

Abstracts

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AicQoL2022Penang

10th AMER International Conference on Quality of Life
Shangri-La Rasa Sayang, Penang, 16-17 Mar 2022



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**10th AMER International Conference on Quality of Life,
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Editor

Mohamed Yusoff Abbas

Acknowledgement

The Association of Malaysian Environment-Behaviour Researchers (AMER), the main organiser, with the co-organisers, ABRA (Association of Behavioural Researchers on Asians/Africans/Arabians) and cE-Bs (Centre for Environment-Behaviour Studies), Faculty of Architecture, Planning & Surveying, Universiti Teknologi MARA, Malaysia, congratulate all 59 approved abstract contributors for making this publication possible.

Thank you all !

Foreword

This 10th AMER International Conference on Quality of Life, Shangri-La Rasa Sayang, Penang, Malaysia, our 36th international conference to be organised, managed to attract an overall total of 63 numbers of abstracts. Out of the total, 3 abstracts were rejected due to non-compliance, while 1 abstract withdrew.

The #GC2021 initiative seemed to have continuously borne fruits. Of the 59 abstracts approved, authors from 23 countries contributed. The majority (57 numbers) were contributed by Malaysia, while 1 number each was by Morocco and Taiwan. Countries which co-authored with Malaysia involved Indonesia (24 numbers), Bangladesh, Egypt, Saudi Arabia and South Korea (3 numbers each), Nigeria, Turkey and United Kingdom (2 numbers each), and Afghanistan, Australia, Germany, Japan, Kurdistan, Libya, Pakistan, Taiwan, Thailand, United Arab Emirates, and United States of America (1 number each).

The abstracts approved were simply grouped generally under 18 sub-categories, although quite a number could have been easily placed under more than one category. The top four categories in order of popularity involved the following environments: - Educational / Learning Environment, ELE, 11 numbers (21%), Health/Healing Environment, HE, 7 numbers (13%), Policy Matters, PM 5 numbers (9%), and Sustainable Environment, SuE and Working Environment, WE, both 4 numbers each (7.5%).

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

Prof. Dr. Mohamed Yusoff Abbas
Editor
AicQoL2022Penang, Malaysia, 16-17 Mar 2022
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16 Mar 2022

About the Conference

Background

The AMER (ABRA malaysia) support for the AcE-Bs and AicE-Bs conferences, initially organised by the Centre for Environment-Behaviour Studies (cE-Bs), FSPU, UiTM, Malaysia, and co-hosted by international colleagues within the Environment-Behaviour (EB) disciplines, have been held and planned to be away from Malaysia, worldwide. There is a need for an annual serial internationally very relevant behavioural-themed conference in/nearby Malaysia, not only for the benefit of AMER / ABRA local members who could not participate at the AcE-Bs and AicE-Bs conferences being held worldwide, but also for potential international participants who would like to present their papers in/nearby Malaysia. What behavioural-themed can be most relevant affecting all nations than the QoL (Quality of Life)?

Thus, the timely and relevance of the Annual Serial Landmark International (ASLI) Conferences on QoL, back-to-back. The AicQoL, AMER International Conference on Quality of Life shall be held at the ASEAN venues, while the AQoL, ABRA International Conference on Quality of Life shall be held in non-ASEAN countries. AicQoL is also strategized to coincide with AMER's AGMs.

The maiden AicQoL2013Langkawi, Malaysia was held on 6-7 April 2013. That was followed by:-
2nd AicQoL2014KotaKinabalu, Malaysia, 04-05 January 2014
3rd AicQoL2015Jakarta, Indonesia, 25-27 April 2015
4th AicQoL2016Medan, Indonesia, 25-27 February 2016
5th AicQoL2017Bangkok, Thailand, 25-27 February 2017
6th AicQoL2018PerhentianIslands, Malaysia, 03-04 March 2018
7th AicQoL2019Bali, Indonesia, 16-17 Feb 2019.
8th AicQoL2020Malacca, Malaysia, 18-19 Mar 2020 (Virtually presented on 25 Mar 2020)
9th AicQoL2021BukutTinggi, Pahang, Malaysia, 17-18 Mar 2021 (1st hybrid)

10th AicQoL2022Penang, Malaysia

Our 36th international conference, the WoS-indexed AicQoL2022 (10th AMER International Conference on Quality of Life), shall be held from 16-17 Mar 2022. The hybrid (both face-to-face, F2F and virtual) conference shall be held at the Shangri-la Rasa Sayang Penang, Malaysia.

The AicQoL2022 focuses on Quality of Life 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 the grand prize of cash RM3,000 (USD723).

AicQoL2022 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 published both the Abstract Book (eISBN 978-1-913576-05-9), and the Proceeding in the E-BPJ (Environment-Behaviour Proceedings Journal), eISSN 2398-4287, 7(19) Mar 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, AjbQoL, ajE-Bs or jABs, @ no publication charges.

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 75% additional surcharge of the published Registration Fees shall apply).

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
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Sustainable Environment
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Urban Environment / Urban Psychology
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Commercial / Retail / Services Environment

A 01 CRSE 002

Competitiveness of Malaysia's Palm-Based Finished Products

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Abstract

Palm oil is widely used item in millions of products such as food, soap, personal care items, cosmetics, and feedstock for biodiesel. In 2020, 39.76 %, equivalent to 82.71 million tonnes, of the global total vegetable oil consumption was dominated by palm oil (including palm kernel oil). The palm oil industry is one of the key economic drivers and contributors to Malaysia's national economy. Currently, Malaysian palm oil products are exported to more than 150 countries worldwide. The higher export demand is due to the lower price relative to other vegetable oils. However, the current exports trends indicate that Malaysia is losing out to competitors, especially Indonesia. One of the reasons behind this weak export performance is the lack of competitiveness. Moreover, the industry faces major challenges, including labor shortages and declining cultivable lands due to deforestation and environmental degradation concerns. The growing environmental and sustainability concerns of oil palm farming may adversely affect palm oil's import demand and hence the Malaysian economy. Given its current domestic production, it is expected that Malaysia's palm oil export in the future will continue dropping. Malaysia must find ways to improve the palm oil downstream competitiveness in order to strengthen, recover, and maintain its strong worldwide position against other major competitors. It is thus crucial to investigate the trade competitiveness of palm-based finished products as part of the palm oil downstream industries. For this purpose, this study aims to assess Malaysia's relative trade competitiveness in palm oil downstream products. The trade competitiveness is estimated using

the Revealed Trade Advantage (RTA) developed by Vollrath (1991). The analysis considers 12 products listed under HS 6-digit codes which mainly represent palm oil downstream products. The data covers 18 years ranging from 1999 to 2016. Our results indicate substantial competitive advantage in soapstock (HSC 152200), Soap chips (HSC 340120), and vegetable ghee (HSC 151790). The export of high-value-added downstream products could hopefully help improve the country's export, national income and finally the overall quality of life. Thus, there is an urgency to grab the opportunities to exploit the market's full potential as Malaysia is among the major producing countries of vegetable oils and fats.

Keywords: Trade Competitiveness, Sustainable Palm Oil, Revealed Trade Advantage, Income Generation.

