studies on the Design Thinking Mini Project (DTMP) are non-existence. Using Kaiser Meyer Olkin's measure of sampling adequacy, the reading is 0.945 exceeding the

recommended value of 0.50. This shows that it is a great value The Bartlett's Test of Sphericity reached a statistical significance of 0.00 indicates the $\chi^2 = 3552.973$. The measure of sampling adequacy for individual variables from the Anti-Image Correlation Matrix ranges from 0.49 to 0.69. The study's limitation is selecting students involved as not all students will take this elective subject. The study concluded with a discussion of educator's importance in imparting, assisting, and guiding the learners/students in becoming more creative and innovative by using and applying DTMP during the learning process.

Keywords: design thinking, motivation, critical thinking, factor analysis

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A 13 ELE 008

Methodology Framework for Syaheeza's Daylight Rule of Thumb for Islamic Religious Schools

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Abstract

Research has proven that students' learning performance is highly influenced by daylight efficiency in the classroom. Daylight efficiency correlates to window design, where most of the standards and guidelines available recommended a 20 per cent window-to-floor ratio (WFR) at 800mm to 900mm windowsill height for educational spaces. The standardized window design should provide the classroom with the recommended average illuminance level ranging from 300 lx to 500 lx when measured at a typical table working plane height between 800mm to 900mm. However, Islamic religious schools in Malaysia uses different tools and furniture in the teaching and learning process, such as a 300mm height small table known as '*rehal*', which are lower than a typical classroom table. Since that the working plane height is lower, the measured illuminance level at a horizontal plane is at different intensity. Current studies neglect the difference in working plane height required for other tasks, which influenced the window design and the illuminance level at the working plane. Thus, a study was established to propose Syaheeza's Daylight Rule of Thumb for Islamic religious classroom design in Malaysia that uses '*rehal*' as the working plane.

This paper aims to highlight the methodology framework in the development of Syaheeza's Daylight Rule of Thumb (DRT), where the objective of the paper is to explain and to provide an example of results from the methods used to develop Syaheeza's DRT for Islamic religious school design. The methodology framework adapted the Design Science Research (DSR) framework that consists of Theory Building (literature review), Naturalistic Evaluation (illuminance spot measurement, survey studies and Arabic handwriting performance assessments), Artificial Evaluation (computer-generated daylighting simulation), and Design Solution (daylight rule of thumb). The survey and Arabic handwriting performance assessment determine the students' perceptions of the daylight environment in relation to the average illuminance level of the classroom. The results predetermined the parameter for the daylight simulation that evaluates the suitable window and classroom design for Islamic religious school. The results from DSR methods were analyzed and synthesis to develop Syaheeza's DRT, where it can be benefited by Islamic religious school establishments and designers. This paper shows that the methods used in determining Syaheeza's DRT can be further improved and adapted for other daylighting studies that are related to different work tasks that require lower or higher working plane height. The methodology framework can be developed into a more adaptable framework.

Keywords: Daylighting, Islamic religious school, methodology framework Maximum 4

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A 14 ELE 007

Digital Skill and Critical Thinking in the Covid 19 era: A way forward for accounting profession

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Abstract

In the era of Covid-19, the accounting profession face significant changes and challenges. Accountants play an important leadership role as business advisors and strategic partners in organizational decision-making. The digital need has been highly remarked as a current concern to most organizations. The three post-Covid 19 changes are evolving digital technology, globalization of reporting or disclosure standards, and new forms of regulation which are the main challenges for the profession. Therefore, professional organizations, their members, and educational institutions should proactively respond. The purpose of this paper is to discuss the transformation of the accounting profession based on a literature review. Despite the focus on reporting issues, discussion on the impact of the Covid-19 on the accounting profession has lagged behind this growing momentum. The gap between existing accountants' skills with those needed by the industry also has motivated this study to be conducted. Thus, this paper discusses the importance of digital skill and critical thinking as a the way forward for the accounting profession to address the drawbacks. Factors driving the emergence of new skills among accounting professionals in the Covid-19 era are also being highlighted in the study. The study aims to propose a practical recommendation for improving the accounting profession in terms of anticipated skills needed soon. This study has developed a framework to showcase the transformation of the accounting profession over the last 50 years. It hopes that the study may provide insights and new contributions towards the revolution of the accounting profession as well as accounting education. Accounting graduates are expected to equip themselves with digital and

critical thinking skill to be competitive. Nevertheless, the interpretation of results, as well as subsequent arguments for the findings, are based solely on the author's subjective observations, knowledge, and experience.

Keywords: Accounting Profession, Digital, Skills, Critical Thinking

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A 15 ELE 006

Impact of Headmaster Distributive Leadership on the Practice of Professional Learning Communities (PLC)

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Abstract

Effective school leadership has a massive impact on the excellence and success of a school. In this regard, the Ministry of Education Malaysia, through the Fifth Shift of Malaysia Education Development Plan (MEDP 2013-2025), has strategised that each school is placed with high-performing leadership which will produce school excellence, and one of these leadership practices in MEDP 2013-2025 is the practice of distributive leadership. The leadership factor is also an important element in shaping the practice level of teachers' Professional Learning Communities (PLC) in a school. Therefore, this study was conducted to identify the level of distributive leadership practice and PLC practice in Excellent Cluster Primary Schools (ECPS) of Pasir Puteh district in Kelantan. This study also aimed to analyse the extent of principals' distributive leadership practices influencing PLC practices and looking at the relationship between these two variables. A total of 162 (L = 70, P = 92) respondents from randomly selected 5 primary schools participated in the questionnaire. The findings of the questionnaire were analysed using Statistical Package of Social Science (SPSS) version 26 to determine the level of mean, standard deviation, the relationship between the two variables involved. The analysis of multiple regression to identify the influence of distributive leadership on teachers' PLC was also carried out. The findings showed that the level of distributive leadership (M = 4.43, SD = .38) and the level of teacher PLC practice (M = 4.32, SD = .36) were at a high level. The findings also showed a strong and significant positive relationship between principals' distributive leadership and teachers' PLC practice ($r = .716$, $p = .000$).

Furthermore, the findings indicated the existence of a strong influence for all dimensions of distributive leadership (mission, vision, goals of the school, leadership practices, school culture, and responsibility of sharing) on PLC practices ($r = .78$, $r^2 = .60$, $p < .05$). This study is significant because it provides school administrators with reference in assessing the weaknesses and strengths of their leadership aspects. The findings of this study can be used as an essential guide in improving skills, adding knowledge of leadership management, and providing research in further improving PLC practices in their schools. This, in turn, will result in producing positive work culture towards realising educational excellence.

Keywords: Distributive leadership, professional learning communities (PLC), excellent cluster primary schools (ECPS)

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A 16 ELE 009

Preschool Teachers' and Parents' Knowledge of Children at Risk with Dyslexia

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Abstract

Dyslexia is a neurological problem that leads to impaired reading and writing skills. Children at risk with dyslexia often experience anxiety and stress, especially during reading activities. In Malaysia, the number of children with dyslexia is increasing from year to year. Recently, a report released by the Ministry of Education Malaysia showed a total of 13,302 children diagnosed with dyslexia. If these children not identified, and the problem is unresolved, it can lead to dropouts compared to their peers. In addition, dyslexia will persist until the end of life. However, there is still a lack of studies on the children at risk with dyslexia. Thus, the objective of this study was to investigate preschool teachers' and parents' knowledge of students at risk with dyslexia. In addition, this study also wants to identify the differences in knowledge between preschool teachers and parents on children at risk with dyslexia. Ninety-three teachers who teach preschools and eighty parents who have children in preschool in Perak were involved in this study. First, the study was using the "Questionnaire for Determining Dyslexia-Related Knowledge Level" for data collection. Next, quantitative statistics such as mean, standard deviation and t-test used to report the study's findings. The majority of the study participants answered incorrectly. In addition, there was still information entirely was not filled in by parents and preschool teachers. As a result, preschool teachers and parent knowledge of students at risk with dyslexia was limited. However, the teacher had more knowledge compared to parents towards children at risk of dyslexia. In addition, there are preschool teachers who have taken dyslexia courses while studying for a

bachelor's degree in education. Therefore, it is essential to enhancing preschool teachers and parents through dyslexia training programs. The findings in this study can also use as a reference to universities, educators, and the ministry of education to improve preschool children's well-being.

