

# Abstracts

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## 10<sup>th</sup> Asia-Pacific International Conference on Environment-Behaviour Studies

The Magellan Sutera Resort, Kota Kinabalu, Sabah, Malaysia,  
07-08 Sep 2022

*...together we celebrate our differences...to create more opportunities...*



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## *AicE-Bs2022KotaKinabalu*

**10th Asia-Pacific International Conference on  
Environment-Behaviour Studies**

The Magellan Sutera Resort, Kota Kinabalu, Sabah, Malaysia,  
07-08 Sep 2022

***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 the 79 approved abstract contributors for making this publication possible.

Thank you all !

## Foreword

This WoS-indexed 10th Asia-Pacific International Conference on Environment-Behaviour Studies, AicE-Bs2022KotaKinabalu, our 38<sup>th</sup> international conference to be organised, managed to attract an overall total of 91 numbers of abstracts. Out of the total, 84 abstracts were approved while the remaining were rejected due to non-compliance.

The #GC2021 initiative seemed to have continuously borne fruits. The abstracts approved were contributed by authors from 22 countries. All the abstracts were contributed by Malaysia as the first authors. Countries which co-authored with Malaysia involved Indonesia (46 numbers), Australia (6), Nigeria and United Kingdom (4 each), China (3), Iraq, Pakistan, United Arab Emirates, and United States of America (2 each), and 1 each from Afghanistan, Bangladesh, France, India, Japan, Philippines, Qatar, Saudi Arabia, Sri Lanka, Tanzania, and Thailand.

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: - Health / Healing Environment, 16 numbers (19.3%), Commercial / Retail / Services Environment, and Hospitality & Tourism Environment, 9 each, and Educational / Learning Environment (8).

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

Prof. Dr. Mohamed Yusoff Abbas

Editor

AicE-Bs2022KotaKinabalu, Malaysia, 07-08 Sep 2022

admin@e-iph.co.uk

07 Sep 2022

# About the Conference

## Background

The M1iCES (Malaysia's 1st International Conference on Environment-Behaviour Studies) officially soft-launched by Malaysian Director General, Womens Development Department, Ministry of Women, Family and Community Development during 1nCEBS (14-15 November 2009) had been renamed the ASIA Pacific International Conference on Environment-Behaviour Studies (AicE-Bs). AicE-Bs conference themes address Environment-Behaviour issues affecting the Asia/Pacific region. In particular, on issues affecting the Asian communities living in both Asian and non-Asian countries. Issues affecting non-Asian communities are also most welcome.

Prior to 2014, AicE-Bs were organised annually by cE-Bs in collaboration with ABRA (Association of Behavioural Researchers on Asians.Africans/Arabians) / AMER (Association of Malaysian Environment-Behaviour Researchers) and non-ASEAN ajE-Bs / jABs Editorial Board member's establishment (as the National Conference now renamed Asian Conference on Environment-Behaviour Studies – AcE-Bs shall be held in Asian members' countries). Post 2014, all AicE-Bs conferences shall be organised in non-Asian countries, except Malaysia. It shall be fully managed by emAs (AMER Event Management Services), under emAs emAs Resources.

Thus far, the AicE-Bs were organised at venues as follows:-

- 1st AicE-Bs2010Kuching, Malaysia, 07-09 Dec 2010
- 2nd AicE-Bs2011Famagusta, North Cyprus, 07-09 Dec 2011
- 3rd AicE-Bs2012Cairo, Egypt, 31 Oct-02 Nov 2012
- 4th AicE-Bs2013London, United Kingdom, 04-06 Sep 2013
- 5th AicE-Bs2014Berlin, Germany, 24 – 26 Feb 2014
- 6th AicE-Bs2015Bacelona, Spain, 31 Aug – 05 Sep 2015
- 7th AicE-Bs2016Edinburgh, Scotland, UK, 27-30 Jul 2016
- 8th AicE-Bs2018 Sheffield, UK, 14-15 Jul 2018
- 9th AicE-Bs2019 Lisbon, Portugal 03-04 Jul 2019

Prior to 2015 all AicE-Bs Proceedings were published and accessible online in Elsevier's Procedia Social and Behavioural Sciences in [www.ScienceDirect.com](http://www.ScienceDirect.com), which were also indexed in Thomsom Reuters (TR) CPCI, in their Web of Science (WoS). Post 2015, under the initiative by emAs, future proceedings shall be published in the E-BPJ (Environment-Behaviour Proceedings Journal) by the e-IPH (International Publishing House, UK), currently indexed in Clarivate Analytics Web of Science (WoS), and scienceOPEN.

## 10<sup>th</sup> AicE-Bs2022KotaKinabalu

The hybrid AicE-Bs2022 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.

Paper presenters are allowed to either present F2F or virtually. However, only those who present F2F (non-Malaysians exempted) shall be in the running for the Best Paper awards, with up to 5 grabs an overall total of more than Cash USD 2,385.00 (RM10,000.00)+ Free Registration Fees for future conferences.

AicE-Bs2022 is 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 is fully managed by AMER's subsidiary, emAs (AMER Event Management & Services) under emAs emAs Resources.

The e-IPH, UK publishes both the Abstract Book (eISBN 978-1-913576-07-3), and the Proceeding in the E-BPJ (Environment-Behaviour Proceedings Journal), eISSN 2398-4287, 7(20) Jun 2022 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.

Special note for FSPU, UiTM postgrad students: – UiTM Senate has recognised both *AjQoL* and *ajE-Bs* as your publication platforms prior to your graduation.

Continuing with our Game Changer 2021 initiative, #GC2021 – only **internationally-authored\* (for Malaysians)** papers shall be considered for publications in the Proceedings (E-BPJ), and in our other four international journals.

*(\* At least one of the authors must be from abroad; Failing which, a 100% additional surcharge of the published Registration Fees shall apply. Those from abroad must not be Malaysians, nor non-Malaysians working in Malaysia. The co-author from abroad must also not co-authored in another paper. Failing which all the papers they co-authored will be disqualified in the running for the Best Paper awards.)*

### 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  
Workplace Environment





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1 Department of Business Management, Faculty of Business and Management, Universiti Teknologi MARA, Cawangan Pulau Pinang, Kampus Permatang Pauh, 13500 Pulau Pinang, Malaysia, 2 Department of Economics and Financial Studies, Faculty of Business and Management, University Teknologi MARA, Puncak Alam Campus 42300 Selangor, Malaysia, 3 Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Pulau Pinang, Kampus Permatang Pauh, 13500 Pulau Pinang, Malaysia, 4 Faculty of Business, Universitas Multimedia Nusantara, Jl. Scientia Boulevard, Curug Sangereng, Kec. Klp. Dua, Kabupaten Tangerang, Banten 15810, Indonesia.  
[mohdsubri@uitm.edu.my](mailto:mohdsubri@uitm.edu.my), [shidaothman@uitm.edu.my](mailto:shidaothman@uitm.edu.my), [norrina.din@uitm.edu.my](mailto:norrina.din@uitm.edu.my), [elissa.lestari@umn.ac.id](mailto:elissa.lestari@umn.ac.id)

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[nurulaida552@uitm.edu.my](mailto:nurulaida552@uitm.edu.my), [yeo.sook.fern@mmu.edu.my](mailto:yeo.sook.fern@mmu.edu.my), [suganthi.ramasamy@mmu.edu.my](mailto:suganthi.ramasamy@mmu.edu.my), [Ach.fageh@uinsby.ac.id](mailto:Ach.fageh@uinsby.ac.id)
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[amirulafif@uitm.edu.my](mailto:amirulafif@uitm.edu.my), [nurulsyifaa@uitm.edu.my](mailto:nurulsyifaa@uitm.edu.my), [suzana1110@uitm.edu.my](mailto:suzana1110@uitm.edu.my), [Ronald.Mclver@unisa.edu.au](mailto:Ronald.Mclver@unisa.edu.au)
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[mohd-87@graduate.utm.my](mailto:mohd-87@graduate.utm.my), [haliyana@ibs.utm.my](mailto:haliyana@ibs.utm.my), [tommy.hendrix@brin.go.id](mailto:tommy.hendrix@brin.go.id)
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[khalil.omar@uitm.edu.my](mailto:khalil.omar@uitm.edu.my), [ridhawati@uitm.edu.my](mailto:ridhawati@uitm.edu.my), [irfan.rashidi@ufc.edu.qa](mailto:irfan.rashidi@ufc.edu.qa), [irfan.rashidi@ufc.edu.qa](mailto:irfan.rashidi@ufc.edu.qa)
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[suhaila423@uitm.edu.my](mailto:suhaila423@uitm.edu.my), [khalil.omar@uitm.edu.my](mailto:khalil.omar@uitm.edu.my), [intan520@uitm.edu.my](mailto:intan520@uitm.edu.my),  
[andredwijianto@unesa.ac.id](mailto:andredwijianto@unesa.ac.id)

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Selangor, Malaysia, 2 Universitas 'Aisyiyah Yogyakarta Jl. Siliwangi (Ring Road Barat) No 63. Mlangi, Nogotirto, Gamping Sleman, Yogyakarta. 55292  
 norfarizah@outlook.com , sabariah6204@uitm.edu.my ,  
 agungnugroho@unisayogya.ac.id

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 1 Faculty of Education, Ningxia University, Yin Chuan City 750021 Ningxia-Hui, China.2 Faculty of Education, Languages and Psychology, SEGi University, Kota Damansara, Petaling Jaya, Malaysia.  
 21848761@163.com, gumamgurdial@segi.edu.my, arieffsamsulkamil@segi.edu.my, melaniekhorweichen@gmail.com
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 1 Faculty of Business and Management, Universiti Teknologi MARA, 42300 Puncak Alam, Malaysia, 2 Faculty of Business, Universitas Multimedia Nusantara, Indonesia  
 shidaothman@uitm.edu.my, sitinorida23@uitm.edu.my, azirahazhar@uitm.edu.my, nosica.rizkalla@umn.ac.id

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<sup>1</sup> Department of Built Environment Studies and Technology, Universiti Teknologi MARA Perak Branch Seri Iskandar, Perak, Malaysia. <sup>2</sup> University of Salford, Maxwell Building Salford Crescent, M5 4WT, United Kingdom  
 noraini@uitm.edu.my, izudinrahman97@gmail.com, anis500@uitm.edu.my, injikenawy@gmail.com
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 1Department of Architecture, Faculty of Architecture and Ekistic, UMK, Malaysia, 2 Department of Architecture, Faculty of Built Environment, UNIMAS, Malaysia, 3Department of Architecture, College of Art and Design, Ajman University, United Arab Emirates.4 Arkitek TeRAS (Team of Research in Architecture and Human Settlement) Sdn Bhd, Kota Bharu, Kelantan, Malaysia.  
 azli.ab@umk.edu.my, wjulaihi@unimas.my, m.arar@ajman.ac.ae, arkitekteras@gmail.com
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 1Department of Architecture, Faculty of Architecture and Ekistic, UMK, Malaysia. 2 Department of Architecture, Faculty of Built Environment, UNIMAS, Malaysia.

3Department of Architecture, Faculty of Technique, University Brawijaya, Malang, Rep. of Indonesia. 4 Arkitek TeRAS (Team of Research in Architecture and Human Settlement) Sdn Bhd, Kota Bharu, Kelantan, Malaysia.  
[azli.ah@umk.edu.my](mailto:azli.ah@umk.edu.my), [wjulaihi@unimas.my](mailto:wjulaihi@unimas.my), [ema\\_yunita@ub.ac.id](mailto:ema_yunita@ub.ac.id),  
[arkitekteras@gmail.com](mailto:arkitekteras@gmail.com)

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 1 Department of Real Estate, Faculty of Built Environment & Surveying, Universiti Teknologi Malaysia, UTM Skudai, 81310 Johor, Malaysia, 2 Department of Estate Management, College of Environmental Studies, Federal Polytechnic Offa, P.M.B 420, Offa, Kwara State, Nigeria.  
[kelvince04@gmail.com](mailto:kelvince04@gmail.com), [sradiaton@utm.my](mailto:sradiaton@utm.my), [fali093@yahoo.com](mailto:fali093@yahoo.com),  
[zainy4real@yahoo.com](mailto:zainy4real@yahoo.com)

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 1 Department of Architecture, Faculty of Architecture and Ekistics, Universiti Malaysia Kelantan, Malaysia. 2 Sheffield School of Architecture, University of Sheffield, UK.  
[hana.h@umk.edu.my](mailto:hana.h@umk.edu.my), [hazwan.h@umk.edu.my](mailto:hazwan.h@umk.edu.my), [mjuliza1@sheffield.ac.uk](mailto:mjuliza1@sheffield.ac.uk),  
[w.chang@sheffield.ac.uk](mailto:w.chang@sheffield.ac.uk)

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 1 Centre of Studies for Interior Architecture, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA (UiTM), Malaysia. 2 Department of Architecture, Faculty of Engineering, Universitas Sumatera Utara, Indonesia  
[syazwani179@uitm.edu.my](mailto:syazwani179@uitm.edu.my), [nabilaharis@uitm.edu.my](mailto:nabilaharis@uitm.edu.my), [nurlisa@usu.ac.id](mailto:nurlisa@usu.ac.id)

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[srafidah@iiu.edu.my](mailto:srafidah@iiu.edu.my), [sari.nurdamayanti@ef.com](mailto:sari.nurdamayanti@ef.com), [maznisaad@iiu.edu.my](mailto:maznisaad@iiu.edu.my),

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 1 Department of Built Environment Studies and Technology, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA, Perak Branch, Perak, Malaysia. 2 School of Art, Design and Architecture, University of Plymouth, United Kingdom  
*izham025@uitm.edu.my, alex.aurigi@plymouth.ac.uk, norha776@uitm.edu.my, marina84@uitm.edu.my*
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*gumamgurdial@segi.edu.my, sofwah@uitm.edu.my, kamalanathanramakrishnan@segi.edu.my, duruofei@lyu.edu.cn*
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*shikin6320@uitm.edu.my, sharizan\_sharkawi@uitm.edu.my, siitiza344@uitm.edu.my, andryan@mail.unnes.ac.id*
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*rosuzeita@uitm.edu.my, dianabdullah98@gmail.com, nurulfazela98@gmail.com, septakatma.fik@um.ac.id*
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**Nor Jannah Nasution Raduan 1, Nurul Izzatie Mohamad 1, Azlina Wati Nikmat1, Emmy Amalia 2** 1 Department of Psychiatry, Faculty of Medicine, Universiti Teknologi MARA, Malaysia. 2 Faculty of Medicine, Mataram University, Indonesia  
*jannahraduan@gmail.com, nizzatie97@yahoo.com, azlinawatnikmat@gmail.com, emmy.amalia.ea@gmail.com*
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**Nurul Syeema Zulkafli 1, Nur Faizah, Ali 2 , Nor Jannah Nasution Raduan 2, Azhari Cahyadi Nurdin 3**

1 Hospital Permai, Johor Bharu, Johor, Malaysia, 2 Department of Psychiatry, Faculty of Medicine, Universiti Teknologi MARA, Malaysia, 3 Soerojo Mental Hospital, Magelang, Central Java, Indonesia  
[dica86@gmail.com](mailto:dica86@gmail.com), [faizah7761@uitm.edu.my](mailto:faizah7761@uitm.edu.my), [jannahraduan@gmail.com](mailto:jannahraduan@gmail.com),  
[azhari.nurdin@gmail.com](mailto:azhari.nurdin@gmail.com)

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1 Senior Lecturer, Faculty of Accountancy, Universiti Teknologi MARA, Malaysia. 2 Senior Officer, Ministry of Finance and Planning, Tanzania  
[shahrilisahak@uitm.edu.my](mailto:shahrilisahak@uitm.edu.my), [yusrihazrol@uitm.edu.my](mailto:yusrihazrol@uitm.edu.my),  
[muhamadridzuan@uitm.edu.my](mailto:muhamadridzuan@uitm.edu.my), [norzi153@uitm.edu.my](mailto:norzi153@uitm.edu.my), [zuberipbs@gmail.com](mailto:zuberipbs@gmail.com)

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 1 Faculty of Social Sciences and Humanities, Universiti Malaysia Sabah, Malaysia, 2 Faculty of Engineering, Universiti Malaysia Sabah, Malaysia, 3 Faculty of Tourism, Ciputra University, Surabaya, Indonesia  
[harifah@ums.edu.my](mailto:harifah@ums.edu.my), [jurryfm@ums.edu.my](mailto:jurryfm@ums.edu.my), [azizul@ums.edu.my](mailto:azizul@ums.edu.my),  
[tatas.brotosudarmo@ciputra.ac.id](mailto:tatas.brotosudarmo@ciputra.ac.id)

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 1 Centre for Dietetic Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, 2 Mother, Infant & Young Child Nutrition (MiChild) Research Group, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, 4 Faculty of Health Sciences, Curtin University, Perth, Western Australia  
[syahrulbariah@uitm.edu.my](mailto:syahrulbariah@uitm.edu.my), [h.chih@curtin.edu.au](mailto:h.chih@curtin.edu.au), [syasyanurazmienna@gmail.com](mailto:syasyanurazmienna@gmail.com)

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**Faikah Zakaria 1, Dunya Mohammad Salih 2, Farahnaz Ahmad Anwar Bashah 1, Ann Erynna Lema Thomas Sudin 1**  
 1 Centre for Medical Imaging Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia. 2 Radiology Department, Ghazi Hariri Specialized Surgery Hospital, Iraq  
[faikah@uitm.edu.my](mailto:faikah@uitm.edu.my), [donia33.dd@gmail.com](mailto:donia33.dd@gmail.com), [farahn9293@uitm.edu.my](mailto:farahn9293@uitm.edu.my),  
[angela@uitm.edu.my](mailto:angela@uitm.edu.my)

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**Nazrul Hadi Ismail 1, Mohamad Shahdan Hanafi 1, Dittasari Putriana 2**  
 1 Centre for Dietetics Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, 2 Nutrition Study Program, Faculty of Health Sciences, Universitas 'Aisyiyah Yogyakarta, Indonesia  
[nazrul2923@uitm.edu.my](mailto:nazrul2923@uitm.edu.my), [2018288676@student.uitm.edu.my](mailto:2018288676@student.uitm.edu.my),  
[dittasariputriana@unisayogya.ac.id](mailto:dittasariputriana@unisayogya.ac.id)
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 1 Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, Malaysia, 2 ParkCity Medical Centre, Desa ParkCity, 52200 Kuala Lumpur, Malaysia, 3 Institute of Technology of Health and Science, Wiyata Husada Samarinda, East Kalimantan, Indonesia  
[norfidah@uitm.edu.my](mailto:norfidah@uitm.edu.my), [zamzaliza@uitm.edu.my](mailto:zamzaliza@uitm.edu.my), [faziear@gmail.com](mailto:faziear@gmail.com),  
[ariesabiyoga@itkeswhs.ac.id](mailto:ariesabiyoga@itkeswhs.ac.id)
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**Aslinda Fuhad 1, Zarina Zahari 1, Maria Justine 1, Didik Purnomo 2**  
 1 Centre of physiotherapy Studies, Faculty of Health Sciences, University Teknologi MARA Selangor, Puncak Alam Campus, Selangor, Malaysia. 2 Department of Physiotherapy Studies, Universitas Widya Husada Semarang, Subali Raya, Krapyak, Semarang, Central Java, Indonesia  
[lindalance87@gmail.com](mailto:lindalance87@gmail.com), [zarinazahari@uitm.edu.my](mailto:zarinazahari@uitm.edu.my), [maria205@uitm.edu.my](mailto:maria205@uitm.edu.my),  
[dpur83@gmail.com](mailto:dpur83@gmail.com)
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 1 Centre for Physiotherapy Studies, Faculty of Health Sciences, Universiti Teknologi MARA Selangor, Puncak Alam Campus, Selangor, Malaysia. 2 Department of Physiotherapy, Hospital Kuala Lumpur, Jalan Pahang, Kuala Lumpur, Malaysia. 3 Department of Physiotherapy Studies, Universitas Widya Husada Semarang, Subali Raya, Krapyak, Semarang, Central Java, Indonesia.  
[zarinazahari@uitm.edu.my](mailto:zarinazahari@uitm.edu.my), [miss.eikameyr@gmail.com](mailto:miss.eikameyr@gmail.com),  
[chuasiewkuah@uitm.edu.my](mailto:chuasiewkuah@uitm.edu.my), [suciamanati@gmail.com](mailto:suciamanati@gmail.com)
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 1 Faculty of Health Sciences, Universiti Teknologi MARA, Selangor Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia. 2 Geriatric Specialist, Tengku Ampuan Rahimah Hospital, 41200 Klang, Selangor, Malaysia. 3 Kuala Langat District Health Office 42700 Banting, Selangor, Malaysia. 4 Department of Occupational Therapy, School of Health Polytechnics, Surakarta, Indonesia.  
[akehsan@uitm.edu.my](mailto:akehsan@uitm.edu.my), [druameen@gmail.com](mailto:druameen@gmail.com), [karan\\_raj1985@yahoo.co.uk](mailto:karan_raj1985@yahoo.co.uk),  
[niniknurhidayah@gmail.com](mailto:niniknurhidayah@gmail.com)

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 1 Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300, Puncak Alam, Selangor, Malaysia, 2 Ministry of Health, Malaysia, 3 Faculty of Health Science, 'Aisyiyah Bandung University, Indonesia  
[roswati2809@uitm.edu.my](mailto:roswati2809@uitm.edu.my), [olapatadine@gmail.com](mailto:olapatadine@gmail.com), [sssya\\_061088@yahoo.com](mailto:sssya_061088@yahoo.com), [anggriyana.unisa@gmail.com](mailto:anggriyana.unisa@gmail.com)
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**Kamal Ashyraf Kamal Anuar 1, Mohd Amirul Tajuddin 1, Kawu Hammajulde Deh 2, Mohd Hafizi Mahmud 1**  
 1 Centre for Medical Imaging Studies, Faculty of Health Sciences, Universiti Teknologi MARA Selangor Puncak Alam Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia. 2 Department of Radiology, Maitama District Hospital, Abuja, Nigeria  
[kamal.ashyraf98@gmail.com](mailto:kamal.ashyraf98@gmail.com), [amirultajuddin@uitm.edu.my](mailto:amirultajuddin@uitm.edu.my), [hdkawu25@gmail.com](mailto:hdkawu25@gmail.com), [mhafizi@uitm.edu.my](mailto:mhafizi@uitm.edu.my)
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**Chua Siew Kuan 1, Shazreen Shaifuddin 2, Zarina Zahari 1, Djohan Aras 3**  
 1 Centre of Physiotherapy Studies, Faculty of Health Sciences, UiTM Selangor, Puncak Alam Campus, Malaysia. 2 Kiro Spinecare Physiotherapy Centre, 31-G, Jln Sp5/5, BSP Village, Bandar Saujana Putra, Jenjarom, Selangor, Malaysia. 3 Centre of Physiotherapy Study, Faculty of Medicine, Hassanudin University, Makassar City, Indonesia.  
[chuasiewkuah@uitm.edu.my](mailto:chuasiewkuah@uitm.edu.my); [shazreenaieda@gmail.com](mailto:shazreenaieda@gmail.com); [zarinazahari@uitm.edu.my](mailto:zarinazahari@uitm.edu.my); [djohanaras.da@gmail.com](mailto:djohanaras.da@gmail.com)
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 1 Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, 2 Serdang Hospital, Selangor, Malaysia, 3 Department of Nursing, Universitas Aisyiyah Bandung Indonesia  
[wanmarina13@gmail.com](mailto:wanmarina13@gmail.com), [majidnorhaini@gmail.com](mailto:majidnorhaini@gmail.com), [rianiners@gmail.com](mailto:rianiners@gmail.com)
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 1 Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, 2 School of Nursing, Faculty of Medicine, Universitas Brawijaya, Indonesia  
[majidnorhaini@gmail.com](mailto:majidnorhaini@gmail.com), [fatimah2886@uitm.edu.my](mailto:fatimah2886@uitm.edu.my), [wanmarina13@gmail.com](mailto:wanmarina13@gmail.com), [suryanto.s@ub.ac.id](mailto:suryanto.s@ub.ac.id)
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1 Centre for Physiotherapy Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia. 2 Institute of Health and Science Technology Wiyata Husada Samarinda, Kadrie Oening Street, Gang Monalisa, No 77, Air Hitam, Kec. Samarinda Ulu, Samarinda City, East Kalimantan, Indonesia.

zarinazahari@uitm.edu.my, farahafinammf@gmail.com,  
chuasiewkuah@uitm.edu.my, [sulfandi@itkeswhs.ac.id](mailto:sulfandi@itkeswhs.ac.id)

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**Chandra Kannan Thanapalan 1, Khairul Anam Md Yakup 2, Syamsul Anwar Sultan Ibrahim 1, Jayachandran Vetrayan 3**

1 Faculty of Health Sciences, Universiti Teknologi MARA, Selangor Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia. 2 Pejabat Kesihatan Kawasan Kudat, Beg Berkunci No. 6, 89059, Kudat, Sabah, Malaysia. 3 College of Applied Medical Sciences, King Saud bin Abdulaziz University for Health Sciences, Riyadh, Saudi Arabia.

tckannan@uitm.edu.my, khaiannam1992@gmail.com, syamsul2893@uitm.edu.my, vetrayanj@ksau-hs.edu.sa

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**Ummi Mohlisi Mohd Asmawi 1, Muhamad Nor Asyraf Samsudin 2, Norashimah Rajab 2, Muchtaruddin Mansyur 3**

1 Department of Pathology, Faculty of Medicine, Universiti Teknologi MARA, Malaysia, 2 Centre for Dietetics Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, 3 Department of Community Medicine, Faculty of Medicine, Universitas Indonesia, Indonesia

umieasmawi@uitm.edu.my; asyraftamsudin3@gmail.com;  
norashimah\_rajab@uitm.edu.my; muchtaruddin.masyur@ui.ac.id

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**Norazmir Md Nor 1,2, Syaquina Firdus 1, Wan Nur Diana Rajab @ Wan Ismail 1, Dewi Yulia Fitriani 3**

1 Maternal, Infant & Young Child Nutrition Research Group, Centre for Dietetics Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, 2 Integrative Pharmacogenomics Institute, Universiti Teknologi MARA, Malaysia, 3 Department of Community Medicine, Faculty of Medicine, Universitas Indonesia, Indonesia

azmir2790@uitm.edu.my; syauqinafrds@gmail.com; wndiana98@gmail.com;  
dewi.yulia01@ui.ac.id

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**Adilah Md Ramli 1, Putriku Nuraishah Khairanni Binti Asby2, Harifah Mohd Noor3, Teuku Afrizal4**

1 Faculty of Food Science and Nutrition (FSMP), Universiti Malaysia Sabah, Kota Kinabalu, Sabah, Malaysia, 2 Faculty of Business, Economics and Accountancy, Universiti Malaysia, Kota Kinabalu, Sabah, Malaysia, 3 Faculty of Social Science and Humanities (FSSK), Universiti Malaysia Sabah, Kota Kinabalu, Sabah, Malaysia

Affiliation, 4 Faculty of Social and Political Sciences, Universitas Diponegoro, Semarang, Jawa Tengah, Indonesia  
[m\\_adilah@ums.edu.my](mailto:m_adilah@ums.edu.my), [putriku\\_nuraishah1796@yahoo.com](mailto:putriku_nuraishah1796@yahoo.com), [harifah@ums.edu.my](mailto:harifah@ums.edu.my),  
[teukurian@lecturer.undip.ac.id](mailto:teukurian@lecturer.undip.ac.id)

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**Salamiah A. Jamal 1, Nornajih Kamdi 2, Faiz Izwan Anuar 3, Devi Roza Kausar 4**  
 1 Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Malaysia, 2 Department of Tourism and Hospitality, Politeknik Muadzam Shah Pahang, Malaysia, 3 Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Malaysia, 4 Faculty of Tourism, Universitas Pancasila, Indonesia  
[drsalamiah@uitm.edu.my](mailto:drsalamiah@uitm.edu.my), [nornajih@pms.edu.my](mailto:nornajih@pms.edu.my), [faizwanuar@uitm.edu.my](mailto:faizwanuar@uitm.edu.my),  
[devikausar@univpancasila.ac.id](mailto:devikausar@univpancasila.ac.id)
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**Norliza Aminudin 1, Salamiah A. Jamal 2, Devi Roza Kausar 3, Risa Delia 4**  
 1 Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Malaysia, 2 Faculty of Tourism, Universitas Pancasila, Indonesia. 3 Akademi Pariwisata Patria, Indonesia. 4 Akademi Pariwisata Patria, Indonesia.  
[norliza@uitm.edu.my](mailto:norliza@uitm.edu.my), [drsalamiah@uitm.edu.my](mailto:drsalamiah@uitm.edu.my), [devikausar@univpancasila.ac.id](mailto:devikausar@univpancasila.ac.id),  
[deliarisa4@gmail.com](mailto:deliarisa4@gmail.com)
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 1 Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Puncak Alam, Malaysia. 2 Department of Statistics and Decision Sciences, Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA Cawangan Johor (Kampus Segamat), 85000 Segamat, Johor, Malaysia. 3 Faculty of Social Science Education, Universitas Pendidikan Indonesia, 40154 West Java, Indonesia.  
[ridzuanna97@gmail.com](mailto:ridzuanna97@gmail.com), [rasidah9898@uitm.edu.my](mailto:rasidah9898@uitm.edu.my), [napieong@uitm.edu.my](mailto:napieong@uitm.edu.my),  
[ilma.indriasri@upi.edu](mailto:ilma.indriasri@upi.edu)
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**Adilah Md Ramli<sup>1</sup>, Mazni Saad<sup>2</sup>, Mohd Shazali Md Shariff<sup>3</sup>, Joko Sulisty<sup>o4</sup>**  
 1 Faculty of Food Science and Nutrition, Universiti Malaysia Sabah, Kota Kinabalu, Sabah, Malaysia, 2 Kulliyah of Languages and Management, International Islamic University Malaysia (IIUM), Pagoh Campus, 84600 Muar, Johor, Malaysia 3 Department of Culinary & Gastronomy, Faculty of Hotel and Tourism Management, Universiti Teknologi MARA (UiTM), Selangor, Malaysia, 4 Faculty of Tourism, Ciputra University, Surabaya, Indonesia.  
[m\\_adilah@ums.edu.my](mailto:m_adilah@ums.edu.my); [maznisaad@iium.edu.my](mailto:maznisaad@iium.edu.my), [shazali@uitm.edu.my](mailto:shazali@uitm.edu.my),  
[joko.sulisty@ciputra.ac.id](mailto:joko.sulisty@ciputra.ac.id)
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**Nik Izzul Islam 1, Rasidah Hamid 2 Mohd Hanafi Azman Ong 3 Md. Mamun Habib 4**

1 School of Tourism and Hospitality, Kolej MDIS Malaysia, 79200 Nusajaya, Johor, Malaysia. 2 Faculty of Hotel and Tourism Management Universiti Teknologi MARA, 42300 Puncak Alam, Selangor Malaysia. 3 Department of Statistics and Decision Sciences, Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA Cawangan Johor (Kampus Segamat) 85000 Segamat, Johor, Malaysia. 4 School of Business and Entrepreneurship (SBE) Independent University, Dhaka, Bangladesh.  
[nikizzulislam95@gmail.com](mailto:nikizzulislam95@gmail.com), [rasidah9898@uitm.edu.my](mailto:rasidah9898@uitm.edu.my), [napieong@uitm.edu.my](mailto:napieong@uitm.edu.my), [mamunhabib@gmail.com](mailto:mamunhabib@gmail.com)

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**Rasidah Hamid 1, Mohd Hanafi Azman Ong 2, Galih Kusumah3**

1 Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, 42300 Puncak Alam, Malaysia. 2 Department of Statistics and Decision Sciences, Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA Cawangan Johor (Kampus Segamat), 85000 Segamat, Johor, Malaysia. 3 Tourism Management, Universitas Pendidikan Indonesia, Bandung, Indonesia  
[rasidah9898@uitm.edu.my](mailto:rasidah9898@uitm.edu.my), [napieong@uitm.edu.my](mailto:napieong@uitm.edu.my), [galih@upi.edu](mailto:galih@upi.edu)

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1 Department of Tourism, Kulliyah of Languages and Management, International Islamic University Malaysia, Malaysia, 2 Department of Urban and Regional Planning, Faculty of Built Environment and Surveying, Universiti Teknologi Malaysia, Malaysia, 3 Tourism Section, UniKL Business School, Universiti Kuala Lumpur, Malaysia, 4 Resort and Leisure Management, Universitas Pendidikan Indonesia, Indonesia  
[shuhadah@live.iium.edu.my](mailto:shuhadah@live.iium.edu.my), [b-hairul@utm.my](mailto:b-hairul@utm.my), [maimunah@unikl.edu.my](mailto:maimunah@unikl.edu.my), [reizamiftah@upi.edu](mailto:reizamiftah@upi.edu)

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1 Tourism Department, Kulliyah of Languages and Management, International Islamic University Malaysia, Pagoh Edu Hub KM1, Jalan Panchor, Pagoh 84600 Muar, Johor, Malaysia, 2 English Department, Kulliyah of Languages and Management, International Islamic University Malaysia, Pagoh Edu Hub KM1, Jalan Panchor, Pagoh 84600 Muar, Johor, Malaysia, 3 Islamic Tourism Centre Ministry of Tourism, Arts and Culture Malaysia, 13th Floor, No.2, Tower 1, Jalan P5/6, Precinct 5, 62200 Putrajaya, Malaysia 4, School of Business & Health Management, Dow University of Health Sciences, 74200 Baba-e-Urdu Road Karachi, Pakistan 4  
[maznisaad@iium.edu.my](mailto:maznisaad@iium.edu.my), [iium\\_samshul@iium.edu.my](mailto:iium_samshul@iium.edu.my), [srafidah@iium.edu.my](mailto:srafidah@iium.edu.my), [mohdrzip@itc.gov.my](mailto:mohdrzip@itc.gov.my), [ejaz.mian@duhs.edu.pk](mailto:ejaz.mian@duhs.edu.pk)

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[reenalambina@um.edu.my](mailto:reenalambina@um.edu.my), [azzreenishak@um.edu.my](mailto:azzreenishak@um.edu.my), [c.ward-thompson@ed.ac.uk](mailto:c.ward-thompson@ed.ac.uk), [laile@um.edu.my](mailto:laile@um.edu.my)

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 1 Department of Landscape Architecture, Faculty of Design and Architecture, Universiti Putra Malaysia, Malaysia, 2 Hashim Design and Associates Sdn. Bhd., Kuala Lumpur, Malaysia, 3 Department of Horticulture, Faculty of Agriculture, Badakhshan University, Afghanistan  
[emran@upm.edu.my](mailto:emran@upm.edu.my), [wawakefli96@gmail.com](mailto:wawakefli96@gmail.com), [hashimafsham@gmail.com](mailto:hashimafsham@gmail.com), [faiza.darkhani@gmail.com](mailto:faiza.darkhani@gmail.com)

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 1 School of Architecture and Built Environment, Faculty of Engineering & Built Environment, UCSI University, Malaysia. 2 Professor, Interior Design, College of Architecture, University of Nebraska, Lincoln, USA  
[rafida@ucsiuniversity.edu.my](mailto:rafida@ucsiuniversity.edu.my), [fatehah@ucsiuniversity.edu.my](mailto:fatehah@ucsiuniversity.edu.my), [zirwatul@ucsiuniversity.edu.my](mailto:zirwatul@ucsiuniversity.edu.my), [mhinchman2@unl.edu](mailto:mhinchman2@unl.edu)

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 1 School of Architecture & Built Environment, Faculty of Engineering, Technology and Built Environment, UCSI University, Kuala Lumpur, Malaysia. 2 Department of Architecture, Faculty of Built Environment & Surveying, Universiti Teknologi Malaysia, Johor, Malaysia. 3 Radis Design, Australia  
[yushazila@ucsiuniversity.edu.my](mailto:yushazila@ucsiuniversity.edu.my), [amijam33@gmail.com](mailto:amijam33@gmail.com), [intan@ucsiuniversity.edu.my](mailto:intan@ucsiuniversity.edu.my), [norizand@ucsiuniversity.edu.my](mailto:norizand@ucsiuniversity.edu.my), [sara.jaberolansar@gmail.com](mailto:sara.jaberolansar@gmail.com)

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1 Faculty of Accountancy, Universiti Teknologi MARA Selangor Branch, Puncak Alam Campus, Malaysia, 2 Faculty of Accountancy, Universiti Teknologi MARA Johor Branch, Malaysia, 3 Faculty of Administrative Science and Policy Studies, Universiti Teknologi Mara, Shah Alam, Malaysia, 4 Faculty of Economics, Universitas Bangka Belitung, Indonesia.