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A 02 CRSE 001

Exploring Business Resilience Strategies among Single Mother Entrepreneur in the Klang Valley

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Abstract

Single mother entrepreneurs (SMPs) have always been one of the most affected groups, even before the Coronavirus outbreak that has shaken the world since 2019. It has been one of our worst nightmares, but fortunately, the pandemic has accelerated the adoption of technology by SMPs. This study aims to understand business resilience strategy among SMPs in Klang Valleys during Covid-19 Movement Control Order (MCO) and whether they can continue sustaining their business operations. This study is imperative to achieve three main objectives: 1) Produce insights into the SMPs business resilience strategies; 2) Investigate the challenges during the pandemic faced by the SMPs and; 3) Gathering the SMPs recommendations for the relevant agencies in providing better assistance to them. Adopting a qualitative research approach, a total of 18 SMPs located in Klang Valley were interviewed during open group discussions via Google Meet Platform. This study is only focused on a small group of SMPs in Klang Valleys and did not attempt to generalize the findings to a broader population. The findings of this study indicate that business resilience strategies that SMPs implemented include developing online marketing strategies, changing business services, reducing business costs, delivering goods to customers' houses, and applying for government assistance. However, the SMPs were also challenged with the need to lay off workers, recruit new workers, lack knowledge in marketing strategies, increase in goods price, lesser demand from customers, struggling to work from home and declining profit. SMP are encouraged to be prepared with solid financial and emergency savings funds to cover

overhead and other fixed costs. It is recommended that the SMPS increase their knowledge on flexible strategies to switch during times of crisis, such as marketing strategies and getting financial assistance to avoid business closure. Furthermore, the government should reinforce the distribution mechanism of all stimulus packages related to businesses owned by women, especially SMPs, apart from increasing the allocation of funds.

Keywords: Covid-19, movement control order (MCO), single mother entrepreneur, business, resilience strategy

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Communication / Social Media Environment

A 03 CSME 002

Focus Group Discussion (FGD) in adopting Malaysian Sign Language (MySL) as a Third Language among Typical Adolescents

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Abstract

Background: Children with early-onset, severe to profound deafness are more vulnerable to mental health problems than their hearing peers. Significance: Communication deprivation is a key risk factor in developmental delays. **Aim:** The key element of the Introduction to MySL module is to create awareness and assess the willingness to adopt a new language among hearing individuals prior to embarking on inclusive education. **Objectives:** To explore adolescents' prior experience and attitudes communicating with persons with hearing difficulties (PWHd), MySL module expectations, and adolescents' experience of the MSL module and their attitudes towards communicating with PWHd. **Methods:** Focus group discussions (FGD) were conducted with adolescents before and after their participation in the "Introduction to MySL" module. **Limitations:** Purposive sampling was performed due to the restrictions of the current pandemic. Pre-module FGD explored prior experience communicating with persons with hearing difficulties (PWHd), MySL interest in learning MySL, and their expectations of the module. The Post-module FGD

focused on what they felt about MySL and their feelings on communicating with PWHd after learning MySL. In both FGD, a scenario was given to illicit their current attitudes and thoughts on communicating with PWHd. **Findings:** Only 1 out of 8 respondents had a previous encounter with PWHd at their school. A majority did not know how to communicate with a PWHd and felt unsure of strategies that could be implemented. However, participants appeared eager to learn MySL. Upon module completion, participants reported that the module was fun, exciting, and enjoyable. They reported that they felt more confident in communicating with PWHd in the future. However, there are a lot of gestures to remember. A majority of the respondents wanted to learn more MySL. **Implications:** The "Introduction to MySL" module initiated a positive attitude towards learning MySL and increased confidence to communicate with PWHd among the respondents.

Keywords: inclusive communication, focus group discussion, Malaysian Sign Language, adolescents.

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A 04 CSME 001

Improving Age-Friendly Environment through Pragmatic Language

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Abstract

Communication changes are frequently delineated by older adults. Declining vocabulary and poor comprehension of complex sentences are some depleting language skills faced by the elderly. It is due to the ageing process, which leads to physiologic changes in hearing, voice and speech processes. The ascendancy of hearing loss is estimated to be even higher for older adults in residential care facilities and hospitals. Consequently, their diminished abilities can limit activity and participation because they cannot produce and comprehend both written and spoken languages. An older person's deficits in hearing, speech, language and cognition may also adversely impact their family members, caregivers and other significant persons. Undoubtedly, there is a great need to understand how elders can adapt communication to be a necessary tool for living safely and independently and utilising functional control over the quality of life and care. As such, this study explored the cues that construct young people's understanding of effective communication within the older and young adult dyad. Qualitative data retrieved from open-ended questions were thematically analysed, and specific facets that contribute to understanding age-related differences were developed. The results catalysed the development of the Integrative Language-based Communication Diagram. This diagram reflects a combination of understanding Berlo's SMCR Communication Model, guided by the current analysis and arranged in a manner where all cues are conceptually coherent. This diagram can also be developed into an interactive

multimedia e-module as a learning resource for students and a training module for caretakers and medical practitioners. Knowing the feasibility of interactive multimedia, the module incorporates simulations to facilitate independent and conventional learning learners. The infusion of these strategies in the existing communication process could reduce the prevalence of communication breakdown. This environmental approach can also contribute to the successful elders' adjustments and adaptations to normal ageing. Nonetheless, a larger-scale randomised intervention should be done since this study limits the participants' age between 18-19 years.

Keywords: Age-friendly environment, pragmatic language, verbal communication.

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A 05 CSME 003

Malaysian Sign Language (MySL) Module as a Third Language for Adolescents: Inclusive communication in the Malaysian community

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Abstract

Background: Inclusive Communication in the Community (ICC) amongst children and adolescents can bridge the gap between hearing individuals and individuals who are Deaf (D), People with Hearing Loss (PHL), Speech or Learning disabilities Hindley (2005) stated that children with early-onset, severe to profound deafness are more vulnerable to mental health problems than their hearing peers. Since 1970, MySL is the preferred language for communication in Malaysia for the DPHL community. MySL was adopted from ASL (75%) since the 1960s and has linguistics and mannerisms according to different states in Malaysia. The Persons with Disabilities Act 2008 has acknowledged Malaysian Sign Language (Bahasa Isyarat Malaysia – BIM) as an official language for the DhoH in Malaysia. However, its adoption is low, as teachers are still teaching Manually Coded Bahasa Malaysia in Malaysian schools.

Significance: Communication deprivation is a key risk factor in developmental delays. Early psychological support provided to the child, and their carer(s) is crucial to prevent mental health problems. The core content of this study draws upon education, sociology, psychology, and

disability in relation to inclusive education in Malaysia. **Aims:** The Introduction to MySL Module was developed by educators and MySL instructors who are DPHL. It was constructed based on the age of students, setting the scene for both DPHL and typical students to understand the deaf culture and guide both DhPHL and typical students to adopt MySL easily. MySL uses visual-manual modalities for delivering information and communicating involving movements of the body, especially finger, hand, and arm gestures and facial expressions. **Objectives:** To develop a module of MYSL which can be easily used by students who are DPHL. The module includes topics such as To Know Malaysia is To Love Malaysia and a culturally relevant sub-topics where students learn names of States in Malaysia and the national anthem, Negaraku in MySL. Calibrated MySL instructors for this module are DPHL. **Limitations:** The Introduction to MySL module could not be tested in a school environment due to school closures during the COVID-19 pandemic. **Findings:** A pilot study comprising an instrument tool from validated questionnaires [Rogers 1995; ELQ, University of Nottingham, UK] consisting of the diffusion model to gauge willingness and readiness for students to adopt MySL as a third language. Findings showed positive feedback from respondents in comparison to pre-intervention among typical adolescents. **Impact and Implications:** This comprehensive module inculcates a fun learning process while inculcating patriotism among learners.