Keywords: Preschool Teacher, Parents, Knowledge, Dyslexia, Children At Risk.

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A 17

ELE 003

Project-Based Learning Capabilities in Energy and Architecture Module

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Abstract

By adopting the project-based learning methods and activities, this practice has inspired and motivated students in problem solving, engaging students in complex questions, managing the challenges in a structured and environment in real-world issues, and identifying more effective and innovative solutions optimizing their limitations. Due to the critical COVID-19 pandemic situation and challenges in the online teaching and learning environment, the architectural students' program faces a vital challenge to participate in a field study or on-site audit exercise. The teaching team has identified a new module entitled Energy and Architecture to establish a walkthrough audit exercise based on the project-based learning method. This assignment was able to create the opportunity to co-creating the role of a walkthrough audit as a process used to establish a general practice of the potential energy savings through visual observation on the HVAC, lighting, building maintenance, and other factors affecting energy consumption of the building in a selected site chosen by students. A simple calculation has been carried out to determine the current and potential implementation of the identified Energy Conservation Measure (ECM). Usually, the actual _eld on-site audit exercise is carried out in 1-2 days with/without a team depending on the scale and complexity of the building using the tools (lux meter, thermometer, hygrometer) to achieve its sustainable educational objectives. The results are based on the Teaching Evaluation Survey and students' cumulative achievement analysis at the end of the two semesters in 2020 conducted online. The survey seeks to construct validity of

the evidence on the project-based learning effectiveness in the module. Students are observed accomplishing a field measurement exercise to establish the incoming load profile, significant energy usage (segmentation), HVAC and lighting system of their own residence, during the 'new norm' guided teaching and learning with weekly online learning session. Students are strategically able to identify the principles of energy-efficient systems and the general practice of potential energy savings with inspection and evaluate energy consumption. It was also observed that the implementation of energy efficient strategies to reduce energy usage in design to deliver a low energy architectural design practice evidenced in the submitted audit energy report at the end of the semester. Student engagement is evident to be positively related to practical methods, teaching evaluation, and validated assessment rubrics.

Keywords: Project-Based Learning, sustainable education, online learning

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Elderly Environment

A 18 EE 001

What Matters for Retirees to Experience a Great Quality of Life?

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Abstract

Quality of life has been the focus of attention for over a decade. Few studies are available examining how the elderly who have retired experience their quality of life or what life quality means. People perceived retirement from different perspectives. To a few, it is the ideal opportunity to unwind, be debt-free, and not anymore working responsibility. Retired people, in most cases, are living with at least one disease. Nonetheless, others think retirement is constantly associated with monetary constraints, loneliness, and being sick. This paper aims to identify the oldies' quality of life after they have retired. This study investigated three essential elements: financial resources, emotion, and health care. It tested any correlation of these variables towards retirees' quality of life. We employed a quantitative method, and probability sampling technique using random selection in the Selangor retired people populace. A survey was conducted on 210 retirees aged 50 years and above who have worked either in private and public sectors. The data collection further analyzed using regression analysis to examine the responses. The finding revealed financial resources, emotion, and health care positively affected retirees' quality of life

in Selangor. The financial resource is the most influential elements that influence the retirees' quality of life, followed by the component of health care and emotions. The implication of this study will help to shed light on the understanding of quality of life among senior citizens. This study is also in line with Sustainable Development Goal 3 to ensure healthy lives and promote well-being for all ages. The roles as government and private agencies such as bank, insurance, hospital, and caretakers of the senior citizens aware of senior citizen needs and provide facilities for them. Fulfill the needs and facilitate them will improve the senior citizen's well-being and lifestyle after retirement. They will guarantee a better quality of life, mainly financial, emotional, and health care.

Keywords: financial resources, emotion, health care, retirees' quality of life

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Health / Healing Environment

A 19 HE 002

Role of Diffusion and Socio-cognitive towards Intention to use Health Portal among Health Consumers in Malaysia

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Abstract

This paper aims to examine the critical success factors that influence the attitude of Malaysian health consumers and their intention to use the national health portal. MyHEALTH Portal is a national web-based health information service set up by the Ministry of Health Malaysia. Among the portal's functions are to provide online health information for Malaysians and become a source of comprehensive, credible, accurate, and latest information on health covering prevention, treatment, and rehabilitation developed by local health and medical experts. Specifically, the study's goal were to i) examine the role of diffusional factors towards health consumers' attitudes and ii) examine health consumers' socio-cognitive towards portal-intention to use. The study was constructed from two behavioral models; Diffusion of Innovation and Theory of Reasoned Action and was utilizing an online survey among users that accessed the portal hosted on the official MyHEALTH Portal website. A convenience sampling technique was selected in recruiting respondents that involved 223 respondents. The survey was hosted on the official MyHEALTH Portal website. A cross-sectional survey of visitors to the website was carried out using a link

placed on the website's home page. This study was approved by the Health Education Division, Ministry of Health, and registered with the National Malaysia Medical Research. The analysis dealt with two stages of data analysis that were confirmatory factor analysis to assess the measurement model followed with the structural model to confirm the proposed hypotheses. Results showed complexity did not significantly contribute towards attitude, while trialability and relative advantage showed significant contribution. Meanwhile, attitude influenced health consumers' intention to use the portal, while subjective norms indicated otherwise. Findings would help the Ministry of Health to identify the critical success factor of portal usage that allows them to re-strategize the portal future planning to be maximally used by the public towards adopting healthy lifestyles.

Keywords: Diffusion, Socio-cognitive, Health portal, Health consumer

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A 20 HE 003

Issues of Applying Occupation-Based Intervention (OBI) among Malaysian Occupational Therapists: A mixed-method study

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Abstract

Background: Malaysian occupational therapists perceived occupation-based intervention (OBI) as the occupation as a means and an end. Little is known regarding challenges to practising OBI in diverse area of practice. **Aim:** To identify and explore the perceived barriers to implementing OBI in the various area of occupational therapy in the idiosyncratic Malaysian context as a developing country with its' unique cultural values and occupational therapy development. **Methods:** Using a concurrent mixed-method design, a cross-sectional survey and three focus group discussions were performed. A questionnaire survey was developed and disseminated among Malaysian occupational therapists (n=298) who practised in three main occupational therapy area. Focus group discussions (FGDs) were later proceeded with twenty-one experienced Malaysian occupational therapists from diverse area to explore the issues in detail. **Findings:** The cross-sectional study revealed the barriers to implementing OBI in the Malaysian context from the client factors, contextual factors, occupation as a treatment modality, and logistic issues. The result also suggested that practice area influence the barriers perceived by occupational therapists. Meanwhile, findings from the focus group discussion identified the issues from six sub-groups; (1) governance and policy, (2) challenges to an ideal practice, (3) occupational therapy personnel, (4) non-recognition of roles, (5) accessibility to resources and (6) economic challenge. The focus group confirmed the perceived barriers from the cross-sectional

study and emerged new barriers, which are the accessibility to resources and the economic challenge. Although the result from the cross-sectional study has not recognised the governance and policy, which includes the bureaucratic system, and the occupational therapy factor as barriers, the participants from the focus group agreed that these issues posed challenges to the OBI implementation in Malaysia. **Implications:** This study addressed the barriers in implementing OBI from the local experiences, enabling the discovery of specific measures and comprehensive strategies to eliminate the issues.