[amrizah@uitm.edu.my](mailto:amrizah@uitm.edu.my), [hafizrosli@uitm.edu.my](mailto:hafizrosli@uitm.edu.my), [memiyanty@uitm.edu.my](mailto:memiyanty@uitm.edu.my),  
[rulyantiwardhani67@gmail.com](mailto:rulyantiwardhani67@gmail.com)

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1 School of Architecture and Built Environment, UCSI University Kuala Lumpur, Malaysia. 2 School of Architecture and Built Environment, UCSI University Kuala Lumpur, PhD. Candidate, Faculty of Engineering and Built Environment, Universiti Kebangsaan Malaysia, Malaysia. 3 School of Architecture, University of Technology Sydney Australia  
[sywallina@ucsiuniversity.edu.my](mailto:sywallina@ucsiuniversity.edu.my), [ida@ucsiuniversity.edu.my](mailto:ida@ucsiuniversity.edu.my),  
[ilyana@ucsiuniversity.edu.my](mailto:ilyana@ucsiuniversity.edu.my), [fatehah@ucsiuniversity.edu.my](mailto:fatehah@ucsiuniversity.edu.my),  
[lawrence.wallen@uts.edu.au](mailto:lawrence.wallen@uts.edu.au)

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1 ACIS Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Malaysia 2 Assoc Prof Ahmad Ibrahim Kulliyah of Law, International Islamic University of Malaysia, 3 Manager of Company Secretarial Dept, Shern Delamore & Co, Malaysia , 4 Professor ,Director Academic Planning, Kwara State University Malete, Nigeria  
[may\\_sapura@uitm.edu.my](mailto:may_sapura@uitm.edu.my); [halyani@iium.edu.my](mailto:halyani@iium.edu.my); [jasni@sheamdelamore.com](mailto:jasni@sheamdelamore.com);  
[abdulrauf.ambali@kwasu.edu.ng](mailto:abdulrauf.ambali@kwasu.edu.ng)
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1 ACIS Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Malaysia 2 Assoc Prof Ahmad Ibrahim Kulliyah of Law, International Islamic University of Malaysia, 3 Manager of Company Secretarial Dept, Shern Delamore & Co, Malaysia , 4 Professor ,Director Academic Planning, Kwara State University Malete, Nigeria  
[may\\_sapura@uitm.edu.my](mailto:may_sapura@uitm.edu.my); [halyani@iium.edu.my](mailto:halyani@iium.edu.my); [jasni@sheamdelamore.com](mailto:jasni@sheamdelamore.com);  
[abdulrauf.ambali@kwasu.edu.ng](mailto:abdulrauf.ambali@kwasu.edu.ng)

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1 Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Shah Alam, Malaysia, 2 Islamic Economics and Law Departement, Universitas Muhammadiyah Surakarta, Indonesia  
[hasnatulsyakhira@gmail.com](mailto:hasnatulsyakhira@gmail.com), [ansbakar@uitm.edu.my](mailto:ansbakar@uitm.edu.my), [hidayana@uitm.edu.my](mailto:hidayana@uitm.edu.my),  
[afiefelashfahany@gmail.com](mailto:afiefelashfahany@gmail.com)

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[siewhuaychong@uitm.edu.my](mailto:siewhuaychong@uitm.edu.my), [tunyl@utar.edu.my](mailto:tunyl@utar.edu.my), [szshah@icp.edu.pk](mailto:szshah@icp.edu.pk),  
[drratneswary@saito.edu.my](mailto:drratneswary@saito.edu.my)
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 1 Department of Economics and Financial Studies, Faculty of Business and Management, Universiti Teknologi MARA (UiTM), 2 Faculty of Accountancy and Management, Department of Economics, UTAR, 3 Department of Economics, Islamia College University Peshawar, Khyber Pakhtunkhwa, Pakistan.4 Saito University College Malaysia  
[siewhuaychong@uitm.edu.my](mailto:siewhuaychong@uitm.edu.my), [tunyl@utar.edu.my](mailto:tunyl@utar.edu.my), [szshah@icp.edu.pk](mailto:szshah@icp.edu.pk),  
[drratneswary@saito.edu.my](mailto:drratneswary@saito.edu.my)
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 1 Department of Entrepreneurship and Marketing Studies, Faculty of Business & Management, Universiti Teknologi MARA, Malaysia, 2 Institute of Business Excellent, Universiti Teknologi MARA, Malaysia., 3 Department of Management Studies, Faculty of Business & Management, Universiti Teknologi MARA, Malaysia  
[azmimat@uitm.edu.my](mailto:azmimat@uitm.edu.my); [abdkadir@uitm.edu.my](mailto:abdkadir@uitm.edu.my); [khirzan@uitm.edu.my](mailto:khirzan@uitm.edu.my);  
[zarin453@uitm.edu.m](mailto:zarin453@uitm.edu.m)
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**Zaimy Johana Johan 1, Nur Aini Farhanah Zamri 2, Clarashinta Canggih 3**  
 1 UiTM Puncak Alam, Technology and Supply Chain Management Studies, Faculty of Business and Management, UiTM, Malaysia, 1 UiTM Shah Alam, Malaysia Institute of Transport (MITRANS), UiTM, Malaysia 2 UiTM Shah Alam, Department of Postgraduate and Professional Studies, Faculty of Business and Management, UiTM, Malaysia 3 Universitas Negeri Surabaya, Islamic Economics Study Program, Centre For Education in Islamic Finance, UNESA, Indonesia.  
[zaimy@uitm.edu.my](mailto:zaimy@uitm.edu.my), [farhanah.zamri.fz@gmail.com](mailto:farhanah.zamri.fz@gmail.com),  
[clarashintacanggih@unesa.ac.id](mailto:clarashintacanggih@unesa.ac.id)

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 1 Faculty of Architecture, Planning & Surveying, Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, 32610 Seri Iskandar, Perak, Malaysia, 2 Department of Architecture & Built Environment Faculty of Engineering University of Nottingham B21 Lenton Firs University Park Nottingham NG7 2RD, United Kingdom.  
[norha776@uitm.edu.my](mailto:norha776@uitm.edu.my), [izham025@uitm.edu.my](mailto:izham025@uitm.edu.my), [aidah866@uitm.edu.my](mailto:aidah866@uitm.edu.my), [tim.heath@nottingham.ac.uk](mailto:tim.heath@nottingham.ac.uk)
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 1 SEGi University, Graduate School of Business (GSB), Kota Damansara, Malaysia, 2 SEGi University, Faculty of Education, Language and Psychology, Kota Damansara, Malaysia, 3 Universiti Malaya, Institute of Advanced Studies (IAS), Malaysia 4 Faculty Researcher, Research Management Office, Polytechnic University of the Philippines Bataan Branch, Philippine  
[chongkimmee@segi.edu.my](mailto:chongkimmee@segi.edu.my), [geethamianiam@gmail.com](mailto:geethamianiam@gmail.com), [rashid\\_ating@um.edu.my](mailto:rashid_ating@um.edu.my), [lacsepara@pup.edu.ph](mailto:lacsepara@pup.edu.ph)

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 1 Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA, UiTM Terengganu Campus, Terengganu, Malaysia. 2 SEGI University, Faculty of Education, Language and Psychology, Kota Damansara, Malaysia. 3 Nottingham University Business School, University of Nottingham, Semenyih, Malaysia. 4 School of Management, Curtin University, Perth, Australia.  
[rajes332@uitm.edu.my](mailto:rajes332@uitm.edu.my), [geethamianiam@gmail.com](mailto:geethamianiam@gmail.com), [Jayalakshmy.Rama@nottingham.edu.my](mailto:Jayalakshmy.Rama@nottingham.edu.my), [r.khan@curtin.edu.au](mailto:r.khan@curtin.edu.au)
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 1 Faculty of Business and Administration Universiti Teknologi MARA, Malaysia, 2 Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia, 3 Research and Development Institute, Chiang Mai Rajabhat University, Thailand  
[herwina@uitm.edu.my](mailto:herwina@uitm.edu.my), [norol@uitm.edu.my](mailto:norol@uitm.edu.my), [bung\\_onc@yahoo.com](mailto:bung_onc@yahoo.com)
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**Norshida Othman<sup>1</sup>, Rishan Sampath Hewage<sup>2</sup>, Jaafar Pyeman<sup>1,3</sup> and Rafiq Murdipi<sup>4</sup>**

1 Faculty of Business and Management, Universiti Teknologi MARA (UiTM), Selangor, Malaysia, 2 Faculty of Management Studies Sabaragamuwa University of Sri Lanka, Belihuloya, Sri Lanka, 3 Institute of Business Excellence, Universiti Teknologi MARA (UiTM), Selangor, Malaysia. 4 Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, Malaysia.  
[shidaothman@uitm.edu.my](mailto:shidaothman@uitm.edu.my), [hewagesampath@mgt.sab.ac.lk](mailto:hewagesampath@mgt.sab.ac.lk), [jaaf@uitm.edu.my](mailto:jaaf@uitm.edu.my), [rafiqa@iium.edu.my](mailto:rafiqa@iium.edu.my)

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1 Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia, 2 Institute for Big Data Analytics and Artificial Intelligence (IBDAAI), Al- Khawarizmi Complex, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia, 3 Department of Computer Science, IPB University, Meranti Wing 20 Level 5, Kampus Darmaga- Bogor, Bogor, Indonesia.  
[marina998@uitm.edu.my](mailto:marina998@uitm.edu.my), [2020966201@student.uitm.edu.my](mailto:2020966201@student.uitm.edu.my), [totoharyanto@apps.ipb.ac.id](mailto:totoharyanto@apps.ipb.ac.id)

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1 Faculty of Education, Language and Psychology, SEGI University, Kota Damansara, Malaysia, 2 IMAN Publication, Department of Editorial, Kajang Malaysia, 2 Faculty of Business and Management, University Teknologi MARA, Shah Alam, Malaysia. 3 Faculty of Business and Management, University Teknologi MARA, Shah Alam, 4 Sam Houston State University, Texas, USA  
[geethamaniam@gmail.com](mailto:geethamaniam@gmail.com), [akmaperra@gmail.com](mailto:akmaperra@gmail.com), [lennora633@uitm.edu.my](mailto:lennora633@uitm.edu.my), [GBA\\_BXM@shsu.edu](mailto:GBA_BXM@shsu.edu)

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1 Faculty Business & Management, Department of International Business and Management, Universiti Teknologi MARA, Malaysia. 2 Faculty Business & Management, Department of Technology & Office Management, Universiti Teknologi MARA, Malaysia, 3 Institute Business and Excellence, Universiti Teknologi MARA, Malaysia. 4 Dr Siti Mujanah, Fakultas Ekonomi dan Bisnis, Magister Manajemen UNTAG, Surabaya, Indonesia  
[norfadzilah0438@uitm.edu.my](mailto:norfadzilah0438@uitm.edu.my), [sharidatul@uitm.edu.my](mailto:sharidatul@uitm.edu.my), [wanedura@uitm.edu.my](mailto:wanedura@uitm.edu.my), [sitimujanah@untagsby.ac.id](mailto:sitimujanah@untagsby.ac.id)

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- 001            **Muhamad Nur Fadhli Minhat 1, Norhidayah Md Yunus 1, Ainur Zaireen Zainudin 1, Nur Berahim 1, Zainab Toyin Jagun 2**  
1 Department of Real Estate, Faculty of Built Environment & Surveying, Universiti Teknologi Malaysia, Johor Bahru, Malaysia. 2 Department of Estate Management, College of Environmental Studies, Federal Polytechnic Offa, P.M.B 420, Offa, Kwara State, Nigeria  
*fali093@yahoo.com, norhidayahmy@utm.my, ainurzaireen@utm.my, nurberahim@gmail.com, zainy4real@yahoo.com*
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002  
**Nor Azrina Mohd Yusof 1, Roshidah Safeei 1, Lee Chai Chuen 2, Santi Novita 3**  
1 Faculty of Accountancy, Universiti Teknologi MARA Kedah Branch, Malaysia, 2 Academy of Language Studies, Universiti Teknologi MARA Kedah Branch, Malaysia, 3 Accounting Department, Airlangga University, Indonesia.  
*yina1437@uitm.edu.my; roshidah112@uitm.edu.my; lcc76@uitm.edu.my; santi.novita@feb.unair.ac.id*
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**Syarifah Nur Syafinaz Syed Ahmad Sabari<sup>1</sup>, Farrah Shafeera Ibrahim 2, Siti Nor Ismalina Isa 2, Nina Gartika 3**  
1 Centre of Physiotherapy, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300 Puncak Alam, Selangor, Malaysia, 2 Department of Basic Sciences, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300 Puncak Alam, Selangor, Malaysia, 3 Medical Surgical Nursing Department, Universitas A'isyiyah Bandung, Jl. KH. Ahmad Dahlan Dalam No.6 Bandung, West Java Indonesia.  
*syarisyaifi@gmail.com, shafeera@uitm.edu.my, ismalina@uitm.edu.my, nina.gartika@unisa-bandung.ac.id*
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004  
**Zamzaliza Abdul Mulud 1, Norfidah Mohamad 1, Nurman Shah Nuwawi 1,2, Sumiati Sinaga 3**  
1 Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300 Puncak Alam, Selangor, Malaysia, 2 Orthopedic Department, Sg Buloh Hospital, Jalan Hospital, 47000 Sg Buloh, Selangor, Malaysia, 3 Institute of Technology of Health and Science Wiyata Husada, Samarinda, East Kalimantan, Indonesia  
*zamzaliza@uitm.edu.my, norfidah@uitm.edu.my, amirshah48@yahoo.com, sumiatisinaga@itkeshws.ac.id*
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**Azzarina Zakaria 1, Khairul Saidah Abas Azmi 2, Chie Yorozu 3**  
1 Faculty of Business and Management, Universiti Teknologi MARA, Malaysia 2 Faculty of Business and Economics, Universiti Malaya, Malaysia 3 School of Business, Aoyama Gakuin University, Japan.  
*azzarina@uitm.edu.my, khairul\_saidah@um.edu.my, yorozu@busi.aoyama.ac.jp*
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**Mohd Amirul Tajuddin 1, Ann Eryнна Lema Thomas Sudin 1, Mohd Hafizi Mahmud 1, Qusay Taisir Nayyef 2**

1 Centre for Medical Imaging Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, 2 Department of Oncology, Oncology Teaching Hospital, Medical City, Baghdad, Iraq  
*amirultajuddin@uitm.edu.my, angela@uitm.edu.my, mhafizi@uitm.edu.my, qusaytaisyer@gmail.com*



## **Children / Youth Environment**





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**Laura Christ Dass**<sup>1</sup>, **Rajani Chandra Mohan**<sup>2</sup>,  
**Geetha Subramaniam**<sup>3</sup>, **M. Selvam**<sup>4</sup>

<sup>1</sup> Universiti Teknologi MARA, Akademi Pengajian Bahasa, Malaysia, <sup>2</sup> Monash University Malaysia, Education Excellence Department, Malaysia, <sup>3</sup> SEGi University, Kota Damansara, Malaysia, <sup>4</sup> Bharathidasan University, Department of Commerce and Financial Studies, India

laura404@uitm.edu.my, rajani.chandra@monash.edu, geethamaniam@gmail.com, drmselvam@yahoo.co.in  
Tel : 0172469936

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#### **Abstract**

Millennials, also known as Generation Y have a set of distinct universal characteristics that set them apart from the older generation. Generation Y, those born between the early 1980s and 2000 or also popularly known as the millennials present themselves to the world as a legion that cannot be ignored. These characteristics among others include their lack of good mannerisms in their daily interactions regardless of whether it is with their own contemporaries or with those older. This is the third part of a study involving 2 groups of people mainly the millennials and the older generation that are responsible for the upbringing and nurturing of the millennials. The first two studies examined the attitudes and mannerisms of the millennials from the perspectives of the two groups under study. The findings revealed a vast difference in how millennials perceived their own mannerisms compared to the way the older generation perceived them. A consistent pattern emerged in which the millennials viewed themselves more positively in comparison to the perception of the older generation of their attitudes and mannerisms. This paper examines the factors that contribute to the mannerisms of millennials in their daily interactions from their own perspective as well as that of the older generation. It finally assesses the differences in the factors put forward by the millennials and the older generation. Using a non-experimental research design, a questionnaire survey was conducted on two groups of people using online purposive sampling technique. A total of 400 respondents were identified, 200 respondents in Group A who comprised millennials and 200 respondents in Group B who comprised the older generation. It is interesting to discover a certain degree of difference in the set of values held by our young of today in comparison to the generations before them. In terms of factors and suggestions to

inculcate values, there are similarities and differences between the two groups of participants under study. Findings show that both generations agree that upbringing is the main reason for the lack of politeness. Also both generations agree that proper upbringing plays an important role in instilling good mannerisms. However, one point they differ in opinion is in their definition of politeness.

**Keywords:** Millennials, Mannerism, Values, Characteristics

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## A 02 CYE 003

# Online Children's Literature Programme in Primary ESL Classrooms: A case study

Kartikeya Murali <sup>1</sup>, Gurnam Kaur Sidhu <sup>1</sup>,  
Arieff Shamida <sup>1</sup>, Huang Shuoteng <sup>2</sup>

<sup>1</sup> Faculty of Education, Languages and Psychology, SEGi University, Kota Damansara, Petaling Jaya, Malaysia. <sup>2</sup> Sichuan University of Science and Engineering, Cuiping District, Yibin City, Sichuan Province, China.

kartikeyamurali@gmail.com, gurnamgurdial@segi.edu.my, arieffsamsulkamil@segi.edu.my, edwin93@163.com  
Tel : +6014-6448275

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### Abstract

Literature is an enjoyable aspect of language where pupils are exposed to diverse language skills and cultures with enhancement in reading habits and creativity. In Malaysia, the literature study in the language classroom for the upper primary ESL classrooms is implemented through the Children's Contemporary Literature Program (CCLP). Due to the Covid19 pandemic, the implementation of CCLP shifted online. Therefore, the main aim of this study was to investigate the perspectives of ESL upper primary pupils and teachers on the implementation of the online CCLP during the COVID-19 pandemic. The study employed a descriptive case study research design with a mixed-methods approach. The study involved 80 upper primary pupils and two (2) ESL teachers from one randomly selected National Type Tamil Primary school in Kuala Lumpur. Data were collected via an online survey questionnaire and semi-structured interviews. The quantitative data were analysed using SPSS Version 27.0 while qualitative data were thematically analysed. The findings of the study revealed that both pupils and teachers held a positive perception of the online implementation of CCLP concerning the objectives, but though both parties felt that the CCLP had much to offer, the implementation of CCLP was viewed as moderately successful. However, the findings revealed several challenges faced by pupils and teachers, such as lack of technological assistance, time constraints and lack of parental support and guidance in online learning. Hence the implementation of the online CCLP left much to be desired. However, the findings of this study cannot be generalised to the total population of pupils in Malaysia as this case study only involved 80 pupils and 2 ESL teachers. Moreover, data were collected via questionnaire and semi-structured interviews which accord limited opinions from

respondents. Despite the limitations, the findings of this study imply that the true aspirations set by CCLP cannot be truly embraced by primary school pupils due to the many challenges faced with online learning. Therefore, it is pertinent that both school and ministry officials address these limitations to reap the benefits that CCLP has to offer for the holistic enhancement in English language proficiency through literature among pupils.

**Keywords:** ESL classroom, literature, CCLP, perception

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## A 03 CYE 001

# Rural Children's Perceptions and Definitions of Nature

Nor Diyana Mustapa <sup>1</sup>, Mohamad Rusdi Mohammad Nasir <sup>1</sup>,  
Mohd Azri Mohd Jain Nordin<sup>1</sup>, Wenny Arminda <sup>2</sup>

<sup>1</sup> Faculty of Architecture and Ekistics, Universiti Malaysia Kelantan, Malaysia. <sup>2</sup> Department of Architecture, Institut Teknologi Sumatera, Indonesia

diyana.m@umk.edu.my, rusdi.mn@umk.edu.my, azri.mjn@umk.edu.my, armindawenny@gmail.com  
Tel: +01110859544

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### Abstract

Connectedness to nature (CTN) developed during childhood is vital as it effects endure until they become adult. Frequent experiences with and in nature are the most significant factor that contributes to an individual's CTN, which subsequently influences their environmental concerns and behaviours. However, the number of children playing in the outdoor environment where nature exists in both urban dan rural areas is rapidly declining. The phenomenon of the disconnection with the natural world leads to changes in children's quality of life. Gaps between children and nature may also breed apathy towards the natural environment. Hence, it is crucial to understand how children perceive and define nature. Most studies related to children and nature have been conducted in Western countries, and few have been conducted in Asian countries. It is important to fill this gap because studies have found that people with different cultures have a different engagement with nature. Therefore, this study aims to explore children's perceptions and definition of nature. This study employed a qualitative approach to achieve the aims of this study. Data collection was conducted using drawing and focus group discussion that involved 25 children aged 10-12 years old residing in Kampung Baru Hujung Repek, Bachok, Kelantan. Content analysis was used for data analysis. The results showed there are six themes emerged, namely: vegetation, landform, earth elements, animal, and activities. The findings support biophilia typology that children described nature by referring to utilitarian, naturalistic, humanistic, ecologicistic-scientific, and negativistic. This study found that children view nature in different perspective based on their knowledge and experiences with nature. Also, study found that children see nature in direct manner and not in abstract ways. This study also confirms that children from different cultures respond differently towards nature and supports the biophilia hypothesis that culture also affects children's relationship with nature.

**Keywords:** Children, perception, definition, nature

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## A 04 CYE 002

# Stress among Parents with Special Needs Children during Pandemic Covid-19

Mohd Suleiman Murad <sup>1</sup>, Nur Syazwani Mohd Helmi <sup>2</sup>,  
Erna Faryza Mohd Poot <sup>1</sup>, Usep Abdul Matin <sup>3</sup>

<sup>1</sup> Faculty of Health Sciences, Universiti Teknologi MARA, Selangor Campus, 42300, Bandar Puncak Alam, Selangor, Malaysia. <sup>2</sup> Hospital Jasin, Jalan Utama, 77000, Jasin, Melaka, Malaysia. <sup>3</sup> Faculty of Adab and Humanities, UIN Syarif Hidayatullah, Jakarta, Indonesia.

sulaiman450@uitm.edu.my, wanie508@gmail.com, ernafaryza@uitm.edu.my, usep.abdulmatin@uinjkt.ac.id  
+6019-2123563

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### Abstract

Parents with special needs children are always stressed due to the various burdens, especially emotional burdens. Identifying the stress status is crucial because it can affect their performance in taking care of their special needs children. However, there is limited research on the association between the level of stress among parents and the burden of emotion, especially during pandemic covid-19. This study aims to determine the stress level and its association with emotional burden among parents with special needs children during pandemic Covid-19. Furthermore, this study was conducted to determine the factors of the emotional burden that increase the stress level among parents with special needs during pandemic covid-19. A retrospective study has been carried out at Occupational Therapy Department, Hospital Jasin, Melaka, involving 36 parents with special needs aged between 26 to 50 years old. The duration of sampling was from January 2020 until April 2021. This study used two instruments, the Parental Stress Scale (PSS) and Caregiver Burden Scale (CBS), to obtain information related to the stress and burden among parents. Both instruments have good internal reliability, as shown from Cronbach's alpha and item-total correlation results. This study's findings indicate that the stress level among parents with special needs children is relatively high and significant during pandemic covid-19 (mean = 1.83 SD = 0.378),  $p < 0.01$ ).

Moreover, the result also indicates a strong significant positive correlation between the stress level and emotional burden among parents ( $r = 0.808$ ,  $p < 0.001$ ). In addition, this study revealed that 'disappointment' was the most significant factor of emotional burden and was linked with the level of stress among parents with special needs during pandemic covid-19. Thus, it indicates

parents need to manage their stress properly to handle their special needs children. There are some limitations of this study where the sample size is small and limited only to one therapy centre, and the result cannot be generalized. Further research should employ larger samples throughout other therapy centres using different methods such as in-depth interviews to gain more understanding of the stress and burden of emotions.

**Keywords:** Stress, parents with special needs children, covid-19

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## **Commercial / Retail / Services Environment**



## A 05 CRSE 010

# An Assessment of Awareness and Attitudes towards Green Practices among Women-Owned Enterprises

Mohd Subri Tahir <sup>1</sup>, Norashida Othman <sup>2</sup>,  
Norrina Din <sup>3</sup>, Elissa Dwi Lestari <sup>4</sup>

<sup>1</sup> Department of Business Management, Faculty of Business and Management, Universiti Teknologi MARA, Cawangan Pulau Pinang, Kampus Permatang Pauh, 13500 Pulau Pinang, Malaysia, <sup>2</sup> Department of Economics and Financial Studies, Faculty of Business and Management, University Teknologi MARA, Puncak Alam Campus 42300 Selangor, Malaysia, <sup>3</sup> Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Pulau Pinang, Kampus Permatang Pauh, 13500 Pulau Pinang, Malaysia, <sup>4</sup> Faculty of Business, Universitas Multimedia Nusantara, Jl. Scientia Boulevard, Curug Sangereng, Kec. Klp. Dua, Kabupaten Tangerang, Banten 15810, Indonesia.

mohdsabri@uitm.edu.my, shidaothman@uitm.edu.my, norrina.din@uitm.edu.my, elissa.lestari@umn.ac.id  
Tel : +6012454403

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### Abstract

Catering businesses in Malaysia have entered a mature stage. Instead of concentrating only on providing high-quality services, catering businesses must also undertake environmental sustainability measures because they generate a great amount of waste. Therefore, in today's fierce competition environment, traditional services are not sufficient to differentiate a business from its competitors. It is recognized that sustainable and healthy food directly or indirectly supports most of the objectives of the Sustainable Development Goals (SDGs). Thus, there is a need for a more coordinated and consistent mainstreaming of food production into the SDG agenda in order to improve the chances of attaining a competitive advantage. At present, there are still gaps in the research on the impact of green practices on the attitude and behavior of catering service providers. Therefore, the purpose of this study is to explore the response of catering suppliers to environmental sustainability initiatives. Mixed methods were used for data collection, involving both semi-structured interviews and quantitative analysis. A total of 52 responses were collected from women-owned businesses, and the Partial Least Squares Structural Equation Modeling (PLS-SEM) method was used to analyze the data. Caterers are characterized by significant differences between their awareness and attitude levels. Confirming

this would suggest that caterers differently value advantages resulting from green practices. The study found that attitudes play an important role in influencing the behavior of catering suppliers' sustainable practices. The finding also indicates that the caterers engaged in environmentally friendly techniques for processing food waste. However, their techniques varied. The efforts of caterers in implementing sustainable manufacturing will also be improved by a constant awareness program relating to environmental protection. Strategies for preventing food waste should focus on how the catering industry is run and structured. The results of this study can serve as a valuable guide for conducting green practice action research in the context of policy.

**Keywords:** Professional catering; women entrepreneur; Green Practices; SDGs, Smart-PLS

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## A 06 CRSE 003

# Analysis of Relationship Marketing Constructs in the Service Sector

Nurul Aida Harun <sup>1,2</sup>, Yeo Sook Fern <sup>2</sup>,  
Suganthi Ramasamy <sup>2</sup>, Achmad Fageh <sup>3</sup>

<sup>1</sup> Faculty of Business Management, Universiti Teknologi MARA Cawangan Melaka Kampus Alor Gajah, Malaysia, <sup>2</sup> Faculty of Business, Multimedia University, Melaka, Malaysia, <sup>3</sup> Universitas Islam Negeri Sunan Ampel Surabaya, Indonesia

nurulaida552@uitm.edu.my, yeo.sook.fern@mmu.edu.my, suganthi.ramasamy@mmu.edu.my, Ach.fageh@uinsby.ac.id  
Tel: +60122167237

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### Abstract

Marketing is no longer just developing, selling and delivering products; it is now more concerned with creating a long-term relationship with customers, known as relationship marketing. Relationship marketing is more on enticing, developing and retaining customer relationships. Despite the popularity of relationship marketing in research, there is non-integration between the scholars' contributions. Several critical constructs appeared as relationship marketing continued to evolve. The market is now global and more forceful than before; the fragmentation of markets, quality of product increase, and more demanding and rapid changes in customer buying patterns drive the evolvement. A new construct explains the relationship; some of the constructs are redundant and overlapping. If treated as independent constructs, it can hinder the development of this field. When there is confusion about the constructs used in a particular context, it implies both research and practice. Relationship marketing is one of the most time-consuming but most effective strategies. Establishing relationship marketing in the service sector will bring a lot of advantages to the organization because the competitors cannot duplicate the enduring relationship with the customers. Therefore, it is unique and competitive. This paper extensively reviews the relationship marketing construct in the service sector from Scopus and the web of science database. It attempts to identify the key constructs and associate conceptual and operational definitions. Eliminating several overlapping and redundant constructs and provides a classification of relationship marketing constructs as the basic theory in the service field. It should bring new insights into the suitability of the constructs consistently used in the service relationship marketing literature. Also, likely to help future researchers concentrate on the most appropriate

construct for the upcoming research. It will result in better models but also lead to improving research output. This research analysis highlighted the confusion and pitfalls that have emerged in relationship marketing due to the development of various constructs.