Keywords: inclusive communication, Malaysian Sign Language, third language, adolescents

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Community Environment

A 06 ComE 002

A Systematic Literature Review on Waqf Governance

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Abstract

As concept of waqf is continuously explored by the researchers worldwide, it becomes a mainstream discipline embedded in the most organizations. Waqf governance is important for the development of waqf properties for the sustainability and wealth of the Muslim communities. Most of the literature identified that the management of waqf is under the jurisdiction of the state government as stipulated in the Ninth Schedule of the Federal Constitutions that led to most of the potential waqf properties are not well-developed. It shows that the management and governance of the Waqf should be improved and become the main concern of the current researchers since the development of waqf has provided significant contributions to the socio-economic of the nation. The organizations, either public or private, started to introduce and encourage the waqf to their members. Besides, an increasing interdisciplinary study on waqf, the literature on waqf governance is growing. As example, the studies on waqf are combined with specific area such as education, tourism, social wellbeing and so forth. The governing bodies of waqf are responsible to manage the public assets and cash. Hence, the waqf governance among the waqf administrators is vital in managing the public trust for improving the wellbeing of the society. Although there have been numerous past studies that focus on the waqf, there are being limited review exploring the recent trends across the breadth of the waqf governance. This paper is aimed to provide a systematic literature review of the waqf governance studies. The studies on the waqf governance were initiated in 2011 and it showed growing trends related to the publications on waqf governance starting 2017. A total of 49 documents published between 2011-2021 were retrieved. However, 19 related documents to this study are included for further

analyses based on the systematic searching strategies process consists of the identification, screening, and eligibility. In this contribution, we propose that systematic literature review by partitioning the literature into papers addressing the integrated governance which is transparency, accountability, and fairness.

Keywords: waqf governance; integrated governance; accountability; fairness

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A 07 ComE 001

Towards the Future of the Malay Community in Kelantan

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Abstract

As it happens, the Malay settlement of Malaysia is a broad and an elaborate discourse to be discussed in relation to the development of culture and livelihood of the Malays. The pattern of the settlement is nothing to do with the planning principles that we learned from school. The settlement built by the people did not establish on an empty track of land, however, it is developed from the aspiration of the people according to their needs. The nature of the human to live in a community and *raison d'être* to have a better life led them to struggle along the way to improve their living conditions. Historically, the origin of settlement in Malaysia can be traced from an individual determination or a nomadic group in search for a better place for his family. It is here that the settlement begins. In this paper, the researcher explored the literature on human settlement together with the technique of social research indulging the subject of the study. The attributes of human settlement both tangible and intangible were examined in discovering the phenomenon of the Malay settlement of Kota Bharu. The close proximity of the settlement along the river signifies the life in an urban neighborhood which has an implied relationship with the community that executes the daily routine through their activities. It is observed that the Malay settlement is at its threat from a fast pace of urbanization and land status insecurity. Evidently, the Malay settlement is at the brink of disappearance where the rural and urban contradiction in activities as well as urban culture pressure may led to its disintegration. We also discovered that the identity generated by the establishment of place reflected by the culture of the people is slowly

disappearing. The instability of the identity of the Malay community in linking to the present urban settlement is withering slowly along with the cultural transformation generated by development. The extend of this paper also reveal the life, essence, hopes and aspirations of the Malays in the process of urbanization. It is posted that the process of urbanization also tested the survival of the Malays, and one day the existence of the Malays may the object of “museumification” in their own country.

Keywords: Kota Bharu, Malay settlement, Malay identity, urbanization

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Design / Creative Environment

A 08
DCE 001

**Exploring the Concept of Spatial Identity
within a Building Environment**

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Abstract

Spatial identity refers to the mental and emotional connection to the places we have experienced. Collectively, spatial identity looks at how meaningful and significant one's attachment is to a place for individuals and groups. When being in a place becomes regular to individuals or groups, their identity is tied with that particular place. The theory of spatial identity is often discussed regarding the urban environment; however, there is little discussion on spatial identity specifically for a building or an interior setting. Understanding this subject may help designers understand the elements that connect people to a building design, both in terms of tangible and intangible aspects. This paper discusses the spatial identity theory for a smaller scope of the built environment - a building design. The research objective is to explore the concept of spatial identity theory within a building environment through literature analysis and synthesis. Questions being asked as the direction of research include: What elements of a building environment create spatial identity?; does human behaviour contributes to the spatial identity within a building environment?; do the details in an interior design play significant roles in creating a spatial identity of a space?; what aspects of the building design may construct a convivial space that attracts many visitors?; does spatial identity significantly correlated with spatial experience of a building environment?. A literature review is the primary methodology for this research paper, which considers extensive precedent studies associated to spatial identity, sense of place, spatial experience, place branding and more. The synthesis towards the end of this study may better comprehend spatial identity theory for a building and interior environment. Looking at this theory in a more specific

built environment setting may assist designers in architecture and interior problem solving, especially concerning the intangible aspects of the environmental psychology of building space.

Keywords: Spatial identity; building environment; sense of place; spatial experience

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A 09 DCE 002

Modelling Office Building Rent Prediction using Machine Learning

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Abstract

In terms of vulnerability to macro-effects and performance of real estate within the market, office buildings are more synchronous than others. The heterogeneity of office space features somehow makes them more complex to analyse. This poses a gap as accurate predictions of real estate rentals are critical for investors and other real estate market stakeholders. Numerous models have been proposed previously to examine the property market performance in analysing property market rental. Still, limited success was achieved in finding a reliable and consistent model to predict rental property market movements over a five-to-ten-year time frame. With the spreading spectrum of Industrial Revolution 4.0, a specific computing approach known as Machine Learning, which is optimised for property market analysis, is undoubtedly the most acceptable solution. Hence, this paper will fill the gaps by implementing a robust approach to

determine the significant factor influencing office building rental and identifying the best algorithms in predicting office rent via Machine Learning Auto Modelling. Methodically, this paper adapts descriptive statistics from secondary data acquired from various government and private organisations comprising 693 office space transactions covering 191 office buildings in the Kuala Lumpur city centre area. The obtained data ranging from the year 2015-2021 were employed for analysis. The methodology uses data analytic tools, namely the RapidMiner Studios, to evaluate which factors substantially impact office rent using correlation weights based on auto model analysis. Additionally, the auto model will use three (3) distinct types of Machine Learning algorithms to determine the best algorithms for office rent predictions, including Decision Tree, Random Forest, and Support Vector Machine. The training data experimental results are utilised to compare the algorithms based on error calculation using R^2 and Relative Error. The results of statistical analysis using auto model suggest that among the factors that influence office building rental, amenities, and in-house services, as well as building appearance and design, have the highest correlation coefficient. However, the overall factors included do not significantly influence office building rent. On the other hand, the auto model highlights that the decision tree outperformed random forest and support vector machine in achieving a better office rent prediction. As a result, the findings will bring new insight into using machine learning models in real estate analysis.

Keywords: Office Buildings, Rent, Machine Learning, Prediction

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Educational / Learning Environment

A 10 ELE 009

A Qualitative study on the Experiences of Clinical Accompaniment among Nursing Distance Learners

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Abstract

Background: Clinical accompaniment is an essential need for students' learning. It provides the student with an experiential foundation of attributes that can be incorporated and applied into practice. **Objective:** To explore the distance learning (e-PJJ) nursing students' perception regarding their clinical accompaniment during Intensive Care Nursing (ICU) clinical placement. **Method:** A qualitative phenomenology has been applied for this study. It was conducted using semi-structured interview questions for an interview guide. Eleven final year students, Bachelor of Nursing (e-PJJ) of UiTM Puncak Alam Campus, were selected using the purposive sampling method. In-depth interviews and focus group discussions (FGD) have been conducted. All interview sessions were recorded, transcribed, and coded manually using thematic analysis. The triangulation process has been done to ensure the validity and credibility of the findings. **Limitations:** Only female participants were involved in this study as no male students were available during the study period. Due to this limitation, the authors could not do an exploration analysis from the male perspective view. **Findings:** This study revealed five (5) themes: 1. *Supervision in clinical placement*; 2. *Student-centred learning*; 3. *Clinical environment*; 4. *Feeling stress* and 5. *The need for a Clinical Instructor (CI) or Local Preceptor (LP) during clinical placement*. **Implications:** This study provides an insight into the importance of clinical accompaniment during clinical placement among nursing students. As reported by the participants, the need for accompaniment was minimal for them as they all are registered nurses

and have been exposed to the clinical environment, thus making them feel confident with the clinical environment without the presence of any accompanies. However, different views and approaches will be applied for the freshly nursing student where the clinical accompaniment is a must as they are a novice in the clinical area. This study implies that when providing the clinical accompaniment, it must be based on the students' clinical background to achieve a better clinical placement outcome. **Conclusion:** The need for clinical accompaniment among e-PJJ students was minimal as they are all registered nurses. However, they required written guidelines from nurse educators to guide and facilitate them during clinical. Recommendation: The Nursing Program should develop a written guideline for students during their clinical placement. These guidelines can be served as a clinical accompaniment and can help them achieve their clinical placement's objectives and enhance their clinical motivation.