Keywords: Occupation-based intervention, Occupation, Occupational therapy, Diverse practice area

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A 21 HE 005

Ocular Complications in Contact Lens Wear and the Risk Factors: A retrospective analysis

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Abstract

Ocular complications associated with soft contact lens wear vary from mild to severe, but they are preventable by contact lens practitioners through a precise fitting, early recognition of complications and guidance on proper hygiene behaviour. The obliviousness of such risk factors among lens wearers, especially the younger generations, have increased the probability of severe lens-related complications that can compromise their vision. Investigating the lens-related ocular complications and their enabling factors within young populations is vital, where findings could help practitioners plan the necessary interventions in reducing the risk of non-compliance. This study aimed to determine the ocular surface complications among soft contact lens wearers and the risk factors. Fifty-six soft contact lens wearers in UiTM Puncak Alam were surveyed with a self-administered questionnaire that gathers information on their contact lens characteristics, awareness of lens-related complications and care habits. The lens fitting profile and the occurrence of lens-related complications were reviewed from clinical records of 33 contact lens wearers attending aftercare visits at UiTM Vision Care Clinic. Overall, the majority of the contact lens wearers were female (94.6%), with a mean age of 22.68 ± 1.685 . Retrospective analysis of the aftercare assessment of the 33 lens wearers showed that conjunctival hyperemia was the

most prevalent ocular complication (90.9%), and almost half of them were not wearing optimum lens fitting (48.5%). The most non-compliant hygiene behaviour was sleeping with contact lenses (46.4%). Based on the survey, almost half of the contact lens wearers (48.2%) were unaware of the potential complications associated with lens wear, with a quarter (25%) has never gone for aftercare visits. There was no significant association between the hygiene habits with any lens-related complications ($p>0.05$) observed. This study benefits the contact lens practitioners regarding the current lens profile, complications and care among young wearers in helping them for better eye health. Future planning for public health programs and patient education should emphasize these parameters to reduce the risk of lens-related complications.

Keywords: Contact lens, complications, awareness, risk factors

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A 22 HE 007

Solvent-Induced Hearing Loss from Occupational Exposure in Asia: A systematic review

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Abstract

Background: Noise is not the only ultimate risk factor that causes hearing loss, as chemicals also contribute to the current global prevalence of hearing loss. Several experimental and clinical investigations have looked at the ototoxic effects of substances in recent years. Exposure to certain solvents in the workplace can cause occupational solvent-induced hearing loss. There is a lack of solvent-induced hearing loss awareness in the Asia region. **Significant:** This study will provide the up-to-date current state of the research on solvent-induced hearing loss in Asia. **Aims and Objective:** This study aims to bring attention to the existing scientific literature on the adverse effects of solvents on workers' auditory function in a diverse occupational setting in Asia. **Method:** To find reliable and significant publications, a literature search used in this study is PubMed and Web of Science. **Finding:** An initial investigation identified 125 studies. After considering the inclusion parameters, this study has retrieved 15 research papers for detailed examination and review. 87% of the selected studies reported that the highest prevalence of hearing loss was from solvents and the noise-exposed group. There is a high prevalence of hearing loss in the high-frequency band (4-8 kHz). Simultaneous exposure of individual solvent and noise impact mainly

at a lower frequency (0.5-2 kHz). **Limitation:** There is still limited literature examining hearing loss from solvent exposure. Therefore, more studies on the adverse effect of solvent on hearing are warranted within the Asian region. **Implication:** Evidence shows that interaction between the solvent and the noise could be both additive and synergistic. Effective intervention programs may need to be reviewed to improve the safety of employees who are exposed to solvents-induced hearing loss and noise simultaneously. Due to the widespread use of solvents in the industry, Hearing Conservation Program is strongly recommended for employees exposed to ototoxic solvents.

Keywords: hearing loss, organic solvent, pure tone audiometry, chemical induced hearing loss

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A 23 HE 004

The Spatial Study For the Isolation Center in China and the Quarantine Center Malaysia in Reducing the Positive Covid 19 Cases

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Abstract

The covid-19 pandemic resulted in many isolation centers and quarantine centers being developed by most of the countries in the world to cater to the spreading of the virus including the Republic of China and Malaysia as well. This article aims to analyze the achievement between the two countries in reducing the pandemic of Covid-19 in terms of the spatial study of the isolation center in China and the quarantine center in Malaysia. The main function for both countries in selecting the quarantine or isolation centers can be divided into the spatial and temporal spaces provided. The selection of Person Under Surveillance (PUI) or the patients of the centers plays an important role to control the spreading of the disease. The patients at both centers have provided the basic facility and most of the time have been monitored by the health officer and what differentiates them is only the individual space. The spatial organization of both centers was compared by the function, users, privacy, and the services provided. The literature review, interview, and also case study were the methodology applied for this study. Findings indicated that the isolation center in China focused on the contact of the positive Covid-19 with the individual isolation room while the quarantine center in Malaysia provided positive Covid-19 patients with open sharing spaces. The results upon the daily case numbers also differed between these two countries. This study contributes to the understanding of the importance of controlling pandemic through the spatial organization related to the specific types of person under surveillance and not only after confirmed as a positive Covid-19 patient. The understanding of the

factors of infection of the Covid-19 disease, the differences between airborne and droplet disease must be taken into a consideration in the prevention of the spreading the virus of Covid-19. Thus, the case studies also contribute to determining the most possible way in reducing the positive cases of the Covid-19.

Keywords: Covid-19, pandemic, isolation center, quarantine center

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A 24 HE 006

The Measurement of Mental Health Status among Malaysian Worker using PEO Model: Part I

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Abstract

Background: Occupational performance may change over the life span. There were at least three essential components that contribute to these changes, namely, person-environment-occupation. Fundamentally, these changes may also change individual psychological states such as stress, anxiety, and depression. This study also believes that the new norm of current work practice due to COVID19 demands more sensitive and holistic assessment. **Significance:** This study is proposing holistic mental health evaluation among Malaysian workers. This new method will perhaps provide more understanding about work performance, productivity, and psychological impact on worker quality of life. **Aim:** This article aims to explore the potential of using the triangulation method to evaluate the mental health status of Malaysian workers. This method looks at three crucial elements: individual factors, work environment, and occupation performance. **Objectives:** To identify the usability of three essential elements adapted from the Person-Environment-Occupation (PEO) model by (Law et al., 1996) to develop a measurement

approach towards identifying the mental health status of Malaysian workers. **Method:** This initial stage elaborates the process of questionnaire development only. The process of questionnaire development and item selection involved review from a panel of experts. The questionnaire for the work environment and occupational performance was extracted from two resources known as International Labour Law (ILO) (2012) and characteristic of work by Cox et al. (2000). For the personal factor, the DASS21 will measure worker depression, anxiety, and stress level. This research will later embark on a field study where sequential mix methodology involving concurrent interview and survey questionnaire will be used. **Limitations:** Since this is a conceptual work on occupational performance evaluation, the validity and reliability of the data need to be proven. However, this study is now endorsed and supported with an industry grant by the Department of Occupational Safety and Health (DOSH) Malaysia. The preliminary result will be presented in part 2 of this paper later. **Findings:** This study manages to extract 23 questions from OSH policies through (ILO 2012) and 37 questions from characteristics of work by (Cox et al. 2000). **Implication:** The current approach of using a single assessment on mental health status may need to be reviewed. Future reports and analyses on workers' mental status are strongly recommended to be combined with working environment and working activity assessment. This holistic evaluation will benefit all person that involved in the work system.

Keywords: Mental health status, Person-Environment-Occupation model, Conceptual framework, Workers evaluation

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Hospitality / Tourism Environment

A 25 HTE 002

Determining Green Practices through the Use of Self-Service Technology (SST)

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Abstract

Service quality has been a topic of extensive inquiry for decades. Self-service technology (SST) has emerged which has profound effects on the way customers interact with green hotels in creating positive service outcomes i.e., customer satisfaction, loyalty, and behavioral Intentions. Technology advancement induces information technology infusion in green hotel processes and service encounter. The green hotel employs self-service technology (SST), namely, hotel online check-in system, reservation system etc. to provide more choice, control, and convenience to hotel guests. This paper aims to link customer use of technology to the green hotel industry in Malaysia. There is still a great deal unknown about SST, in particular its impact on service quality, consumer satisfaction, loyalty, and behavioral Intentions. With that in mind, this empirical study explores and focuses the relative impact of SST on how green hotels legitimize their green practices through technology – websites and social media – to communicate their environmental recognitions to discerning eco-conscious consumers. The researchers analyze the use of self-service technology of environmental legitimacy practices used by the hotel for Service Quality, Satisfaction, Loyalty, and Behavioral Intention to legitimize their green hotel practices. A diverse sample of green hotel accommodations customers in Malaysia is used to analyze hotel websites' content analysis. The results reveal that green hoteliers usually used their websites to illustrate service quality, satisfaction, loyalty and behavioral intention for varying green standards for

legitimizing their green practices. Green hotels reported maintaining service quality, satisfaction, loyalty, and behavioral intention to legitimize their green practices. What is particularly interesting is that SST, while impacting these constructs, also impacts Behavioral Intention. This suggests that positive evaluations of SST may tie customers into relationships with green hotels. Future research should survey specific consumer perceptions of their search and experience to prove valuable in destination selection and environmentally conscious hotels' expertise. Social media and related websites utilize customer self-reporting, which would add additional insight for future research in this area. The researcher analysis studies the web promotion of other similar geographic tourism destinations such as boutique hotels' use of international versus regional legitimacy of their green practices.