**Keywords:** Relationship marketing, commitment, loyalty, relationship quality

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## A 07 CRSE 007

# Cost-effective Analysis of Drone for Disaster Victim Identification (DVI): Islamic insurance perspectives

**Amirul Afif Muhamat <sup>1</sup>, Nurul Syifaa Mohd Shakil <sup>1</sup>,  
Suzana Sulaiman <sup>2</sup>, Ronald Mclver <sup>3</sup>**

<sup>1</sup> Faculty of Business and Management, Universiti Teknologi MARA, Selangor Branch 42300, Malaysia, <sup>2</sup> Faculty of Accountancy, Universiti Teknologi MARA, Selangor Branch 42300, Malaysia, <sup>3</sup> School of Commerce, University of South Australia, Adelaide 5000, Australia

amirulaff@uitm.edu.my, nurulsyifaa@uitm.edu.my, suzana1110@uitm.edu.my, Ronald.Mclver@unisa.edu.au  
Tel: +6013-2079600

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### Abstract

Islamic insurance or takaful providers are adopting cutting-edge technologies to help and empower them to serve their clients better. The usage of drones in the insurance business has been irregular, with certain regions of the globe making substantial use of drones while others make little use of them. Our prior study results are similar to the past studies on the benefits of drones in disaster search and rescue. The process of identifying deceased corpses (sometimes in huge numbers) after a catastrophic incident is known as disaster victim identification (DVI). The DVI procedure costs a significant amount of time and resources owing to four major phases that must be followed as advised by INTERPOL: scene; post-mortem; ante-mortem; and reconciliation. Nonetheless, DVI procedure should start as soon as a tragedy occurs to guarantee the victim is correctly recognised for religious needs (burial and inheritance), compensation (insurance), and appropriate closure after the occurrence for legal and civil reporting. Therefore, innovative and creative ways must be identified and this study aims to determine the cost-effective structure of drones for DVI. This research offers early findings based on a search and rescue simulation in the event of a disaster. Several Malaysian government agencies have participated in the simulation, including the National Institute of Forensic Malaysia and Angkatan Pertahanan Awam Malaysia (Malaysia Civil Defence Department). In addition, Aerodyne, a world-renowned drone corporation, Analisa Resources (laboratory equipment supplier), and Universiti Teknologi MARA (College of Engineering, Institute of Pathology, Laboratory and Forensic Medicine and also Faculty of Business and Management) are also involved. Several tests are performed, such as the Net Present Value (NPV) and Internal Rate of Return (IRR) to determine the impact of costs

on the potential adoption of drones. The preliminary findings suggest that there are significant opportunity costs between time and money that need to be considered. The limitation of this study is that some data is based on assumptions instead of actual data from the real event. Nevertheless, such assumptions are based on the simulation of previous literature and public data. Likewise, the findings are able to provide insights into the Islamic insurance sector on this initiative.

**Keywords:** drone; Islamic insurance; takaful; disaster

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## A 08 CRSE 008

# Dark Social Capital: A Concept or reality in Asian agriculture context

Mohd Firdaus Ruslan <sup>1,2</sup>, Haliyana Khalid <sup>1</sup>, Tommy Hendrix <sup>3</sup>

<sup>1</sup> Azman Hashim International Business School, Universiti Teknologi Malaysia (UTM), Kuala Lumpur, Malaysia, <sup>2</sup> Universiti Teknologi MARA, Kedah, Malaysia, <sup>3</sup> Research Center for Industrial, Service and Trade Economics – National Research and Innovation Agency, Indonesia

mohd-87@graduate.utm.my, haliyana@ibs.utm.my, tommy.hendrix@brin.go.id  
Tel : 0194124137

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### Abstract

The agricultural industry needs to become more innovative and competitive in the face of numerous challenges such as food security, global warming, and climate change. One tool that is an important approach to advancing the agricultural industry, especially in developing countries, is agricultural clusters. An agricultural cluster is a grouping of different actors (producers, agribusiness, institutions) that collaborate and interconnect to build a valuable network when faced with a common challenge and opportunity. The cluster approach specifically recognizes that all actors in the chain are more innovative and successful when they collaborate with other actors. By fostering vertical and horizontal links between local agriculture and supporting relationships between them and the organizations that support them (e.g. local governments, research institutes, and universities), cluster policy can lead to collective action such as the diffusion of innovations. According to the literature, for a group or network such as an agricultural cluster to be effective, social capital is required, defined as a complex web of relationships between desirable community-level characteristics such as trust, participation, and cooperation, and manifested in values, norms and dense connections. Previous studies have shown that social capital is divided into three types, namely bonding, bridging, and linking social capital, with these three types fulfilling different functions within a group. The main benefit of social capital is seen in the flow of information provided by networks and trust. Trust is the catalyst that promotes the transformation of information into usable knowledge. Networks, on the other hand, provide the environment for the exchange of information. Although most previous studies recognize the importance of social capital for collective action, more recent studies have emphasized the

concept of "dark social capital", which explains the disadvantages of social capital for collective action. From this perspective, dark social capital occurs when higher social capital decreases something positively valued or increases something negatively valued. Therefore, based on the review of previous studies, this paper attempts to (1) explain the concept of dark social capital in the context of agriculture and (2) understand whether this concept of dark social capital exists in the context of the agricultural cluster in Asian countries.

**Keywords:** social capital, dark social capital, agriculture cluster, collective action

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## A 09 CRSE 001

# Employee Creativity: An empirical study of a logistic company in Malaysia

Muhamad Khalil Omar <sup>1</sup>, Ridhawati Zakaria <sup>1</sup>,  
Norfarhana Shafila Nawi <sup>1</sup>, Irfan Rashidi <sup>2</sup>

<sup>1</sup> Faculty of Business and Management, Universiti Teknologi MARA, Cawangan Selangor, 42300 Bandar Puncak Alam, Selangor, Malaysia. <sup>2</sup> University Foundation College, Al Jazira Al Arabiya Street, 11284 Doha, Qatar

khalil.omar@uitm.edu.my, ridhawati@uitm.edu.my, irfan.rashdi@ufc.edu.qa

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### Abstract

In the current world of a competitive business environment, every organization has to survive by retaining employees who are creative in their daily work activities. Employees are more likely to find original and creative solutions to problems they meet if they can think creatively and outside the box. This enthusiasm to find solutions might inspire innovative approaches to tasks and contribute to a more successfully managed company. At the same time, for an employee to be creative, he or she should have high openness, self-efficacy, resilience, confidence, and many more. Therefore, it is expected that an employee with high psychological capital is characterized by having a favourable psychological condition of growth, which is described as an individual's high levels of HERO; the four elements of hope, (self-)efficacy, resilience, and optimism would influence the employee's creativity.

On the other hand, support from leaders or managers is also critical in order for their employees to have the opportunity to initiate and demonstrate their creativity. Hence, this study aims to determine the effects of four dimensions of psychological capital (i.e., self-efficacy, hope, resilience, and optimism) and leadership support toward employee creativity. Data were collected from 102 respondents among employees of a logistic company in Klang Valley, Malaysia. This study used purposive sampling, which was one way of getting information quickly and efficiently. The results were analyzed using SPSS to find significant relationships between all independent variables and the dependent variable. As per the findings, only leadership support was significant in predicting employee creativity, while all psychological capital dimensions were not significant. This study, although having a limitation on generalizability due to findings based on one studied organization, it is, however, provides empirical evidence in supporting the importance of

leadership support in enabling creativity among employees, which is not necessarily depending on the employee's psychological capital. Organizations nowadays have to find ways to ensure their leaders will be more supportive to their staff, enabling creativity to flourish successfully in their daily activities.

**Keywords:** employee creativity, psychological capital, leadership support, logistic company

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## A 10 CRSE 005

### Explaining Causal Relationship for Novice Qualitative Researcher

Suhaila Mohamed <sup>1</sup>, Muhammad Khalil Omar <sup>1</sup>,  
Nor Intan Adha Hafit <sup>1</sup>, Andre Dwijanto Witjaksono <sup>2</sup>

<sup>1</sup> *Department of International Business and Management Studies, Faculty of Business and Management Universiti Teknologi MARA (UiTM), Selangor Branch, Puncak Alam Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia.* <sup>2</sup> *Department of Management, Faculty of Economics and Business, Universitas Negeri Surabaya (UNESA), Lidah Wetan Campus, Jl. Lidah Wetan, Surabaya (60213), Indonesia*

suhaila423@uitm.edu.my, khalil.omar@uitm.edu.my, intan520@uitm.edu.my, andredwijanto@unesa.ac.id

Tel : +603-3258 7045

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#### Abstract

Explaining causal relationships in qualitative research could be challenging for a novice qualitative researcher. One possible explanation of the struggle could be the researcher's tendency to rely on quantitative data and therefore rely on covariance analysis to demonstrate a causal relationship. Covariation analysis is helpful when analysing events that occur repetitively in different contexts. However, data based on actual human experience to explain the nuisance and dynamics of human interactions that shape human behaviour may not be explored well in a research endeavour. Therefore, researchers need to consider an alternative to quantitative data and try to consider qualitative data. Thus, the first objective of this article is to invite novice qualitative researchers to examine the differences between positivist and interpretive research paradigms. This could be helpful for a researcher that in the past used to rely on quantitative data and covariance analysis to demonstrate a causal relationship. Consequently, unable to imagine how to explain causal relationships using qualitative data. The second objective of this article is to explain how a novice qualitative researcher could perform a step-by-step method in analysing qualitative data (from interview transcripts) to show a causal relationship. The explanation is especially relevant for researchers that rely on data related to human interaction that shapes human experience, opinion, and human behaviour. Interaction is the collective back-and-forth sequences of action and reaction between individuals or between an individual and something

else. To achieve the second objective, this article will illustrate how to perform a causation coding and pattern coding method that could explain a causal relationship as a research finding. The illustration might be beneficial for those doing qualitative for the first time, or for those trying to imagine how to deal with massive qualitative data.

**Keywords:** Novice qualitative researcher, Research paradigm, Causation coding, Human interaction.

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# A 11

## CRSE 009

### Impact of Automated Parcel Stations on E-Commerce's Last-Mile Delivery

Siti Norida Wahab <sup>1</sup>, Mohammad Nazmuzzaman Hye <sup>2</sup>,  
Yanamandra Ramakrishna <sup>3</sup>

<sup>1</sup> Faculty of Business and Management, Universiti Teknologi MARA, 42300 Puncak Alam, Malaysia, <sup>2</sup> Interport Group, MHK Terminal (5th Floor), 110 Kazi Nazrul Islam Avenue, Bangla Motor, Dhaka, Bangladesh, <sup>3</sup> School of Business, Skyline University College, University City of Sharjah, UAE.

sitinorida23@uitm.edu.my, mnhye4288@gmail.com, yrkrishna1@gmail.com  
Tel: +60123976911

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#### Abstract

Automated parcel stations (APS) are one of the best choices for small and medium enterprises (SMEs) and e-commerce users because it provides a practical and effective approach to addressing the growth of online sales while enhancing the value of conventional last-mile delivery and parcel pick-up options. The APS for delivering, pick-up and dropping parcels makes the shipping and returning process of a parcel more reliable, straight forward and smoother. As technology develops and advances, last-mile delivery is deemed to be a crucial component of online trading. Alike, the use of APS sustenance the sustainable last-mile delivery among SMEs and e-commerce users. Thus, it is essential to ensure APS is able to increase efficiency, reduce shipping and labour costs as well as offer free, convenient delivery and return processes. This study aims to understand the challenges of APS usage and propose a mitigation strategy for better use of APS in Malaysia towards enhancing last-mile delivery services among SMEs and e-commerce users. To obtain relevant information, in-depth interviews were conducted with APS providers located in central Malaysia. Apart from the interviews, the use of APS among the users was observed and analyzed. This study found several challenges and proposes strategies to mitigate those challenges. It is found that the location or travel distance and security of the parcel are critical concerns. Alike, the issue of large-size parcels reduces the efficiency of last-mile delivery leading to low customer satisfaction. This research suggests a solution toward better management for parcel delivery through APS with the least risk of loss or damage. Some of the mitigation strategies that might be useful for practitioners as well as scholars include a well-

integrated APS system, user experience improvement and real-time user insights. The findings of this study contribute to the body of relevant knowledge for both APS providers and last-mile delivery consumers. Ultimately, this study outlines an important research agenda and offers exciting research agenda for future research in the context of APS.

**Keywords:** Automated parcel station, last-mile delivery, e-commerce, sustainable supply chain management

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## A 12 CRSE 006

### Is the B40 Group a Prospective Marketplace for Takaful? : The practitioner SWOT analysis

Azhan Rashid Senawi <sup>1</sup>, Mohd Faizal Kamarudin <sup>1</sup>,  
Azitadoly Mohd Arifin <sup>1</sup>, Diyah Putriani <sup>2</sup>

<sup>1</sup> Department of Economics and Financial Studies, Faculty of Business and Management, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Department of Economics, Faculty of Economics and Business, Universitas Gadjah Mada, Indonesia

azhanrashid@uitm.edu.my, mfk@uitm.edu.my, doly@uitm.edu.my, diyah.putriani@ugm.ac.id  
Tel: +60133200730

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#### Abstract

Takaful (Islamic insurance) is shariah-compliance protection that has been built up since 1984 in Malaysia. By participating in takaful, people might see that only those wealthy groups could cover themselves from any risk, not the poor, specifically the B40. Those poor groups are neglected due to their financial constraint. Besides mySalam, an initiative from the Finance Ministry, no other takaful and insurance company has been seen willing to offer such a scheme that protects the B40. They have been left out of any protection. This is not a good sign for *Keluarga Malaysia*, where people are projected to live and give their best for all humankind without borders. Based on the Department of Statistics Malaysia (DOSM) report, B40 comprised 2.91 million of 32.7 million in 2019. This figure covers about 9 percent of the population. Their needs are similar to those of wealthy groups. However, how much can they afford for their contribution? At least they are not begging for help once they need it. Therefore, this study aims to investigate the competitiveness of B40 participation in the takaful product market on the side of takaful operators' views; the SWOT (strengths, weaknesses, opportunities, and threats) of takaful practitioners. This initiative is prompted to identify opportunities for an excellent supporting live system, especially in healthcare. Thus, the SWOT analysis was utilized to measure the B40 market competitiveness. Semi-structured interviews were conducted with 11 takaful operator agencies. This study provides an understanding of the B40 market of takaful products, sheds light on the challenges from the side of takaful operators, and offers strategies to enhance the takaful penetration rate, especially the family takaful product. This study, however, is limited to Malaysia's experience and takaful

operators. The SWOT analysis identified several strengths (e.g., good infrastructure, product varieties, and contribution to the local economy), weaknesses (e.g., coverage issues and affordable monthly takaful contribution), opportunities (e.g., political and non-governmental organization (NGO) support initiatives, and internet development) and threats (e.g., customer or B40 expectations and financial support). The B40 and takaful operators' perceptions of the challenges in adopting the takaful plan were also identified. Hence, the results could facilitate and broaden awareness of takaful operators' interest in expanding the market.

**Keywords:** Takaful, B40 group, Insurance, SWOT analysis

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## A 13 CRSE 002

# Sustainable IPO Proceeds' Disclosure and Survival of Companies

**Norliza Che-Yahya<sup>1</sup>, Siti Sarah Alyasa-Gan<sup>2</sup>, Rand Kwong Yew Low<sup>3</sup>**

<sup>1,2</sup> Department of Economics and Financial Studies, Faculty of Business and Management, Universiti Teknologi Mara (UiTM), Puncak Alam Campus, Selangor, Malaysia, <sup>3</sup> University of Queensland Business School, University of Queensland, Australia

[norliza9911@uitm.edu.my](mailto:norliza9911@uitm.edu.my), [sitisarahgann@gmail.com](mailto:sitisarahgann@gmail.com), [r.low@business.uq.edu.au](mailto:r.low@business.uq.edu.au)  
Tel : +60 12 6742224

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### Abstract

The lack of transparency in disclosing IPO proceeds' information is a common issue in stock markets that can violate investors' interests and disrupt the companies' future success. Policymakers mandate sustainable information disclosure of proceeds utilization in companies' initial public offering (IPO) prospectus prior to their listing. The information consists of the strategic use and time frame of utilizing the IPO proceeds for several activities (i.e., growth, debt repayments and working capital) to ensure high information transparency, thereby protecting investors' interests for sustainable investment. IPO information disclosures such as the strategic uses of IPO proceeds and the time frame to utilize them have the potential to signal the listing companies' post-IPO survival. Therefore, we attempt to achieve the following objectives: 1) to examine the influence of each strategic use of IPO proceeds on the survival of companies and 2) to examine the influence of the time frame of fully utilizing each use of IPO proceeds on survival of companies. We examine the sustainable disclosure of IPO proceeds on 423 companies' survival in the Malaysian market from 2000 to 2014. Using survival analysis, we find that 47% of companies in our sample face difficulties surviving upon the seventh year of listing, with a median survival time of 101 months. Our results show that the companies' survival can be predicted by the proportion of IPO proceeds and their time frame, with debt repayment being the critical driver of companies' survival. Higher sustainable disclosure on the strategic use of IPO proceeds for growth opportunities and debt repayment leads to shorter survival, while a longer time frame to repay debt leads to longer post-IPO survival. Our findings provide empirical support for securities regulators of emerging markets to include both strategic use and timeframe of the utilization of

IPO proceeds in their information disclosure requirements to protect investors' interests and improve companies' post-IPO survival in an emerging market setting.

Keywords: Sustainable IPO Disclosure, IPO Proceeds, Survival Analysis, Malaysia

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## **Communication / Social Media Environment**



## A 14 CSME 002

# Information and Communication Technology (ICT) and the Quality Of Life of the B40

**Herwina Rosnan <sup>1</sup>, Norol Hamiza Zamzuri <sup>2</sup>, Gancar Candra Premananto <sup>3</sup>**

<sup>1</sup> Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia, <sup>2</sup> Faculty of Business and Administration Universiti Teknologi MARA, Malaysia, <sup>3</sup> Faculty of Economics and Business, Universitas Airlangga, Indonesia

herwina@uitm.edu.my, norol@uitm.edu.my, gancar-c-p@feb.unair.ac.id  
+60192345680, +60173707893, +628812724674

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### Abstract

Information and communication technology (ICT) has become one of the most important driving forces of economic growth and social development. In developed and developing countries, ICT has raised economic growth since the 2000s, and ICT is often presented as a factor in global socio-economic development. Although studies have shown that access to ICT brings a positive impact to the community in general, there are still several outstanding issues that need to be investigated in order to gain a deeper understanding of the expected ICT outcomes for rural communities. This is because rural areas are not uniform where territorial inequalities in digital infrastructure may have different impacts on the lives in deep rural areas. Nevertheless, online communication, in general, does not enhance the social connectivity of older people. The oldest adults, the least healthy, the least educated, and the most vulnerable, are the least likely to benefit from online communication. Hence, this study aims to investigate how the B40 in rural areas is affected by ICT. It focuses on rural citizens who fall under the category of the B40. Data were collected through focus group interviews and observation. A total of five focus group sessions and observations were conducted among the rural citizens in selected regions in Malaysia. Data were analyzed using a thematic analysis technique. ICT includes using computers, fixed phones, televisions, mobile phones, and the internet. In rural areas, one of the main applications of ICTs is smartphones. However, most informants claimed that although they use smartphones, they are not familiar with most of their functions other than calling and messaging. In addition, the main finding indicates that rural citizens have not benefited much from the ICT due to limited access to the ICT infrastructure, mainly the Internet services. This study is important as it contributes to the understanding of the effect of ICT on the B40 in rural areas and how it limits their opportunity to

uplift their standard of living and improve their quality of life. The role of government is important in ensuring equal opportunity to access ICT infrastructure and services.

**Keywords:** Information and communication technology (ICT), rural areas, quality of life

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## A 15 CSME 003

# Perceived Influence of Social Media on Adolescents' Consumption of Sugar-Sweetened Beverages

Nor Farizah Nor Azman <sup>1</sup>, Siti Sabariah Buhari <sup>1</sup>, Agung Nugroho <sup>2</sup>

<sup>1</sup> Department of Nutrition and Dietetics, Faculty of Health Sciences, Universiti Teknologi MARA (UiTM) Puncak Alam Campus, 42300, Bandar Puncak Alam, Selangor, Malaysia, <sup>2</sup> Universitas 'Aisyiyah Yogyakarta Jl. Siliwangi (Ring Road Barat) No 63. Mlangi, Nogotirto, Gamping Sleman, Yogyakarta. 55292

norfarizah@outlook.com , sabariah6204@uitm.edu.my , agungnugroho@unisayogya.ac.id  
Tel : +6012-6702060

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### Abstract

Adolescents engage with media and technology more frequently than any other daily activity. It has been suggested that the adolescent phase is crucial for establishing long-lasting health practices because of greater independence and changes. Given the potential significance of health behaviors and the frequency of technology use throughout this stage of development, it is critical to determine the impact of technology usage on adolescents' eating habits. Significance: This research project benefits society by providing more understanding of how social media plays a role in people's lives, especially during the phase of adolescents when most of them are curious and are very eager to try new things. Aim: This study aimed to identify the perceived connection between social media usage among adolescents on the consumption of sugar-sweetened beverages and high-energy-dense food. Objectives: To identify social media's perceived influence on sugar-sweetened drinks and high-energy dense food. Methods: A total of 14 Malaysian adolescents are recruited to participate in this study using a purposive sampling design. Sociodemographic (age, gender, state, ethnicity, occupation, personal income, geographic area, language spoken), frequency of engagement with sugar-sweetened beverages and high energy-dense foods, factors and motives influence food choices. A total of 14 semi-structured in-depth individual interviews with adolescents aged 15-24 years old were conducted, transcribed, and analyzed by using a phenomenological qualitative approach, thematic analysis), Limitations: Recruitment of participants was challenging during the pandemic COVID-19; however, it was overcome by disseminating the information via the online platform. Findings: Three themes were identified from the data collected. Adolescents perceive social media as a

medium to explore new things, especially sugar-sweetened beverages and high-energy-dense food. Participants also mentioned how social media gave them information about food products in a very entertaining way that influenced them to consume them. Social media also serves as a platform that exposes adolescents to excessive advertisement and marketing strategies of food and beverage brands. Implications: These show that social media significantly influence their poor food choices, which may be detrimental to their health. The result can implement preventive measures that reduce the influence of social media on the intake of sugar-sweetened beverages and high-energy-dense foods.

**Keywords:** social media, adolescents, sugar-sweetened beverages, high energy-dense foods

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## A 16 CSME 004

# Relationship among Self-determination, Growth Mindset and EFL Students' Language Proficiency

Yin Xiaoyang<sup>1</sup>, Gurnam Kaur Sidhu <sup>2</sup>,  
Arieff Shamida <sup>2</sup>, Melanie Khor Mei Chen <sup>2</sup>

<sup>1</sup> Faculty of Education, Ningxia University, Yin Chuan City 750021 Ningxia-Hui, China.<sup>2</sup> Faculty of Education, Languages and Psychology, SEGi University, Kota Damansara, Petaling Jaya, Malaysia.

21848761@163.com, gurnamgurdial@segi.edu.my, arieffsamsulkamil@segi.edu.my, melaniekhorweichen@gmail.com  
Tel : +60361452777 ext 3218

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### Abstract

In China, English is taught as a Foreign Language (EFL) in almost all institutions of higher learning. Despite the emphasis given to English, several studies have raised concerns that EFL tertiary students are not motivated to learn EFL whilst others often lament their poor performance. Research has indicated that both internal and external factors often influence second and foreign language acquisition. Therefore, the main aim of this study was to examine the relationship between two internal factors, namely self-determination and growth mindset and the English language proficiency of EFL tertiary students. The study was conducted in one randomly selected faculty in a university located in the Ningxia Hui region in northwest China. The sample population comprised a total of 444 Year Two EFL students from the chosen faculty. The study utilized a descriptive case study research design with an explanatory sequential mixed-methods approach. Data were collected via a survey questionnaire and semi-structured interviews with six volunteer students. The quantitative data were analyzed using both descriptive and inferential statistics, whilst the qualitative data were analyzed thematically. The findings revealed that the EFL students' overall self-determination was moderate ( $m=3.25$ ,  $SD=1.066$ ). There was a significant difference based on gender and English language proficiency. Correspondingly, the EFL students displayed moderately positive perceptions of a growth mindset ( $M=3.17$ ,  $SD=1.031$ ), but no significant differences were seen with regard to gender and English language proficiency. Furthermore, the Pearson Correlation analysis indicated a high and positive relationship between both self-determination and language proficiency and between growth mindset and language proficiency. Likewise, a significant relationship was also witnessed between self-determination

and growth mindset ( $r=0.680^{**}$ ,  $p=0.000$ ). Findings obtained via SMART PLS further revealed that self-determination is the only variable that directly correlates with language proficiency. These findings imply that teachers need to motivate and equip their EFL students with strategies on perseverance and how they can achieve competence and autonomy for language learning. The findings of this study cannot be generalized to all EFL students due to its sample size. Future studies may involve a larger sample size, including more universities from all parts of China.

**Keywords:** EFL students, self-determination, growth mindset, English language proficiency.

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## A 17 CSME 001

# Social Media Entrepreneurs and Environmental Sustainability: A study of Millennials in Malaysia

Norashida Othman <sup>1</sup>, Siti Norida Wahab <sup>1</sup>,  
Nur Azirah Zahida Mohamad Azhar <sup>1</sup>, Nosica Rizkalla <sup>2</sup>

<sup>1</sup> Faculty of Business and Management, Universiti Teknologi MARA, 42300 Puncak Alam, Malaysia, <sup>2</sup> Faculty of Business, Universitas Multimedia Nusantara, Indonesia

shidaothman@uitm.edu.my, sitinorida23@uitm.edu.my, azirahazhar@uitm.edu.my, nosica.rizkalla@umn.ac.id  
Tel : +60102451335

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### Abstract

The Covid-19 pandemic puts young people at the forefront of the economic impact and growing crisis. With the economic slowdown facing unprecedented challenges, millions of Malaysians have lost their jobs in the global economic downturn as many factories and companies have closed down. Millennials face the highest risks of unemployment and instability; the shrinking job market will severely limit their job opportunities. Thus, since the beginning of the pandemic, people have had to find creative solutions to generate income while also hoping to chase their passions and dreams. Although the pandemic is widely regarded as another major setback for millennials, there are still a considerable number of millennial entrepreneurs who have found success in the period of disruption. The advantage of today's millennials is that the amount of information at their fingertips is almost unlimited, and they may be particularly capable of looking for opportunities in the new economic environment of the era of epidemics. They have digital knowledge that can well meet the new business needs of IR4.0 and can quickly adapt to remote work during the pandemic. Smartphones, computers, and the Internet allow anyone to learn the habit of continuous learning throughout their careers by mastering the latest news, skills, and trends, and thus benefit a lot from them. However, the study on social media's influence in the development of entrepreneurial skills among Millennials has received little attention thus far. In addressing this gap, this study explores the influence of social media as perceived entrepreneurial skills learned by the Millennials. To collect the quantitative data, a survey method will be used. The target respondents will be millennials within the 20 – 39 age group and a purposive random sampling method will be applied to reach respondents in major towns and cities in Malaysia. The

study also highlights the importance of the green concept to enhance green business forms and social innovation.

**Keywords:** social media, entrepreneurship, green business, skill accusation

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## **Community Environment**





## A 18 ComE 004

# Preliminary Survey on Factors Influencing Gated Community Living

**Nor Aini Salleh<sup>1</sup>, Muhammad Izzuddin Rahman<sup>1</sup>,  
Yuhanis Abdul Talib<sup>1</sup>, Inji Kenawy<sup>2</sup>**

<sup>1</sup> Department of Built Environment Studies and Technology, Universiti Teknologi MARA Perak Branch Seri Iskandar, Perak, Malaysia. <sup>2</sup> University of Salford, Maxwell Building Salford Crescent, M5 4WT, Greater Manchester, United Kingdom

noraini@uitm.edu.my, izudinrahman97@gmail.com, anis500@uitm.edu.my, injikenawy@gmail.com  
Tel: 019-3802535

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### Abstract

The gated community is increasingly becoming a popular residential type among the urban population. This notable trend is a synonym in urban and suburban Malaysian housing developments, especially in cities within Klang Valley, Pulau Pinang, and Johor Bahru. The utmost reason for a gated community in Malaysia generally emphasizes the need for a safer community in the surrounding area. In the Malaysian residential development sector, the advertisements almost daily enhance the features of gated and guarded housing schemes or gated communities as they are commonly called a new privatized way of life. However, certain gated and guarded communities in Malaysia contribute more than security, such as the facilities for golf courses, clubhouses, and recreation areas. The focus in these guarded communities is the combination of security, privacy, and the prosperous lifestyle of its residents. Therefore, this research will investigate further the factors influencing gated community living. This paper presents the preliminary findings of the influencing factors that push people to reside in gated communities. A questionnaire survey was conducted in two landed strata gated community schemes of Taman Sentosa (Tropicana) and Taman Gangsa Impian in Melaka. Findings reveal a total of ten (10) factors: safety, privacy, location, financial benefits, landscape, design, sense of community, maintenance management, lifestyle facility, and prestige. These factors are ranked accordingly by using the Relative Importance Index (RII). All ten influencing factors for the people's decision to live in a gated community were grouped into 3 level categories. The categories are high level for readings 0.8 to 1.0, high-medium level for readings 0.6 to 0.8,

medium level for readings of 0.4 to 0.6, medium-low level for readings of 0.2 to 0.4, and low level for readings in between 0 to 0.2. The top five (5) influencing factors that are being classified in the high-level category of RII reading are the factors of safety with RII of 0.900, privacy with 0.883, location with 0.850, and financial benefits and landscaping, where both achieved the same reading at RII 0.817. This paper recommends that the developers and local governments pay serious attention to these factors before the development of gated communities is proposed or approved to increase the viability of the projects and stabilize the surrounding developments.

**Keywords:** Residential development; gated community; landed strata and urban population

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## A 19 ComE 001

# Romancing the River Fringe and the Demise of Malay Settlement

**Azli Abdullah<sup>1,4</sup>, Julaihi Wahid<sup>2</sup>, Mohammad Shihadeh A. Arar<sup>3</sup>,  
Engku Nasri Engku Mohd Ariffin<sup>4</sup>**

<sup>1</sup> Department of Architecture, Faculty of Architecture and Ekistic, UMK, Malaysia. <sup>2</sup> Department of Architecture, Faculty of Built Environment, UNIMAS, Malaysia. <sup>3</sup> Department of Architecture, College of Art and Design, Ajman University, United Arab Emirates. <sup>4</sup> Arkitek TeRAS (Team of Research in Architecture and Human Settlement) Sdn Bhd, Kota Bharu, Kelantan, Malaysia.

azli.ab@umk.edu.my, wjulaihi@unimas.my, m.arar@ajman.ac.ae, arkitekteras@gmail.com  
Tel: +6012-9675054

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### Abstract

The need for a better quality of life is driving the pace of urbanization in our country. Today, almost 80 per cent of Malaysians choose a metropolis area as their residence, which is far beyond the rate of world urbanization, currently at 55 per cent. Massive urbanization is a megatrend of the twenty-first century. Villages and towns are being absorbed by or coalescing into larger urban conurbations and agglomerations. This rapid transformation is occurring throughout the world, and in many places, it is accelerating. Today, more than half of the global population is urban, and there are nearly 1,000 urban agglomerations with populations of 500,000 or more, of which three-quarters are in developing countries. The world population of 7.6 billion is expected to increase between 8.4 and 8.7 billion by 2030; thus, the demand for shelter, especially in the developing world, is becoming complex. Traditionally, most of the settlements in the developing world are along the river fringe and are under threat by natural disasters. This paper exemplifies the loss of populations of Malay residents whose culture is synonymous with the river. The study's methodology demonstrates the destructive aspects of human settlement, which is analyzed based on the linear historical comparison of the location through the changes' morphology according to time. The research employs an exploratory approach, drawing on existing literature on the consequences of urbanization and natural calamities, as well as data collected from 350 local respondents during fieldwork in April 2019. The evidence is extracted from the archive, as well as visual analysis and pictorial documentation. The mapping study was done using the

Google Earth application superimposed by the historical evidence. CADD Drawing is used to give a real picture of the case study situation. The study showed that the settlement's demise was due to the invasion of urbanization and the natural disaster caused by the flood. The new generation of the river fringe residents no longer aspired to the river's glory.

**Keywords:** Human settlement, Kelantan River fringe, Malay community, urbanization

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## A 20 ComE 002

# The Impact of Urbanisation and the Changing Environment of the Malay Settlement

**Azli Abdullah<sup>1,4</sup>, Julaihi Wahid<sup>2</sup>,  
Ema Yunita Titisari<sup>3</sup>, Engku Nasri Engku Mohd Ariffin<sup>4</sup>**

<sup>1</sup> Department of Architecture, Faculty of Architecture and Ekistic, UMK, Malaysia. <sup>2</sup> Department of Architecture, Faculty of Built Environment, UNIMAS, Malaysia. <sup>3</sup> Department of Architecture, Faculty of Technique, University Brawijaya, Malang, Rep. of Indonesia. <sup>4</sup> Arkitek TeRAS (Team of Research in Architecture and Human Settlement) Sdn Bhd, Kota Bharu, Kelantan, Malaysia.

azli.ab@umk.edu.my, wjulaihi@unimas.my, ema\_yunita@ub.ac.id, arkitekteras@gmail.com  
Tel: +6012-9675054

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### Abstract

The urban environment will inevitably change due to urbanisation. When self-actualisation entered the development agenda, sustainability emerged as a new buzzword. Smallholders, traditional farmers, and their settlements have been alarmingly impacted by the changing land use in the sixty-four-year-old nation of Malaysia, which is newly independent. The rate of urbanisation in Malaysia is approximately 2.4 per cent per year, and the changing land use has profoundly impacted smallholders, traditional farmers, and their settlements. This paper examines several issues that have been a hindrance to the mainstream in urbanisation-affected developing nations. The splendour of physical development based on aesthetic and western examples is essential for a nation entering the new millennium, along with the changing environmental issues in the world, such as global warming, greening the earth, urban poverty, sustainability, and additional challenging issues of urbanisation and the extinction of traditional settlements that impact the bottom billion unnoticed. It is acknowledged that "architecture is about people, culture, and land: architecture flourished when people developed, and it is portrayed through architecture as a result of people's resolve." However, the development of urban areas has raised many questions about the urban dream and the notion that it is "paved with gold." The methodology of the study employs an exploratory approach augmented by the available literature from the peer researcher focusing on the impact of urbanisation, as well as the socio-economic data from 350 local respondents gathered during the April 2019 fieldwork survey and the site analysis information, which is commonly used by architects to evaluate the context of the discussion. It

encompasses physical, social, cultural, and public amenities, and the collected data is then analysed using IBM SPSS V26 with interview techniques and photographic documentation. Using the Google Earth application, mapping techniques generate existing placement patterns. Finally, AutoCAD 2018 drawings were utilised to illustrate the current state of the case study scenario. According to the research, urban development is accelerating exponentially, and urban sprawl has occurred unpredictably, encroaching on traditional settlements. The new development on the outskirts of the old settlement is geared toward middle-income groups and is unattainable for the locals. Although the housing programme has been in place since 1968, it does not demonstrate the government's total commitment and participation in assisting the Kelantanese urban population.