Keywords: Experience, clinical accompaniment, distance learning, qualitative study,

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A 11 ELE 005

A Theoretical Exploration on the Standing of Liberal Arts in the Civil Engineering Curriculum

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Abstract

Civil engineers are professionals with one of the greatest responsibilities on this planet, tasked to build the quality of life. In current time, civil engineers require more than just technical instructions, as commonly present in the past. Present civil engineers are required to grasp the knowledge and understanding of policy-making, ethical issues, and societal values, all of which are becoming increasingly important in the civil engineering field. The lack of such attributes causes civil engineers to work in silos, subsequently faced with difficulties in solving multi-dimensional problems, particularly concerning society. For civil engineers, the society or public is commonly the recipient or end-user of the engineers' deliverables and the lack of humanities values might result in mismatches between the former and latter. One of the major hiccups and also potential remedies to this situation lies in the civil engineering curriculum. Over the last few years, scholars have called for better integration between the field of science, technology, engineering, and mathematics (STEM) with liberal arts. Greater collaboration between engineering and humanities is encouraged for instilling a better understanding of society and culture. Against this backdrop, this study aims to explore the existence of liberal arts in the civil engineering curriculum through a systematic literature review. The objectives of this study are twofold: 1) To identify the number of articles related to liberal arts within the civil engineering curriculum papers, and 2) To highlight the needs and challenges of blending liberal arts in the civil engineering curriculum. The initial literature search conducted using the Scopus database has resulted in 510 returns of which only

10% constitutes papers on liberal arts. From the findings, the essential need of having liberal arts included in the civil engineering curriculum is towards producing engineers with empathy that appreciates social values, philosophical and cultural, alongside the technical knowledge of civil engineering systems. On the other hand, the challenges of introducing liberal arts into the civil engineering curriculum stem from the overcrowded curriculum and the priority on technical courses. This study is one among the few recent undertakings that have relived the importance of liberal arts in the civil engineering curriculum to produce well-rounded civil engineers. Essentially, both technical and human skills are required in confronting the dynamic and ever-changing society, which is inherent for the growth of civil engineering students as future engineers.

Keywords: civil engineering; curriculum; liberal arts; systematic literature review

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A 12
ELE 003

Challenges on the Implementation of Cook Chill System in School Foodservice

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Abstract

The Cook chill system in school food service has a significant positive impact on the environment, society, and economy. The demand for these meals types produced by the food catering industry outside the home has expanded dramatically in recent years. Thus, it is a need to introduce a cook-chill system in schools to reduce food waste and operational costs. Therefore, the implementation of a cook-chill system at foodservice schools is vital for effectively and strategically improving the food safety culture for food contractors in school foodservice production. It is, therefore, recommended to embrace safe, and nutritious meals in schools as a measure to improve students' nutritional intake. This paper aims to identify the challenges of the cook-chill system implementation and potential barriers to sustaining the system in school foodservice in Selangor. The data were collected using the interview methods with seven food contractors from 7 different school foodservice in Selangor. Purposive sampling and interview approaches were utilized to elicit information from food contractors in this qualitative approach. Three factors have been identified based on the analysis, using qualitative content analysis (QCA). The factors mainly are the lack of knowledge about the cook-chill system, poor management of cook-chill system from the food contractors, and lack of skills in food preparation. The informers showed the lowest acceptance because they believe the system is better suited

for airlines or hospitals than schools' foodservice operations where the food contractors claimed airlines and hospitals manufacture thousands of meals per day. Furthermore, a larger room is required to accommodate the equipment, which will comprise a blast chiller, a chiller, and other components, which has resulted in the high cost of installing all of the equipment. This study could contribute towards a better understanding of the complexity of the cook-chill system, particularly for the school foodservice industry. Thus, this paper is to provide an insight into a holistic approach with multi-stakeholders and will improve the school foodservice system.

Keywords: School foodservice, cook chill system, challenges, implementation,

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A 13 ELE 006

Developing a Framework of Sensory Environment for Autism Centre

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Abstract

The learning environment is critical in developing the skill and mental of autistic children, yet little is known relating to designing a unique environment for them. Designers are often unaware of the sensory issues that would affect their learning process. Problems were highlighted and only focused on sensory sensitivity, stimulation, and design towards the physical learning environment. However, none of them is looking at the research concurrently and developing a framework. Hence, this paper's objective is to identify the main factor in creating the physical learning environment for autism. This paper aims to establish a framework for sensory environment towards the physical learning environment for autism centre. The respondents (n=384) were involved in the autism learning environment; they should give opinions and may or may not experience designing or creating the autism learning environment. Partial Least Square Structural Equation Modelling (PLS-SEM) was conducted to develop a framework of the sensory environment. There are two assessment steps; the first step is assessing measurement models, and the second is assessing structural measurement models. There is a limitation, especially the

data collection period that occurs during the government's pandemic Covid-19 and Movement Control Order (MCO). The researcher used email and online to conduct the survey. Therefore, the response rates to postal surveys are low. The study findings show that sensory stimulation and sensory design are the main factors in creating a conducive physical learning environment. The analysis has proven that sensory stimulation such as smell, lighting, visual and colour helps the autistic dealing with unusual responses that stimulate them in the environment. Meanwhile, sensory design with safety and spatial sequencing is the most important to create a conducive environment for autistic. The experimental studies suggest observing autistic children in the learning environment for future research. It is hoped that this paper could be an impressive contribution to technical agencies and designers during their design stage, thus creating a better physical learning environment supported with sensory design features.

Keywords: Sensory environment; autism; physical learning environment.

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A 14 ELE 007

Effect of Health Education Program on the Knowledge and Attitude towards Organ Donation

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Abstract

Background: The lack of knowledge about organ donation's legal and operational aspects is one factor that may lead to this restricted supply of donor organs. Health care workers are the most critical links in the procurement of organs, as they are the first people to develop relationships with potential. Everyone covers different levels of information and knowledge about organ and tissue donation. **Significant:** The significance of this study should raise awareness about organ donation among UiTM nursing students. Additionally, this study was able to determine the most effective health education approaches for increasing public awareness of organ donation. **Aim:** To investigate the effect of video health education and pamphlet education among part-time nursing students. **Objectives:** This study aims to identify the effect of health education programs on the level of knowledge and attitudes towards organ donation among part-time nursing students. **Methods:** In this randomized controlled trial (RCT) with two arms study, 146 part time nursing students from UiTM Puncak Alam campus were randomly assigned into two groups via simple random sampling by a random table generator. The research instrument includes demographic data section and the Organ Donation Knowledge and attitudes questionnaire. These instruments were provided to students through a google form link for 20 minutes answering time.

After completed answering the questionnaires, the participants were randomly assigned into intervention 1 consisting of pamphlet health education and intervention 2 consisting of video health education. Both groups were required to gain the information on the organ donation in 5 minutes duration in their respective methods (pamphlet or video). Data were analyzed using IBM SPSS using Pearson Correlation and Independent T-Test. **Limitations:** The study was limited number of samples with varieties of religious due to this limitation, the authors were unable to conduct an analysis of religious disparities aspects towards organ donation. **Findings:** There were no significant differences in the knowledge level and attitude level for both groups. There was a positive correlation between the level of knowledge and attitude for pamphlet group ($r = 0.26$, $n = 72$, $P = 0.02$). Both groups were having a positive attitude and had an average level of knowledge towards OD. **Implications:** The study concluded that pamphlet and video portray similar outcome in obtaining information on OD. The implication of nursing health education programs is to improve the level of knowledge and attitude towards organ donation and to create an ethical culture among nurses.