Keywords: service quality, self-service technology, green hotelsMaximum 4 keywords

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A 26 HTE 003

Financial Reward, Non-Financial Reward, Job Satisfaction: How these keep employee loyal?

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Abstract

Reward system is one of the tools to maintain employee's loyalty and can be classified into financial and non-financial rewards. Numerous researches exist regarding reward system, nevertheless understanding the type of reward suitable for the employees has always been an issue in human resource management. Many organizations in the hotel industry could not identify the best type of reward system to increase job satisfaction, leading to employee loyalty. This study investigates the relationship between reward system and employee's loyalty among employees working at the operation departments in five-star hotels in Selangor. Uniquely, this study looks at both financial and non-financial concurrently and focus on salary raise and recognition. This study also examines the mediating effect of job satisfaction in the relationship between the reward system and employee's loyalty. This study managed to gain 211 responses via questionnaires administered to five-stars hotels employees in Selangor, Malaysia. Eight hypotheses were analyzed using SmartPLS 3. The result shows that the reward system has a significant relationship with job satisfaction and employee's loyalty. There is a very minimal difference on how salary and recognition influence employees' loyalty. Additional pay to basic salary was the most agreeable item for financial reward, while feedback is the most agreeable item for non-financial reward. Job satisfaction also mediates the relationship between the reward system and employee's loyalty. The findings provide some insights into how hoteliers can strategize their

financial reward and maximize non-financial reward usage to retain the employees, especially during turbulences. The study limitations only include two dimensions of the reward system (salary raise and recognition) collected from five-star hotels employees in Selangor. Future study may include other variables and enlarge the location and the hotel star ratings so that a more holistic picture can be obtained to describe the phenomena better.

Keywords: Financial reward, non-financial reward, job satisfaction, employee loyalty

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A 27 HTE 001

Web-Based Self-Service Technology, Customer Satisfaction and Customer Loyalty in Green Hotels: Guiding the Way to Sustainable Tourism

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Abstract

Service quality has been a topic of extensive inquiry for decades. Service quality has emerged now in the form of self-service technology, which has profound effects on the way customers interact with firms to create positive service outcomes, i.e., customer satisfaction, loyalty, and Behavioral Intentions. Therefore, this study's primary purpose is to look at the green hotel experiences (WBSST) as the antecedents of customer loyalty and to examine how Web-Based Self-Service technology impacts customer satisfaction and loyalty in the service sector of the Green Hotel industry. Customer adoption intention of WBSST is particularly decisive since customer adoption enormously drives the service development. WBSST allows green hotels to initiate contacts with customers and respond to their needs proactively. With the growth of multi-channel customer contacts, combinations of WBSST interfaces are crucial in green hotels for flawless customer service delivery. This study seeks to understand how customers perceive WBSST and improving its quality for both researchers and practitioners in green hotels. Further, WBSST could be more beneficial to green hotel businesses, helping them serve more customers with fewer resources resulting in cost reduction as WBSST can substitute employees. Customers enable to quickly access the services they want online, at any time and place, thus enhancing

overall service efficiency. Data from 208 green hotel customers were analyzed using Structural Equation Modeling with Partial Least Squares (i.e., PLS-SEM) through a self-administered structured questionnaire. The data was collected through the online survey using emails and social media, and a purposive sampling technique was employed. The purposive sampling technique is a non-probability sampling technique, which considered as most effective when studying specific experts. The findings revealed that: (1) integration of standardization and customization of service offerings is critical for improved service quality; (2) standardization has a higher impact on service quality when compared to customization; (3) functional quality has a more significant influence on customer satisfaction rather than technical quality; and (4) customer satisfaction has a significant effect on customer loyalty in green hotels.

Keywords: Web-Based Self-Service Technology, Customer Satisfaction, Customer Loyalty Green Hotels

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Inclusive / Disabled Environment

A 28 IDE 001

Employers' Perceptions in Hiring Decisions Pertaining to People with Disability.

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Abstract

Unemployment rates among persons with disabilities (PWDs) are significantly higher when compared to non-disabled peers are not only in other countries but also in Malaysia. The most common concern among employers is the belief that PWDs cannot do the job; thus, they are also "risky hires". Employers' perceptions towards people with disabilities (PWDs) could influence their hiring decision. This study aimed to analyze employers' perceptions in hiring decisions on people with disability (PWD) at 4- and 5-star hotels in Kuala Lumpur. A total of 35 samples out of 72 employers among the 4- and 5-star hotels in Kuala Lumpur were selected based on the census sampling method because of small population of employers. The structured questionnaires were developed and distributed via google form link through electronic mail. Data had analyzed using SPSS version 25 for descriptive, reliability, and multiple linear regression analysis. Genders, types of disabilities, work performance concerns, co-workers, and guests' concerns influenced employers' perceptions to hire people with disabilities. Interesting to note that employers had more positive perceptions towards the disabled female compared to the disabled male. On types of disability, employers had positives perceptions to hire disabled people who met the requirements of the jobs regardless of their disabilities. Not only that, the performances and

qualities of works among disabled workers will be improved with training. Lastly, employers showed that guest's concerns towards disabled people influenced their hiring decision more than co-worker's concerns. Understanding the roles of employers in the hiring of disabled workers are important so that the needs and concerns can be addressed accordingly. This study emphasizes the hotel's employers that people with disabilities are loyal and committed to their job. It also helps other managers to understand and value the disabled worker like their non-disabled colleagues and to create awareness about the benefits of hiring people with disabilities. Future researcher may use other variables or models such as Theory of Planned Behavior (TPB) to identify the relationship between employer's behavior and attitude towards hiring PWDs. Besides, the challenges faced by the employers when having disabled workers in their organization also can be explored.

Keywords: Employers' perceptions, Hiring decisions, People with disability and Hotel industry.

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A 29 IDE 002

Wheelchair Skills Training: A scoping review

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Abstract

Background: Wheelchair is an essential mobility aid has shown to overcome mobility issues among person with disability (PWD). Despite the growing number of wheelchair users worldwide, structured wheelchair skills training program is still limited to certain countries. Wheelchair skills training is vital to overcome participation restrictions in day-to-day activities such as increasing social participation, enhancing employment opportunity, and providing the opportunity for participation in recreational activities. Appropriate wheelchair skills can help wheelchair users avoid injuries and other health complications related to wheelchair used. Regardless the benefit and importance of wheelchair skills training, the formal training of wheelchair skills for wheelchair user is quite uncommon. **Aim:** To examine the types of available evidence and knowledge gaps on wheelchair skills training among PWDs in literature. **Methods:** This scoping review was guided by Arksey and O'Malley's using five steps framework. Peer-reviewed articles published between 2000 and 2020 were retrieved from EBSCOhost, PubMed, ProQuest, ScienceDirect and google scholar. **Findings:** The search resulted in a total of 42 journal articles on wheelchair skills training in which 15 peer-reviewed articles met the inclusion criteria. The studies included are ranged between 2004 to 2019 and are written in English. The samples in the included studies include wheelchair users, caregivers and health personnel. The studies were summarized in term of study design, sample size, intervention and module used, outcome measures and findings. The results support the effectiveness of wheelchair skills training through personal feedbacks from participants, observation and the use of standardised outcome measures, including self-

perceived assessment. **Implications:** This study highlight the importance and benefit of wheelchair skills training to wheelchair users, caregivers and health personnel. The findings of this study suggest the need to develop a structured wheelchair training program in Malaysia for PWD. This study may help health personnel in Malaysia to apply a specific wheelchair skills training program during the active rehabilitation process.