**Keywords:** Cultural adaptation, Kelantan, Malay settlement, urbanisation.

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## A 21 ComE 003

# Understanding the Issue to Improve the Quality of Life of Indigenous People in Ulu Papar, Sabah

**Kelvin Celesistinus<sup>1</sup>, Siti Radiaton Adawiyah Zakaria<sup>1</sup>,  
Muhamad Nur Fadhli Minhat<sup>1</sup>, Zainab Toyin Jagun<sup>2</sup>**

<sup>1</sup> Department of Real Estate, Faculty of Built Environment & Surveying, Universiti Teknologi Malaysia, UTM Skudai, 81310 Johor, Malaysia, <sup>2</sup> Department of Estate Management, College of Environmental Studies, Federal Polytechnic Offa, P.M.B 420, Offa, Kwara State, Nigeria.

kelvince04@gmail.com, sradiaton@utm.my, fali093@yahoo.com, zainy4real@yahoo.com  
Tel.: 60145541167

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### Abstract

Land development in the rural area commonly for the indigenous people is still far behind despite their unique position and origins in the country. Their way of life associated with traditional practice and settlements within the reserved land is among the key factors why this group of people is falling behind and more marginalized than Malaysia's population. In 2008, the state government proposed developing a mega infrastructure project that would benefit the local community by enhancing the quality of life and enabling the local economy to move forward. Unfortunately, the indigenous community rejected the proposal due to concern that it might lead to cultural deterioration. Therefore, the study aims to investigate why initiatives to improve the quality of life implemented by the government for indigenous communities cannot be carried out successfully. Based on the aim, the research objective of this study is to identify the main factors of the rejection of land development by indigenous people. The study employed in-depth interviews to understand the reason behind the existing conflicts in land development amongst the Kadazandusun community with development agencies, especially the local government in Ulu Papar. A total of 50 key informants from the indigenous community who had settled along the Ulu Papar River were interviewed. The informants for the study consisted of indigenous people who settled along the Ulu Papar River, such as Longkogugan Village, Kalanggaan Village, Pongobonon Village, Buayan Village, Tiku Village, and Terian Village. The study found that the absence of clear development procedures and lack of opportunities and involvement of indigenous peoples in government development programs is the reason behind the project's failure. Therefore, any effort

to enhance the way of life of the indigenous community should consider the element of respect toward the cultural identity of the community by allowing them to participate in development planning, especially in decision making on how should development be taken within the customary land. The findings of this study would be significant in enabling integration between the indigenous development plan and the government development agenda. However, the study is only limited to the Kadazandusun Community in Sabah and only touches on the land development issues for the indigenous people.

**Keywords:** Customary Land, Indigenous People, Land Development, Ulu Papar River, Quality of Life.

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# **Construction Environment**



## A 22 CoE 001

# The Impact of Post-Flood Housing Reconstruction in Kuala Krai, Kelantan

**Nik Nurul Hana Hanafi <sup>1</sup>, Mohd Hazwan Hamidi <sup>1</sup>,  
Juliza Mohamad <sup>2</sup>, Wen-Shao Chang <sup>2</sup>**

<sup>1</sup> Department of Architecture, Faculty of Architecture and Ekistics, Universiti Malaysia Kelantan, Malaysia. <sup>2</sup> Sheffield School of Architecture, University of Sheffield, UK.

hana.h@umk.edu.my, hazwan.h@umk.edu.my, mjuliza1@sheffield.ac.uk, w.chang@sheffield.ac.uk  
Tel : +6012- 945 4640

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### Abstract

Evaluating post-disaster housing projects during the occupancy stage shall provide us with the actual condition of a post-disaster housing reconstruction (PDHR). Accordingly, a post-disaster housing assessment will indicate whether it has been built to support longer-term recovery or has missed the opportunity to create a better environment for the affected community. Several housing reconstructions were able to rebuild the disaster-stricken community to meet various needs. However, evaluation of multiple PDHR projects had discovered numerous problems within the housing, which arise from poorly constructed houses and failure to incorporate socio-cultural components into the house design. Given the above, this paper aimed to discover the impact of post-disaster housing reconstruction in Malaysia by assessing the beneficiaries' experience living in the reconstructed houses, which took place in a post-disaster setting in Kuala Krai Kelantan after the disastrous 2014-flood. The objectives of the assessment were twofold; to assess their perspectives towards the physical conditions of the reconstructed house, which are the architectural features; and to analyze their response towards non-physical components such as cultures and traditions while living in the house. Assessing these interrelated components is essential to obtain overall knowledge about the PDHR, where strengths can be expanded to other projects and weaknesses can be avoided. This research focused on beneficiaries' viewpoints and experiences as essential stakeholders in PDHR. This research employed the case study method involving 36 respondents in Kampung Manek Urai Lama, Kuala Krai, through purposive sampling, where samples with related experiences were selected. Visual observation and semi-structured interviews were conducted to collect data before transcribing and analyzing them into patterns and themes. Findings discovered that several crucial housing attributes were not considered in

the house design, which had caused discomfort and difficulties in the beneficiaries' daily lives. Similarly, the physical constraints of the house had caused them to modify their pre-flood living traditions, which also denoted that there was significant interdependency of physical architecture features and cultures in a post-disaster setting. These signified that the values were disregarded when planning and designing the post-flood housing in Kuala Krai. This research demonstrated a need to improve PDHR design in Malaysia. Several aspects, including socio-cultural elements, spaces, and technical requirements, should be duly considered during the planning stage of the projects. The result from this study can be a learning tool for post-disaster management and reconstruction to facilitate improvement for future PDHR in Malaysia.

**Keywords:** housing reconstruction, post-disaster impact, housing evaluation, Kuala Krai

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## **Design / Creative Environment**



## A 23 DCE 002

# Social and Creative Hubs as the Third Places of Post-Covid Era

Syazwani Abdul Kadir <sup>1</sup>, Nurul Nabilah Aris <sup>1</sup>, Nurlisa Ginting <sup>2</sup>

<sup>1</sup> Centre of Studies for Interior Architecture, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA (UiTM), Malaysia. <sup>2</sup> Department of Architecture, Faculty of Engineering, Universitas Sumatera Utara, Indonesia

syazwani179@uitm.edu.my, nabilaharis@uitm.edu.my, nurlisa@usu.ac.id  
Tel : +603-3258 6100

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### Abstract

The unprecedented pandemic of Covid-19 has significantly affected human life, especially concerning social interaction. The restriction on social activities has made many people vulnerable to mental health problems due to isolation and loneliness during the pandemic crisis. Studies have shown that feeling isolated negatively impacts human physical and psychological health, especially in the Covid-19 pandemic, where people are also heavily affected by health, finance and other life issues. Moreover, social interaction is a significant aspect of human life, as 'sense of connection' is the next component that comes after 'safety' in Maslow's Hierarchy of Needs. Now that there is no more social restriction, people are slowly meeting with families and friends again. To support social activities of the post-pandemic, some new social and creative hubs in Malaysia have emerged with more positive vibes that enliven the community. These social and creative hubs can be considered third places of the post-Covid era. The design of these third places has considered how human behaviour changed in response to the pandemic and how the value of architecture and the creative world has shifted towards a more emphatic design. In this direction, this study aims to examine the design of two social and creative hubs in Kuala Lumpur based on Ray Oldenburg's theory of third places. The methodology of this study involved photo documentation, notes taking, and spatial analysis during the on-site observation of the case studies: REXKL and Sentul Depot. The research tool is adapted from Oldenburg's eight characteristics of third places: neutral ground, leveller, conversation is the main activity, accessibility and accommodation, the regulars, a low profile, the mood is playful, and home away from home. This study highlights the role of the social and creative hubs as the third place of post-

pandemic in helping the community rebuild their relationships with others and sustain their work-life balance.

**Keywords:** Social and creative hubs; third places; post-Covid design.

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## **Educational / Learning Environment**



## A 24 ELE 001

# Academic Cultures of Postgraduate Supervision: What influences supervisors in their practices?

Rafidah Sahar <sup>1</sup>, Sari Nurdamayanti <sup>2</sup>, Mazni Saad <sup>3</sup>

<sup>1</sup> Department of English, Kulliyah of Languages and Management, International Islamic University Malaysia, Edu Hub Pagoh, 84600, Muar, Johor, Malaysia., <sup>2</sup> English First Center for Adult, Mall Taman Anggrek 3<sup>rd</sup> Floor, Jl. S. Parman Kav 21, Tanjung Duren Selatan, Jakarta, 11470, Indonesia., <sup>3</sup> Department of Tourism, Kulliyah of Languages and Management, International Islamic University Malaysia, Edu Hub Pagoh, 84600, Muar, Johor, Malaysia.

srafidah@iium.edu.my, sari.nurdamayanti@ef.com, maznisaad@iium.edu.my,  
Tel: +6012 3756540,

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### Abstract

In this paper, we explore the experiences of supervisors in their postgraduate supervision practice. We seek to examine the shared beliefs, attitudes, and behaviours that influence postgraduate academic cultures. Good supervision in research-oriented higher education institutions is a key factor to ensure students' successful completion of their studies. While the literature has established a link between good supervisory practice, students' low attrition rate, and poor timely completion, many studies have shown that supervision is often the most disappointing aspect of students' educational experiences. Thus, given its significance, insights on successful and effective supervision practice are valuable, considering how much more nuanced and complex supervisors' responsibilities have become to accommodate the needs of postgraduate students with varying personal, academic, and research backgrounds. Three senior supervisors at a university in Malaysia were the subjects of in-depth narrative interviews for this study, which utilised a qualitative-narrative approach. The emerging themes in the supervisors' experiences were analysed using the narrative holistic content model of analysis. The narrative analysis addressed the ambiguity and complexity of supervisors' thoughts, norms, values, and the contexts in which their experiences were situated. More importantly, it offered the supervisors a voice by empowering them to recount their experiences in their own words and share perspectives on supervision practice. A non-essentialist 'small cultures' notion was adopted in this study to allow an accurate understanding of the diverse shaping influences that make up the academic cultures of postgraduate supervision without imposing pre-defined essential

characteristics of specific national or ethnic cultures. Findings reveal that supervisors make meanings of their supervision practices by drawing on their cultural residues and influences, professional-academic and institutional cultures. These cultural forces shape supervisors' identities which in turn influence learning trajectories for their students. These learning trajectories range along a transitional spectrum from linear to more holistic supervisory methods. We conclude that these findings contribute to a much broader understanding of the cultural forces that might influence how supervision practices are managed and performed. Such understanding and knowledge can enhance postgraduate students' educational experiences and inform supervisors of the possible forces at work that can help improve their practice. We propose that further study with a larger number of participants of greater diversity will provide more insights into the academic cultures of postgraduate education in regards to the practice of supervision.

**Keywords:** Postgraduate Supervision, Academic Cultures, Supervisory Practices

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## A 25 ELE 008

# Designing Virtual Place Experience for Architectural Studies: A review

Izham Ghani <sup>1</sup>, Alessandro Aurigi <sup>2</sup>,  
Norhafizah Abdul Rahman <sup>1</sup>, Marina Abdullah <sup>1</sup>

<sup>1</sup> Department of Built Environment Studies and Technology, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA, Perak Branch, Perak, Malaysia. <sup>2</sup> School of Art, Design and Architecture, University of Plymouth, United Kingdom

izham025@uitm.edu.my, alex.aurigi@plymouth.ac.uk, norha776@uitm.edu.my, marina84@uitm.edu.my  
Tel: 60194576536

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### Abstract

Since the emergence of new digital media, the design of real-world places are represented as interactive digital content and virtual walkthroughs, disseminated through digital gaming platforms and virtual reality applications. People now live in an "extended reality" environment made possible by advanced and user-friendly digital technologies, where the real and virtual worlds can coexist harmoniously. The nature of learning and teaching in higher education has changed dramatically over time due to the convergence of the physical, digital and biological worlds. As the world embraces the disruptive technologies in the Fourth Industrial Revolution, one could argue that architectural-based education could also benefit from the current technological advancement through virtual reality technologies. Architectural studies often incorporate the fundamentals of human-environment interactions, particularly concerning real place experiences. In this context, architectural students have used digital 3D models to replicate real-world settings to present ideas of place-making design elements. However, conventional digital 3D models often lack the constitution that provides a place's richness and life, hence separating the elements of the unique experience that were initially intended. Real place and sense of place experience are complex entities to simulate digitally. Hence their representation in architectural virtual environments comes with numerous unique challenges. Nevertheless, opportunities are readily available in virtual reality as designers need to be creative when designing virtual place environments to simulate real place experiences. This study aims to identify the elements of virtual place experience from the context of a sense of place in physical and virtual places. It aims

to explore the constructs of virtual place experience in architectural virtual environments through a thorough narrative review of relevant works and literature. This study also aims to lay the groundwork for future research on architectural spatial representation using virtual reality technology. Revolutionising the way conventional knowledge is transferred through the current disruptive technologies such as virtual reality could potentially enhance students' creativity and learning experience.

**Keywords:** Virtual reality; Virtual place; Architectural studies; Sense of place

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## A 26 ELE 007

# Developing PG Students' Learner Autonomy through the PAH-Continuum: A case study

**Gurnam Kaur Sidhu <sup>1</sup>, Sofwah Md. Nawi <sup>2</sup>,  
Kamalanathan Ramakrishnan <sup>1</sup>, Du Ruofei <sup>3</sup>**

<sup>1</sup> Faculty of Education, Languages and Psychology, SEGi University, Kota Damansara, Petaling Jaya, Malaysia. <sup>2</sup> Academy of Language Studies/ Universiti Teknologi MARA Johor, Segamat Campus, 85000 Segamat, Johor, Malaysia. <sup>3</sup> School of Education, Linyi University, The Middle Section of Shuangling Road, Linyi, Shandong Province, China.

gurnamgurdial@segi.edu.my, sofwah@uitm.edu.my, kamalanathanramakrishnan@segi.edu.my, duruofei@lyu.edu.cn  
Tel : +60361452777 ext 3218

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### Abstract

The effect of the current internationalization, democratization and commodification of education across the globe has witnessed exponential growth in all education sectors, including postgraduate education. Despite the significant growth, many lament the high attrition rates and failure to graduate on time among postgraduate students. Several studies have indicated that this is due to postgraduate (PG) students' lack of competency in language, research and digital literacy and their ability to take control and responsibility for their own learning. Therefore, the aim of this empirical study was to develop postgraduate students' learner autonomy through the Pedagogy-Andragogy-Heutagogy (PAH) Continuum. The PAH Continuum in this study was an instructional framework which embraced the teaching and learning philosophy whereby students were guided through a six-month program to enhance their reading, writing and research skills alongside developing self-management strategies. The pedagogical framework guided respondents to move from complete dependence (pedagogy) to independence (heutagogy) to help them take responsibility for their learning. The study was set in a private university located in the Klang Valley in Malaysia. It involved an entire group of fifty (50) Semester One postgraduate students who had embarked on a PhD(Education) by research mode. This study employed a descriptive case study design with a mixed-method approach. Data for the study were collected through a three-pronged approach involving pre and post-tests, a questionnaire, and focus-group

interviews. The quantitative data analysis involved both descriptive and inferential analysis, whilst the qualitative data were thematically analyzed. The findings revealed that a large majority of the respondents viewed the PAH Continuum framework with positivity and participated moderately well at all stages. Findings also revealed a significant improvement in respondents' critical reading and research skills, whilst no significant improvement was seen in their academic writing skills. Their digital literacy skills and level of autonomy were, however, at the moderate level, as full autonomy was probably hindered by personal and cultural factors. The main limitation of this study perhaps lies in the limited sample size restricting the generalization of findings to the larger postgraduate population. Nonetheless, the study has shed light on the potential of the PAH Continuum as a viable instructional framework to enhance postgraduate students' learner autonomy so that they can take responsibility for their own studies and work towards success to graduate on time.

Keywords: postgraduate students, learner autonomy, PAH Continuum,

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## A 27 ELE 009

# Online Learning Satisfaction through Google Classroom: A perspective of Malaysian adult learners during Covid-19 pandemic

Norashikin Hussein<sup>1,2</sup>, Sharizan Sharkawi <sup>1</sup>,  
Siti Zaleha Sahak <sup>1</sup>, Andryan Setyadharma <sup>3</sup>

<sup>1</sup> Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Faculty of Business and Management, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Faculty of Economics, Universitas Negeri Semarang, Indonesia

shikin6320@uitm.edu.my, sharizan\_sharkawi@uitm.edu.my, siitiza344@uitm.edu.my, andryan@mail.unnes.ac.id  
Tel : 60197254231

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### Abstract

Globally, the covid-19 pandemic has dramatically emphasized the importance of online learning in the educational setting. Online learning acts as an alternative to support the continuation of education when traditional learning is no longer an option. Through its accessibility and convenience, online learning was adopted throughout the educational system including the institutions of higher learning. However, this rapid and unplanned shift has raised concerns on students' achievement and the quality of the learning process. In fact, students' satisfaction plays a pivotal role in determining the success of online learning. Interestingly, little is known on the context of adult learners, especially in Malaysia. As adult learners fall under the andragogy model, the characteristics and learning requirements of learners are different from children. Thus, it is significant to explore the perceptions of adult learners to create a meaningful learning experience in the whole learning process, in line with the Fourth Industrial Revolution (IR4). Therefore, the objective of the study is to describe adult learners' perceptions of using google classroom as one of the online learning tools, specifically on perceived ease of use, perceived usefulness, perceived enjoyment, perceived instruction delivery, perceived communication and interaction, and the overall satisfaction in using google classroom. In addition, this study identified factors that lead to online learning satisfaction among postgraduate students. Data were collected from 300 part-time postgraduate students in one of the public institutions of higher learning in Malaysia using online survey questionnaires. Data were analyzed using Statistical Package for Social Science (SPSS).

Based on the mean values, the results revealed that perceived ease of use and perceived instruction delivery were deemed to be the most important components in using google classroom. This is followed by perceived enjoyment, perceived usefulness and perceived communication and interaction. It was also found that out of the five variables tested, four namely perceived ease of use, perceived instruction delivery, perceived usefulness and perceived communication and interaction were found to have a significant relationship with google classroom satisfaction. Results imply the sustainability of IR4 in the context of learning in the post-pandemic era.

**Keywords:** Online learning, adult learners

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## A 28 ELE 003

# Open and Distance Learning during Covid-19 Pandemic: Obstacles faced by university students and its effect on their attitudes

Rosuzeita Fauzi <sup>1</sup>, Dian Syafinaz Abdullah <sup>1</sup>,  
Nurul Fazela Mat Saad <sup>1</sup> Septa Katmawanti <sup>4</sup>

<sup>1</sup> Centre of Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Cawangan Selangor Kampus Puncak Alam, 42300 Kuala Selangor, Selangor, Malaysia.,<sup>2</sup>Public Health Department, Faculty of Sport Science, Universitas Negeri Malang, Malang, East Java, Indonesia.

rosuzeita@uitm.edu.my, dianabdullah98@gmail.com, nurulfazela98@gmail.com, septakatma.fik@um.ac.id  
Tel : +60 0113923 2623

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### Abstract

Background: Covid-19 epidemic has adversely hampered higher education as universities closed their campuses. The unanticipated change from face-to-face to online instruction has presented students with a significant challenge. These methods of teaching and learning have resulted in students facing many obstacles during their studies. Moreover, it also affects the student's attitudes towards ODL. These conditions will interfere with the student's performance in education which may impact the student's future. Aim: To determine the typical obstacles and how they affect students' attitudes regarding open and distance learning (ODL) during the Covid-19 pandemic. Methods: The study used a quantitative research approach and was carried out at the one public university in Selangor. The full-time nursing student's sample was chosen through purposeful sampling. Data regarding the obstacle and their attitudes toward ODL were gathered using a self-administered online questionnaire. The instrument used in this study was obstacles of the ODL Questionnaire and Attitudes towards ODL Scale, Results: The smartphone and laptop were recorded as the highest devices used those students have chosen during pandemic Covid-19 with statistics (75.8%). Only 2% of nursing students reported obstacles during ODL, and 98% said there were none when it came to ODL. Curriculum content (16.45 ±5.04) was the ODL obstacle encountered most frequently. Furthermore, 90.6% of students had

a poor attitude towards ODL. Additionally, there was a weak and negative association ( $r=-0.22$ ) between the obstacles they faced and their attitudes about ODL, which was statistically significant ( $p=0.013$ ). However, there was a correlation ( $X^2=19.53$ ,  $p=0.02$ ) between their attitudes and ODL device utilization during the Covid-19. Conclusions: The ODL presents no obstacles for nursing students. However, the ODL significantly changed their attitudes. As a result, it affected the academic performance and motivation of the students. Replication of the study on ODL during pandemics is necessary. Thus, additional references may be produced in the future, particularly for fresh scholars in Malaysia and other countries.

**Keywords:** Obstacle(s), Attitude, Online and Distance Learning (ODL), Covid-19 pandemic, Nursing Student(s).

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## A 29 ELE 004

# Resilience and Psychological Distress among UiTM Medical Students: The transitional gap

Nor Jannah Nasution Raduan <sup>1</sup>, Nurul Izzatie Mohamad <sup>1</sup>,  
Azlina Wati Nikmat<sup>1</sup>, Emmy Amalia <sup>2</sup>

<sup>1</sup> Department of Psychiatry, Faculty of Medicine, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Faculty of Medicine, Mataram University, Indonesia

jannahraduan@gmail.com, nizzatie97@yahoo.com, azlinawatinikmat@gmail.com, emmy.amalia.ea@gmail.com  
Tel: : +60193688683

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### Abstract

**Background:** Medical course is known to be demanding and critical. Thus, it would be beneficial for medical students to possess strong resilience to endure high stress in medical school. However, there is a lack of data on the relationship between medical students' resilience and psychological distress. **Objectives:** This study aimed to study the level of resilience and assess the psychological distress among the third-year of Universiti Teknologi MARA (UiTM) medical students and investigate the association between the level of resilience and psychological distress. **Methods:** This is a cross-sectional study. An inclusion criterion for recruitment was third-year students studying medical programs in the Universiti Teknologi MARA (UiTM). Students of UiTM completed the questionnaire to assess resilience (Connor Davidson Resilience Scale-10 items, CD-RISC-10) and psychological distress (Depression, Anxiety and Stress Scale-21 items, DASS-21). **Results:** 166 (73.1%) students answered the questionnaires. The mean score of CD-RISC-10 was 26.6. When comparing the resilience levels of males and females students, the total scores were 28.57 and 26.07, respectively ( $P=0.0042$ ). For DASS, 38.0% had depressive symptomatology, 31.9% reported anxiety symptoms, and 70.5% showed stress which was mild to extremely severe stress. There was a significant negative correlation between total resilience and psychological distress ( $r=-0.455$ ,  $P=0.001$ ). Resilience was moderately correlated with all DASS components with depression ( $r=-0.459$ ,  $P=0.001$ ), stress ( $r=-0.452$ ,  $P=0.001$ ), and anxiety ( $r=-0.362$ ,

P=0.001). However, psychological distress shows a strong positive relationship with its components ( $r > 0.7$ , P=0.001). **Conclusions:** Our findings revealed that UiTM medical students' mean resilience was higher than the nursing student samples in China and India but was well below the USA general population norms. Male medical students possessed better resilience than their female counterparts. Medical students experienced high levels of depression, anxiety and more significant stress symptoms. A higher level of resilience was significantly associated with lower psychological distress. **Limitations:** Our study did not show cause and effect results as it was a cross-sectional study with a small sample size.

Keywords: resilience, medical student, depression, stress

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## A 30 ELE 005

# The Association between Year of Study with Depression among University Students In Borneo, Malaysia

Nurul Syeema Zulkafli <sup>1</sup>, Nur Faizah, Ali <sup>2</sup>,  
Nor Jannah Nasution Raduan <sup>2</sup>, Azhari Cahyadi Nurdin <sup>3</sup>

<sup>1</sup> Hospital Permai, Johor Bharu, Johor, Malaysia, <sup>2</sup> Department of Psychiatry, Faculty of Medicine, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Soerojo Mental Hospital, Magelang, Central Java, Indonesia

dica86@gmail.com, faizah7761@uitm.edu.my, jannahraduan@gmail.com, azhari.nurdin@gmail.com  
Tel: +60193505041

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### Abstract

**Introduction:** Depression is currently one of the significant mental health problems worldwide. Depression can lead to multiple emotional and physical issues and decrease a person's ability to function. It affects someone's feelings, thoughts, and actions. Evidence shows that the prevalence of depression is higher among university students than the average population, with those in Asian countries being more severely affected. This study aims to determine the prevalence and levels of depression among students in a public university in Sabah and to measure the various associated factors with depression which include the year of study they were in. **Methods:** This is a cross-sectional study with 260 respondents from a public university in Borneo, Malaysia. The Patient Health Questionnaire (PHQ-9) was used to measure the level of depression. The sociodemographic questionnaire was included for sociodemographic profiling, particularly the year of study they were in at the time of the study. The International Physical Activity Questionnaire (IPAQ-M) was used to assess physical activity.

Participants answered the given questionnaires through Google form. Binary logistic regression was used to test the associations between depression and variables of interest while adjusting for confounders. **Results:** Findings showed the prevalence of depression among university students in a public university in Borneo was 82%, with 46% having mild depression, 30.0% having moderate depression, 17.9% having moderate-severe depression, and 6.1% having severe depression. The year of study was significantly associated with depression. Students in Year 1 and Year 2 were two to three times more likely to experience a higher level of depression than those in Year 3 and Year 4. (OR: 2.55, 95% CI:1.25,4.06). **Conclusion:** Given that junior students were more prone to a higher level of depression due to adjustment factors, the university and health care providers should target this group while implementing programs and interventions.

**Keywords:** depression; students; university; Borneo

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## A 31 ELE 002

# The Influence of Tax Knowledge and Perception on Non-Compliance Tax among Public Universities Student

Mohamad Shahril Isahak<sup>1</sup>, Yusri Hazrol Yusoff <sup>1</sup>,  
Muhamad Ridzuan Hashim <sup>1</sup>, Norziation Ismail Khan <sup>1</sup>, Iddy Zuberi <sup>2</sup>

<sup>1</sup> Senior Lecturer, Faculty of Accountancy, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Senior Officer, Ministry of Finance and Planning, Tanzania

shahrilisahak@uitm.edu.my, yusrihazrol@uitm.edu.my, muhamadridzuan@uitm.edu.my, norzi153@uitm.edu.my, zuberipbs@gmail.com  
Tel: +60-33258 7361

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### Abstract

Studies on tax non-compliance remain limited, and the issue deserves urgent attention. This is due to the persistent challenges and difficulties in getting access to the correct information on indirect tax in Malaysia. Despite the challenges, a few studies on indirect tax have been undertaken in Malaysia, such as services tax evasion on imported vehicles and the tax gap measures in the services industry. However, these studies only focus on the economic factors of non-compliance. To understand tax non-compliance behaviour, researchers need to view economic and non-economic factors. However, research on non-economic factors is limited, especially in developing countries like Malaysia. In this study, researchers will be focusing on the non-economic factors under the sales and customs act. The researcher also examines the relationships between non-economic factors and intentions not to comply. From another perspective, the influence of knowledge on non-compliance behaviour has been proven in various research. The study divided tax knowledge into two aspects. Namely, knowledge through common or formal education received as a matter of course and knowledge specifically directed at possible opportunities to evade tax.

There are **62,259** students in public universities in Selangor and Klang Valley. These students must be involved and have experience paying indirect taxes such as sales tax and import duties. Usually, these activities happen when students purchase online platforms such as Lazada, Shopee, and many more. Therefore, this project targets these students to be sampled. It is done

to measure their perception of when the indirect taxation system has been practiced in their life. As a result, this study distributed a sample of 100 public universities student in Selangor and Klang Valley. The findings reveal a strong relationship between tax knowledge and perception of non-compliance behaviour. Therefore, tax administrative such as RMCD and IRB need to work together and collaborate more closely with universities or other educational institutions to create more awareness among Malaysians to comply with Malaysian tax systems. In addition, the improvement of quality knowledge in indirect taxation needs to be comprehensively disclosed from the beginning of the education level to create an accountable attitude toward tax compliance for national development.

**Keywords:** tax non-compliance, non-economic factor, public universities students, tax knowledge.

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## **Elderly Environment**



**A 32**  
**EE 001**

## **Mobility Issues among Elderly in Kota Kinabalu Sabah - An initial study**

**Harifah Mohd Noor <sup>1</sup>, Jurry Foo <sup>1</sup>,  
Mohd Azizul Ladin <sup>2</sup>,Tatas Hardo Brotosudarmo <sup>3</sup>**

<sup>1</sup> Faculty of Social Sciences and Humanities, Universiti Malaysia Sabah, Malaysia, <sup>2</sup> Faculty of Engineering, Universiti Malaysia Sabah, Malaysia, <sup>3</sup> Faculty of Tourism, Ciputra University, Surabaya, Indonesia

harifah@ums.edu.my, jurryfm@ums.edu.my, azizul@ums.edu.my, tatas.brotosudarmo@ciputra.ac.id  
Tel : +6019-8161163

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### **Abstract**

Ageing has become the norm in industrialised countries such as Japan, the United States, Europe, China, and Hong Kong. It is also becoming more prominent in developing countries such as Malaysia. This ageing trend should serve as a woke signal to policymakers and stakeholders to do early planning for accessible mobility. Yet, the aged can still contribute to employment and are professionals with mobility demands. The purpose of this study is to explore mobility issues among the elderly. This study uses a quantitative and qualitative approach. Purposive sampling was used to deliver survey forms to 644 elderly adults aged 60 years and above. The qualitative method was used through interviews and observation to support the study's findings. Data analysis used a descriptive and inferential approach such as percentages, mean scores and cross-tabulation. The findings reveal that health concerns among the elderly have become a major mobility issue, with illnesses unable to adapt and support their travel characteristics. Driving becomes more difficult for the elderly as their age. Limited access to public transportation also affects travel patterns and mobility concerns among the elderly. The elderly are 'technophobic' where they are rarely exposed to Information and Communication Technology (ICT), which causes them to have less choice in alternative transportation such as e-hailing, which facilitates the movement of the elderly. Most of them have strong support from their families or children to access mobility. Nevertheless,

not all seniors have access to a private car and do not live with children or other family members. The challenge is to improve public transit and enhance ICT usage to meet the mobility needs of the elderly. The findings of this study can be utilised to generate ideas for Local Authorities and the Department of Social Welfare in planning and developing policies and strategies to satisfy the mobility needs of the elderly to avoid isolation and keep them active and involved in the community.

**Keywords:** Elderly, mobility issues, accessibility, public transport

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## **Health / Healing Environment**





## A 33 HE 001

# Breastfeeding Knowledge, Attitude and Practices and Its Associations with Food Insecurity during Covid19

Syasya Nurazmienna Haris <sup>1</sup>, Syahrul Bariah Abdul Hamid <sup>1,2</sup>,  
Jun Hui Chih <sup>3</sup>

<sup>1</sup> Centre for Dietetic Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, <sup>2</sup> Mother, Infant & Young Child Nutrition (MiChild) Research Group, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, <sup>4</sup> Faculty of Health Sciences, Curtin University, Perth, Western Australia

syahrulbariah@uitm.edu.my , h.chih@curtin.edu.au , syasyanurazmienna@gmail.com

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### Abstract

**Introduction:** Food insecurity and breastfeeding are closely related since child hunger is commonly occurred in families with household food insecurity when mothers failed to continue breastfeeding due to stress, inadequate food intake and therefore perceived insufficient breastmilk. Therefore, this study aimed to investigate the association of breastfeeding knowledge, attitude, and practices (KAP) with food insecurity during the pandemic of COVID-19. **Method:** This cross-sectional study involved 444 mothers nationwide. An online self-administered questionnaire was used to obtain data regarding mother's and spouse's sociodemographic characteristics. Breastfeeding knowledge, attitude and practices were assessed using Food and Agricultural Organization of the United Nations (FAO) and food insecurity status was assessed using Radimer/Cornell Hunger and Food Insecurity. Level of breastfeeding KAP were assessed using descriptive analysis and further, the association between KAP and food insecurity were analyzed using chi-square test. **Result:** Findings showed that majority of the mothers have good knowledge on breastfeeding (92.1%, n = 409), moderate attitude towards breastfeeding (84.5%, n = 375) and good breastfeeding practices (76.4%, n = 229). Although, more than half of the respondents are food secured (55.2%, n = 409). However, 25% (n = 111) were household food insecure, 12.6% (n = 56) were individual food insecure and 7.2% (n = 32) were experiencing child hunger. There was a significant association between food insecurity and breastfeeding knowledge of mothers,  $p < 0.05$ . However, no statistical significance between the mother's attitude and practices towards breastfeeding in regards to status of food insecurity ( $p \geq 0.05$ ).

**Conclusion:** These important factors may be useful for healthcare professionals to develop effective solutions and strategies for efficient breastfeeding during pandemic such as COVID-19. Educating mothers with knowledge on the association between breastfeeding and food insecurity will also help improve mother's understanding towards the issue which will result in higher prevalence of breastfeeding practices and lower risk of child hunger in the future.