Keywords: Organ donation, health education, knowledge, attitude.

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A 15 ELE 001

Impact of Physical Learning Environment towards Students' Performance at Taylor's University

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Abstract

Student learning performance may be affected by various physical attributes in a university. Previous studies saw the ongoing pedagogical shift in higher education from a traditional content delivery model to more active classroom interactions. Learning environments need attention as it is closely related to the student's well-being and learning performance. Indeed, the physical learning environment positively impacts students' learning and performance in the classroom. A paradigm shift to 21st-century education towards more student-centred pedagogy and commonly labelled "active learning classrooms" has been premised on the belief that the enhancements will support and improve student learning outcomes in higher education. Learning spaces are mission-critical for higher education and embody a significant investment in space, technology, time, and furniture. It is timely to have an evaluation and assessment to prove a commonly accepted set of learning spaces and implement the spaces through certification from a third party. This paper aims to identify the physical attributes of new era classrooms in universities that accommodate the needs and changes of 21st-century education and assess the students' perceptions of those attributes. The research method involved qualitative analysis using literature review, analysing precedent studies, and conducting questionnaires. Analysed the findings

through a statistical approach by the Likert scales, which ascribe quantitative value to qualitative data for statistical analysis. This paper takes comprehensive statistical analysis to assess ambient, spatial, and technological attributes through the survey. The result revealed that student perceptions of their satisfaction and performance highly rely on spatial features (room layout and furniture) and ambient features (temperature and acoustics) of the classroom. The findings and conclusion will give an insight concept of ideal learning spaces. It provides an opportunity for the community of learning space professionals to gather and further develop, promote, and refine the system. Through time, it is improving the learning spaces and the community of practice.

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

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A 16 ELE 008

Innovative Technology-Oriented Teaching Method for Sustainable Tourism Education

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Abstract

Climate change is regarded as one of the most pressing issues facing humankind in the twenty-first century. Being one of the most important industries that contributes greatly to a country's overall economic performance, tourism has a variety of social impacts on the host community as well as carbon footprint that contributes heavily to global climate change.

Scholars have long recognized tourism's critical role in contributing to global climate change and suggested that one of the most important mitigation strategies for addressing this issue from a tourism perspective is to improve sustainable tourism adaptation among its industry players, which could begin with university students. The importance of environment sustainability education in schools and universities is also receiving a lot of attention, as quality education is seen as an antidote to climate change. The significance of this study is that it contributes to Malaysia's higher education 4.0 aspiration by promoting progressive teaching methodologies aimed toward digital natives. It is also aligned with Shared Prosperity Vision 2030 as well as United Nation's sustainable Development Goals (SDG-4: Quality Education and SDG-13: Climate Change) that call for imperative role of educational institutions in equipping society with necessary knowledge, attitude, and skills towards becoming environmental citizenship. This study also aims to improve new teaching methodologies in university to anticipate the current generation of university students labeled as "digital natives who would have different learning preferences and

styles than the former generation due to early and prolonged exposure to technology. The main objective of this paper is to determine undergraduate tourism students' awareness in learning sustainable tourism through 360 video technology and the effectiveness using AIDA model. This preliminary study applied qualitative approach to collect data through focus group interviews and analyzed using NVIVO. The results discussed the most dominant factors determining the interest of students in learning using 360 video technology, the appropriateness and it concludes with implications for future research.

Keywords: Tourism, Climate Change, Technology, Education

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A 17 ELE 004

Mirror..mirror on the Wall, are we Real in Reality? Virtual reality learning application in Malaysian education

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Abstract

To date, VR has been widely used in teaching and learning across many sectors, making Malaysian education one of the country embrace technologies in education systems. Virtual reality has a lot of promise, and its use in education and industry has recently piqued the interest of many in academia. In Malaysian educational environments, there are presently just a few thorough studies on how academics and educationists use immersive virtual reality. Until far, Virtual Reality-based education in Malaysia has received little attention in the literature. This research addresses that gap by looking at the use of both high-end and low-cost head-mounted displays. This is a systematic literature review paper that follows closely the methodology of PRISMA that consists of rigid and vigorous literature search. To obtain all of the papers under consideration, we extracted key information from documents indexed in four scientific digital libraries and then ran them through a thorough screening process that included exclusion and inclusion criteria, semi-automatic and manual approaches, and other approaches as well. The authors want to provide compelling evidence for local academics to remain up to date on VR and utilize it in local education programs via an assessment of the impact of VR learning implementation. Further, this article focuses on the usage of existing educational resources, the execution of educational programs, and the evaluation of educational programs as well as

features of virtual reality (VR) design as well as VR wearables. devices While it came to Malaysian educational usage of virtual reality, the findings showed several flaws in virtual reality's use, including not taking into account the best practices for teaching, as well as a lack of effective evaluations and assessments when developing VR apps. Most researchers are more interested in experimental and development work than being used often in actual classroom instruction when it comes to genuine classroom teaching. Although this is the case, virtual reality seems to be a promising industry, as shown by the discovery of different application areas in this study, which indicates that this technology will be more widely accepted across a wider range of disciplines. The gaps found suggest untapped potential in the area of virtual reality education design, which may serve as a springboard for further research specifically for Malaysian education

Keywords: Virtual Reality, Learning Environment, Systematic Literature Review

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A 18 ELE 002

Pre-Operative Teaching Perception among Nurses in Teaching Hospital

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Abstract

Patient teaching is the process of influencing patient behaviour and producing the changes in knowledge, attitudes and skills necessary to maintain or improve health. Information given depends on nurses' prerogative or assumption of the importance of specific information to patients and not on what patients consider essential. Pre-operative teaching is a vital information delivery process to surgical patients in reducing their anxiety and promoting their post-operative recovery. Although nurses' role as educators in patient teaching, little is known about their perception of the importance of pre-operative education or current practice in providing such teaching for surgical patients. The study aims to explore the pre-operative teaching perception among nurses in one of the teaching hospitals in Selangor. The study used a cross-sectional study design to obtain nurses' perceptions of pre-operative teaching. A total of 315 nurses working in the teaching hospital were recruited in the study. A self-administered questionnaire containing a demographic data sheet and a pre-operative teaching questionnaire (PTQ) was used. The questionnaire was adapted from Mordiffi et al. The data were analyzed using Statistical Package for the Social Sciences (SPSS) for Windows, version 24. The study found that the nurses have the most concern for pre-operative teaching, including pre-operative preparation and details about the operation. The most significant concern by the nurses is the type of operation the patient has undergone and the lowest concern of nurses on how the operation is going to make the patient

better. This study shows that a high percentage of nurses do not see themselves as providing information on the details of the procedure. Health care providers should re-examine the content of pre-operative information provided and emphasize areas that patients consider necessary. Training and retraining to equip health care providers with the required communication skills should be conducted at in-depth levels. Future research studies are needed to determine how best to implement structured pre-operative teaching in the local setting.