Keywords: Skill Training, Disability, Wheelchair, Scoping Review

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Local Heritage Environment

A 30 LHE 005

An Ethno-nutritional Study on Frozen Saba Crispy among Malaysians

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Abstract

Banana has been mentioned in the Holy Quran as one of the fruits that belong in Paradise. Today, it is a topical fruit consumed by almost everyone worldwide. Looking into the nutritional value, a banana is highly nutritious and has more Vitamin C than an apple. However, the lifecycle of a banana is short. Hence, there is an urge to prolong its' shelf life since the demand for this fruit has increased due to globalisation and homebound during the pandemic of Covid 19. Remarkably, the outbreak of Covid-19 has made the fruit popular as people are heavily consuming this fruit and cater to the lack of availability of the modernised ready-to-eat traditional Malay food. One of the methods to preserve bananas and their nutritional value is by freezing them. Thus, this study aims to evaluate the quality of the frozen bananas in terms of their nutritional profile, the acceptability of the products as a contribution to the development of traditional ready-to-eat food, and avoid the bananas production being waste during this pandemic of Covid 19. A total of 30 customers took part in the pilot study conducted. The acceptability attributes in terms of the texture, quality, taste, colour, and flavour between frozen Saba Crispy bananas and the raw Saba bananas were evaluated using a 5-point Likert scale. The frozen Saba Crispy bananas contain 39.6g per 100g of carbohydrate, slightly higher by 4.36g than the raw Saba bananas with only 35.24g. Around 50% of the respondents favour the texture, taste, and

flavour of the frozen Banana Crispy. Meanwhile, the product's colour received a slightly positive rating of 66.67%. Thus, customers' acceptance of fried food is influenced by the product's colour and texture, which is related to the acceptability and physical attributes of the product. In conclusion, the results signify that the bananas' shelf life can be prolonged and is acceptable by consumers. Although the product is frozen, the respondents enjoy the taste of the product. As a result, it is suggested that frozen bananas will be marketed, with new varieties added for consumers' needs.

Keywords: Saba Banana, Pisang Abu, Frozen and Nutritive

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A 31

LHE 003

Building of Natural Landscape in fulfilling Cultural, Physical and Spiritual Needs: Perspective of Malay Culture in Kelantan

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Abstract

The Malay culture differs from one place to another depending on the people and society's physical and spiritual needs. These natural landscapes provided the early community with a livelihood source and played a vital role in fulfilling its cultural, physical, and spiritual needs. Failure to understand this cultural and natural landscape will result in a lack of appreciation of the heritage and neglect of the physical and spiritual needs. It is believed that a large segment of the larger Malay community traces its cultural origin to the surrounding natural landscape such as forest, river, hill, and sea. The Malay cultural landscape is, therefore, has become an integral part of the whole process of examining places of cultural significance in Malaysia and developing these into heritage centers to be appreciated by the public. This is mainly because the city's new development project has slowly vanished and threatened the new city's historical character among Kelantanese society. This study embarks into a quantitative study using a mixed-method. Among the study, the objective is to determine the impact of the built cultural landscape's visual characteristics in conserving and preserving Kota Bharu as an aristocrat area and examining the extent of the aristocrat's built cultural landscape characteristics' area in Kota Bharu. A set of questionnaires was used to collect the data and interview the Malay population in Kelantan to understand further their culture in these modern living and the implementation of the city's natural landscape. This study proceeds with an interview session of 100 respondents and a photographic

record to evaluate the current natural landscape in Kota Bharu Kelantan. A focus group consisting of three government officers, one local authority, and four local leaders was selected as respondents in this study. One of the study's significant findings found that Malaysia's built cultural landscape nominates that only ten percent of overall preservation and conservation development have given over to an aristocrat enclave's place attachment. A significant implication of the study is to propose a significant model to value the Malay and cultural heritage to preserve the cultural, physical, and spiritual among Kelantanese Malay population who live in the modern era.

Keywords: Physical Needs, Spiritual Needs, Malay Culture, Aristocrat area

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A 32 LHE 002

Historical Mapping for Heritage Trail Reconstruction

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Abstract

It is not an easy task to track up a historic site. Even if a site has well-known stories, the reports were sometimes inaccurate in terms of historical sequence or chronology. Historical mapping is essential to visitors of heritage sites because they need to gain an authentic experience to appreciate the heritage. Old maps are often being referred to while determining the location of heritage sites. The old map was the primary mapping method to determine buried artifacts and constructions on the site. The discovery of the site can then be supported by archaeological evidence. The historic areas' features were often determined using imaging technology and overlay mapping by geographic information system (GIS) technology. These are technical methods, but event dating is the most essential to compile historical experience on heritage sites. This research aims to reconstruct Bukit Malawati and Kuala Selangor old town's historic heritage trail of Selangor ruler Sultan Ibrahim Shah (y1778-1826). The objectives of the research is to map the old track, to record and construct the heritage features and form, and to propose the new heritage trail and interpretation. This study involved two methods for tracking the history, i) overlay historical map over google imagery and ii) dating events techniques using archived historical records; to validate the setting and sequence of the heritage trail. This research contributes to the exploration of the history of the state of Selangor, where the historical mapping of Bukit Malawati

can provide a historic heritage trail. Intangible sources such as socio-cultural activities were considered during data collection to ensure the essence of the place is documented. The study results are used as a guide for the preparation of interpretation plans for heritage tourism development and management. Findings from the study indicate many historical events were held at Bukit Malawati and were not properly interpreted. A comprehensive heritage interpretation of local history is vital to ensure the sustainability of the place's heritage significance.

Keywords: History-Mapping, Trail, Chronology, Interpretation

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A 33 LHE 004

Safeguarding the Heritage Trail of Kuala Lumpur: Between the Authenticity and Popularity

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Abstract

Urban areas with Heritage Trails always referred to as areas rich with historical elements, either tangible or intangible. As defined under *Guidelines for Heritage Trails* (New South Wales Heritage Office, 1995), "heritage trails are established routes linking significant items of an area's heritage". Hence, heritage trail is allied as one of the tourism products on promoting the uniqueness and authenticity of the urban areas. However, development demands and the process of urbanization indirectly have an impact on the trails. The Federal Territory of Kuala Lumpur is no exception to these vulnerabilities. In promoting the historical value of the city, Kuala Lumpur City Hall has proposed twelve heritage trails in its *Draft Kuala Lumpur Structure Plan 2040* (DKLSP2040) under Chapter 05 Goal 3: Kuala Lumpur a Healthy and Vibrant City (SV3.3 Promoting the Implementation of Kuala Lumpur Heritage Trail). These twelve heritage trails are identified based on the historical timeline of Kuala Lumpur. This paper discusses the local respondents' perspectives on Kuala Lumpur heritage trails and the features that motivate them to explore the

trail. This study also examines the elements along the trail that could arouse historical interest and conservation awareness among the respondents. The results are to determine either heritage trails proposed positively emphasized the authenticity to Kuala Lumpur's or more on the beautification program to gain popularity. This paper also explored the potential thematic approach of the heritage trails through the mixed-method approach. Extensive views and opinions of the professionals gathered through in-depth interviews. For the quantitative approach, a questionnaire distributed to 200 participants, and 134 samples are selected based on their experience of heritage trails in Kuala Lumpur. As the research is operated during the pandemic, all data collection activities conducted remotely. For the validity of the data, questionnaire distributed to the respondents attached with diagrams, heritage trail map and on-site images. Results show several issues and challenges faced by Kuala Lumpur's Heritage Trails that have indirectly affected the visitor's experience. From the professionals, the main concern is on the ability of the Kuala Lumpur City Hall to sustain the authenticity of the sites and to ensure the effectiveness of the heritage trails. Hence, this paper intended that the heritage trails of Kuala Lumpur should safeguard the existing historical elements and emphasized the authenticity to increase awareness of the local heritage.