**Keywords:** Breastfeeding knowledge, breastfeeding attitude, breastfeeding practices, food insecurity, COVID-19.

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## A 34 HE 008

# Detection of Cerebral Multiple Sclerosis Lesions using Magnetic Resonance Imaging

Faikah Zakaria <sup>1</sup>, Dunya Mohammad Salih <sup>2</sup>,  
Farahnaz Ahmad Anwar Bashah <sup>1</sup>, Ann Erynna Lema Thomas Sudin <sup>1</sup>

<sup>1</sup> Centre for Medical Imaging Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Radiology Department, Ghazi Hariri Specialized Surgery Hospital, Iraq

faikah@uitm.edu.my, donia33.dd@gmail.com, farahn9293@uitm.edu.my, angela@uitm.edu.my  
Tel: +603-32584410

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### Abstract

Non-ionizing magnetic resonance imaging (MRI) has emerged as one of the most important diagnostic and monitoring tools for Multiple Sclerosis (MS). MRI has been part of the International Panel criteria for more than a decade. With the introduction of double inversion recovery (DIR), Short-Ti Inversion Recovery (STIR), and Fluid-Attenuated Inversion-Recovery (FLAIR) sequences, the detection rate can be increased using a higher magnetic field strengths scanner. T1-weighted pre- and post-gadolinium, T2-weighted, and FLAIR are the most commonly used MR sequences for MS. Conventional MR sequences show no histopathological features involving T2 relaxation time and are less sensitive in exposing lesions in the posterior fossa. The DIR sequences are occasionally used in imaging centers in Iraq. Therefore, the main purpose of this study is to compare the diagnostic accuracy of DIR, STIR, and FLAIR in detecting MS plaques at Ghazi Hariri Specialized Surgery Hospital in Iraq. The study also compare the MS signal intensity (lesion load) of DIR, FLAIR, and STIR MR sequences to normal-appearing tissue. A retrospective cross-sectional study of fifty-one (51) male and female MS patients who presented to the Radiology Department at Ghazi Hariri Specialized Surgery Hospital in Iraq from January to December 2019 was selected. Patients were scanned using MS protocol, including axial plane DIR, STIR, and FLAIR sequences. The signal intensity of the lesion was calculated from three sequences and compared to normal-appearing tissue (normal white and normal gray matter, and normal cerebrospinal fluid). One-way analysis of variance (ANOVA) was conducted to compare the significant difference ( $P < 0.05$ ) in MS signal intensity between DIR, FLAIR, and STIR MRI sequences. This study reported that the DIR sensitivity and specificity in the infratentorial region

were 88% and 50%, respectively. Furthermore, the sensitivity and specificity in the subcortical region were 95% and 67%. The one-way ANOVA revealed that there was a statistically significant difference in signal intensity to normal white matter [ $F(1, 151) = 5.629, p = 0.019$ ]; signal intensity to normal gray matter [ $F(1, 151) = 2.553, p = 0.012$ ]; and signal intensity to normal cerebrospinal fluid [ $F(1, 151) = 0.989, p = 0.032$ ]; between three MR sequences. This study concluded that the DIR sequence the STIR and FLAIR sequences in detecting the brain's infratentorial and subcortical MS lesions. Due to its high image contrast measurements, this study concluded that the DIR sequence outperforms the STIR and FLAIR sequences in detecting infratentorial and subcortical MS lesions in the brain. The addition of an additional DIR sequence to the MS protocol help to enhance the ability to detect of MS lesions significantly.

**Keywords:** Multiple Sclerosis, DIR, FLAIR, STIR

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**A 35**  
**HE 002**

**Dietary and Physical Activity Factors in relation to  
Bowel Movement Frequency among Undergraduate  
Students during Covid-19 Pandemic**

**Nazrul Hadi Ismail <sup>1</sup>, Mohamad Shahdan Hanafi <sup>1</sup>, Dittasari Putriana <sup>2</sup>**

<sup>1</sup> Centre for Dietetics Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia,

<sup>2</sup> Nutrition Study Program, Faculty of Health Sciences, Universitas 'Aisyiyah Yogyakarta, Indonesia

nazrul2923@uitm.edu.my, 2018288676@student.uitm.edu.my, dittasariputriana@unisayogya.ac.id  
Tel : +60133843795,

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**Abstract**

Human health has been significantly impacted by the COVID-19 outbreak, resulting in lifestyle changes such as social isolation at home, physical inactivity, weight gain, behavioural addiction problems, inadequate sunshine exposure, social withdrawal in public, and buying modifications. Constipation is characterised by a decrease in faeces frequency, often three or fewer times per week. It is known to be brought on by insufficient dietary fibre intake and sedentary behaviour. Thus, this study aimed to identify the association between dietary intake and physical activity level to bowel movement frequency among undergraduate students. In this cross-sectional study, a structured questionnaire consisting of three parts which are Section A (sociodemographic characteristics), Section B (Food Frequency Questionnaire, FFQ), and Section C (International Physical Activity Questionnaire, IPAQ), was administered via an online platform. A sample of 363 participants among Faculty of Business and Management undergraduate students was estimated. Descriptive analysis was deployed to determine the bowel movement frequency, dietary intake, and physical activity level. The Chi-square test was used to identify the association between bowel movement and dietary and physical activity. A total of 363 participants were involved in this study, where 77.4% (n=281) were female. This study found that most students did not experience constipation whereas 72.2% (n=262) had a bowel movement frequency of more than three times/week. There was no significant difference in bowel movement frequency between males and females ( $4.7 \pm 2.3$  compared to  $4.7 \pm 2.4$  times/week). However, the male was found to be more physically active ( $1022.2 \pm 907.2$  compared to  $797.7 \pm 641.4$  MET-minutes) and

consumed more calories ( $2334 \pm 488$  compared to  $2083 \pm 467$  kcal) compared to the female. Further investigation found that calories, dietary fibre, drink consumption, and physical activity level were associated with bowel movement frequency. In conclusion, the present study showed that a good nutrient intake and adequate physical activity would improve bowel movement frequency even though restricted movement due to the COVID-19 pandemic.

**Keywords:** bowel movement, dietary intake, physical activity, COVID-19

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## A 36 HE 003

# Differences in Critical Thinking and Decision Making among Critical Care and Non-Critical Care Nurses

Norfidah Mohamad<sup>1</sup>, Zamzaliza Abdul Mulud<sup>1</sup>,  
Siti Faziratul Hanim Abd Rahman <sup>2</sup>, Aries Abiyoga <sup>3</sup>

<sup>1</sup> Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, Malaysia. <sup>2</sup> ParkCity Medical Centre, Desa ParkCity, 52200 Kuala Lumpur, Malaysia. <sup>3</sup> Institute of Technology of Health and Science, Wiyata Husada Samarinda, East Kalimantan, Indonesia

norfidah@uitm.edu.my, zamzaliza@uitm.edu.my, faziear@gmail.com, ariesabiyoga@itkeswhs.ac.id  
+603 32584356

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### Abstract

Critical thinking is important for the nurses to identify and analyse judgment for nursing care. Critical thinking should have for each nurse to implement high judgment in decision-making for the nursing process, especially with the rapid technological and education development. Clinical decision-making is a process of synthesising knowledge to manage the situation and provide effective care to the patient. Hence, this study aims to determine the level of critical thinking and clinical decision and their relationship with demographic characteristics among nurses in a private hospital. A cross-sectional study was conducted among critical care and non-critical care nurses in a private hospital in Klang Valley using a self-administered questionnaire. A Short Form-Critical Thinking Disposition Inventory-Chinese Version (SF-CTDI-CV) and the Clinical Decision-making Nursing Scale (CDMNS) were utilised to measure the level of critical thinking and clinical decision making, respectively. The result indicated that the level of critical thinking for critical care nurses was 3.46 (SD=0.71), while the level of critical thinking for non-critical care nurses was 3.30 (SD=0.76). The mean score level of clinical decision-making for critical care nurses was 3.47 (SD=0.53), and for non-critical care nurses were 3.41 (SD=0.52). It can be concluded that the level of critical thinking and decision-making among critical care and non-critical care nurses is moderate. The relationship between critical thinking and decision-making is significant ( $r = 0.712$ ,  $p=0.001$ ). Pearson correlation analysis shows positive significant between critical thinking with age ( $r=0.309$ ,  $p=0.001$ ), marital status ( $r=0.201$ ,  $p=0.002$ ), education level ( $r=0.232$ ,  $p=0.001$ ) and working experience ( $r=0.409$ ,  $p=0.001$ ). The results also show a positive significant between

critical thinking with age ( $r=0.304$ ,  $p=0.001$ ), marital status ( $r=0.263$ ,  $p=0.001$ ), education level ( $r=0.220$ ,  $p=0.001$ ) and working experience ( $r=0.371$ ,  $p=0.001$ ). However, there are no significant relationships between critical thinking and decision-making with demographic among critical care nurses and non-critical care nurses with gender and ethnic group. In conclusion, critical and non-critical care nurses had a moderate level of critical thinking and clinical decision. This study provides evidence related to the levels of critical thinking in clinical decision-making among nurses working in a private hospital. It could also be a guideline for nursing administration personnel in on-the-job training and orientation programs for nursing staff to implement effective strategies to improve the competence of critical thinking levels of nurses.

**Keywords:** critical thinking; clinical decision making; critical care nurse, non-critical care nurses

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## A 37 HE 016

# Does Physiotherapy Improve Physical Function, Kinesiophobia, and Quality Of Life in Individuals with Back, Knee, And Ankle Problems?

Aslinda Fuhad<sup>1</sup>, Zarina Zahari<sup>2</sup>, Maria Justine <sup>3</sup>, Didik Purnomo <sup>4</sup>

<sup>1</sup> Centre of physiotherapy Studies, Faculty of Health Sciences, University Teknologi MARA Selangor, Puncak Alam Campus, Selangor, Malaysia. <sup>2</sup> Department of Physiotherapy Studies, Universitas Widya Husada Semarang, Subali Raya, Krapyak, Semarang, Central Java, Indonesia

lindalance87@gmail.com, zarinazahari@uitm.edu.my, maria205@uitm.edu.my, dpur83@gmail.com  
Tel : 0169818007

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### Abstract

**Backgrounds** Patients with kinesiophobia who attended physiotherapy have demonstrated a considerable increase in their functional abilities and a decreased fear of movement. In recent decades, several frameworks have defined the relationship between fear and pain, including fear of movement/(re)injury, dread of pain, fear-avoidance beliefs, and kinesiophobia. However, the information is still limited and needs further exploration. **Significant** This study investigates the current evidence of physiotherapy on physical functions, kinesiophobia, and quality of life (QOL) in the lower back, knee, and ankle conditions. It provides a new finding of the best evidence of physiotherapy management for clinical practice that supports the sustainable development goal (SDG) no 3 (good health and well-being). **Aims** This study aims to determine the extent to which physiotherapy can assist in treating physical function, kinesiophobia, and QOL in patients with lower back, knee, and ankle problems. **Methods** The literature search that collected the current papers, limited to the past 10 years, was conducted between November 2021 and June 2022, utilizing the databases PubMed and ScienceDirect. The paper adopted physiotherapy management on kinesiophobia and QOL of musculoskeletal problems of lower back and lower limbs. The search for relevant literature follows the PRISMA Guideline. **Limitations** Insufficient research has been conducted on kinesiophobia and QOL for knee and ankle problems. **Findings** The search retrieved 308 items, but only four were selected for evaluation. All 4 articles included

physiotherapy management, kinesiophobia, physical functioning, and QOL for lumbar, knee, and ankle disorders. Only 2 articles found show benefits in alleviating pain, kinesiophobia, and functional impairment in people with LBP. They demonstrated that hot pack, back flexion, and extension exercises with minimal stretching are beneficial in lowering pain, kinesiophobia, and impairment in LBP. One study reported that strengthening quadriceps helps decrease kinesiophobia and increase physical function in returning to sports for ACL repair rehabilitation. Another paper utilizing the Foot and Ankle Ability Measure (FAAM), the Tampa Scale, and the 36-Item Short-Form Health Survey questionnaire (SF-36) indicates that ankle abnormalities relate to poor physical functioning, decreased kinesiophobia, and poor QOL. **Implications** Physical function, kinesiophobia, and QOL can be managed with physiotherapy effectively. With limited published articles, further exploration of the current issue is greatly needed. This will enhance the evidence of a practical physiotherapy approach for individuals with physical function, kinesiophobia, and QOL problems.

**Keywords:** Physiotherapy, Physical functions, Kinesiophobia, Quality of Life

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## A 38 HE 014

# Effectiveness of Manual Therapy on Pain, Disability, and Quality of Life for Elderly with Low Back Pain

Zarina Zahari <sup>1</sup>, Atiqah Amir <sup>2</sup>, Chua Siew Kuan <sup>1</sup>, Suci Amanati <sup>3</sup>

<sup>1</sup> Centre for Physiotherapy Studies, Faculty of Health Sciences, Universiti Teknologi MARA Selangor, Puncak Alam Campus, Selangor, Malaysia. <sup>2</sup> Department of Physiotherapy, Hospital Kuala Lumpur, Jalan Pahang, Kuala Lumpur, Malaysia. <sup>3</sup> Department of Physiotherapy Studies, Universitas Widya Husada Semarang, Subali Raya, Krapyak, Semarang, Central Java, Indonesia.

zarinazahari@uitm.edu.my, miss.eikameyr@gmail.com, chuasiewkuah@uitm.edu.my, suciamanati@gmail.com  
Tel: 013-2094170

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### Abstract

**Background** Low back pain (LBP) is the number one cause of disability worldwide. With the increasing number of the elderly population, LBP is likely to increase. Nowadays, manual therapy (MT) is a choice by physiotherapists in treating LBP. However, the evidence of its effectiveness is inconclusive due to the scarcity of studies. **Significance** This study explores the current evidence of MT in managing LBP in the elderly. It provides a new finding of the best evidence of MT for clinical practice that is consistent with sustainable development goal (SDG) no 3 (good health and well-being). **Aim** This study aimed to determine the effectiveness of MT for the elderly with LBP. **Objectives** To identify the effect of MT in improving pain, disability, physical function, and quality of life (QOL) for the elderly with chronic LBP. **Methods** This systematic review evaluated the experimental study articles related to MT for the elderly with LBP between the year 2012-2022. The search used electronic databases MEDLINE (EBSCO), PUBMED, Science Direct, and Google Scholar. The keywords used were "manual therapy" OR "mobilization" OR "manipulation" OR "massage" and "chronic low back pain" OR "spondylosis" OR "low back pain" OR "back pain" OR "backache" OR "specific low back pain" OR "non-specific low back pain" and "old people" OR "old person" OR "elderly" OR "elder people" OR geriatric OR "older adult" OR "senior geriatric". Inclusion criteria followed PICO (population, intervention, comparison, and outcome), including randomized controlled trials of elderly with LBP who had undergone MT interventions for pain, disability, physical function, and QOL. The assessment for quality used McMaster Critical Review Form for Quantitative Studies. **Limitations** There was a lack of studies

investigating MT for the elderly with LBP. **Findings** There were 72 articles retrieved, yet, only 3 met the criteria and scored excellent for their quality. All three studies showed that MT improves pain and disability among the elderly with LBP. Besides, MT also improves physical function, QOL, and psychological aspects among the elderly with LBP. **Implications** Manual therapy effectively improves pain, physical function, disability, QOL, and psychology among elderly with LBP. Nevertheless, further investigation is needed to gain robust evidence for clinical practice. This study hopes to minimize the financial burden to the clients, the healthcare setting, and the country.

**Keywords:** Low back pain, manual therapy, elderly

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**A 39**  
**HE 012**

## **Effects of Malaysian Cognitive Stimulation Therapy (CST-M) for Older People with Mild Dementia**

**Akehsan Dahlan <sup>1</sup>, Ungku Ahmad Ameen Ungku Mohd Zam <sup>2</sup>,  
Thinakaran Kandayah <sup>3</sup>, Ninik Nurhidayah <sup>4</sup>**

<sup>1</sup> Faculty of Health Sciences, Universiti Teknologi MARA, Selangor Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia. <sup>2</sup> Geriatric Specialist, Tengku Ampuan Rahimah Hospital, 41200 Klang, Selangor, Malaysia. <sup>3</sup> Kuala Langat District Health Office 42700 Banting, Selangor, Malaysia. <sup>4</sup> Department of Occupational Therapy, School of Health Polytechnics, Surakarta, Indonesia.

akehsan@uitm.edu.my, druameen@gmail.com, karan\_raj1985@yahoo.co.uk, niniknurhidayah@gmail.com  
+6019-2557376

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### **Abstract**

Malaysia will become an ageing country by 2030, in which 10% of its population consist of older person. One of the most common illnesses associated with old age is dementia. Dementia often affects cognitive functions such as memory, thinking and learning capacity, which may lead to difficulty performing everyday activities and lead to poor quality of life. The prevalence of dementia in Malaysia is increasing, and according to the Malaysia National Health and Morbidity Survey (NHMS), the prevalence of dementia in Malaysia is 8.5%. The symptoms of dementia affect not only the older person themselves but also family members. Many family members or carers are experiencing burn-out, stress, distress and financial difficulties. In addition, the cost of treatment for older people with dementia is also increasing. The treatment for dementia consists of pharmacological and non-pharmacological treatment (NPI). One of the clinically best evidence of the NPI is the Cognitive Stimulation Therapy (CST) which was developed in the United Kingdom. The CST was culturally validated and adapted to the Malaysian older person by following the Formative Method for Adapting Psychotherapy (FMAP) model.

Hence, this randomized trial aims to determine the effectiveness of the Malaysian version of Cognitive Stimulation Therapy (CST –M). Fifty-six older people with mild dementia who fit into the inclusion criteria were randomly assigned to the intervention and control groups. Participants in the intervention group received fourteen sessions of the CST-M for seven weeks, 45-60 minutes per session. Each session consisted of specific activities that stimulated cognitive functions, while

participants in the control group received standard occupational therapy intervention. Lowenstein Occupational Therapy Cognitive Assessment – Geriatric (LOTCA-G) Malay version was used to measure the cognitive functions. At the end of seven weeks, participants in the experimental group improved significantly in several aspects of cognitive functions such as orientation for time, memory and attention compared to the control group. Findings from this study suggest initial evidence to support the use of CST-M to enhance cognitive functions among people with mild dementia. This research is confined to an elderly institution and has a small sample size. A larger sample size which consists of an older person in the community and institutions may be warranted for generalization and further clarification of the findings.

**Keywords:** Cognitive Stimulation Therapy, Older person, mild dementia

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## A 40 HE 015

# Food Allergy: Perspective among Undergrads at Puncak Alam

Roswati Nordin<sup>1</sup>, Norliza Ismail<sup>2</sup>,  
Syafawati Abu Hanifah<sup>2</sup>, Anggriyana Tri Widianti<sup>3</sup>

<sup>1</sup> Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300, Puncak Alam, Selangor, Malaysia, <sup>2</sup> Ministry of Health, Malaysia, <sup>3</sup> Faculty of Health Science, 'Aisyiyah Bandung University, Indonesia

roswati2809@uitm.edu.my, olapatadine@gmail.com, sssya\_061088@yahoo.com, anggriyana.unisa@gmail.com  
Tel: +60193725859

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### Abstract

Food allergy is an excessive reaction initiated by the immune system to a particular food. It is widespread worldwide and is becoming a significant public health problem. Food allergies usually occur in young children. However, with the current increase in the adult and elderly population, changes in environment and lifestyle have profoundly changed the epidemiology of food allergies. The symptoms of food allergic reactions vary in type and severity among individuals. The symptoms can affect all body organs; skin, gastrointestinal tract and respiratory system, and in severe cases, can be life-threatening. The prevalence of food allergies has increased significantly, with their risk-taking nature making it essential for students to have appropriate measures to prevent the occurrence of food allergies. Furthermore, most students stay in the college where they have to buy the food instead of cooking. Therefore, this study aims to identify undergrads' perspectives on food allergies. On the other hand, the objectives are to determine knowledge, attitude and practice on food allergies. A descriptive study design was used in these studies at UiTM Puncak Alam campuses. About 140 samples were selected using a non-probability with the convenience sampling method. A self-administered questionnaire used was based on previous studies with some modifications. Additionally, the data were analyzed using the SPSS version 21.0. The results showed, the knowledge of the undergrads about food allergy was good and adequate, with a mean of 3.70 SD=0.30. Furthermore, the students have a positive attitude with a mean=3.86 SD=0.38. In addition, the practice toward food allergy among this study population was good, with a mean=3.52 SD=0.47. In conclusion, the undergrad student has a great perspective on food allergies. On the other hand, there were a few limitations where the

study population is only among the students who may have known about this food allergy and the small sample size of the population. Therefore a broad study should be conducted among the various populations in the future.

**Keywords:** Food Allergy, Knowledge, Attitude, Practice

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## A 41 HE 005

# Impact of COVID-19 Pandemic on Mental Health among Health Sciences Students: A single-centre study

**Kamal Ashyraf Kamal Anuar <sup>1</sup>, Mohd Amirul Tajuddin <sup>1</sup>,  
Kawu Hammajulde Deh <sup>2</sup>, Mohd Hafizi Mahmud <sup>1</sup>**

<sup>1</sup> Centre for Medical Imaging Studies, Faculty of Health Sciences, Universiti Teknologi MARA Selangor Puncak Alam Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia. <sup>2</sup> Department of Radiology, Maitama District Hospital, Abuja, Nigeria

kamal.ashyraf98@gmail.com, amirultajuddin@uitm.edu.my, hdkawu25@gmail.com, mhafizi@uitm.edu.my  
Tel: +603-32584486

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### Abstract

COVID-19 pandemic has gained worldwide attention and impacted various aspects of humankind's life. Higher learning institution students have suffered from psychological impact and learning difficulties caused by movement control order imposed by the government to control the pandemic. This study is aimed to determine the prevalence and predictors of depression, anxiety and stress among undergraduate students during COVID-19 pandemic. A cross-sectional survey study was conducted on 319 undergraduate students of the Faculty of Health Sciences, Universiti Teknologi MARA Selangor Puncak Alam Campus between March until July 2021. The questionnaire was constructed into two sections including demographic characteristic of the respondents and the Depression Anxiety Stress Scale 21 (DASS-21). Statistical analyses were executed using IBM SPSS version 23. This survey was limited to a single centre study and may not represent the whole Malaysian higher learning institutions. The mean age of students was  $23.1 \pm 1.4$  years old representing 16% male and 84% female. The results demonstrated that 28.2%, 21.6% and 32.9% of the students had moderate to extremely severe levels of symptoms of depression, anxiety, and stress, respectively. Logistic regression analysis showed that number of close friends and number of persons living in a home appeared to be the predictors of depression ( $\beta = -1.053$ ,  $p < 0.001$  and  $\beta = 0.643$ ,  $p < 0.001$ , respectively), anxiety ( $\beta = -0.614$ ,  $p < 0.001$  and  $\beta = 0.846$ ,  $p < 0.001$ , respectively) and stress ( $\beta = -0.838$ ,  $p < 0.001$  and  $\beta = 1.541$ ,  $p < 0.001$ , respectively). Along with number of close friends and number of persons living in a home, age ( $\beta = -0.457$ ,  $p = 0.011$ ) and gender ( $\beta = 1.147$ ,  $p = 0.008$ ) predict depression and anxiety

among the students, respectively. Considering that depression, anxiety and stress are the common mental health symptoms among the students, these findings may provide preliminary awareness towards understanding the mental health issue among higher learning institution students during the COVID-19 pandemic. Therefore, necessary actions must be taken to improve their mental health status measures.

**Keywords:** COVID-19, mental health, students

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## A 42 HE 011

# Myofascial Release on Pain and Function in Adults with Low Back Pain: A review

Chua Siew Kuan <sup>1</sup>, Shazreen Shaifuddin <sup>2</sup>, Zarina Zahari <sup>1</sup>, Djohan Aras <sup>3</sup>

<sup>1</sup> Centre of Physiotherapy Studies, Faculty of Health Sciences, UiTM Selangor, Puncak Alam Campus, Malaysia. <sup>2</sup> Kiro Spinecare Physiotherapy Centre, 31-G, Jln Sp5/5, BSP Village, Bandar Saujana Putra, Jenjarom, Selangor, Malaysia. <sup>3</sup> Centre of Physiotherapy Study, Faculty of Medicine, Hassanudin University, Makassar City, Indonesia.

chuasiewkuah@uitm.edu.my; shazreenaieda@gmail.com; zarinazahari@uitm.edu.my; djohanaras.da@gmail.com  
Tel : +60192790111

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### Abstract

**Background:** Bad posture in sitting and standing exhibits more stress on the spine leading to low back pain. Low back pain (LBP) is ranked number four in disability-adjusted life years. It may result in disability, poor working performance, low quality of life, and sickness absences in working places. Bad posture among individuals with LBP may induce myofascial tension in a posterior chain of the superficial back line and increased tightness of hamstring muscles predisposed to LBP. **Significance:** Posterior chain in the human body has a role-play to stabilize the foot intrinsic, muscles pelvic, trunk, and shoulder girdle. Myofascial release therapy (MFR) on the lower limb has improved the superficial back line, thus reducing low back myofascial tension and LBP. **Aims:** An understanding of the impact of MFR on the back muscle function and performance in individuals with LBP may suggest an alternative preventive strategy. **Objective:** This review aims to explore the current evidence of the effect of MFR on flexibility, pain, disability, and stress level among individuals with LBP. **Methods:** The PRISMA guide-scoping review revealed a total of 256 articles between the years 2014 and July 2021 discovered using data based on PubMed, Medline, Sciences Direct, and Springer Link. The quality of the papers was determined using Crowe Critical Appraisal Tool (CCAT). **Limitations:** The effect of MFR on the sole to the proximal body part in addressing the fascial tension and pain at the proximal joint is unclear. Also, the influence of MFR on the stress level may suggest further exploration. **Findings:** A total of 13 articles fulfilled the criteria for CCAT scores ranging from 60% to 95%. This review demonstrated a positive effect of MFR therapy on pain, low back muscle flexibility, and disability in individuals with LBP.

**Implications:** The application of the MFR on SBL could be an alternative therapy to prevent chronicity or recurrent LBP.

**Keywords:** low back pain, manual therapy, myofascial release, myofascial pain

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**A 43**  
**HE 007**

**Nurses' Attitudes and Preferences towards usage of  
Electronic Medical Records**

**Wan Marina Wan Ismail<sup>1</sup>, Norhaini Majid<sup>2</sup>, Ariani Fatmawati<sup>3</sup>**

<sup>1</sup> Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia,

<sup>2</sup> Serdang Hospital, Selangor, Malaysia, <sup>3</sup> Department of Nursing, Universitas Aisyiyah Bandung  
Indonesia

wanmarina13@gmail.com, majidnorhaini@gmail.com, rianiners@gmail.com  
Tel: +60193991110

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**Abstract**

Selayang hospital has implemented the system of EMR (Electronic Medical Record) in documenting the treatment plan and patient care. Since its inception and implementation 7 years ago a lot of issues and problems were encountered with the usage of EMR in the hospital. This research paper intends to evaluate and identify trained nurses' reception toward the usage of EMR in the wards. Descriptive analysis, which is a non-experimental cross-sectional survey that is done covering the multi-discipline area in Selayang Hospital. A stratified random sampling method was used in which the population in this research covered 6 units of various disciplines, consisting of N = 185 trained nurses of job grade U29. The amount of n=138 trained nurses. Data collected was from a questionnaire that is based mainly on the Vroom Model (1964) and was adapted by Burke. For data analysis, the researcher used the statistic program SPSS Version 24. The results show that overall, the trained nurses in the 6 disciplines have a positive attitude towards the usage of EMR with the total whole attitude scoring min 29.03+/-8.712 standard deviation. It was also found that the trained nurses displayed more tendencies to document the data at the nurse's station compared to the bedside entry for the reason of comfort, privacy, and a limited number of computers available. Studying the relationship between the domain of attitude and age, the service period was done with the bivariate correlation test, and the outcome was a significant correlation between both variables. In addition, the chi-square test was applied to the factors of nursing education level, experiences with computers, and the attitudes domain, where the results spelled a significant relationship among the factors. Hence with the research results, it is envisaged to benefit the nurses, and organization and hopefully can become the catalyst for the Ministry of Health in further improving and elevating the EMR system throughout all hospitals

in Malaysia. Indirectly, it will also elevate the quality of care, treatment, and patient safety plus increasing the professionalism of the nursing profession.

**Keywords:** Attitudes, preferences, electronic medical record, nurses.

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**A 44**  
**HE 010**

## **Perception of Preoperative Education among Postoperative Patient in Tertiary Hospital**

**Norhaini Majid <sup>1</sup>, Fatimah Sham <sup>1</sup>,  
Wan Marina Wan Ismail <sup>1</sup>, Suryanto Suryanto <sup>2</sup>**

<sup>1</sup> Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia,

<sup>2</sup> School of Nursing, Faculty of Medicine, Universitas Brawijaya, Indonesia

majidnorhaini@gmail.com, fatimah2886@uitm.edu.my, wanmarina13@gmail.com, suryanto.s@ub.ac.id  
Tel: +60162384423

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### **Abstract**

Preoperative teaching is part of patient education that is essential in nursing practice standard that meaningfully impacts the patient's health and quality of life. Preoperative education is described as providing patients with health-related information, teaching them skills to reduce discomfort and complications and offering psychological support. Effective patient education essentials include using an open communication style, written instructions and addressing barriers. The study aim is to identify the perception of preoperative education among postoperative patients in a tertiary hospital in Malaysia. A cross-sectional survey was conducted among the postoperative patient to determine their perception of preoperative education. There was a total of 93 participants involved in this study. Self-administration questionnaires were distributed to all participants. The preoperative Teaching Questionnaire consists of three (3) sections: demographic characteristics of the respondents, such as age and gender; patients' perception of the importance of receiving an explanation before surgery; and the perception of preoperative patient's education were used. The study highlights five dimensions to determine how the patients perceive preoperative education. Among 93 participants, it was revealed that 63.6% of the patients perceived that education before surgery was very important. 28.1% perceive it as necessary, while 6.7% perceive moderately important education prior to surgery. Only 1.0% of the patient-perceived somewhat important, while 0.6% perceived not important education before surgery. The study found that most participants (91.7%) perceived that education before surgery was important. The result of the study suggested that preoperative teaching was significant to the patients. The findings of this study further describe the relationships between preoperative education received and preoperative education valued for postoperative recovery.

However, the study results cannot be generalized to other groups since this is only done in one study setting. In conclusion, patients perceived to have reliable information before their surgery to enhance their knowledge and improve their quality of life.

**Keywords:** Perception, preoperative education, postoperative, patient

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## A 45 HE 013

# Quality of Life and Intensity of Pain among Students with Low Back Pain during the Covid-19 Pandemic

Zarina Zahari <sup>1</sup>, Nor Farah Afina Mohd Mokhtar <sup>1</sup>,  
Chua Siew Kuan <sup>1</sup>, Sulfandi <sup>2</sup>

<sup>1</sup> Centre for Physiotherapy Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Institute of Health and Science Technology Wiyata Husada Samarinda, Kadrie Oening Street, Gang Monalisa, No 77, Air Hitam, Kec. Samarinda Ulu, Samarinda City, East Kalimantan, Indonesia.

zarinazahari@uitm.edu.my, farahafinammf@gmail.com, chuasiewkuah@uitm.edu.my, sulfandi@tkeswhs.ac.id

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### Abstract

**Background** The movement control order (MCO) during the Covid-19 pandemic caused the university students to undergo open distance learning (ODL) from home and develop sedentary lifestyles that promote low back pain (LBP). This unusual situation affected their physical, psychological, and social activities leading to the deterioration of quality of life (QOL). **Significance** This study explores the LBP, pain intensity, and QOL among students during the pandemic. It provides information for healthcare providers and researchers to develop preventive measures for minimizing LBP among the students. This is consistent with sustainable development goal (SDG) no 3 (good health and well-being). **Aim** This study aimed to determine the association between LBP, pain intensity, and QOL. **Objectives** 1. To identify the prevalence of LBP, pain intensity, and QOL among students of Health Sciences in UiTM Puncak Alam; 2. To determine the association between pain intensity and QOL among students with LBP. **Methods** This was a cross-sectional study that recruited students from the Faculty of Health Sciences. The sample size was calculated by using the Raosoft software. The recommended sample size was 323, however, when considering a 30% attrition rate, the sample size was 420. This study included students aged between 19-24 years old. The participants were excluded when aged >25 years and with known cases of chronic illness (heart disease, neurological disorder, congenital anomaly). The survey was conducted online using a self-administered questionnaire for pain intensity (NRS) and QOL (SF-12 v1). The data were analyzed using descriptive, independent t-test, chi-square, and multiple linear regression. **Limitations** There was a lack of studies

investigating QOL and pain for students with LBP. Thus, it was difficult to compare with another study. **Findings** A total of 350 respondents were included for analysis. There was 60.6% of students experienced LBP. There were significant differences in QOL (PCS ( $t=-9.07$  (378),  $p<.001$ ); MCS ( $t=-8.00$  (378),  $p<.001$ ) and intensity of pain ( $X^2=14.927(6)$ ,  $p<.05$ ) among students with and without LBP. There was no association between pain intensity, category of LBP, and QOL. **Implications** This study has shown a high prevalence of LBP among students that affects their pain intensity and QOL during the Covid-19 pandemic. Preventive measures such as pain education and physical function should be taken to improve their pain and activity, thus, minimizing disability and improving QOL. This study hopes to minimize the financial burden on the students, the healthcare setting, and the country.