Keywords: pre-operative, teaching, perception, nurses

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A 19 ELE 012

The Impact of Remote Education on University Students at Cadi Ayyad University in Morocco: State of Affairs and Perceptions

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Abstract

The unprecedented global health crisis caused by the Covid-19 pandemic has heavily impacted all aspects of social life, most notably education. Higher Education particularly has been at the center of many debates with the various switches from normal to remote education during the past semesters. Conversations relating to student learning experiences, technology in education, mental health and education, appropriate teaching pedagogies in times of crisis, assessment methods and attendance have been at the forefront of the public debate on education in the context of this global health crisis. While many studies have been conducted by various scholars, scholarship produced on the experiences of Global South universities in the Covid-19 context remains insufficient. Thus, the experiences of this crisis specific to the educational environments of such countries, particularly in open-access institutions, are little understood. This study is interested in the analysis of the impact of remote education on the students of open access institutions affiliated with Cadi Ayyad University in Marrakech, Morocco. Characterised by vulnerability, high dropout rates and over 48000 scholarship-holding underprivileged students, this population amounts to 86% of all enrolled students in Cadi Ayyad-affiliated institutions. This study is based on the collection of qualitative and quantitative data from questionnaires answered

by 1760 students, 193 professors and 51 administrative executives, all pointing to a significant digital divide. To ensure a better understanding of the impacts of the pandemic on a context afflicted by vulnerability, this study chooses four major focal points to its analysis of remote education's impact on the students of open access institutions affiliated with Cadi Ayyad University: Perceptions, Costs, Student Experience and Attendance. In so doing, this study aims to be a step forward in the direction of producing scholarship that allows a better understanding of educational experiences in times of crisis in Global South countries, with the specific challenges and restrictions induced by their historical and economic experiences.

Key-words: Remote Education, Lockdown, Education, UCA.

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Elderly Environment

A 20
EE 001

Social Participation and Engagement among Senior Citizen in Enhancing the Ageing Quality of Life

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Abstract

As people get older, social networks may shrink as people may experience their partner or friends' death. These changes can make the elderly at risk of social isolation and loneliness, which can be associated with adverse physical and mental health outcomes leading to early mortality. As Malaysia heads into this demographic phenomenon, a platform that would enable elderly Malaysians to stay active and independent must be developed to ensure the country's continual progress to become a developed nation. However, research on social participants among the elderly in Malaysia is minimal. Therefore, there is a dire need for research to be carried out to evidence the SDGs' equitable delivery. Thus, this study is proposed to understand the elderly perspectives on social participation and explore the role of community engagement in shaping the mental health and wellbeing of the elderly. This research study will be utilizing the qualitative research method. The study will be carried out in two phases. A combination of the World Café session and online focus group discussion will be employed. The first phase involved the World Café session. The participants will be elderly who are 60 years old, and above, vaccinated and from urban and rural areas of Selangor, Perak and Johor. The participants for the online in-depth will be representatives from the Social Welfare Department, communities and NGOs. This study aims' is aligned with the social re-engineering dimension of the Twelfth Malaysia Plan (12MP), focusing on enhancing societal values, strengthening social security networks, and improving

people's wellbeing. The research study will have a good impact on the nation as it could promote healthy ageing among the elderly in Malaysia, leading the countries to be a Great Nation by 2050, as stated in the National Strategic Plan.

Keywords: Social participation, engagement, ageing, Quality of life,

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General Psychology

A 21
GP 001

**Noise and Cognitive Performance in Developing Brain
using Functional MRI: Scoping review protocol**

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Abstract

Background: Noise is known as a destructive source to our environment. However, not all types of noise are detrimental. The benefits of broadband noise on cognitive performance have not been extensively explored in the developing brain. A scoping review mapping the existing literature on the effects of noise on adolescents' cognitive function is crucial. In this paper, the protocol for a scoping review is to identify and map broadband noise to the cognitive performance of the adolescents' brain using functional magnetic resonance (fMRI) will be delineated. Objective: This review aims to capture the existing literature and recognise the hiatus in research pertaining to the effects of noise on the cognitive performance in adolescents' brains using fMRI. Methods: This review will adhere to Arksey and O'Malley's scoping review methodology framework. The findings will be reported using the Preferred Reporting Items for Systematic Reviews and Meta-Analysis (PRISMA) extension for Scoping Reviews (PRISMA-ScR) guidelines. The literature will be searched from 1998 until 2021 using Pubmed, BrainMap, Scopus databases and grey

literature. Two reviewers will screen the title/abstract/full texts. A third reviewer will rectify any disagreement. Limitation: This review will include articles in the English language. Findings: The findings will be reported using the tabular presentation of the study characteristics such as the type and level of the noise intensity, working memory area and fMRI experimental tasks. A thematic analysis will be presented. Implications: This review will provide well-structured mapping evidence from fMRI studies on the effects of broadband noise (pink and white noise) on the adolescents' working memory area of the brain. It will be helpful for future research to extend the knowledge related to the benefits of broadband noise or natural sound in the developing brain. Ethics and Dissemination: This scoping review does not require ethical approval, and the findings from this scoping review will be made public.

Keywords: Scoping review protocol; adolescence's cognitive performance; noise; functional MRI.

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Health / Healing Environment

A 22
HE 002

Health Information Seeking Behaviours during COVID-19 among Patients with Hypertension in Selangor

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Abstract

Hypertension is a "silent killer" that must be treated continuously amidst the COVID-19 pandemic outbreak. Uncontrolled hypertension will eventually result in kidney failure, stroke and heart diseases. Treatment of hypertension requires patients to visit health clinics regularly for medical check-up. However, Patients' access to healthcare settings has been limited to control the spread of COVID-19, altering their health information-seeking behaviours, but this has yet to be documented among patients with hypertension. This study is aimed to explore how patients obtain health-related information about hypertension during COVID-19. An exploratory qualitative study design was adopted to collect data from 14 adult patients in Selangor. Face-to-face and in-depth online interviews were used to conduct the interview. Data on demographic characteristics, health information-seeking behaviour, and the reasons for selecting a particular source of information were collected using a semi-structured questionnaire. Interviews were done between September and December 2020. A thematic analytical framework was used to analyse the data. Two major themes emerged about the information sources: interpersonal and online. Slightly more than half of the patients refer to family members, healthcare practitioners and friends to obtain health information, while others use online courses, websites, and social media platforms. Patients commonly use mobile applications such as WhatsApp, Instagram, Facebook and Twitter. Several patients did not seek health information due to their blood pressure being well-controlled and well-

versed in the treatment of hypertension. This study solely looked at Malay patients with hypertension; therefore, the findings may not represent other races in Selangor. In conclusion, this study demonstrates that patients seek information through face-to-face consultations and online sources to ensure their hypertension remains under control during Pandemic COVID-19. It is critical to recognise that patients obtain health information from various sources; thus, they should be reminded to always confirm with health practitioners to ensure they are managing their disease effectively.

Keywords: Health Information, Hypertension, COVID-19, Malay

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A 23
HE 003

Knowledge and Attitude of Operating Theatre Nurses towards Pain Management

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Abstract

Background: Pain Management is a medical approach that draws on science and alternative healing disciplines to study the prevention, diagnosis, and treatment of pain. Operating theatre nurses play the leading role in pain management and require thorough knowledge and skill in managing pain. **Significant:** Nurses, especially those working in a palliative setting, are considered to demonstrate a high level of knowledge regarding pain management principles with adequate understanding on matters such as a vital sign of patients in response to pain and type of analgesic drugs available. **Aim:** This study aims to determine the knowledge and attitude regarding pain management among operating theatre nurses in Hospital Melaka. **Objective** To determine the knowledge and attitude towards pain management among operating theater nurses in Hospital Melaka. **Methods:** A descriptive, cross-sectional survey was employed to determine operating theatre nurses' knowledge and attitude towards pain management in Hospital Melaka. The total sampling method was used to draw the respondents. An adapted version of The Nurses' Knowledge and Attitudes Survey Regarding Pain (NKASRP) tool was used to test the knowledge and attitude of operating theatre nurses in Hospital Melaka. Normality tests were used to determine the normality of data distribution, and descriptive statistics were used to analyze the data to present quantitative descriptions of variables in this study. **Limitations:** Although this study was carefully prepared, there were some unavoidable limitations. There is a lack of time for this study because during this study was performed, and it is a pandemic COVID-19, most of the

nurses do not have enough time to answer the questionnaire because of their workload. **Findings:** This study showed that 77.9% of operating theatre nurses in Hospital Melaka had a high level of knowledge, and 88.4% had a high attitude regarding pain management. Nurses specializing in the perioperative course have a slightly higher level of knowledge (78.2%) and attitude (87.3%) than respondents who specialized in the perioperative course. In general, all operating theatre nurses in Hospital Melaka had adequate knowledge and attitude toward pain management. Pain management is effectively managed by operating theatre nurses in the hospital. **Implications:** However, all nurses need to adhere to best practices in pain management by increasing their theoretical and practical knowledge to improve pain management procedures in the future.