Keywords: Heritage Trail, Urban Heritage, Cultural Experience

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A 34 LHE 001

Traditional Mosque Architecture: Portrayal of society sociology

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Abstract

Throughout history, architecture has been built as a depiction of society, reflecting the community's beliefs, accomplishments, and behaviours during the time. From the massive structures to the dwellings that form a locality's vista, we can discover so much about the society that built them. Architecture is not just the built environment; it's also a component of our values. For Muslim society, the mosque has always been the primary focal point representing community engagement's physical attributes. It is a building with special connotation in Muslim society as it is the physical centre of Islamic activities. Mosque architecture built to reflect the physical environment in which Muslim society manifest their beliefs and behaviours. The contemporary mosque's current architectural outcome has pushed mosque architecture to confine itself into a perpetual loop of formal and visual manipulation, raising concerns about society's actual value

aside from its artistic ingenuity. Having said that, the physical properties of the current mosque concerning society sociology are deficient and do not fulfil society's values. Hence, this research attempts to discover the portrayal of society sociology in traditional mosque architecture. It analyses the social beliefs and behaviours manifestation in the design and construction of the traditional mosque. The design study involved site planning, spatial planning and architectural elements. Meanwhile, the construction study will cover the materials, components and method of construction. The case study method is applied, consisting of on-site physical measurement, on-site observation, and interview with a villager at the old Kampung Tuan Mosque, Chukai, Terengganu. By exploring the past's built environment, there are so many discoveries and understanding of social values' effects on their mosque architecture. This work compliments many of the existing studies and descriptions of the architectural aspect of mosques. The study of the traditional mosque is important for understanding the mosque building construction at different times. The findings from this research conclude a significant portrayal of society sociology found in the aspect of design and construction. Therefore, it is important to honour the cultural traces in the traditional built environment.

Keywords: Architecture, Traditional Mosque, Society, Sociology

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Legal Matters

A 35 LM 002

Legal Implications of Sale of Property by Malaysian Developers under the Private Lease Scheme: In two minds?

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Abstract

The private lease scheme (PLS) in the housing development was first introduced in Malaysia in the Iskandar Development Project in Johore in 2012. It is based on the principle of transferring a lease by the developer to a buyer. The developer obtained a 99-year lease over the whole piece of freehold land and transferred the lease to the purchaser. The transfer of "lease" under the PLS does not come within the ambit of the Strata Titles Act 1985 (Act 318). Thus, there is no requirement for subdivision of the building or land under the law. Under PLS, the sale agreement signed by buyers is not for the sale of the property but the sale of a lease over the property. Under PLS, the purchaser remains a registered Sub-Lessee who derives a contractual (not legal) right from the developer and not the registered owner. Only the property owners can form and become members of the Management Corporation (MC) under the Strata Management Act 2013 (Act 757). Since the buyers are only the lessees, Act 757 prohibited them from forming the MC. In December 2020, the High Court decided that the defendant-developer, Tropika Istimewa Development Sdn Bhd, had misrepresented to the buyers that they were entering into a Sale and Purchase Agreement (SPA) to purchase the unit. Still, the sale is only a sale of a lease under the PLS. In the case of *Loh Tina & Ors v Kemuning Setia Sdn Bhd & Ors and another appeal* [2020] MLJU 635, the developer proceeded with signing the prescribed Schedule G (SPA) with the purchasers transferring a 99-year lease to the purchasers with an extension for a period of the

99-year lease instead of selling and transferring the whole piece of land. The Court of Appeal decided that compliance with Schedule G under the Housing Development (Control and Licensing) Regulation 1989 is mandatory. It was also ordered that the lease granted to the purchasers in respect of the lots be cancelled and replaced with a transfer of the said lot in favour of the purchasers. The introduction of the PLS was driven by the effort to prevent foreigners from owning too much land in Malaysia. However, an appropriate legal platform is necessary to cater for the sale of property under the PLS by a developer. This study is aimed to explore the compatibility of the PLS with the existing law that regulates a sale by developers and how other jurisdictions provide the legal platform for a PLS. Hence, the objective is to evaluate the legal implications on the sale of property under the PLS under Housing Development (Control and Licensing) Act 1966 (Act 118), Act 318, and Act 757 and to determine the legal framework of other jurisdictions that adopt Torrens System relating to the legal framework of a PLS. This article is a conceptual paper that employs doctrinal research by way of secondary data from various literature on the legal position of PLS both locally and in foreign jurisdictions. The data is examined via a content analysis approach and doctrinal study. Ultimately, introducing PLS as a method for the sale of housing by the private developer in Malaysia and foreign jurisdiction posed legal obstacles that affect the validity of the transaction and the rights of the purchaser under the sale agreement.

Keywords: Private Lease Scheme, Developer, Strata Title, misrepresentation

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A 36
LM 001

Recovery of Corrupt Assets via Unexplained Wealth Order

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Abstract

Corruption exists in many forms that include bribery, graft, and embezzlement. It has deep-rooted in the society and knows no cultural boundaries. In 2020, according to Pricewaterhouse Coopers, the four most disruptive forms of fraud experienced by Malaysian organisations were asset misappropriation, bribery, and corruption, customer fraud, and cybercrime. These are said to account for 70% of all economic crimes in Malaysia. Recovering the proceeds of crime is essential as it will deprive the corrupt of the illegal financial benefit. In Malaysia, a combination of criminal and civil mechanisms of asset recovery is available. The non-conviction-based prosecution forms the civil recovery of assets mechanism. Section 41(1) of the Malaysian Anti-Corruption Commission Act 2009, and section 56(1) of the Anti-Money Laundering and Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 provide for the mechanism. Under the said statutes, the respondent will have to demonstrate to the court that his assets do not constitute the proceeds of crime. The United Kingdom had taken an advanced step by introducing the Unexplained Wealth Order under their Criminal Finances Act 2017, which allows the confiscation of corruptions' assets. The authority may confiscate the property without proving that it has involvement with the criminal activity. Prior to this development, the use of the civil recovery order in the United Kingdom was restricted to exceptional cases where the prospect of criminal prosecution was not available or not desirable. To date, Malaysia does not own similar law that could be an efficient tool for the recovery of corruption assets. Thus, one of the relevant issues is addressing the applicability of unexplained wealth order in Malaysia. This study adopts a qualitative methodology that will be based on doctrinal study supported by semi-structured

interviews. The selections of respondents for the interview are made based on a purposive approach. Data acquired from both sources will be analysed using content and thematic analysis. This paper suggests that analysis of the unexplained wealth order is required as part of civil means on recovering the proceeds of corruption in Malaysia. This is important to ensure successful asset recovery as a result of corruption. The outcome of the research may assist the government, policymakers, and stakeholders of the business organizations in understanding the concept and the applications of unexplained wealth order in Malaysia.

Keywords: corruption, civil mechanism, proceeds of corruption, recovery of assets

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Leisure / Recreational / Sports Environment

A 37

LRSE 001

Safety Management Practices and Safety Behaviour among Outdoor Participants

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Abstract

Safety behavior had a positive impact on safety management practices. The accidents and injuries caused by involvement in outdoor activities were increasing rapidly nowadays. Moreover, it portrays a negative image of the management committee. Therefore, this study was to investigate the relationship between safety management practices and safety behavior among outdoor participants in EscapeZONE Kedah. The respondent in this study were people who doing outdoor activities such as hiking, caving, abseiling, rock climbing, and kayaking. A quantitative approach was being applied in the data collection. Vinodkumar and Bhasi's (2010) questionnaire had been adopted. This study involved 250 respondents. Results show 49.4% majority of respondents stated that they did outdoor activities 1 – 2 times (n=126). Meanwhile, 24.3% (n= 62) stated that they do outdoor activities 3 – 4 times. Involvement more than 4 times with 14.9% respondent recorded (n=38). 49.4% majority the respondents stated that they did outdoor activities 1 – 2 times (n=126). Meanwhile, 24.3% (n= 62) stated that they do outdoor activities 3 – 4 times. Involvement more than 4 times with 14.9% respondent recorded (n=38). There was a moderate relationship between the safety management practice and safety behavior ($r(255) = 0.697, p < 0.001$). Participants obtaining knowledge on the appropriate steps to be taken in enhancing the safety management and safety behavior when doing outdoor activities. Hence, there were a lot of efforts need to be done by the management to improve the quality of safety management practices that will affect the safety behavior which will be a culture among outdoor

activities participants. This will obtain the understanding of safety-related matters and further develop safety-related knowledge, skills, and behavior through formal and informal training. While policymakers will benefit from the change that should be made in the future for the betterment of safety management in outdoor activities to reduce the number of incidents and accident cases among participants.