**Keywords:** Low back pain, pain intensity, quality of life, Covid-19

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## A 46 HE 009

# The Strain among Caregivers of Children with Disabilities at Community Based Rehabilitation

Chandra Kannan Thanapalan <sup>1</sup>, Khairul Anam Md Yakup <sup>2</sup>,  
Syamsul Anwar Sultan Ibrahim <sup>1</sup>, Jayachandran Vetrayan <sup>3</sup>

<sup>1</sup> Faculty of Health Sciences, Universiti Teknologi MARA, Selangor Campus, 42300 Bandar Puncak Alam, Selangor, Malaysia. <sup>2</sup> Pejabat Kesihatan Kawasan Kudat, Beg Berkunci No. 6, 89059, Kudat, Sabah, Malaysia. <sup>3</sup> College of Applied Medical Sciences, King Saud bin Abdulaziz University for Health Sciences, Riyadh, Saudi Arabia.

tckannan@uitm.edu.my, khaianam1992@gmail.com, syamsul2893@uitm.edu.my, vetrayanj@ksau-hs.edu.sa  
+6019-2819025

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### Abstract

The prevalence of children with disabilities (CWD) is increasing. CWD requires very special long-term attention, which often falls on the caregivers. Caring for a child with disabilities affects caregivers in multiple dimensions, such as physical, social, personal and financial aspects. Most of the children will be serviced in community-based rehabilitation centres where the caregivers have to play a crucial role as they become partners in the respective service delivery. This study aims to explore the strains among caregivers of CWD at the Community Based Rehabilitation Centers (CBR) in the Kudat Division of Sabah. A cross-sectional study involving 142 caregivers of CWD at the CBR centre was conducted using a self-administered questionnaire. The Malay version of the Modified Caregiver Strain Index Questionnaire (M-CSI-M) was used in this study to obtain information related to the strain among caregivers.

Findings from this study revealed that the majority of the caregivers experienced moderate strain (n=103, 72.5%). Sixteen (11.3%) respondents were experiencing high strain, while twenty-three of them had no strain at all (16.2%). Some of the main causes of their strain were related to the upsetting behaviour (n=15, 10.6%), financial strain (n=13, 9.2%) and overwhelmed (n=13, 9.2%). On the other hands, areas such as physical (n=106, 74.6%), family adjustment (n=103, 72.5%), work adjustment (n=102, 71.8%) and child seems to be different person (n=103, 72.5%) were not affecting the caregivers' strain. In addition, there are significant differences between the caregiver strain and their level of education, income and the types of their child's disabilities ( $p < 0.05$ ). These findings set cautions on the effectiveness of carrying out rehabilitation for children with

disabilities. Thus, this implication may significantly impact the effectiveness of rehabilitation for children with disabilities as caregivers are vital interdisciplinary team members. There are some limitations to this study, where the sample size was relatively small, and this study was only limited to the Kudat district. Thus, these findings cannot be generalized. Further study should be done using a much more diversified population pertaining to the issues.

**Keywords:** Strain, caregiver, children with disabilities, community-based rehabilitation

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## A 47 HE 004

# Validity and Reliability of 'Fit for Future' (F4F) Module toward Weight Management Program

Umami Mohlisi Mohd Asmawi <sup>1</sup>, Muhamad Nor Asyraf Samsudin <sup>2</sup>,  
Norashimah Rajab <sup>2</sup>, Muchtaruddin Mansyur <sup>3</sup>

<sup>1</sup> Department of Pathology, Faculty of Medicine, Universiti Teknologi MARA, Malaysia, <sup>2</sup> Centre for Dietetics Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Department of Community Medicine, Faculty of Medicine, Universitas Indonesia, Indonesia

umieasmawi@uitm.edu.my; asyrafamsudin3@gmail.com; norashimah\_rajab@uitm.edu.my;  
muchtaruddin.masyur@ui.ac.id  
Tel : +60133898340

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### Abstract

**Introduction:** The National Health and Morbidity Survey (NHMS) 2015 stated the prevalence of overweight and obesity had slightly increased from the past data reported in NHMS 2011. One of many strategies to curb this issue was the obesity intervention module. Unfortunately, most of these modules often focus on Malaysian underage obesity and incorporate only one method of losing weight; either physical activity or nutritional intervention is implemented, but hardly both or more than two methods. Hence, this study aimed to develop and evaluate the 'Fit for Future' (F4F) Module for weight management programs among Malaysian adults. **Methods:** Two forms of the questionnaire were designed for content validity (32 questions) and reliability (40 questions) tests. Twelve experts' content-validated the 32-items form, considering the scientific accuracy, content, illustrations, and quality of information. The form's validity was determined using the Lawshe and Russell's Content Validity Index (CVI). Inter-item reliability (Cronbach's alpha) and test-retest reliability (Intraclass Correlation Coefficient, ICC) were estimated using the Statistical Package for Social Science (SPSS) version 22.0. The Cronbach  $\alpha$  was calculated at time 1 while the ICC was calculated at times 1 and 2 with a given 2-weeks frame apart from each time as the research team gathered 46 respondents to fill in the reliability form. This study has received ethics approval from Research Ethics Committee (REC) Universiti Teknologi MARA (UiTM). **Results:** Contents of the module were improvised accordingly as experts provided qualitative feedback. Most sub-modules fell short in terms of illustrations and being wordy for the adult population regardless the module was taught by a facilitator. The CVIs calculated using Lawshe and Russell formula

recorded a correlation coefficient value of more than 0.70. The Cronbach's alpha coefficient was 0.79-0.91, and the test-retest coefficient was 0.81-0.91. **Conclusion:** This study showed the developed F4F Module has good content validity and reliability and, therefore, can be used in weight management programs for Malaysian adults.

**Keywords:** obesity module, weight loss, validity, reliability

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A 48  
HE 008

## Validity and Reliability of Intuitive Eating Behaviour Questionnaire for Malaysian Adolescents

Norazmir Md Nor <sup>1,2</sup>, Syauqina Firdus <sup>1</sup>,  
Wan Nur Diana Rajab @ Wan Ismail <sup>1</sup>, Dewi Yunia Fitriani <sup>3</sup>

<sup>1</sup> Maternal, Infant & Young Child Nutrition Research Group, Centre for Dietetics Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, <sup>2</sup> Integrative Pharmacogenomics Institute, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Department of Community Medicine, Faculty of Medicine, Universitas Indonesia, Indonesia

azmir2790@uitm.edu.my; syauqinafrds@gmail.com; wndiana98@gmail.com; dewi.yunia01@ui.ac.id  
Tel : +60196664534

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### Abstract

**Introduction:** Malaysia still has the highest share of the population classified as obese among Southeast Asian countries. In this modern society, awareness of obesity and its associated health problems and methods to improve weight has been a popular topic. This is where intuitive eating plays its role. Intuitive eating involves consuming food based on one's internal hunger and satiety cues and has been known as the alternative weight management method. Even though several research has been done on this topic, the study on intuitive eating behaviour among obese adolescents in Malaysia is still limited. The questionnaire to assess the level of intuitive eating behaviour in Malaysia is also lacking. Hence, this study aims to validate and evaluate the reliability of the questionnaire addressing the level of intuitive eating behaviour among Malaysian obese adolescents. **Methods:** This quantitative and cross-sectional study involves 11 experts evaluating the questionnaires' items' difficulty, uncertainty, and inappropriateness. The questionnaire's validity is analysed using the Content Validity Index (CVI) and Lawshe's Content Validity Ratio (CVR). The reliability of the questionnaires involves 23 respondents. It is estimated by inter-item reliability (Cronbach's Alpha) and test-retest reliability (Intraclass Correlation Coefficient, ICC) using Statistical Package for Social Science (SPSS) version 22.0. The Cronbach's Alpha was calculated at time 1. On the other hand, Intraclass Correlation Coefficient was calculated based on time 1, where the respondents answered the questionnaire for the first time and time 2, where the same respondents answered the same questionnaire after 2 weeks. The study obtained ethical approval from Research Ethics Committee (REC) Universiti Teknologi

MARA (UiTM). **Results:** The final questionnaire was reduced to 40 after correcting and improving according to the experts' comments and suggestions. The CVIs calculated using Lawshe's formula for the questionnaire items result in a correlation coefficient of 0.89 – 0.99. The Cronbach's Alpha coefficient for the questionnaire was 0.66 – 0.68. **Conclusion:** This study concluded that the questionnaire has good validity and reliability. Thus, the researcher can accurately assess the level of intuitive eating behaviour among Malaysian obese adolescents.

**Keywords:** intuitive eating, obesity, validity, reliability

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## **Hospitality / Tourism Environment**



## A 49 HTE 010

# Challenges of SME in the Tourism Industry: A review

**Adilah Md Ramli<sup>1</sup>, Putriku Nuraishah Khairanni Asby<sup>2</sup>,  
Harifah Mohd Noor<sup>3</sup>, Teuku Afrizal<sup>4</sup>**

<sup>1</sup> Faculty of Food Science and Nutrition (FSMP), Universiti Malaysia Sabah, Kota Kinabalu, Sabah, Malaysia, <sup>2</sup> Faculty of Business, Economics and Accountancy, Universiti Malaysia, Kota Kinabalu, Sabah, Malaysia, <sup>3</sup> Faculty of Social Science and Humanities (FSSK), Universiti Malaysia Sabah, Kota Kinabalu, Sabah, Malaysia Affiliation, <sup>4</sup> Faculty of Social and Political Sciences, Universitas Diponegoro, Semarang, Jawa Tengah, Indonesia

m\_adilah@ums.edu.my, putriku\_nuraishah1796@yahoo.com, harifah@ums.edu.my, teukurian@lecturer.undip.ac.id  
Tel : 60168317565,

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### Abstract

Tourism is one of the main industries that have a significant economic impact. However, tourism needs to be connected to local economic activity to benefit for economic growth and income generation, reduce poverty, and enhance rural livelihoods. One of the local economies is Small and medium entrepreneurs (SMEs). The small and medium entrepreneurs are categorized into services and manufacturing. The services offered in the tourism industry are accommodation, food, handicraft, transportation, travel agency, tour operators, cultural service, and other necessities. SMEs will provide for the needs of the tourist and make the tourist feel safe and enjoy the trip. For example, tourism in Bogor makes food as tourism development to provide job opportunities to help the woman to enhance their financial income, their work skill, and opportunity for networking and training. In 2020, data on the tourism industry worldwide will decrease because of restrictions on the entry of tourists. The instruction of the government had put entrepreneurs in a difficult stage. From year to year, entrepreneurs always face challenges in continuing their business. Nevertheless, each entrepreneur has different challenges. This study aims to dig up information through literature studies. The method that has been used is to review and analyzes all extant research articles published in academic journals from 2017 to 2021, mainly in tourism and SMEs. This paper explains an overview of tourism, SME tourism, opportunities in the industry, and challenges faced. Based on the findings, the challenges faced by SME entrepreneurs are divided into internal and external challenges. As a recommendation, the researcher is suggested

to research on the entrepreneur identify the challenges and provide solutions for them. From the challenges, the entrepreneur will be able to create plans to minimize the difficulties facing small businesses.

**Keywords:** SME, Tourism, Challenge, Literature Review

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## A 50 HTE 005

# Edu-Tourism Packages in Malaysia: An investigation into experiential and functional value

Salamiah A. Jamal <sup>1</sup>, Nornajiha Kamdi <sup>2</sup>,  
Faiz Izwan Anuar <sup>3</sup>, Devi Roza Kausar <sup>4</sup>

<sup>1</sup> Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Malaysia, <sup>2</sup> Department of Tourism and Hospitality, Politeknik Muadzam Shah Pahang, Malaysia, <sup>3</sup> Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Malaysia, <sup>4</sup> Faculty of Tourism, Universitas Pancasila, Indonesia

drsalamiah@uitm.edu.my, nornajiha@pms.edu.my, faizwanuar@uitm.edu.my, devikausar@univpancasila.ac.id  
Tel : +601110052031

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### Abstract

Malaysia 101 Edu-tourism Packages (M1EP), is a niche platform developed by the government and hosted by several universities in the country. Unfortunately, only a few universities continue to dominate the income generated from the edu-tourism packages. As one of the objectives of edu-tourism packages is to improve the tourism sector and promote local universities, therefore this study explores the value of edu-tourism packages from the perspective of the participant. Tourist perceived value has continuously remained the leading issue in the context of tourism. The study analyses the dimensionality of edu-tourist perceived value in informal education and lifelong learning. The required number of respondents was obtained using more than one sampling design: purposive and snowball sampling. An online survey was distributed via various platforms, that is through (1) distributing the flyers that contain a survey link to the participants at the universities, (2) emails invitation with the help of UCTC personnel, and (3) and postings of invitations to the universities' UCTC official Facebook pages and (4) invitation through a WhatsApp group of school counsellors. A survey of 372 domestic edu-tourists participating in selected edu-tourism packages in Malaysia was used to examine both experiential and functional aspects of perceived value. Structural equation models were used to verify the validity and reliability of the scales. Edu-tourists perceived value was tested and illustrated through a rigorous construct with four dimensions: (i) experiential value (universities/edu-tourist interaction, activity participation, culture and knowledge); (ii) functional value (establishment, service quality, the image and price); (iii) social value (social image, enhancement of social self-concept, and social

interaction.); and (iv) epistemic value (knowledge and skill). 29 significant items measured these dimensions. The results indicate that experiential and functional factors are important determinants of Malaysia's perceived value of edu-tourism packages. It is therefore recommended that edu-tourism package providers/universities, marketers and government should pay attention to the order of importance of these value dimensions in the effort to increase the edu-tourist value.

**Keywords:** Edu-tourism package, Edu-tourist, Experiential value, Satisfaction

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## A 51 HTE 007

# Exploring Micro-Weddings Concepts: A synergy of values for VFR Tourism in Malaysia and Indonesia

Norliza Aminudin <sup>1</sup>, Salamiah A. Jamal <sup>2</sup>,  
Devi Roza Kausar <sup>3</sup>, Risa Delia <sup>4</sup>

<sup>1</sup> Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Malaysia

<sup>2</sup> Faculty of Tourism, Universitas Pancasila, Indonesia. <sup>3</sup> Akademi Pariwisata Patria, Indonesia

norliza@uitm.edu.my, drsalamiah@uitm.edu.my, devikausar@univpancasila.ac.id, deliarisa4@gmail.com  
Tel : +60192166747

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### Abstract

Micro weddings of ten to fifty guests have replaced large weddings of several hundred or thousand guests. In countries and cultures where weddings involve two large extended families, the foregoing of normally enormous celebrations, music, traditional foods, and gifts has been considered a huge sacrifice for both the host and guests. For some people, the pre-pandemic cultural and religious celebrations involved hundreds, if not thousands, of guests. Due to the Covid-19 pandemic, the movement restriction and social distancing, have forced the number to be reduced, from only online participation to as low as 10. This study analyses one such celebrated event in terms of culture and religion, the wedding reception for Muslims, and the effect of the pandemic on the event in two Southeast Asian countries: Indonesia and Malaysia. Additionally, it explores the guest perceptions, expectations, satisfaction, and experiences during the pandemic weddings. A wedding highlights the importance of being visited by friends and relatives and emphasizes their close-knit relationships in the Muslim and non-Muslim communities. Weddings in Indonesia and Malaysia not only comply with their religions but also involve value-added cultural elements. In this study, differences and similarities were observed from the guests' perspectives. Although the perceived value of an event has been studied, little research has been done on the understanding of the overall perceived value of a wedding, where guests evaluate both the affective aspects of event experiences and the cognitive experience. There are many benefits of this new trend, from a focus on who is in attendance to the overall vibe of the event, which can lend itself to being more personal and emotional, especially during such an uncertain time. The perceived values were recorded through a qualitative method of face-to-face, semi-structured interviews with ten respondents from both countries who attended micro-

weddings in their respective countries. Thematic analysis generated four themes: (i) functional, (ii) social, (iii) price, and (iv) emotional values. The findings of this study can assist organisers in better arranging micro-weddings in the future.

**Keywords:** Micro-wedding, pandemic, perceived value, guest experience

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## A 52 HTE 008

# Exploring the Influence of e-Service Quality on Customer Engagement Behaviour via PLS-SEM: Findings from a hotel's customer perspective

Nur Amira Mohd Ridzuan <sup>1</sup>, Rasidah Hamid <sup>1</sup>,  
Mohd Hanafi Azman Ong <sup>2</sup>, Ilma Indriasri Pratiwi<sup>3</sup>

<sup>1</sup> Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, Puncak Alam, Malaysia. <sup>2</sup> Department of Statistics and Decision Sciences, Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA Cawangan Johor (Kampus Segamat), 85000 Segamat, Johor, Malaysia. <sup>3</sup> Faculty of Social Science Education, Universitas Pendidikan Indonesia, 40154 West Java, Indonesia.

ridzuanna97@gmail.com, rasidah9898@uitm.edu.my, napieong@uitm.edu.my, ilma.indriasri@upi.edu  
Tel : +6018-9450325

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### Abstract

The whole global economy would thereafter be shocked by the unexpected Coronavirus pandemic (Covid-19) epidemic at the beginning of 2020, particularly the hotel and tourism industries. The issues brought about by Covid-19, particularly on the hotel booking website, have had a substantial influence on almost every element of the hotel's operations. However, the reopening process has begun gradually. This issue has a huge impact on the hotel industry because many customers decide to book hotel rooms through an e-service (electronic service) platform. They have the ideal chance to improve their online presence, especially their website, to draw guests to use their hotel services. Therefore, the hotel industry must understand the need to influence customers' choices through advanced information technology (IT). Therefore, this study aims to investigate the relationship between the quality of the e-service and customer engagement behaviors. In this study, the data has been collected through a set of questionnaires answered by 247 respondents who are experiencing using e-service platform in visiting and staying at hotel in Malaysia. Additionally, using the Statistical Package for Social Science version 26.0, the structural equation modelling (SEM) approach with partial least squares estimation (PLS-SEM) were used to test the study's hypothesis (SPSS 26.0). The findings indicate that system availability is the most significant influence factor that influences customer engagement behaviors, followed by system efficiency, system privacy and security, and system fulfillment. This finding would enable the hotel manager in enhancing customer engagement via the website to increase the likelihood that customers will select them as their service provider, and this relatively short time off was the ideal opportunity for them to work on their digital presence, especially their website, by implementing

more direct online booking tools. With successful implementation and overall evaluation of the e-service platform and they may be able to attract more customers.

**Keywords:** e-service quality, customer engagement, hotel industry, website.

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## A 53 HTE 009

# Food Heritage in Tourism Industry during Covid-19 Pandemic: A review

**Adilah Md Ramli<sup>1</sup>, Mazni Saad<sup>2</sup>,  
Mohd Shazali Md Shariff<sup>3</sup>, Joko Sulisty<sup>4</sup>**

<sup>1</sup> Faculty of Food Science and Nutrition, Universiti Malaysia Sabah, Kota Kinabalu, Sabah, Malaysia, <sup>2</sup> Kulliyah of Languages and Management, International Islamic University Malaysia (IIUM), Pagoh Campus, 84600 Muar, Johor, Malaysia. <sup>3</sup> Department of Culinary & Gastronomy, Faculty of Hotel and Tourism Management, Universiti Teknologi MARA (UiTM), Selangor, Malaysia, <sup>4</sup> Faculty of Tourism, Ciputra University, Surabaya, Indonesia.

m\_adilah@ums.edu.my; maznisaad@iium.edu.my, shazali@uitm.edu.my, joko.sulisty@ciputra.ac.id  
Tel : +60168317565

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### Abstract

Food is signified as markers for identity regardless of geographical, social and political differences separating the populations. It is a contested medium that establishes national boundaries and identities. However, the existence of the COVID-19 pandemic crisis has caused heritage foods to be affected, particularly in the tourism industry. This systematic literature review has two objectives: namely i) to identify the relationship between traditional foods and heritage, and ii) to describe the framework of heritage foods in the tourism industry during the covid-19 pandemic crisis. There is a lack of research that systematically examines and presents a comprehensive review of the food heritage and tourism industry. The current study shows a systematic literature review of food heritage during Covid 19. A total of 628 studies was considered in the review only 14 that considered relevant to the study. Finding shows that heritage food becomes one of the identities to a country that can contribute to the development of the tourism industry. However, the findings also show that the existence of covid-19 epidemic has an impact on heritage foods at once in the tourism industry when the number of tourists attending Malaysia showed a drastic decline in 2020.

Keywords: Heritage Food, Tourism Industry, Malaysia, COVID 19

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## A 54 HTE 004

# Internal Measurement of Service Quality and Employees' Relation in Muslim Friendly Hotels

Nik Izzul Islam <sup>1</sup>, Rasidah Hamid <sup>2</sup>  
Mohd Hanafi Azman Ong <sup>3</sup> Md. Mamun Habib <sup>4</sup>

<sup>1</sup> School of Tourism and Hospitality, Kolej MDIS Malaysia, 79200 Nusajaya, Johor, Malaysia. <sup>2</sup> Faculty of Hotel and Tourism Management Universiti Teknologi MARA, 42300 Puncak Alam, Selangor Malaysia. <sup>3</sup> Department of Statistics and Decision Sciences, Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA Cawangan Johor (Kampus Segamat) 85000 Segamat, Johor, Malaysia. <sup>4</sup> School of Business and Entrepreneurship (SBE) Independent University, Dhaka, Bangladesh.

nikizzulislam95@gmail.com, rasidah9898@uitm.edu.my, napieong@uitm.edu.my, mamunhabib@gmail.com  
Tel: 017-6698782

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### Abstract

The increasing demand on Muslim friendly products and services has led hoteliers in Malaysia to provide more Muslim friendly hotel (MFHs) services to fulfil the Muslim tourists' needs. However, previous studies have shown that there is still a lack of conformity between MFHs and their guests, which has a negative impact on MFHs service performance. Pertaining to this issue, it is essential to expand the discussion on improving service performance in MFHs. Therefore, this study examined the effect of Internal Measurement of Service Quality (INTQUAL) and employees' relation towards MFHs in Malaysia. A quantitative survey of 390 MFH employees in Kuala Lumpur and Selangor was conducted, and the data was tested using structural equation modeling and partial least squares analysis. The result indicated that the role of the INTQUAL which consist of management of expectation and service reliability were found to be the important drivers to influence the level of service performance, while the role of employees' relation was identified as the crucial factors especially in terms of co-workers' influence and superiors' influence in leading employees to provide an excellent service. Through the study's findings, MFHs will gain advantages not only in terms of service quality but also in knowledge and comprehension of the levels of employee relations. The uniqueness of this study comes from the use of INTQUAL and the relationship between the employees as variables that may affect the level of service performance in MFHs. In previous research, these characteristics have been thoroughly

examined and studied in the operational environment of hotels as well as other areas of the hospitality and tourism business, but less is known about them in MFHs. Hence, this study might help the MFHs make changes to motivate their service-operating staff better to raise the bar on their level of service performance. In addition, this study will give MFHs advantages in terms of service quality and knowledge and comprehension of the levels of employee relations.

**Keywords:** Internal Measurement of Service Quality (INTQUAL), Employees' Relation, Service Performance, Muslim Friendly Hotels.

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## A 55 HTE 003

# Investigating the e Effect of Satisfaction towards Self-Service Technology (SST) and Behavioural Intention Relationship: It's role in the Green Hotel Industry.

Rasidah Hamid <sup>1</sup>, Mohd Hanafi Azman Ong <sup>2</sup>, Galih Kusumah<sup>3</sup>

<sup>1</sup> Faculty of Hotel and Tourism Management, Universiti Teknologi MARA, 42300 Puncak Alam, Malaysia. <sup>2</sup> Department of Statistics and Decision Sciences, Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA Cawangan Johor (Kampus Segamat), 85000 Segamat, Johor, Malaysia. <sup>3</sup> Tourism Management, Universitas Pendidikan Indonesia, Bandung, Indonesia

rasidah9898@uitm.edu.my, napieong@uitm.edu.my, galih@upi.edu  
Tel : 011-32088986

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### Abstract

Today's hotel customers can save money and enjoy great convenience due to advancements in reservation systems, the internet, smartphones, and other technologies. Hotels are deploying self-service technologies (SSTs) at an increasing rate in order to allow efficient and effective service delivery. Self-service technology (SST) has become prevalent, significantly impacting how customers interact with service providers. This excellent customer satisfaction leads to good behavioral intentions. The significant impact has been demonstrated in numerous sectors. The customer performs the service without interacting with service professionals or turning into a partial employee by using these SST interfaces. However, there is still a lack of study about the practice's technology from the customer's perspective in the green hotel's cluster. An SST experience's value determines whether consumers have a reasonable or unfavorable opinion of it. Therefore, through the survey methodology, this study explores the relationship between SST and customer behavioral intention via customer satisfaction as the mediating factor for Malaysia's green hotel industry environment. Data from the 431 respondents were analyzed using structural equation modeling with the partial least squares approach. The findings showed that customer satisfaction mediated the association between SST and customer behavioral intention. In the upcoming technology era, businesses must pay special attention to how to use cutting-edge technology interfaces to enhance their customers' experiences. It will become crucial to that green hotel's success and increase customer loyalty and positive behaviour intentions. These data show the variations between customer-asserted experience and hoteliers' views of

customer experience, which also contribute to our understanding of the experiential changes triggered by SSTs. This finding would help the green hotel's managers to focus which area of SST to improve technological literacy among their customers, which could help the green hotels boost customer satisfaction and indirectly improve the likelihood of positive behavioral intention.

**Keywords:** service quality, self-service technology, green hotels, structural equation modeling.

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## A 56 HTE 006

# Mobile AR Travel Guide: Tourists experience on utilization of iskandar.my

Nur Shuhadah Mohd <sup>1</sup>, Hairul Nizam Ismail <sup>2</sup>,  
Maimunah Abdul Aziz <sup>3</sup>, Reiza Miftah Wirakusuma <sup>4</sup>

<sup>1</sup> Department of Tourism, Kulliyah of Languages and Management, International Islamic University Malaysia, Malaysia, <sup>2</sup> Department of Urban and Regional Planning, Faculty of Built Environment and Surveying, Universiti Teknologi Malaysia, Malaysia, <sup>3</sup> Tourism Section, UniKL Business School, Universiti Kuala Lumpur, Malaysia, <sup>4</sup> Resort and Leisure Management, Universitas Pendidikan Indonesia, Indonesia

shuhadah@live.iium.edu.my, b-hairul@utm.my, maimunah@unikl.edu.my, reizamiftah@upi.edu  
Tel : +60192228801

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### Abstract

Tourists travel experiences are affected by the psychological factors of individual visitors. As travel is associated with the issues of geographical consciousness, all different forms of destination encounters may affect tourists entire experience formation process. Mobile augmented reality (AR) travel guide is perceived as an effective technological measure to the spatiotemporal issue and the on-the-go nature of the current travel market. The dynamic features offered by mobile AR are viewed as improving how tourists engage with their surroundings through 3D augmentation of information. Despite this relatively advanced technology's known potential, its perception among the users is still vague, especially in Malaysian perspective. This study thus provides a summative evaluation to examine tourist experience on the utilisation of Iskandar.my mobile AR travel guide application, from the user expectation, perception, and satisfaction context. This research focused on evaluating tourist responses to the utilisation of this mobile travel guide in adding value to the travel experience. Purposive sampling was applied by focusing on the existing and potential users of the mobile apps. 120 local visitors of the Iskandar region have participated in this study. Findings showed a significant influence on the users' experiences after utilising the AR content of the mobile apps. AR provides a unique way of destination interaction and excitement of exploration that satisfies the users. However, the overview of the app found that the limited information offered within the app might limit its impact

on the user's experience formation. It is recommended for the app's developer to improve information and services offered for future improvement to meet users' travelling needs. As this study is limited to the experience among local visitors, future research is recommended to include the perspective of international visitors to better compare AR experience stimulation

**Keywords:** Mobile augmented reality, mobile travel guide, tourists experience, perception

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## A 57 HTE 001

# Unlocking the Potential Travelling Experience of European and Oceania Tourists

**Mazni Saad <sup>1</sup>, Samshul Amry Abdul Latif <sup>1</sup>,  
Rafidah Sahar <sup>2</sup>, Mohmed Razip Hasan <sup>3</sup>, Ejaz Ahmed Mian <sup>4</sup>**

<sup>1</sup> Tourism Department, Kulliyah of Languages and Management, International Islamic University Malaysia, Pagoh Edu Hub KM1, Jalan Panchor, Pagoh 84600 Muar, Johor, Malaysia, <sup>2</sup> English Department, Kulliyah of Languages and Management, International Islamic University Malaysia, Pagoh Edu Hub KM1, Jalan Panchor, Pagoh 84600 Muar, Johor, Malaysia, <sup>3</sup> Islamic Tourism Centre Ministry of Tourism, Arts and Culture Malaysia, 13th Floor, No.2, Tower 1, Jalan P5/6, Precinct 5, 62200 Putrajaya, Malaysia <sup>4</sup>, School of Business & Health Management, Dow University of Health Sciences, 74200 Baba-e-Urdu Road Karachi, Pakistan <sup>4</sup>

maznisaad@iium.edu.my, iium\_samshul@iium.edu.my, srafidah@iium.edu.my, mohdrazip@itc.gov.my, ejaz.mian@duhs.edu.pk  
Tel : 60178787543

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### Abstract

Tourism is a mentionable earning industry in which almost one-fifth of Malaysian are involved. Malaysia received the second-largest tourist arrival from ASEAN countries and ranked as the ninth top tourism destination in the world. Inbound tourism in Malaysia featured a massive impact on volume statistics (tourist arrival) and value statistics (tourist receipts). Recent statistics show that tourism about 15% shares of Gross Domestic Product (GDP) in 2017. To stimulate further, the Malaysian government has a special emphasize on the tourism sector through the Economic Transformation Program in the Eleventh Malaysia Plan (2016-2020). In 2018, Euromonitor International recorded Malaysia as the top 10 tourism destination, which tourists' arrival was 13.4 million. The world's top eight tourism destinations were Hong Kong, Bangkok, London, Singapore, Macau, France, Dubai, and New York. However, the length of stay of giant countries is not a guarantee for a good spender while they are travelling in Malaysia. This paper aims to investigate the behaviour of non-Asian tourists and segmentize the tourists for effective marketing purposes. This paper examined 143 responses from European and Oceania on the influence of the memorable travelling experience on their revisit intention to Malaysia. The respondents weremainly from European countries (66%) like Bosnia, The Netherlands, Turkey, the United

Kingdom, Spain, Russia, and Spain. Besides, the respondents from Oceania countries which consist of Australia and New Zealand, were approximately 34%. Most of the respondents from this category were from Australia (26%). The primary purpose of the respondents' visitation to Malaysia appeared to be for Holiday and Leisure (89%). Most respondents stayed in Malaysia between 4 and 6 days (41%). Approximately 66% of the respondents leisurely visited Malaysia for less than a week. The tourists preferred the causal style of travelling (41%) and backpacking (36%). Multiple linear regression analysis shows that although a good travelling experience positively and significantly influences the tourists' revisit intention, the destination image has negatively related to the revisit intention, while self-congruity was insignificant. Other study variables like tourists' attitude, electronic word of mouth (eWOM), and perceived quality were significant. This paper also discussed the limitations, implications, and recommendations.

**Keywords:** eWOM, Malaysia, Memorable Travelling Experience, Revisit Intentions

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# **Landscaping Environment**



## A 58 LaE 001

# Low Income and Mental Health: Can urban parks be the solution for better health?

Hazreena Hussein <sup>1</sup>, Syaidatul Azzreen Ishak <sup>2</sup>,  
Catharine Ward Thompson <sup>3</sup>, Jas Laile Suzana Jaafar <sup>4</sup>

<sup>1</sup> Centre for Sustainable Urban Planning and Real Estate, Faculty of Built Environment, Universiti Malaya, Malaysia, <sup>2</sup> Department of Architecture, Faculty of Built Environment, Universiti Malaya, Malaysia, <sup>3</sup> OPENspace, Edinburgh School of Architecture and Landscape Architecture, University of Edinburgh, United Kingdom <sup>4</sup> Department of Educational Psychological & Counselling, Faculty of Education, Universiti Malaya, Malaysia.

reenalambina@um.edu.my, azzreenishak@um.edu.my, c.ward-thompson@ed.ac.uk, laile@um.edu.my  
Tel : +60 379677674

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### Abstract

The background of this study looks at a low-income community living in an urban area that suffers from mental health problems. They live a stressful life, destressing to survive in a metropolitan area on a daily basis. Involuntary stress may lead to other health problems such as non-communicable diseases. They are struggling to live a balanced healthy lifestyle; at the same time, some commitments must be met. The lack of time and motivation to spend time in outdoor environments such as parks may contribute to an unhealthy lifestyle. The study aims to open the opportunity to the low-income community that live in the urban area to have a better lifestyle by getting involved in park activities. Previous studies have shown that a community's participation in a park or outdoor environment may result in significant physical and mental health benefits. Hence, this study aims to investigate park elements influencing the park visit frequency of low-income communities in an urban area. The objectives are to identify the health history of participants, the frequency of park visits and the park elements that give pleasure to low-income users during visits at Rimba Bukit Kerinchi Park in Pantai Dalam. A set of survey questionnaires were distributed to members of the low-income community from *Program Perumahan Rakyat* (PPR) or People's Housing Project, that live nearby the park (n= 200). This is to find out their health background (non-communicable diseases) and stress levels (using Perceived Stress Scale (PSS) by self-report. The questionnaire also asked about frequency of park visits and a list of park elements for the users' evaluation based on their experiences. Site study selection was based on

the park's location within a 3km radius of a low-income residential urban area. The findings are limited to low-income communities living in Pantai Dalam's urban area and do not represent all of Kuala Lumpur. They show the correlation between park visit frequency and certain park elements is significant. The low-income community were concerned about the safety at the park. This includes disturbance from wild dogs and monkeys, low visitor numbers and bad lighting at the park. They preferred the most natural settings, such as shady trees and water features. This study offers guidance to planners and professional designers on providing a low-income-friendly park that supports healthy lifestyles.