Keywords: Knowledge, Attitude, Pain Management, Nurses.

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A 24
HE 007

Mental Health Literacy of Parents of Children with Autism Spectrum Condition: A concept paper

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Abstract

This concept paper will emphasize the mental health literacy of parents of children with Autism Spectrum Condition (ASC) and its relationship with parenting stress and the quality of life of the parents. Autism spectrum condition is a neurodevelopmental condition with a stereotyped, restricted, or repetitive pattern or behavior, interest, and activities within an individual that gradually can expose the parents to higher mental health problems such as anxiety and depression compared to the parents of typical children. Low mental health literacy is one of the barriers in help-seeking behaviors and access to mental health services. Whilst psychological well-being is related to raising and caring for children with autism spectrum condition have been well documented, the influence of the parenting stress, quality of life, and mental health literacy of parents of children with ASC is poorly understood. The study's objective is to conduct a cross-sectional study on the relation of parenting stress and quality of life with the literacy of mental health of parents of children with ASC in the selected government-supported early intervention center of children with autism based in Selangor and Putrajaya. This study will not consider parents of children with other neurodevelopmental disorders or multiple comorbidities other than autism spectrum condition. Despite the limitation of the research, the findings will contribute to further expanding the literature on a specific population such as parents of children with ASC and taking the opportunity given to explore the avenue. The findings also will have important implications for a mental health provider, healthcare professional, and researcher who are dealing

with ASC children to also concern about the mental health of the parents as well as to develop a more significant and evidence-based intervention.

Keywords: mental health literacy, parents of children with autism spectrum condition, parenting stress, quality of life

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A 25
HE 001

Perceived Social Support, Caregiving Appraisal and Quality of Life among Caregivers of Individuals with Parkinson Disease

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Abstract

Parkinson's disease (PD) is the second most common age-related neurodegenerative disorder affecting primarily the brain and movement. There is no cure or effective treatment, and the progressive disease worsens gradually in time. Understanding the caregivers' QOL, support and caregiving appraisal is essential to ensure the Individuals with Parkinson Disease (IWPD) live with a relatively better quality of life. Thus the purpose of the assess the perceived social support, caregiving assessment, and quality of life among caregivers of Parkinson's disease patients. Design: A cross-sectional survey using a structured questionnaire. Methods: A total of 103 subjects participated in this study from June to November 2021. The data was collected among the caregivers of IWPD in a neurology specialist outpatient clinic in a Tertiary Hospital by using a structured questionnaire that included perceived social support, caregiving appraisal, and the Parkinson's Disease Questionnaire-Carer. Findings: The majority of the participants were close family; spouse (39.8%) and adult children (43.7%) of IWPD who mostly had moderate to severe clinical impression of severity index for Parkinson's disease (CISI-PD). The mean score obtained on the caregiver's quality of life was 36.54 ± 23.24 ; the caregiving appraisal was 82.34 ± 16.74 ,

and most of them had good social support. There were significant positive correlations between caregiver's QOL and caregiving appraisal ($r=0.46$, $p < .01$). The caregivers' QOL was significantly associated with the caregivers' comorbidities, duration of caregiving, and living arrangement; and the IWPD's gender and comorbidities. Conclusions: Caregiving is essential and related to the caregivers' QOL. They need an appraisal, education, and support for caregivers to support their loved ones thoughtfully. Limitation: The participants were selected from a single hospital, resulting in limited generalizability. Suggested sampling from various medical institutions, such as day-care centers and nursing homes. Implication: The importance of identifying the high-risk caregivers, education needs, and caregiving appraisal of caregivers of IWPD and developing a customized intervention program to improve their QOL.

Keywords: social support; caregiving appraisal; quality of life; Parkinson's disease.

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A 26
HE 004

Roles of Digital Technology in Sustaining Mental Health among Parents of Children with Autism Spectrum Disorders (ASD) during Covid-19 pandemic

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Abstract

This is a conceptual paper of a future study based on the review of literature related to mental health parents with Autism Spectrum Disorders (ASD) children and the role of digital technology during the COVID-19 Pandemic. Children with ASD appear to have limitations to perform daily living activities (e.g., communication, social, learning) and may require lifelong support to facilitate their disability. Parents faced the issue in maintaining intervention due to the emergency measures involving suspension of essential services, closure of schools, work-home policy, and lack of professional support. The struggles have impacted the parents and caregivers in many ways, including financial burden, marital affairs, quality of life, and mental health deterioration. The presence in any of it may potentially affect the ASD children's progress, such as the commitment of therapy sessions, hence delaying the child's responses to intervention. The paper went on to analyze the issues, concepts, and objectives for the forthcoming study through several pieces of literature of various disciplines. It offers some important insights into adding to the Malaysian data of adults' mental well-being, especially among parents of ASD children. It explores how digital technology via web-based technology and mobile-based in Malaysian settings helps to sustain decent mental well-being among parents with ASD children. It also highlights the use of digital interventions to improve mental health-seeking rates as a promising area of work. The

result of this future research may provide information on the role of digital technology as this helps the ASD in communication, emotional, academic, and social skills. It is expected to offer knowledge and alert the stakeholders on digital technology roles to sustain the mental health of ASD's parents. A user-friendly digital tool would be recognized as a virtual one-stop hub for parents with ASD children; assisting in information searching, counseling aid. In addition, it is also likely that the outcomes can be translated into formulae in developing quality content of digital materials associated with ASD to assist the parents.

Keywords: digital technology, mental health, a parent with Autism Spectrum Disorders (ASD) children, Pandemic Covid-19

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A 27
HE 006

Self-Awareness on Foot Care Behavior among Patients with Type II Diabetes Mellitus

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Abstract

Background: Diabetes is a global public health concern with an increased prevalence in recent years. One in five Malaysian adults is diagnosed with diabetes. Poor diabetes management and foot care may lead to diabetes foot disease that results in lower-limb amputations and poor quality of life. **Significant:** The findings of this study will provide insights on the self-awareness of foot care among patients with Type II diabetes that can aid the healthcare professionals in developing effective diabetic foot care education. **Aim:** To assess the level of foot care behavior and its associated factors among patients with Type II diabetes. **Objective:** To identify the level of foot care behavior and the association between sociodemographic characteristics.

Methods: In a cross-sectional study, a total of 242 patients with Type II diabetes from the Hospital Tengku Ampuan Rahimah Klang, Malaysia were recruited by convenience sampling. A self-reported, paper-based questionnaire combining the Sociodemographic Data and the Nottingham Assessment Functional Foot Care (NAFF) was used for data collection. The scores from NAFF were further categorized into a low or good level. Descriptive statistics were used to describe the sociodemographic characteristics of the patients, and the Chi-Square Test of Independence was used to determine the association between categorical variables. **Limitations:** This is a single-center study with convenience sampling that may cause a lack of generalisability. Due to the rapid escalation of the COVID-19 pandemic, the data collection had been modified from face-to-face to self-administered, online survey. **Findings:** More than half (56.2%) of the total participants had a

low level of foot care behavior related to foot hygiene, footwear, and general foot care practices. The gender and educational level of the participants was significantly associated with the level of foot care behavior with $p = 0.004$ and $p = 0.001$, respectively.

Implications: Our study's findings highlight the need to emphasize foot care behavior among patients with Type II diabetes with efficient diabetes management and health education, targeting on improving patients' self-awareness to manage and prevent diabetes foot disease. Future research is needed to examine other factors that may be associated with the foot care behavior.