Keywords: safety management practices, safety behavior, outdoor participants

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Management & Production Environment

A 38 MPE 001

Environmental Management Accounting System and Value Creation: An institutional perspective

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Abstract

The emergence of environmental issues has increased environmental protection awareness among society and pushed organizations to become environmentally responsible. To comply with the current environmental enactment and rulings, many companies currently consolidate environmental matters into their strategic corporate plan through the adoption of a comprehensive Environmental Management Accounting System (EMAS) to create more values. However, a lack of understanding on the pressures persuading EMAS adoption within the organizations has reduced the urgency for the company to adopt the EMAS. This paper aims to explain the management's behavioral issues towards EMAS adoption and how this behavior would lead to value creation. This paper describes the relationship between the acceptance of EMAS adoption and value creation based on the Institutional theory. The institutional approach addresses the role of institutional actors on the behavior of companies and their employees towards environmental aspects. Stakeholders are consistently pressuring for more ethical and responsible business conduct. The institutional theory highlights various institutional pressures with EMAS adoption, including coercive pressure, normative pressure, and mimetic pressure. Other than these pressures, this paper also highlighted several barriers to adopting environmental practices in the organization. From the institutional perspective, this paper discussed two behavioral barriers that

affect EMAS adoption, namely attitudinal barrier and management barrier. Management barriers such as failure of the management in providing encouragement and leadership support, little awareness of management practices related to environmental and social sustainability, and a narrow-minded manager were found to be leading contributors who will tend to defer investments in EMAS adoption. Literature also highlights attitudinal barriers as another contributor to the low EMAS adoption. Attitudinal barriers refer to a low urgency of an accounting system for environmental costs and employee resistance to change. The attitudinal barrier also arises when employees have a closed mind and a lack of readiness to learn a new system. Lack of awareness and attitudes of employees that do not prioritize accounting for environmental costs seems to be a substantial barrier to EMAS adoption. EMAS adoption could be hindered due to resistance from the employees that have been passionate about their old approach of undertaking things. There also has resistance to change among top management in incorporating the formal environmental practices in their organization. Thus, this paper further argues how these barriers could moderate institutional pressure on EMAS adoption concerning value creation.

Keywords: Environmental management accounting, value creation, institutional theory.

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Residential Environment

A 39 RE 002

Lessons Learned from the Adaptations of Post-Flood Housing Reconstruction in Kuala Krai, Kelantan

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Abstract

A devastating flood had struck Malaysia in December 2014, which was described as the most destructive flood in the last few decades. Kelantan was one of the badly-hit states in Malaysia as the monsoon flood had inundated 9 out of its ten districts, making Kuala Krai the most affected district. Thousands of villagers in the rural areas of Kuala Krai were left homeless as the disastrous flood destroyed their houses. When the flood subsided, the Malaysian government took the lead on the provision of housing reconstruction for flood victims. Housing reconstruction is a significant part of disaster response. Apart from providing basic accommodation needs, it must also deliver different expectations for longer-term recovery. The central aspect of all housing reconstructions is about the residents who are going to occupy the house. In the context of Kuala Krai, there is no data on whether these housing provisions have met the residents' basic needs. Additionally, the impacts of these housings on the residents, particularly in the long run, are unexplored. Assessment of residents' response to the post-disaster houses is essential to verify whether the houses were constructed as they were intended to. Therefore, this study sought to discover the project impacts on the users by investigating the residents' experience living in the house. This study aimed to examine how the residents were adapting to the new house setting and subsequently to explore housing modifications carried out within the housing. This study employed visual observation by the researchers and semi-structured interviews with the household. Based on the nature of this study, 18 respondents were selected through purposive

sampling to choose samples that are rich in information with related experiences to answer the research objectives. Findings revealed that several spatial needs and living traditions were ignored in the original house design. The result also established that these problems were the main factors affecting housing modifications. Even so, modifications were carried out with limited financial resources. The important point to these findings is assessing the residents' adaptation and house modification is vital in providing the actual result of post-disaster housing reconstruction. The outcome of this study presents discoveries that can facilitate disaster management in Malaysia, particularly when planning for future post-disaster housing.

Keywords: housing reconstruction, post-disaster adaptation, post-disaster housing, housing modification Maximum 4 keywords

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A 40 RE 003

Procurement of Maintenance Management for Public High Rise Residential Buildings

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Abstract

Housing provides accommodation, comfort, satisfaction, respect, and a lively living environment to occupants and neighbourhoods. The housing performance is related to and determined occupants' well-being, education, intelligence, and behaviour. Housing is now connected to health issues (WHO, 2018). Housing has been identified as a national agenda in most countries regardless of whether the country is underdeveloped, developing and developed through the formulations and implementations of policies. However, the housing shortage is a global problem. In Malaysia, in response to the housing shortage, the government has introduced various Housing Programmes and Schemes for Low- and Middle-Income Households to increase homeownership among Malaysians. However, while the housing gap is widening, problems relating to performance and condition on account of defects in the affordable housing stock is increasing unabated. Defect reduces the buildings' durability, functional performance, and user satisfaction (Olanrewaju, et al., 2021). Building defect is due to multiple agents. The impact defects have on a building depend on factor including the nature of the defect, the building integrity, the user and the maintenance strategy. Therefore, the study investigated the current procurement methods in building maintenance management for public high-rise residential buildings in Malaysia. The research developed a questionnaire instrument that included 31 procurement selection criteria

based on literature and discussion with maintenance organizations. The survey forms were administered to eight (8) numbers of maintenance managers of PRIMA housing home maintenance organizations through an online survey form. The five (5) main selection criteria are working relationship intuition and past experience, quality level, condition of the existing building, and clarity of scope. The research prompts a need for strategic defect management for public housing schemes in Malaysia. The study provides a platform to integrate defect reduction measures into the design, and construction, and maintenance phases of the building projects.

Keywords: PR1MA housing, low-cost housing, procurement strategy, outsourcing

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Sustainable Environment

A 41 SuE 001

Ecovillages, Environment and Sustainability Practice

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Abstract

This paper focuses on the ecovillages operation, environment, and sustainable practice being implemented among the current operating ecovillages worldwide. In today's world practice, the sustainability aspect has become dominant in almost every part of our lives, especially in urban and rural areas. These issues has become increasingly critical to some village as maintaining the sustainability practice among their current population living in the village is very challenging. Failure to understand the sustainability and their approach will lead to a loss of the ecosystem of the ecovillages operation and procedure. Thus this paper examines the critical factors affecting the sustainability of ecovillages and their practice in managing their surrounding and environment. This study proceeds with a quantitative research method to further investigate the sustainability practice issues among the existing ecovillages in the world. The data were collected through a self-administered questionnaire using an online platform. This study test four independent variables namely energy efficiency, organic food, telework, and social media towards the sustainability practice of the ecovillages operation. The study was carried out in ecovillages located worldwide, including Europe, America, Asia, Australia, and Africa. This research proceeds with 207 respondents from active ecovillages around the world. The respondents in this study were chosen among the eco villages residents, ranging in age from 30 to 60 years old. This study excludes those aged below 30 and above 60. The study only includes the residents from ecovillages and exclude people from the typical village. Based on the four independent variables chosen in this study, four hypotheses were proposed where only three were supported. The study

revealed that energy efficiency, telework, and social media had significantly impact the sustainability of ecovillages, whereas organic food shows no impact. The study's major implication proposed a sustainability practice model in maintaining a positive ecosystem among ecovillages residents around the world which can provide a better understanding in maintaining the sustainability aspect of the ecovillages operation.