**Keywords:** Urban park; low-income community; mental health; preliminary study

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**A 59**  
**LaE 002**

## **Reviewing Tree Risk Inventory Framework for Tropical Urban Trees by Malaysia Experts**

**Wan Adhwa Ezzdihar Sharfa<sup>1</sup>, Emran@Zahrin Mohamad Taram<sup>1</sup>,  
Hashim Gombri<sup>2</sup>, Faiza Darkhani<sup>3</sup>**

<sup>1</sup> Department of Landscape Architecture, Faculty of Design and Architecture, Universiti Putra Malaysia, Malaysia, <sup>2</sup> Hashim Design and Associates Sdn. Bhd., Kuala Lumpur, Malaysia, <sup>3</sup> Department of Horticulture, Faculty of Agriculture, Badakhshan University, Afghanistan

emran@upm.edu.my, wawakefli96@gmail.com, hashimafsham@gmail.com, faiza.darkhani@gmail.com  
Tel: 601140224225

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### **Abstract**

In Malaysia, planting urban trees often receives attention as it provides city dwellers with beauty and many other advantages, but not maintenance and management. The frequent lack of care and management of trees and planting makes the issues regarding hazardous trees escalate over time. Due to the substantial risk, mature and senescent trees receive most of the upkeep. As a result, young and developing trees with faults have frequently been disregarded. The current Tree Risk Assessment (TRA) methods were developed to evaluate the hazard of trees and serve as a manual for experts conducting tree inspections. Several methods from the international organization have been modified to help arborists and tree workers in Malaysia measure tree risk. However, they are only appropriate for senescent and mature trees with severe risk. It is crucial to manage the risk of trees, starting with the young ones, even though it makes it easy to spot the warning signs of harmful trees. The study aims to develop a new framework for the Tree Risk Inventory suitable for Malaysia's tropical urban tree management. This study uses the expert interview method to collect suggestions and comments from Malaysian experts. Ten experts were involved during the expert interview sessions, and the data regarding the criteria needed to assess a tree's condition starting from the juvenile stage were recorded. Results indicate that all participants agree with the framework presented during the interview sessions. Additional components were added to the framework based on the data collected during each interview session. The revised framework was divided into three phases, covering the juvenile stage until the senescent set. The contribution of this paper is to increase the local authorities and other

relevant organizations' knowledge of managing tropical urban trees and decreasing the deterioration and decline of tropical urban trees in Malaysia.

**Keywords:** hazardous trees, tree assessment, tree monitoring, urban forestry

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## **Local Heritage Environment**



## A 60 LHE 004

# Heritage Conservation Effort of Rumah Uda Manap from Paper-based Sketches to Digital Drawing

Nur Rafida Hamzah <sup>1</sup>, Noor Fatehah Mat So'od <sup>1</sup>,  
Zirwatul Amani Abdul Aziz <sup>1</sup>, Mark Hinchman <sup>2</sup>

<sup>1</sup> School of Architecture and Built Environment, Faculty of Engineering & Built Environment, UCSI University, Malaysia. <sup>2</sup> Professor, Interior Design, College of Architecture, University of Nebraska, Lincoln, USA

rafida@ucsiuniversity.edu.my, fatehah@ucsiuniversity.edu.my, zirwatul@ucsiuniversity.edu.my, mhinchman2@unl.edu  
Tel : 012-2857284

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### Abstract

National heritage is an important treasure that has been inherited since the ages. The heritage and culture of the homeland are priceless treasures that must be protected and maintained so that they continue to be the pride of all. In a time when the younger generation is losing interest in history, Pure's desire to preserve the traditional Malay legacy deserves respect. Heritage preservation and conservation, however, are complex and expensive tasks. Reconstructing buildings through digital media (2D drawing) to document and preserve the structure virtually would be the best solution to decrease costs and time. The study was conducted on Rumah Uda Manap (RUM), a 100-year-old kampong house dismantled, relocated from Perak, and restored at Rimbun Dahan's, located at Klang, Selangor. Rumah Uda Manap is typical of Perak in its form and layout, but its decoration is outstanding due to the craft of Chinese artisans from Indonesia. The impact of the Covid-19 pandemic has led academia to experience a massive transformation. The Covid-19 pandemic's effects have caused a profound revolution in academia. The traditional face-to-face field measure has significantly altered how people teach and learn. The COVID-19 allowed us to venture into digital learning, which led to transitioning paper-based sketches to more methods. Rumah Uda Manap's morphology is described in this research, along with a computer-generated reconstruction of the house's structure. The reconstruction of the heritage building is based on the following method; observation, virtual field measurements, and computer graphic simulation to reconstruct the house in stages. The architectural images were recreated using CAD (Computer-Aided Design), utilising the original paper sketch as a starting point. Data and

measurements based on the virtual measurement were compared to illustrate the findings. Studies have shown that digital media may be used even during pandemics to document cultural heritage and promote conversation about it.

**Keywords:** Cultural Heritage, Traditional Malay House, Paper-Sketch and Digital Drawing.

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# A 61 LHE 001

## Spatial Visibility Analysis of Melaka Heritage Shophouses

**Yushazila Yusuf <sup>1</sup>, Amirul Hakim Jamil <sup>2</sup>, Intan Liana Samsudin <sup>1</sup>,  
Norizan Daud <sup>1</sup>, Sara Jaberolansar <sup>3</sup>**

<sup>1</sup> School of Architecture & Built Environment, Faculty of Engineering, Technology and Built Environment, UCSI University, Kuala Lumpur, Malaysia. <sup>2</sup> Department of Architecture, Faculty of Built Environment & Surveying, Universiti Teknologi Malaysia, Johor, Malaysia. <sup>3</sup> Radis Design, Australia

yushazila@ucsiuniversity.edu.my, amijam33@gmail.com, intan@ucsiuniversity.edu.my,,  
norizand@ucsiuniversity.edu.my, sara.jaberolansar@gmail.com  
Tel : 018-3869887

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### Abstract

Melaka is one of the heritage cities in Malaysia context. Melaka shophouses architecture contains historical cultural wisdom, especially from the design planning perspective. Due to its historical background and urbanisation, the city has distinctive characteristics of existing shophouses design. There are Dutch style, Southern China style, Early Shop house style, Early Transitional Style, Early Strait Eclectic Style, Late Straits Eclectic Style and Early Modern style. Each shophouse typologies design can easily be recognised by its front façade design, building material, zoning area, sizes, and layout design. Although façade and materiality are a significant contrast for the shophouse's design, the size and layout are essential to determine each heritage shophouse's visibility and spatial connectivity. On top of that, the transition of time has significantly changed space planning and functions. The utilisation of these shophouses is not just for the economic aspect but includes inhabitants' comfort, social and cultural needs. This paper explores the spatial relationship between spaces and users by accessing the visibility and spatial connectivity of the space of Melaka heritage shophouses. The objective of the research are i) to identify the background and context of Melaka heritage shophouses, ii) to extract the spatial values of heritage shophouses with its space relationship, and iii) to analyse the spatial relationship among spaces and users by evaluating the space visibility and spatial integration of Melaka heritage shophouses. The selected heritage shophouses are Baba Nyonya Heritage

Museum & Fwu Chang Gallery, located in the buffer zone of Melaka city. This research adopts the space syntax method as a quantitative analytical tool to produce the exact values for space relationships. The spatial visibility value is then compared with a coloured chart according to its space categorisation. The study found that these heritage shophouses have carefully considered private social spaces such as living and dining areas while maintaining relationships with a public street. Although the spatial analysis of research could help to describe the previous social pattern of the habitant, these Melaka Heritage Shophouses had several typological use changes throughout the decades.

**Keywords:** Heritage Shophouses Architecture, Space Visibility, Space Syntax, Design Layout.

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## A 62 LHE 003

# The Disclosure Perspective of Malaysian Intangible Heritage Asset: “Mak Yong” and “Dondang Sayang”

Amrizah Kamaluddin <sup>1</sup>, Mohamad Hafiz Rosli <sup>2</sup>,  
Memiyanty Abdul Rahim <sup>3</sup>, Rulyanti Susi Wardhani <sup>4</sup>

<sup>1</sup> Faculty of Accountancy, Universiti Teknologi MARA Selangor Branch, Puncak Alam Campus, Malaysia, <sup>2</sup> Faculty of Accountancy, Universiti Teknologi MARA Johor Branch, Malaysia, <sup>3</sup> Faculty of Administrative Science and Policy Studies, Universiti Teknologi Mara, Shah Alam, Malaysia, <sup>4</sup> Faculty of Economics, Universitas Bangka Belitung, Indonesia.

amrizah@uitm.edu.my, hafizrosli@uitm.edu.my, memiyanty@uitm.edu.my, rulyantiwardhani67@gmail.com  
Tel : +60132086678 (Amrizah)

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### Abstract

Intangible Heritage Asset (HA) is significant to the country's culture and traditions as well as a symbol of civilizations. Its significance not only for society but also to the economic perspectives. UNESCO starts to rectify the intangible cultural heritage as the world's heritage asset in 2003. Performing arts such as 'Mak Yong' and 'Dondang Sayang' are known for their uniqueness and become a reason for people visiting Malacca and Kelantan, Malaysia. Many developed countries such as Australia, New Zealand, and The United Kingdom have actively reported the HA. However, with the limited reporting guidelines in the current public sector accounting standard, IPSAS31 Intangible Asset, this asset has been seen as crucial to be reported. Intangible HA is known for its fragility, thus making it difficult to be reported. Thus, the objectives of the current study are to investigate the perceptions of performing arts experts ('Mak Yong' and 'Dondang Sayang') in accounting for intangible HA and to identify what are the components of intangible HA particularly 'Mak Yong' and 'Dondang Sayang' to be reported. The qualitative approach was applied through in-depth face-to-face interviews with the performing arts experts to obtain a comprehensive understanding of their perceptions towards accounting for intangible HA particularly related to performing arts. 'Mak Yong' and 'Dondang Sayang' were selected as the case study as these art performances have been gazetted by UNESCO as the world's intangible cultural heritage. Under Sustainable Development Goal 8, heritage conservation is considered an important asset for a country's visibility and economic development. Thus, significant and

entrancing information about the intangible HA should be disclosed in the notes to the account or any supplementary document to the government report to emphasize these treasured assets. The findings of the study provide insights into the public sector accounting in understanding the reporting of intangible HA.

**Keywords:** Intangible Heritage Assets, Mak Yong, Dondang Sayang, Disclosure

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## A 63 LHE 002

# Traditional Malay House in Negeri Sembilan: Cultural influence in design and construction

Nor Syawallina Azman <sup>1</sup>, Ida Marlina Mazlan <sup>2</sup>, Ilyana Sujak <sup>1</sup>,  
Noor Fatehah Mat So'od <sup>1</sup>, Lawrence Wallen <sup>3</sup>

<sup>1</sup> School of Architecture and Built Environment, UCSI University, Malaysia, <sup>2</sup> School of Architecture and Built Environment, UCSI University, Malaysia, PhD. Candidate, Faculty of Engineering and Built Environment, Universiti Kebangsaan Malaysia, Malaysia, <sup>3</sup> School of Architecture, University of Technology Sydney Australia

syawallina@ucsiuniversity.edu.my, ida@ucsiuniversity.edu.my, ilyana@ucsiuniversity.edu.my,,  
fatehah@ucsiuniversity.edu.my, lawrence.wallen@uts.edu.au  
Tel : +60173264517

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### Abstract

Throughout history, architecture has been built to depict society, reflecting the community's beliefs, accomplishments, and cultures during the time. Architecture is not just the built environment but also a component of values for a community. Traditional Malay houses reflect the physical environment to portray the family and community manifestation of the cultures and behaviours. The longevity of traditional houses, particularly in Negeri Sembilan, Malaysia, is foreshadowing due to the modernisation, urbanisation and socio-economic transformation. The preservation of future generations is therefore threatened. Realising the importance of heritage, this research attempts to discover the cultural manifestation, including social activities that have affected the design and construction of traditional Malay houses in Negeri Sembilan. The study will focus on traditional architecture, specifically on a case study of Rumah Telapak Ibu Soko, Tanah Datar 48, located in Kuala Pilah, Negeri Sembilan, Malaysia. The design study involved site planning, spatial planning, and architectural elements. Meanwhile, the construction study will cover the materials, components, and construction methods. Finally, the case study method is applied, consisting of on-site physical measurement, on-site observation, and an interview with the house owner. The findings reveal the significance of the cultural aspect in reinterpreting the Malay traditional house on Negeri Sembilan in design and construction. There is a strong link between architectural culture (specifically adat perpatih) and design influence construction

through traditional design values, namely (1) site consideration, (2) cultural manifestation, (3) physical attribution and (4) special joineries. These architectural design values are a vital asset in improving the Malay architectural character of today. As a result of the evidence, considerable attention should be paid to the custom and real intention of the craftsman in establishing a design approach in traditional architecture. Therefore, honouring the cultural traces in the vernacular architecture is important, particularly in traditional Malay houses. More information is needed to determine the cultural influences in design and construction on the architecture of the traditional Malay house in Negeri Sembilan. This study can be extended to the other traditional Malay houses in Negeri Sembilan concerning the research objective.

**Keywords:** Architecture, Traditional House, Community and Culture

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## **Policy Matters**



**A 64**  
**PM 002**

**Online Accountability Practices among Non -  
Governmental Organisations (NGOs)**

**Nurul Hidayana Mohd Noor <sup>1</sup>, Hasnatulsyakhira Abdullah Hadi <sup>1</sup>,  
Mahazril 'Aini Yaacob <sup>1</sup>, Xiuli Zhao <sup>2</sup>**

<sup>1</sup> Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Malaysia,

<sup>2</sup> Shandong Youth University of Political Science, China

hidayana@uitm.edu.my, hasnatulsyakhira@gmail.com, mahazril@uitm.edu.my, zhaoxiuli@sydu.edu.cn

Tel: 017-3071803

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**Abstract**

The purpose of this paper is to examine the extent of disclosure of information on websites by Non-Governmental Organisations (NGOs) in Malaysia. This article examines the relevance of technology, particularly the Internet, for increased accountability and transparency in non-governmental organisations (NGOs). Adapting the scale developed by Zainon, Atan, and Yap (2014), this study measures the disclosure of non-financial information from NGO websites in Malaysia in 2021. In Malaysia, all NGOs registered under the Registrar of Societies Malaysia must submit annual reports, which serve as the primary medium for communicating information and activities to stakeholders. Disclosure through the website is done voluntarily. Thus, there is no way for stakeholders, particularly institutional donors and beneficiaries, to obtain information about NGOs. This pilot study obtained empirical evidence through content analysis of 40 NGO websites to determine the extent to which information disclosure was conducted.

Descriptive content analysis (scores) was used in the inferential component of data analysis. The results show that NGOs in Malaysia are weak in disclosing non-financial information such as customer satisfaction and complaint management. This study provides empirical evidence on the importance of establishing an external audit for better information disclosure. A standardised reporting index is also required to assist reporting providers in meeting the needs of stakeholders. The findings of this study are significant to the field of study of non-governmental bodies; however, some limitations require further research to be conducted in the future. This study only analyses 40 NGOs in Malaysia, and future research is needed to study other NGOs to provide more insight into how the practice of accountability mechanisms among NGOs in Malaysia. Future research

will also need to investigate other information disclosure platforms because online websites are not the only medium that can be used. Further research is required to compare which medium is more effective for information disclosure. Researchers also suggest that future studies thoroughly analyse the site's exposure level. Therefore, the measurement of accountability can be done comprehensively and accurately.

**Keywords:** Non-Financial Information, Disclosures, Websites, Non-Governmental Organisations (NGOs)

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## A 65 PM 003

### The Practice of Board Delegation of CLBG in Malaysia Decision Making, Regulatory Compliance and Disclosure

May Sapura Mohd Shazilli <sup>1</sup>, Halyani Hassan <sup>2</sup>,  
Jasni Abdul Jalil <sup>3</sup>, Abdul Rauf Ambali <sup>4</sup>

<sup>1</sup> ACIS Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Malaysia <sup>2</sup> Assoc Prof Ahmad Ibrahim Kulliyah of Law, International Islamic University of Malaysia, <sup>3</sup> Manager of Company Secretarial Dept, Shern Delamore & Co, Malaysia, <sup>4</sup> Professor, Director Academic Planning, Kwara State University Malete, Nigeria

may\_sapura@uitm.edu.my; halyani@iiu.edu.my; jasni@shearandlamore.com; abdulrauf.ambali@kwasu.edu.ng  
Tel : +0196625957

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#### Abstract

**The purpose-** This paper is to explore the practices of board delegation in the company limited by guarantee (CLBG) in Malaysia due to the growing interest in the disclosure practice studies on CLBG as a non-profit organization. It is also due to the importance of demonstrating corporate governance standards expected of directors concerning accountability and transparency. This paper investigates the nature of board committees, the decision-making process, regulatory compliance, and disclosure of their functions in promoting transparency to the stakeholder or public.

**Design/methodology-** This paper involves 3 phases. Firstly, the identification of information relating to the board delegation. Secondly, a survey to determine the importance of the decision-making process and regulatory compliance. Then, the paper measure the extent of disclosure of board delegation practices from the websites and annual report of 20 CLBGs as the case study. The paper use regression analysis to determine the significant determinants of board delegation practices.

**Findings-**The key determinants are the decision-making process and disclosure. The results show that disclosure of the board's committees in annual reports or websites can show the delegation role of the board of directors.

**Limitation/Implication-**The sample only covers 20 renowned CLBG in Kuala Lumpur and Selangor. The survey took place during the pandemic under the movement control order period.

Therefore only a limited number of CLBGs responded to the questionnaire. Inclusion and additional CLBG may offer generalizable results.

Keywords: delegation; CLBG; committee; accountability

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**A 66**  
**PM 001**

## **The Value of Financial and Non-Financial Information towards Nonprofit Organisations**

**Hasnatulsyakhira Abdullah Hadi<sup>1</sup>, Ahmad Naqiyuddin Bakar<sup>1</sup>,  
Nurul Hidayana Mohd Noor<sup>1</sup>, Afief El Ashfahany<sup>2</sup>**

<sup>1</sup> Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Shah Alam, Malaysia, <sup>2</sup> Islamic Economics and Law Departement, Universitas Muhammadiyah Surakarta, Indonesia

hasnatulsyakhira@gmail.com, ansbakar@uitm.edu.my, hidayana@uitm.edu.my, afiefelashfahany@gmail.com  
Tel: 60182874963

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### **Abstract**

Nonprofit organisations have been asked to play a role in the current events that are taking place around the world. Their primary role as providers of services that the government cannot handle alone has been acknowledged. The support of nonprofit organisations (NPOs) in caring for the poor, disadvantaged, sick, elderly, and marginalised members of society is critical for private and public individuals who are still overburdened in their efforts. As a result, accountability is now required in all operations involving NPOs. Accountability is an obligation to conduct and account for the company's performance, according to Oakes and Young (2008). Information disclosure is one of the mechanisms used to be accountable to their stakeholders. Two types of financial and non-financial information are believed to be equally essential for NPOs. This study will contribute to the improvement of information disclosure among NPOs in order to enhance accountability in the organisation. This study will explore the importance of financial and non-financial information in NPOs and how the Internet is the new medium for disclosing information to stakeholders. This research has three main objectives: to determine how financial information influences accountability in the NPOs, how non-financial information influences the accountability in the NPOs and how the Internet is the new medium of information disclosure. This study will apply qualitative research design and use content analysis. The researcher will analyse previous studies related to this issue from 2017-2021. This research will determine which type of information must be focused on by the Malaysian NPOs to improve their accountability. This research also will determine how important is the Internet to be used by the NPOs to be

accountable to their stakeholders by disclosing information. This research found that both types of information, financial and non-financial, are crucial to NPOs and have significance in being accountable to their stakeholders. NPOs need to pay close attention to disclosing both information in detail to ensure smooth operation while using the Internet as their medium. It is proposed that the findings of this research will provide insight and convince the authority to focus more on the third sector and strengthen the rules and regulations that govern this sector to enhance accountability.

**Keywords:** Information disclosure, Nonprofit organization, Financial information, Non-financial information

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## **Sustainable Environment**



**A 67**  
**SuE 001**

**Chitosan Beads as Eco-Friendly Biosorbent for the  
Biosorption of Au(III) and Cu(II) from Aqueous  
Solutions**

**Annestasia Ollat Anak Jampang<sup>1</sup>, Eric D. Van Hullebusch<sup>2</sup>,  
Siu Hua Chang<sup>1</sup>**

<sup>1</sup> Waste Management and Resource Recovery (WeResCue) Group, School of Chemical Engineering, College of Engineering, Universiti Teknologi MARA, Cawangan Pulau Pinang, Permatang Pauh Campus, 13500, Permatang Pauh, Penang, Malaysia. <sup>2</sup> Université Paris Cité, Institute de Physique du Globe de Paris, CNRS, F-75005, Paris, France

annestasiaollat@gmail.com, vanhullebusch@ipgp.fr, shchang@uitm.edu.my

Tel : (+60)1115309269

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**Abstract**

Following the paradigm shift towards green growth and sustainable development, researchers have embarked on green and eco-friendly materials in metal recovery processes. Chitosan has long been described as a suitable biosorbent for the recovery of metal ions owing to its natural cationic polymer that enables the formation of electrostatic complexes or multilayer structures either with other negatively charged synthetic or natural polymers. To our knowledge, no prior studies have explored the sorption efficiency and selectivity of Au(III) and Cu(II) sorption by chitosan beads. This work aimed to study the biosorption of Au(III) and Cu(II) by chitosan beads. The experiments were conducted at room temperatures ( $28 \pm 2^\circ\text{C}$ ) by adding a fixed amount (0.1g) of chitosan beads into a set of 250 mL conical flask containing 20 mL of different initial pH (1, 2, 3, 4, and 5) of aqueous solutions. The flask was agitated on an orbital shaker at 150 rpm for 5 hours. The concentrations of Au(III) and Cu(II) metal ions in the solutions before and after adsorption were determined using inductively coupled plasma-optical emission spectrometry (ICP-OES). The effect of pH on the biosorption of Au(III) and Cu(II) by chitosan beads was investigated in single- and binary-metal solutions. It was found that the sorption percentage and capacity of chitosan beads for Au(III) and Cu(II) increased with pH from 1 to 3 and hit a plateau at pH 3 for single-metal solutions, while those for binary-metal solutions increased from 1 to 2 and hit a plateau at pH 2. A consideration separation of Au(III) from Cu(II) could also be achieved at

pH 3-5. The findings are expected to benefit public health and the environment, which is in line with the National Key Priority Area of Water Security and the Environmental Quality Act 1974.

Keywords: Biosorption, chitosan beads, Au(III), Cu(II)

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## A 68 SuE 002

# Environmental Quality and Economic Growth: An empirical analysis in Asian countries

Chong Siew Huay<sup>1</sup>, Tun Yin Li<sup>2</sup>,  
Said Zamin Shah<sup>3</sup>, Ratneswary Rasiah<sup>4</sup>

<sup>1</sup> Department of Economics and Financial Studies, Faculty of Business and Management, Universiti Teknologi MARA (UiTM), <sup>2</sup> Faculty of Accountancy and Management, Department of Economics, UTAR, <sup>3</sup> Department of Economics, Islamia College University Peshawar, Khyber Pakhtunkhwa, Pakistan. <sup>4</sup> Saito University College Malaysia

siewhuaychong@uitm.edu.my, tunyl@utar.edu.my, szshah@jcp.edu.pk, drratneswary@saito.edu.my  
Tel: 6014-6140678

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### Abstract

In recent years, the rising trends of Co2 emissions have drawn the attention of researchers and policy makers. Achieving a consistent growth rate without damaging the environment is almost the target of every nation in the world. The present study is a move in this direction to the long-run relationship between environmental quality and economic growth in Asian countries. Specifically, the paper inspects whether or not economic growth has harmed the quality of the environment in Asian countries. We use Co2 emission as the proxy for environmental quality and GDP Per Capita as a proxy for economic growth. To this end, we also employed an annual panel dataset from 2002 to 2018 for 40 Asian countries. The Pooled Mean Group (PMG) estimator is chosen based on the Hausman test, which offers more efficient and appropriate coefficient estimates. The findings of this study provided some important implications. Economic growth deteriorates environmental quality in the long run by increasing Co2 emissions. The study affirmed the existence of a long-run relationship between environmental quality and economic growth. The higher the economic growth, the higher the CO2 consumption of the countries. In the short run, economic growth exacts no harmful impact. The estimate of FDI is positive and significant in the model. The vital role of FDI in controlling environmental quality cannot be underestimated. FDI improves the environmental quality in the long run. In the short run, FDI increases CO2 emissions. In light of the findings in this study, researchers and policymakers should be careful about the effect of economic growth and rising incomes on environmental pollution with the prioritization of sustainable usage of environmental policy. Investment and

consumption of renewable energy that is less harmful to the environment, for instance, wind, rain, sunlight, and hydropower should be focused on minimizing the environmental pollution. Nevertheless, the encouragement of FDI with the focus on non-polluting sectors needs to be strengthened to attain the SDGs.

**Keywords:** environmental quality, economic growth, Asian countries, PMG

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## A 69 SuE 004

# Imbuing Sustainable Consumption Behavior Vis-à-vis Islamic Values: A systematic review

Azmi Mat <sup>1</sup>, Abdul Kadir Othman <sup>2</sup>,  
Mohd Khirzan Badzli A. Rahman <sup>3</sup>, Zarina Abdul Munir <sup>4</sup>

<sup>1</sup> Department of Entrepreneurship and Marketing Studies, Faculty of Business & Management, Universiti Teknologi MARA, Malaysia, <sup>2</sup> Institute of Business Excellent, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Institute of Business Excellent, Universiti Teknologi MARA, Malaysia, <sup>4</sup> Department of Management Studies, Faculty of Business & Management, Universiti Teknologi MARA, Malaysia

azmimat@uitm.edu.my; abdkadir@uitm.edu.my; khirzan@uitm.edu.my; zarin453@uitm.edu.my  
Tel : 60132791159

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### Abstract

Sustainability issues have received widespread attention throughout the last decade as the world faces severe environmental issues due to rapid growth in population numbers in the developing world that could lead to biosphere catastrophe. In 2015, the United Nations introduced 17 sustainable development goals to transform the world, which call for action by all countries to protect the earth from any ecological catastrophes. The SDGs are the blueprint for achieving a better and more sustainable future. One of the goals is to promote sustainable consumption behavior. Human activities, including consumption, are believed to cause adverse to the three pillars of sustainability: social, environmental, and economic. Consumer consumption and purchasing habits are destroying habitats and endangering future generations' lives. Additionally, consumption is now recognized as a critical and potent impediment to sustainable development. The solutions to the current ecological crisis cannot be found in scientific or technological knowledge and applications. The roots of this crisis come from human conduct, which is motivated by arrogance or spiritual pride. Hence, the solutions to the ecological crisis should be rich in spiritual and intrinsic values, which frequently come from religious teachings and values. However, most previous research corpus has neglected the influence of certain psychological variables, including religiosity. Therefore, to shed some light, this paper aims to develop a rigorous, systematic exploration of the literature investigating the nexus between sustainable consumption behavior and religiosity, specifically on Islamic values. This paper identified eight

articles that report empirical evidence of the nexus between sustainable consumption behavior and Islamic values. The findings conclude that the studies related to sustainable consumption behavior focus on four respondents: young consumers, households, students, and middle-class consumers. The assemblage of reviewed research papers will be helpful for academia and government to cultivate a sustainable lifestyle that will help us combat climate change and achieve the shared prosperity vision by 2030.

**Keywords:** Sustainable consumption behavior, Islamic Values, Sustainability, Muslim Consumers

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## A 70 SuE 003

### The Mediation Effect of Corporate Sustainability Strategy on FELDA Settlers' Wellbeing and Sustainability

Zaimy Johana Johan 1, Nur Aini Farhanah Zamri 2, Clarashinta Canggih 3

<sup>1</sup> UiTM Puncak Alam, Technology and Supply Chain Management Studies, Faculty of Business and Management, UiTM, Malaysia, <sup>1</sup> UiTM Shah Alam, Malaysia Institute of Transport (MITRANS), UiTM, Malaysia <sup>2</sup> UiTM Shah Alam, Department of Postgraduate and Professional Studies, Faculty of Business and Management, UiTM, Malaysia <sup>3</sup> Universitas Negeri Surabaya, Islamic Economics Study Program, Centre For Education in Islamic Finance, UNESA, Indonesia.

zaimy@uitm.edu.my, farhanah.zamri.fz@gmail.com, clarashintacanggih@unesa.ac.id  
Tel : +60122120717

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#### Abstract

The palm oil business is currently at a stake due to labor shortages and high input costs, and palm oil millers are facing a loss of RM150,000 for every 100 tonners of crude palm oil produced. The predicament has also affected the FELDA settlers to sell palm oil fruits to millers as the millers refuse to purchase them and halt the production. Thus, the palm oil sector continues to be under fire for its lack of sustainability in the current economic crisis and facing the pressure of being accused of clearing rainforests and exploiting migrant workers. The growing awareness and desire for more sustainable products have led researchers to investigate further the issues and challenges faced by FELDA settlers. This research aims to identify the wellbeing that impacts the sustainability of the FELDA settlers' social, environmental, and financial factors mediated by corporate sustainability strategy. Social states to the depth of people's social interactions; environment is the surrounding resources should be protected for the present generation and preserved for future generations; financial refers to the capacity of an individual to promptly satisfy their existing financial commitments and requirements of the present and future, as well as their attitude toward financial independence now and tomorrow; while corporate sustainability strategy is the integration of sustainable development principles into business operations. A total of 204 usable questionnaires were analyzed using SPSS version 26 and further regressed by SmartPLS software version 3.3.7. The structural model analysis postulates that social and financial mediate by corporate sustainability strategy, while corporate sustainability strategy's direct relationship with sustainability is accepted. However, the environment is not mediated by corporate

sustainability strategy. This could be due to direct loss of natural habitats, reduced woody biomass, and peatland draining during site preparation. Further study should explore other factors in enhancing viable initiatives supporting the settlers' wellbeing and for them to continue advancing social, environmental, and financial aspects to uphold the palm oil business.

**Keywords:** FELDA's settlers, wellbeing, sustainability, corporate sustainability strategy

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## **Transport / Travel Environment**





**A 71**  
**TTE 001**

## **How do Female Youth Use the Street?: User-friendly commercial street for new urban street life**

**Norhafizah Abdul Rahman<sup>1</sup>, Izham Ghani<sup>1</sup>,  
Ruwaidah Borhan<sup>1</sup>, Tim Heath<sup>2</sup>**

<sup>1</sup> Faculty of Architecture, Planning & Surveying, Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, 32610 Seri Iskandar, Perak, Malaysia

<sup>2</sup> Department of Architecture & Built Environment Faculty of Engineering University of Nottingham B21 Lenton Firs University Park Nottingham UK NG7 2RD

norha776@uitm.edu.my, izham025@uitm.edu.my, aidah866@uitm.edu.my, tim.heath@nottingham.ac.uk  
Tel: 60125141789

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### **Abstract**

Creating a user-friendly street environment that adapts to the new lifestyle of urban users is crucial. Current issues such as the increase in urban poor, climate change and COVID-19 have impacted urban users to the degree that many cities are deprived of quality urban life, mainly in urban spaces such as streets. It is vital to revisit the methods to accommodate the need to factor in the impact of current issues in future city planning, including crystallising a new approach to street design that meets the challenges of today and the demands of tomorrow. Youth voices are one of the user groups that we need to understand in terms of their needs and how they use the street that contribute to their future world. Cities should take initiatives to attract people, especially youth groups, back to urban areas and adapt to the new street environment to support the current needs to make people feel secure and safe when using the space. This study identifies the activities and behaviours of female youth towards commercial streets in Malaysia. It also identifies the qualities of user-friendly streets in Malaysian urban commercial areas. The results, derived from both quantitative and qualitative methods, identify youth perceptions and activities on the street and how they used the street in urban areas focusing on the commercial street area. The objectives are to identify the youth's perception of user-friendly streets' qualities and establish new street design characters that adapt to the new street activities. A sample of questionnaire surveys was conducted with street users to identify female youth's preferences of the uses and activities and their perceptions towards commercial streets. This is supported by field

observations using photos and a scheduled checklist to identify current activities on urban commercial streets. This study aims to contribute to the body of knowledge in creating a good street design that meets current and future urban users in creating a good and healthy quality of life. The findings also contribute to the knowledge concerning the most significant needs of a friendly urban commercial street based on the current situation in Malaysia urban areas.

**Keywords:** User-friendly; Youth behaviour; Urban commercial street; Quality of life

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## A 72 TTE 002

# The Moderating Role of Efficiency on Willingness to Use Public Transport in Kuala Lumpur & Manila

**Chong Kim Mee<sup>1</sup>, Geetha Subramaniam<sup>1</sup>,  
Rashid Ating<sup>2</sup>, Lenis Aislinn Chua Separa<sup>3</sup>**

<sup>1</sup> SEGi University, Graduate School of Business (GSB), Kota Damansara, Malaysia, <sup>2</sup> SEGi University, Faculty of Education, Language and Psychology, Kota Damansara, Malaysia, <sup>3</sup> Universiti Malaya, Institute of Advanced Studies (IAS), Malaysia <sup>4</sup> Faculty Researcher, Research Management Office, Polytechnic University of the Philippines Bataan Branch, Philippine

chongkimmee@segi.edu.my, geethasubramaniam@segi.um.edu.my, rashid\_ating@um.edu.my,  
lacepara@pup.edu.ph  
Tel: +60198685757

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### Abstract

Transportation plays a significant role in providing access to goods and services for people and places as well as promoting growth and productivity. A good transportation system includes characteristics such as safety, convenience, affordability, efficiency, and sustainability. According to the ASEAN Secretariat, ASEANstats database (2020), Malaysia is the second-highest country after Brunei Darussalam with 925.1 total registered motor vehicles per 1,000 population in 2019 which is the main cause of traffic congestion. Statistics by the Malaysian Automotive Association, MAA (2020) show that from 2010 until 2021, the total number of new passenger vehicles and commercial vehicles registered in Malaysia shows an increasing trend. However, due to the Movement Control Order (MCO) imposed by the government, there was a decline from 2019 until 2021. Despite various initiatives and support from the government to promote the use of public transport such as My50 travel pass to Malaysians effective 1<sup>st</sup> January 2020 and the recent free use of all RapidKL services between June and July 2022, the traffic congestion in Klang Valley still exists. This phenomenon is very much more critical during the festive seasons and working weekdays. The main aim of the study is to examine the willingness of Malaysians in using public transport. This study further investigates whether efficiency plays a role in the willingness of the public to use public transport. A comparison is made between the two populous cities in the ASEAN region that is Kuala Lumpur and Manila. A self-administered questionnaire was given to 300 respondents: 150 in Kuala Lumpur and 150 in Manila using a purposive sampling technique.

Preliminary findings show that efficiency plays an important role in the willingness of the public in using public transport. By using the economics supply and demand theory, interesting determinants which affect the willingness to use public transport were revealed which include gender, age, proximity to the workplace and connectivity. Similar findings were found for both cities. As this study used a quantitative approach, a further in-depth study using a qualitative approach should be done. This study also suggests that industries and policymakers should encourage the usage of public transport in a more efficient way to reduce the traffic congestion on the road. This is in line with the United Nations' Sustainable Development Goals (SDG) 11 which emphasises the importance of safe, resilient and sustainable cities.

**Keywords:** transportation, SDGs, efficiency, willingness

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# **Technological Environment**



**A 73**  
**TE 004**

## **A FlexiWork App-An Innovative Way to Measure and Monitor Productivity while WFH for Academicians**

**Rajeswari Raju <sup>1</sup>, Geetha Subramaniam <sup>2</sup>,  
Jayalakshmy Ramachandran <sup>3</sup>, Rubaiyet Hasan Khan <sup>4</sup>**

<sup>1</sup> Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA, UiTM Terengganu Campus, Terengganu, Malaysia. <sup>2</sup> SEGI University, Faculty of Education, Language and Psychology, Kota Damansara, Malaysia. <sup>3</sup> Nottingham University Business School, University of Nottingham, Semenyih, Malaysia. <sup>4</sup> School of Management, Curtin University, Perth, Australia.

rajes332@uitm.edu.my, geethamaniam@gmail.com, jaya@nottingham.edu.my, r.khan@curtin.edu.au

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### **Abstract**

In today's dynamic work environment, flexible working arrangement (FWA) is a work policy much sought by both employers and employees alike. Academics are in need of better workplace flexibility as their brains can never switch off from work in its entirety. Studies show how academics burdened with increased workload and long working hours may lead to productivity loss. Flexibility at the workplace is linked with enhanced productivity as this is justifiable due to employees' atonement towards the personal preference of performing work. The practice of FWAs is becoming more common in Malaysia, especially in the post-pandemic age. A mixed-method study was conducted on academicians in Malaysia, a quantitative study on a sample size of 400 respondents and a qualitative study on 20 academicians. Based on the research, a mobile application, 'FlexiWork App,' was proposed. There are three main sections in this FlexiWork App. The app was developed using a friendly user interface. The aim of the software application is twofold, firstly, to identify and measure the impact of workplace flexibility on productivity at the workplace; and secondly, to monitor the key performance indicator (KPI) achievement of an academic. 'FlexiWork App' will provide monthly data to the faculty and the university on the staff's level of productivity. 'FlexiWork App' will provide monthly data to the faculty and the university on the staff's level of productivity. It will also serve as a form of an information repository for users' monthly work achievements, which can be retrieved anywhere and anytime. The app will also be a reminder to the academics regarding their KPI achievement. The novelty of the research is

'FlexiWork App's ability to provide ease to users to record and monitor their monthly work achievements. Additionally, this app will be a trendsetter for a new revolution in monitoring and measuring academic productivity in Malaysia.

**Keywords:** Flexible Working, Productivity, Academic, Mobile Apps

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**A 74**  
**TE 003**

## **Do Digital Technologies Benefit Rural Farmers? The case of the agriculture sector**

**Norol Hamiza Zamzuri<sup>1</sup>, Herwina Rosnan<sup>2</sup>, Bung-On Chartrunguang<sup>3</sup>**

<sup>1</sup> Faculty of Business and Administration Universiti Teknologi MARA, Malaysia, <sup>2</sup> Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Research and Development Institute, Chiang Mai Rajabhat University, Thailand

herwina@uitm.edu.my, norol@uitm.edu.my, bung\_onc@yahoo.com  
Tel: +60192345680

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### **Abstract**

Malaysia is moving toward a digital economy as outlined in Malaysia Digital Economy Blueprint. In agriculture, digital technologies like the Internet of Things (IoT), Artificial Intelligence (AI), robotics, and the drone have been introduced in large-scale farming. These technologies enable smart farming, which makes farming activities more efficient, productive, and sustainable. However, the digital divide can pose a challenge to the digitalization process. Rural areas are associated with limited access to technological infrastructure, low levels of digital skills, and technology literacy that may hinder the adoption of digital technologies. An effort is required to ensure large-scale, and small-scale farmers benefit in the emerging digital society. Hence, this study aims at gaining an in-depth understanding of digital technology challenges faced by small-scale rural farmers. The study adopts a qualitative research approach where the interview is the primary source of data collection. Informants were selected based on the purposive sampling technique. Among the informants' selection criteria to participate in the study are (1) small-scale farmers and (2) those who have adopted digital technologies in running their farming activities. A total of fifteen small-scaled farmers participated in the study. The findings show that the adoption of digital technologies does help to ease the work. However, they claimed that the technologies had not improved much in their life. Most farmers lamented that even though digital technology like mobile applications and drones contribute to better efficiency and ease in farm management, it does not improve their income. The main challenge is the skills required to use the new technologies and the cost of maintaining those technologies. Furthermore, the adoption of digital technologies was primarily in response to the government initiative to support the nation's

digitalization process. Digital technologies are expected to enable farmers to operate more efficiently, optimize resources, expand revenue, and, most importantly, improve their living and wellbeing. Unfortunately, the new technology used, such as drones, has become a burden. Moreover, most rural farmers are an aging population with limited capability to keep abreast of new technologies. The implication of this study highlights the necessity for policymakers to consider different models for the inclusion of small-scale rural farmers in the digitalization process. Furthermore, the government needs to address the issue of the disparities in access to technologies and services.

**Keywords:** Digital technologies, small-scale farmers, agriculture sector

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**A 75  
TE 002**

## **Impact of Technological Advancements on Environmental Degradation: Evidence from ASEAN**

**Norashida Othman<sup>1</sup>, Rishan Sampath Hewage<sup>2</sup>,  
Jaafar Pyeman<sup>1,3</sup> and Rafiqa Murdipi<sup>4</sup>**

<sup>1</sup> Faculty of Business and Management, Universiti Teknologi MARA (UiTM), Selangor, Malaysia,

<sup>2</sup> Faculty of Management Studies Sabaragamuwa University of Sri Lanka, Belihuloya, Sri Lanka,

<sup>3</sup> Institute of Business Excellence, Universiti Teknologi MARA (UiTM), Selangor, <sup>4</sup> Kulliyah of Economics and Management Sciences, International Islamic University Malaysia

shidaothman@uitm.edu.my, hewagesampath@mgt.sab.ac.lk, jaaf@uitm.edu.my, rafiq@iiium.edu.my  
Tel: +60102451335

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### **Abstract**

Environmental degradation is a major concern in the modern world that has drawn significant attention from policymakers. Technological advancement is one of the critical elements in the evolution of a nation's economic state. The technology minimizes production costs, boosts output efficiency, and the most crucial role in reducing waste. As a result, technological development improves prospects for luring investments and developing productivity. However, previous research has emphasized technological advancement and environmental degradation. However, the significance of technical innovation and sustainable energy in addressing ecological concerns in ASEAN economies hasn't received much attention. Therefore, this study investigates the long-run and short-run effects of technological advancements on environmental degradation in ASEAN countries. This study also considers economic growth, domestic savings, and urbanization towards environmental degradation. The panel data estimation techniques of Pooled Mean Group (PMG) were used in the analysis. The data set used in this study covers yearly data spanning from 2000 to 2019 for six-ASEAN countries, namely Indonesia, Malaysia, Philippines, Thailand, Cambodia, and Vietnam. Results revealed that the development of technology and high domestic savings reduces the environmental degradation while rapid economic growth and urbanization increase the environmental degradation of ASEAN countries. Improvements in technology and more money for research and development through domestic savings lead to improved environmental quality in the long run. However, high urbanization and economic growth depend

on the industrial sector, making a significant positive impact on reducing environmental quality. Interestingly, domestic savings and technological advances also lead to higher environmental pollution in the short run. Furthermore, the findings prove the environmental Kuznets theory, highlighting that rapid economic growth causes environmental degradation. Therefore, our conclusions manifest and underscore the importance of taking immediate actions to minimize environmental pollution. In addition, it is recommended to upsurge the domestic savings and investment in technological innovations to reduce environmental degradation.

**Keywords:** Domestic Savings, Economic Growth, Environmental Degradation, Technological Advancements, Urbanization

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**A 76**  
**TE 001**

# **Multi-class Food Image Classification with Convolution Neural Network Models**

**Marina Yusoff<sup>1,2</sup>, Muhammad Hafizuddin Che Hazahar<sup>1</sup>, Toto Haryanto<sup>3</sup>**

<sup>1</sup>Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia, <sup>2</sup>Institute for Big Data Analytics and Artificial Intelligence (IBDAAI), Al-Khawarizmi Complex, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia, <sup>3</sup>Department of Computer Science, IPB University, Meranti Wing 20 Level 5 Kampus Darmaga- Bogor, Bogor, Indonesia.

marina998@uitm.edu.my, 2020966201@student.uitm.edu.my, totoharyanto@apps.ipb.ac.id  
Tel : +60192692275

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## **Abstract**

High-calorie intake may be harmful and result in numerous diseases. The ideal and standard amount of calorie intake is fundamental for keeping the right balance in the human body. Calories intake daily may be neglected nowadays, and it leads to various health problems such as diabetes, high blood pressure, and heart health issues. Calories in everyday food and drinks should be observed closely to avoid too much surplus calorie intake daily. Research in image processing on food image classification has been established. However, solutions for multi-class food classification are still in demand. Hence, this paper aims to develop a prototype that can help classify the food classes and estimate the food calories by using food weight calculation. A recent Convolutional Neural Network (CNN) is constructed to classify a multi-class food image. Before modeling, several pre-process methods include resizing, normalization, and data augmentation of the food images. The work is based on two benchmark datasets that consist of four categories of foods such as apple, banana, orange, and carrot. The performance of CNN relies on computational experiments on several CNN models using different CNN architectures, optimizers, and transfer functions. In addition, several hyperparameters are tuned in the training and validation of the models. The final model achieved a validation accuracy of 98.25 percent and a loss of about 0.06 compared to ResNet50 transfer learning. The model is embedded in the prototype. The developed prototype offers users to automatically calculate their food calories and will assist them in controlling their daily calorie intake. In the future, it is expected to classify and cluster more images from a real case study and develop a dynamic model that can be adapted

to various types of food images. The outcome would assist people in automatically detecting and determining the types of food and its calories.

**Keywords:** Classification, Calories, Convolutional Neural Network, Food Images, Image Processing, Multi-class.

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## **Working Environment**





**A 77**  
**WE 003**

## **Flexible Working Arrangements and Millennials During COVID-19: Work Better Leads to Feel Better?**

**Geetha Subramaniam<sup>1</sup>, Nur Zafira Akma Rozlan<sup>2</sup>,  
Lennora Putit<sup>3</sup>, Bala Maniam<sup>4</sup>**

<sup>1</sup> Faculty of Education, Language and Psychology, SEGI University, Kota Damansara, Malaysia, <sup>2</sup> IMAN Publication, Department of Editorial, Kajang Malaysia, <sup>2</sup> Faculty of Business and Management, University Teknologi MARA, Shah Alam, Malaysia. <sup>3</sup> Faculty of Business and Management, University Teknologi MARA, Shah Alam, <sup>4</sup> Sam Houston State University, Texas, USA

geethamaniam@gmail.com, akmaperra@gmail.com, lennora633@uitm.edu.my, GBA\_BXM@shsu.edu  
012-3191363

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### **Abstract**

The current global trend shows that millennials are rapidly entering the workforce, displacing baby boomers who are more conservative in their working arrangements. Millennials, born between 1981 and 1996, make up around half the global workforce in 2020, and this figure is predicted to rise to 75% by 2025. However, labour force trends in Malaysia show millennials struggling with reduced well-being and mental health issues, which might be a concern of reduced productivity which may be possible due to low job autonomy. The implementation of flexible working arrangements provides a degree of control to the employees to decide when, where and how they want to perform work, hence increasing the employees' autonomy. The main objective of this study is to examine whether flexible working arrangements (FWAs) may impact millennials' mental health, well-being and productivity. A self-administered questionnaire using the purposive sampling technique was distributed to Malaysian employees in the 25 to 40 years age group working in the services sector during the Covid pandemic. A sample of 394 respondents was analysed using the PLS-SEM technique. Two interesting findings from the study reveal that, firstly, only three demographic factors, gender, marital status and caring duties, affected the mental health of millennials in the workplace. Secondly, FWAs positively and significantly influence millennials' mental health, well-being and productivity. The introduction of FWAs translates to more job autonomy, which may mean improved mental health and well-being. This study took a

quantitative strategy; however, future research should take a qualitative, in-depth approach. Since the implementation of FWAs in Malaysia is a matter of 'when' rather than 'if', this study will be useful in developing the FWAs policy in a more structured manner, especially in the age of post-COVID-19, where flexibility is considered a necessity rather than a luxury. It is also in line with the third Sustainable Development Goals 2030, where well-being is one of the primary goals.

**Keywords:** Flexible working arrangements, mental health, well-being, millennials, SDG 3

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## A 78 WE 002

# Successful and Failure of Digital Freelancer in New Working Environment

Norfadzilah Abdul Razak <sup>1</sup>, Sharidatul Akma Abu Seman <sup>2</sup>,  
Wan Edura Wan Rashid <sup>3</sup>, Siti Mujanah <sup>4</sup>

<sup>1</sup> Faculty Business & Management, Department of International Business and Management, Universiti Teknologi MARA, Malaysia. <sup>2</sup> Faculty Business & Management, Department of Technology & Office Management, Universiti Teknologi MARA, Malaysia, <sup>3</sup> Institute Business and Excellence, Universiti Teknologi MARA, Malaysia. <sup>4</sup> Dr Siti Mujanah, Fakultas Ekonomi dan Bisnis, Magister Manajemen UNTAG, Surabaya, Indonesia

norfadzilah0438@uitm.edu.my, sharidatul@uitm.edu.my, wanedura@uitm.edu.my, sitimujanah@untagsby.ac.id  
Tel: 0104561124

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### Abstract

The gig economy refers to a free market system in which businesses hire freelancers for short-term engagements, and temporary roles are prevalent in the workforce. Businesses can hire freelance workers faster and easier with the help of new and upcoming gig economy platforms. The rise of digital freelancing platforms has facilitated the gig economy's growth. After the Covid 19 outbreak, problems such as retrenchment, layoffs, and firms closing were mainly challenged in the current working environment. As a result of the pandemic, organizations are more interested in the transition of the gig economy, which provides more opportunities for individuals to develop their unique skills and become successful digital freelancers. Statistically, 77% of Malaysian workers believed that technology improvements offer more advantages than disadvantages, and 71% are scared that their jobs could be lost to automation, a considerable increase from the 34% who felt the same way in 2020. Surprisingly, from June 2020 to June 2021, the number of digital jobs listed in Malaysia increased from 19,000 to 56,000. Therefore, careers as digital freelancers are demanding in Malaysia. Nevertheless, according to the Digital Skill Index Gap, Malaysia is ranked tenth in the world with an overall score of 7.2. The result demonstrates that Malaysia's digital skills gap is still at a critical level, where the mismatch between the number of digital skills required at a given level of industrial development remains a significant obstacle. The Malaysian government must provide individuals with the skills necessary for success as digital freelancers, and educational institutions to train them. Therefore, this study comprehends literature review on

the strengths and weaknesses of digital freelancers in Malaysia, and the findings add to the elements that contribute to their successes and failures. The highlights finding could also improve the new working environment and promote more successful digital freelancers in Malaysia.

**Keywords:** Digital Freelancer, GiG Economic, Work Environment, Digital Skills

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## **Other Environment**



**A 79**  
**OE 001**

## **Challenges in Managing University Land Use to Generate Income: A review**

**Muhamad Nur Fadhli Minhat <sup>1</sup>, Norhidayah Md Yunus <sup>1</sup>,  
Ainur Zaireen Zainudin <sup>1</sup>, Nur Berahim <sup>1</sup>, Zainab Toyin Jagun <sup>2</sup>**

<sup>1</sup> Department of Real Estate, Faculty of Built Environment & Surveying, Universiti Teknologi Malaysia, Johor Bahru, Malaysia. <sup>2</sup> Department of Estate Management, College of Environmental Studies, Federal Polytechnic Offa, P.M.B 420, Offa, Kwara State, Nigeria

fali093@yahoo.com, norhidayahmy@utm.my, ainurzaireen@utm.my, nurberahim@gmail.com, zainy4real@yahoo.com  
Tel : Tel : 019-7344559

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### **Abstract**

The public universities has recently struggled to maintain its operating costs due to a reduction in budget allocation from Federal Government. As a result, universities must diversify their revenue sources in order to maintain their operating costs. One initiative that could be taken is through effectively manage the university assets in which land is one of the important components. This is because the university land has a strategic location and has the economic appeal of the surrounding area. However, in order for the university to generate income based on land use, there are several things that need to be take into consideration by the university, especially in the management of university land use and legislation involving land use. University need to have a good land use management in order to use land for an income generation because, good land use management can help create a clear direction, assign the appropriate person to management, and good financial management toward income generation on land. Beside that university need to have a good knowledge of land use legislation and procedures to make sure they will not disregard the regulations on land use. Therefore, this study aims to explore the management of university land use to generate income in order to help universities stabilize their financial resources. In relation to that the objective of this study is to identify the challenges that need to be faced by the university in managing their land use to generate income. To achieve this, qualitative method used in this research in which it will rely on the analysis of the relevant statutes, journal and book are reviewed to identify the information and practice on land use control. Therefore scope of this study is focus on reviewing university land use management to

generate income. This Study found that there several of challenges that university have to face in enable to use their land for income generation. The challenge is difficulties in complying with strategic goal, finances, and land legislation and regulation. The findings of this study can therefore assist university in generating income through land use. The Implementation in this income generation will help stabilize the university finances, while ensuring that the educational facilities at the university can be well maintained. With these quality facilities, it would definitely create great human capital that can support a country develop.

**Keywords:** University Land, Income Generation, Managing University Land Use

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**A 80**  
**OE 002**

## **Incorporating Tax Education into Non-Accounting Curriculum: A Malaysian and Indonesian Study**

**Nor Azrina Mohd Yusof<sup>1</sup>, Roshidah Safeei<sup>1</sup>,  
Lee Chai Chuen<sup>2</sup>, Santi Novita<sup>3</sup>**

<sup>1</sup> Faculty of Accountancy, Universiti Teknologi MARA Kedah Branch, Malaysia, <sup>2</sup> Academy of Language Studies, Universiti Teknologi MARA Kedah Branch, Malaysia, <sup>3</sup> Accounting Department, Airlangga University, Indonesia

yina1437@uitm.edu.my; roshidah112@uitm.edu.my; lcc76@uitm.edu.my; santi.novita@feb.unair.ac.id  
Tel: +604-4562551

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### **Abstract**

Many tax administrations worldwide face similar issues with taxpayer compliance. A similar phenomenon happened in Malaysia and Indonesia. Malaysia and Indonesia were placed fourth and first in the Asian and Pacific nations by the Organization for Economic Cooperation and Development in 2022, respectively, for having a low tax ratio. Previous research has demonstrated that tax education can influence taxpayer compliance. Nonetheless, in Malaysia and Indonesia, tax education or tax courses are only taught to accounting and business management students in higher learning institutions. Thus, undergraduates in non-accounting disciplines who are also prospective taxpayers do not have the opportunity to receive tax education. This study aims to determine the need for tax education to be included in non-accounting curriculum in higher education. This study also aims to assess general tax awareness among non-accounting academicians. In this study, 349 non-accounting academicians from one Malaysian public university and 127 non-accounting academicians from one Indonesian public university completed a tax education survey form. This research attempts to determine the similarities and differences between them. According to the findings of this survey, respondents from Malaysian and Indonesian public universities hold comparable views on the need of including tax knowledge into non-accounting curriculum. All non-accounting fields should have tax knowledge as an elective course. This study also discovered that both respondents believed that knowing tax will assist them in keeping accurate records while completing an income tax return. The results also demonstrate that both respondents have a good understanding of three taxation

concerns, including the purpose of taxation, a broad concept of taxation obligations, and where to get help with taxation responsibilities. The findings inform policymakers about the necessity of adding tax education into the non-accounting curriculum, as non-accounting students will become future taxpayers.

**Keywords:** Tax Education, Academicians, Tax Compliance, Non-Accounting Curriculum

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**A 81**  
**OE 003**

## **Prevalence and Factors associated with Low Back Pain among Patients with Type 2 Diabetes**

**Syarifah Nur Syafinaz Syed Ahmad Sabari<sup>1</sup>, Farrah Shafeera Ibrahim<sup>2</sup>, Siti Nor Ismalina Isa<sup>2</sup>, Nina Gartika<sup>3</sup>**

<sup>1</sup> Centre of Physiotherapy, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300 Puncak Alam, Selangor, Malaysia, <sup>2</sup> Department of Basic Sciences, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300 Puncak Alam, Selangor, Malaysia, <sup>3</sup> Medical Surgical Nursing Department, Universitas A'isyiyah Bandung, Jl. KH. Ahmad Dahlan Dalam No.6 Bandung, West Java Indonesia

syarisyaafi@gmail.com, shafeera@uitm.edu.my, ismalina@uitm.edu.my, nina.gartika@unisa-bandung.ac.id  
Tel : 603-32584362

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### **Abstract**

Low back pain (LBP) is a disorder that shows an increasing trend over time among type 2 diabetic patients (T2DM). Due to other diabetes-related complications, this problem is frequently neglected, and adequate attention has not been paid to this condition. This study aimed to investigate the prevalence and associated factors with the severity of pain intensity and disability level due to LBP among T2DM patients in Klang Valley, Malaysia. A total of 161 diabetic patients took part in the cross-sectional study. LBP was assessed using the Standardized Nordic Questionnaire, Wong-Baker Face Pain Scale for pain intensity and disability level was evaluated using the Revised Oswestry Low Back Pain Disability Questionnaire. 54.7% of the respondents had developed diabetes for more than five years, while 45.3% were diabetics for less than five years. 55.3% of the T2DM participants suffered LBP in the last 12 months, while 35.4% claimed they had LBP in the last seven days. Employment status ( $X^2=4.088$ ,  $p=0.043$ ), an education level ( $X^2=8.572$ ,  $p=0.018$ ) and fasting plasma glucose (FPG) level ( $X^2=6.381$ ,  $p=0.041$ ) were significantly associated with the occurrence of LBP. The association with FPG could be due to the Advanced glycation end products (AGEs). A study reported that AGEs increase with the high glucose concentration in cells and tissues, causing pro-inflammatory and pro-degradative effects which could promote spinal degeneration. 36.8% of the diabetic respondents claimed their pain intensity was at level 4, while 31.6% were at level 6. Most had mild ( $14.78 \pm 4.29$ ) to moderate

disability levels ( $28.07 \pm 5.70$ ) due to LBP. The current study found that the prevalence of LBP was high among people living with type 2 diabetes. Appropriate prevention and management strategies should be implemented as the burden of having LBP complications with other diabetes-related complications at a time could contribute to the patient's disability.

**Keywords:** Low back pain, type 2 diabetes, disability

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**A 82**  
**OE 004**

## **Measuring Resilience in Health Care Research: A scoping review of questionnaires**

**Zamzaliza Abdul Mulud<sup>1</sup>, Norfidah Mohamad<sup>1</sup>,  
Nurman Shah Nuwawi<sup>1,2</sup>, Sumiati Sinaga<sup>3</sup>**

<sup>1</sup> Centre for Nursing Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Puncak Alam Campus, 42300 Puncak Alam, Selangor, Malaysia, <sup>2</sup> Orthopedic Department, Sg Buloh Hospital, Jalan Hospital, 47000 Sg Buloh, Selangor, Malaysia, <sup>3</sup> Institute of Technology of Health and Science Wiyata Husada, Samarinda, East Kalimantan, Indonesia

zamzaliza@uitm.edu.my, norfidah@uitm.edu.my, amirshah48@yahoo.com, sumiatisinaga@jtkeswhs.ac.id  
Tel : +60332584349

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### **Abstract**

Numerous factors are associated with resilience. Some studies have reported that more resilient individuals demonstrate better mental and physical health, receive sufficient support from family or friends and cope well with adversity. Resilience also might be the key to explaining how patients and caregivers 'bounce back' and deal with challenges associated with chronic or acute medical conditions. However, some inconsistencies exist with the definitions and measurement of resilience proposed by previous authors. Therefore, this review aimed to assess questionnaires or scales used to measure resilience in health care research and outline the domains included in the questionnaires. We used a five-step framework for developing a scoping review by Arksey and O'Malley in 2005 and Levac et al., 2010. Studies used in this review were obtained from electronic searches conducted on CINAHL, PsycINFO, Medline, and PubMed databases. The publication period was limited to studies published within the past ten years. However, an exception was given to seminal papers discussing the questionnaires developed over ten years. Eligible papers utilizing the questionnaires related to resilience had to be 1) measuring resilience in health care research, 2) population includes adults, adolescents, and children, and 3) psychometric properties, validity and reliability of the questionnaires were reported. The initial search yielded 2541 articles; 21 papers fulfilled the inclusion criteria with eight questionnaires used to measure resilience. Reviewed studies found that resilience questionnaires were originally developed for general populations, patients, and caregivers of individuals with dementia, Alzheimer's, cardiac rehabilitation patients, women with fibromyalgia and individuals with suicidal

thoughts. However, most of the questionnaires were adapted and used in various populations. The domains outlined by all questionnaires were overlapping and inconsistent. The most common resilience domains were adversity and positive adaptation. When measuring resilience, some authors used a scale which has also measured other concepts such as hardiness, including the Family Hardiness Index, to operationalize resilience; this has caused further confusion on the core concept of resilience. The findings of this review provide new insight into how resilience can be measured in health care research. Various domains of resilience were outlined in the questionnaire; thus, future research should determine an appropriate questionnaire to measure resilience in the study.

**Keywords:** health services research, resilience, surveys and questionnaires

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**A 83**  
**OE 004**

## **Workplace Stigmatism: The voices of mothers with disabled children**

**Azzarina Zakaria <sup>1</sup>, Khairul Saidah Abas Azmi <sup>2</sup>, Chie Yorozu <sup>3</sup>**

<sup>1</sup> Faculty of Business and Management, Universiti Teknologi MARA, Malaysia <sup>2</sup> Faculty of Business and Economics, Universiti Malaya, Malaysia <sup>3</sup> School of Business, Aoyama Gakuin University, Japan

azzarina@uitm.edu.my, khairul\_saidah@um.edu.my, yorozu@busi.aoyama.ac.jp  
Tel : +60132041977

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### **Abstract**

Stigmatization is a typical experience for persons with disabilities, and it also tends to extend to close family members with whom the bearer of negative differences associates. Mothers are the most vulnerable close family members susceptible to the stigmatization as the exceptional care roles are expected to fall on mothers primarily, thereby strongly influencing their work-life experiences. This qualitative study highlights the kinds of workplace stigma endured by the mothers of disabled children. It intends to explore the forms of stigma that may be subtle yet could be detrimental to the mothers. This study also demonstrates an understanding of how the mothers are affected by and regulate the workplace stigma. Five Malaysian mothers representing a variety of work structures and situations were engaged in the in-depth interviews. Text analysis reveals clear evidence that the mothers are subjected to stigmatizing treatments, consequently playing a significant role in their workplace engagement, career aspirations and confidence. Two salient forms of stigmatization are illustrated in the study. The mothers are seen as (1) tending to evade work roles and (2) incapable of delivering a satisfactory performance standard. Some mothers appear to legitimize the stigmatizing norms and regard their treatment as sensible. Others, however, seem socially debilitated by the stigma's emotional consequences, highlighting the mothers' pervasive psychosocial ramifications. Many mothers expressed that accepting the workplace stigma and being unrestrainedly brazen are necessary to find peace in their work environment. The number of disabled children is gradually increasing worldwide; hence, more female employees with children with disabilities will be participating in the future workforce. This study, thus, positions the pressing concerns that necessitate the need to reform the employment

trajectories of mothers with disabled children. It is worth noting that the study is parallel to the direction of the Sustainable Development Goal, United Nations, of promoting decent work. It sensitizes issues to stigma-related threats in the workplace within the purview of women employees with disabled children.

Keywords: Workplace, Stigma, Mothers, Disabled Children

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**A 84**  
**OE 006**

## **Sleep Deprivation and Study Habits Effects toward Medical Imaging Students, UiTM Puncak Alam**

**Mohd Amirul Tajuddin <sup>1</sup>, Ann Erynna Lema Thomas Sudin <sup>1</sup>,  
Mohd Hafizi Mahmud <sup>1</sup>, Qusay Taisir Nayyef <sup>2</sup>**

<sup>1</sup> Centre for Medical Imaging Studies, Faculty of Health Sciences, Universiti Teknologi MARA, Malaysia, <sup>2</sup> Department of Oncology, Oncology Teaching Hospital, Medical City, Baghdad, Iraq

amirultajuddin@uitm.edu.my, angela@uitm.edu.my, mhafizi@uitm.edu.my, qusaytaiyser@gmail.com  
Tel : +60332584411

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### **Abstract**

Background: E-learning has become one of the important methods in education nowadays. It consists of computer-based learning, blended learning, online/virtual learning, and web-based learning. The existence of pandemic Covid-19 make E-learning become the main platform for education in institution. However, students may not adapt with the changes of education platform. Their study habits and sleep pattern may be changes and may affect their academic performance.

Significance: Sleep deprivation may affect student life. The failure to keep healthy sleeping habit will affect performances during online distance learning (ODL). The condition during ODL may had great disturbances to constantly motivated the student. Understanding the impact of sleep deprivation and study habits with their academic performance during ODL may help the students to increase their awareness that a good sleep pattern is helping them for successful ODL and at the same time maintaining their health. This study may help the institutions and policymakers to outline the mitigation plan for a successful ODL while maintain the health of students.

Aim: To evaluate the effects of sleep deprivation and study habits on academic performance during online distance learning (ODL) among students of Medical Imaging in UiTM Puncak Alam campus.

Objectives: To identify the sleep deprivation and study habits among Medical Imaging students during ODL; To evaluate the relationship between sleep deprivation and study habits with academic performance among Medical Imaging students during ODL

**Methods:** This study was done using cross-sectional survey that was conducted through online platform. 191 students of Medical Imaging course from second year to final year were participated in this study. First year and distance learning students were excluded from these criteria. The questionnaire that consists of 42 questions were distributed among the students. The data were collected via Google Form. There were 3 sections which are section A (5 questions of demographic characteristic), section B (7 questions of sleep deprivation) and section C (30 questions of study habits during online distance learning). Descriptive analysis and Pearson chi-square tests were used to identify the relationship between sleep deprivation and study habits on academic performance of students by using SPSS software version 26.

**Limitations:** The sample size of the study only restricted to Diploma and Bachelor students in Medical Imaging, UiTM Puncak Alam campus from second year to final year. The result did not represent the students that enrolled in Faculty of Health Sciences UiTM.

**Findings:** Most of Medical Imaging students had poor sleep ( $n=130$ , 68.1%) and need to improve their study habits ( $n=136$ , 71.2%). There is no significant correlation between sleep deprivation ( $X^2=0.31$ ,  $df=2$ ,  $p=0.855$ ) and study habits ( $X^2=1.26$ ,  $df=2$ ,  $p=0.533$ ) on academic performance of student.

**Implications:** Study findings suggest that Medical Imaging students need to be aware with their brain's health by having a good sleep and manage their time in study to improve their academic performances.

**Keywords:** sleep deprivation, study habits, e-learning, academic performance

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