Keywords: Ecovillages, Environment, Sustainable, Practice

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A 42 SuE 002

Sustainable Suburban Environment and Service for Happier Households

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Abstract

Sustainable socio-economic development is essential for building happy families. It has received the good attention of many nations, governments, and organizations worldwide. The United Nations (UN) has played a key role in promoting sustainable development. The proposed Sustainable Development Goals (SDGs) have been the preferred key performance indicators (KPIs) for many governments and authorities, at different levels, for the desirable community-based development and sustainability. The emerging economies and governments have allocated an increasing amount of financial and non-financial resources for sustainable suburbanization and development initiatives in order to serve and care for the targeted communities. Building and sustaining a conducive and liveable suburban environment is among the key focus areas. The state and local governments as well as other public and private organizations have consistently and continuously recognized the needs for sustainable socio-economic development in suburbanization. Their sustainability practices and good quality service help to achieve the desired development outcomes for a better quality of life for the stakeholders. This paper aims to share the case study of Batu Kawa Suburb (Kuching, Sarawak) and the related lessons from Shaoxing (Zhejiang, China) to understand sustainable suburbanization and the environment. The qualitative findings suggest that there are various sustainability initiatives and practices for sustainable socio-economic development to leverage the households' happiness. The household-oriented sustainable development approach is necessary. The triple-bottom lines which include the natural, economic, and social dimensions of sustainability are emphasized. Voices and concerted efforts of the households are essential to co-create and achieve the shared

values. The active and continuous participation of the household and family members is necessary. Support from all stakeholders in the suburb amidst the COVID-19 pandemic as the public health crisis has profound implications on achieving the SDGs. On the other hand, the household-oriented analyses are essential to understand, prioritize and suggest the right sustainable development strategies, tactics, and action plan to cover the various socio-economic service domains (e.g., household economics, retailing, agriculture and marketing, infrastructure and utilities, tourism and hospitality, education and human resources, safety and security, spirituality and morality) towards high income and better quality of life for sustainability.

Keywords: Sustainable suburban environment, household happiness.

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Travel / Transportation Environment

A 43 TTE 003

Consumer Behavior and Green Vehicle: Systematic literature review

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Abstract

Green vehicles consider as promising alternative to combat climate change and mitigating emissions in the road transport sector. As a vehicle powered by either battery or electric, green vehicles would emit less carbon dioxide to the environment and best substitute for conventional internal combustion engine vehicles. The reliance on fossil fuels reduced if consumers choose a green vehicle and benefit the environment by diminishing ozone-depleting impact. Nevertheless, despite the aggressive approaches taken by the automotive industry players to achieve transportation sustainability's target, the uptake of the green vehicle is still insignificant. The challenges such as financial constraints, rising fuel prices, charging infrastructures are some of the barriers faced by the industry and consumers toward the transition to greener vehicles. Those factors may contribute to changes in consumer behavior and preferences toward green cars. The fact of shifting individual behavior a key to reducing carbon emission, this paper aims to review the numerous variables affecting consumer behavior in green vehicles and analyze the theoretical perspectives that have been utilized for understanding consumer adoption of a green vehicle. In virtue of a systematic review, this study evaluates a considerable number of past studies related to consumer behavior and green vehicles. This study adopted the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) as the research methodology. Scopus and Web of Science utilized as two primary journal databases. Subsequently, a total of 713 peer-reviewed articles were retrieved, and only 45 papers would be scrutinized systematically. As only English papers were selected, the articles and outcomes published in other languages have no

possibility investigated. This systematic review will benefit policymakers and future researchers as there has been some deficiency of earlier findings. A more comprehensive analysis could be conducted in the future to evaluate the purchase intention of green vehicles among non-green vehicle drivers and analyze the preference and choice for their next vehicle.

Keywords: systematic literature review, consumer behavior, green vehicle

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A 44

TTE 002

Negative Impacts of SMTEs Operation on the Peninsular Malaysia MPIs Environment

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Abstract

Tourism is one of the leading industries in the world that generates revenues for countries. Tourism flourished due to the natural environment. Tourists are more attracted to the natural environment such as mountains, forest, and coral reef islands compared to an urban setting. Marine tourism is one of the fastest-growing types of tourism. It attracts millions of international tourists worldwide due to its four 'S' slogans such as sun, sand, surf, and sex. The popularity of marine tourism has put intense pressure on marine ecological assets. Many studies conducted on the negative impacts of recreational activities on the marine environment. The effects are coral breakages, damages, coral bleaching, alteration of marine fish diet, algae population, and many more. However, limited studies were conducted to determine the negative impacts caused by SMTEs operation on the marine ecological assets, especially in Peninsular Malaysia Marine Park Islands (MPIs). Therefore, it is significant to understand the operation impacts to avoid further degradation of the marine environment. Thus, this study's aim is to investigate the adverse impacts causing by small and medium tourism enterprises (SMTEs) operation on the Peninsular Malaysia MPIs marine ecological assets. The study's objectives are to identify the SMTEs operation and determine the negative impacts causing by SMTEs operation on the Peninsular Malaysia MPIs ecological assets. The study was conducted on two MPIs: Tioman and Redang Island. This study adopted the qualitative method by using case studies, in-depth interview, and direct observation methodologies. Six chalets were chosen from both islands as case studies, and ten operators were interviewed. This study is limited to small and medium chalets because

high numbers on the islands and have lack of proper operation facilities. The findings indicate several operation activities that are causing negative impacts on the islands. The activities are dredging seabed channels for the water taxi, providing mineral bottled water for guests, improper handling of diesel oil, and discharging overflow sewage water into the sea. These operation activities are causing sedimentation, coral bleaching, excessive accumulation of solid waste on the islands, seawater, and groundwater pollution. Several recommendations were provided to help SMTEs operators adopt green operation practices to ameliorate their negative operation impacts on the MPIs marine ecological assets.

Keywords: Negative Impacts, Chalets Operation, Marine Park Islands, Marine Tourism

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A 45 TTE 001

The Influence of Socio-Economics on Travel Behavior of Public Transportation in Malaysia

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Abstract

Increasing public transport modal share requires a deep understanding of individual commuters. The main challenge is to shift from private to public vehicles. The economic progression of a country comes with a better economy as well as traffic congestion. Massive uncontrolled traffic congestion hurts productivity, health, and well-being. This paper aims to explore the influence of socioeconomics on travel behavior among public transport commuters. The objective is to identify substantial factors of socioeconomics that can help to increase public transport modal share. The theory of attitude was used as the underpinning theory, thus guided the direction of the study. The researchers carried out a face-to-face survey to ensure a high quality of information was gathered and a higher response rate. There are many types of public transport available in Kuala Lumpur, such as public buses, Light-rail Transit, Monorail Rail Transit, Commuter Train, Taxi, and e-hailing taxi services. In this study, the survey was carried out at LRT stations of Kelana Jaya Line, covering 46km of grade-separated LRT rails tracks with 37 stations. A total of 934 questionnaires were collected, but only 904 were usable. This study used socioeconomic variables of gender, age, monthly income, level of education, and vehicle number owned towards travel behavior. The findings showed that there is not much difference between males and females concerning travel behavior. Even though most respondents were in the age range of 20-29 years old, those in the 40-49 years old category have a more reliable connection to travel

behavior. It is also shown that those unemployed were more inclined towards public transport while those with higher education tend to appreciate more public transportation. Finally, private vehicle owners did not show much difference in travel behavior. The study's limitations were limited access to public transport stations and the participatory rate of commuters. This study would help the public transport service provider set more strategic plans to encourage more individual riders to switch to public transport and sustain existing users. Also, socioeconomic and demographic are essential elements of travel behavior in emerging economies.

Keywords: socioeconomic, demographic, travel behavior

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