Keywords: Self-awareness, Diabetes Mellitus, Footcare behavior

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A 28
HE 005

The Spiritual and Psychological Well-Being among Breast Cancer Patients

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Abstract

Spiritual and psychological well-being are two components of the patient's quality of life (QOL). Determining patients' spiritual and psychological status is crucial since it is one of the indicators for the patient QOL. Poor spiritual and psychological well-being could influence the disease process and response to treatment. This is a qualitative and cross-sectional study conducted to determine the spiritual and psychological status, identify the association between demographic data and psychological status, identify the association between demographic data and psychological status, and determine the correlation between spiritual and psychological levels. A total of 110 respondents selected through systemic random sampling among breast cancer patients in the oncology clinic participated in this study. The instrument used is FACIT-Sp-12 and the Psychological General Well-Being Index. All the data was statically analyzed using SPSS version 22. Independent t-test, Analysis of Variance (ANOVA), and Pearson test was used in this study. The finding has shown that the spiritual and psychological well-being among breast cancer patients was poor. Sociodemographic data have shown an association with psychological well-being. Age, $p = 0.001$, marital status, $p = 0.042$, educational level, $p = 0.01$, employment status, $p = 0.001$, income status, $p = 0.01$. Similarly, there is a significant correlation between spiritual and 0.01. The limitation of this study was limited time for data collection, which was only two months, and the sample size was small. Qualitative studies about spiritual believe should be done to identify the role in coping with breast cancer. Studies on spiritual intervention therapy could be done to identify whether a support intervention based on spiritual therapy can improve the spiritual

and psychological well-being of breast cancer patients in comparison to the group control. In conclusion, health care providers need to recognize certain demographic factors such as age, marital status, educational level, employment, and income status that affect the patient's psychological well-being. Nurses and health care providers can plan a specific nursing intervention for the specific groups that are risked developing poorer spiritual and psychological well-being.

Keywords: Spiritual, Psychological Well Being, Breast cancer

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Hospitality / Tourism Environment

A 29 HTE 001

Understanding the Challenges Faced by Hospitality Managers During COVID-19 Pandemic in Malaysia

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Abstract

The Coronavirus disease (COVID-19), initially spread in Wuhan, China, in December 2019, has affected almost all parts of the world. The widespread crisis like the COVID-19 outbreaks has seriously affected the hospitality and tourism businesses worldwide, including hotels and restaurants in Malaysia. The hospitality industry was severely hit, particularly during the early phase of the pandemic when the Malaysian government implemented strict restriction orders and preventative measures which had impacted business operations. A significant downturn in sales was reported, weakening the overall hospitality and tourism sector. The immediate impact of the COVID-19 can be seen when several hotels were either temporarily or permanently closed. Employees were also affected by the pandemic (e.g., retrenched, half paid leaves, unpaid leaves). This exploratory study aims to understand the challenges faced by hospitality managers during the early phase of the COVID-19 pandemic in Malaysia. Using the qualitative purposive sampling method, this study contacted and interviewed 12 hospitality managers from hotel and restaurant sectors via phone calls during Malaysia's movement control order period. The interview sessions were recorded with consent from the respondents. Then, the interviews were transcribed and analyzed using content analysis. Based on the analysis, this study found that all managers were

aware of the various movement control orders implemented by the Malaysian government to cope with the COVID-19 cases. The hospitality managers reported the challenges of generating revenues, handling finances, minimizing costs, managing the workforce, sustaining operations, implementing additional standard operating procedures, attracting customers, and surviving competitions. Since the hotel industry was severely hit, most managers reported that the COVID-19 pandemic might affect the hospitality job attractiveness in recruiting talents in the future. This study comprehensively examined the challenges faced by hospitality managers during the COVID-19 pandemic through in-depth interviews. Consequently, findings from this study contributed significantly to various stakeholders such as the governments, hospitality and tourism providers, academicians, and current and future hospitality employees. The interviews were done during the early phase of the COVID-19; hence, the challenges faced by managers might be altered because the COVID-19 pandemic is still ongoing. Therefore, prospective studies are needed to uncover the detail of this phenomenon and to identify further challenges hospitality managers face to develop a strategic action plan and explore business opportunities when dealing with crises like the COVID-19 in the future.

Keywords: Hospitality, COVID-19, Malaysia, Pandemic

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Landscaping Environment

A 30
LaE 001

Green Pause in a City: Design elements of a pocket park in Kuala Lumpur

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Abstract

Natural features in an urban setting bring various benefits to urbanites. However, competition for development, limited land availability, and scarce budget allocation for green developments have restricted the introduction of new urban greens. Kuala Lumpur City Hall (DBKL) has been trying to green Kuala Lumpur through various programs to realise the Draft DBKL City Plan 2020. In line with their objectives, a collaboration with ThinkCity started in 2017 to rejuvenate downtown Kuala Lumpur. Laman Tun Perak's renewal became a small part of a more comprehensive greening strategy. The project transformed Laman Tun Perak, situated near the exact centre of Kuala Lumpur, from just a water feature into a small urban oasis that becomes one of a few pocket parks in Kuala Lumpur. The prominent location has led to the park becoming a focal point for the urbanites. The significance of this study can be used as an example for those interested in proposing similar ideas or planning to introduce pocket parks elsewhere in Malaysia. This study aims to determine the significance of Laman Tun Perak to the urbanites using documentation, analysis, and review of Laman Tun Perak's function and its design elements. The objectives are to investigate how the pocket park is being utilized and determine its design elements. The study begins by understanding the origin, benefits, and features of pocket parks, revealing that Laman Tun Perak through systematic observation methods, including site visit and observation, field notetaking, and drawings analysis archiving. There are several limitations to this study. Due to the recent outbreak of COVID-19, unnecessary movement around the public area is advised to be limited thus seeking sample size and appropriate personnel might pose a challenge. The

results suggest that Laman Tun Perak's significance does not rely on it being a beacon of attention; instead, the park is being appreciated by the urbanite as a pause along with the buzzing city life.

Keywords: Pocket Park, Design Elements, Laman Tun Perak

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A 31 LaE 002

Reviewing Tree Risk Assessment Model for Tropical Urban Trees by Malaysian Experts

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Abstract

Malaysia has been planting a lot of trees for the last three decades to create and preserve beautiful landscapes in the country. However, frequent lack of maintenance and management of trees and planting make the issues regarding hazard trees escalate by years. Most tree maintenance took place for mature and senescent trees because of the high risk they carried. Hence, juvenile and growing trees with defects have been frequently ignored. The current Tree Risk Assessment (TRA) methods were designed to determine the danger of the tree to direct practitioners through the tree inspection process. Some methods from the international organization have been modified for the Malaysian context to help arborists, and tree workers assess tree risk, yet limited to mature and senescent trees that carry high risk. Although it enables the perception of the symptoms of hazardous trees, the risk of trees should be controlled since trees' early living. The study aims to develop a new framework of tree assessment that is suitable for Malaysia's tropical urban trees. This study uses a focus group discussion method to collect suggestions and comments from Malaysian experts. Twelve experts were involved during the focus group discussion and the data regarding the criteria needed to assess a tree condition starting from the juvenile stage were recorded. Results indicate that 92% of the participants agree with the preliminary framework presented during the focus group discussion. Additional components were added to the preliminary framework based on the data collected during the focus group discussion. The updated framework was divided into three stages: 1) Planning and

Policy stage; 2) Implementation stage; 3) Risk Protection and Treatment. The contribution of this paper is to increase the local authorities and other relevant organizations' knowledge of managing the urban trees and decreasing the deterioration and decline of urban trees in Malaysia.

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

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A 32
LaE 003

**Visual Landscape Quality Relationship
towards Students' Well-Being**

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Abstract

Plants are always identified as a valuable element in visual landscape assessment. The properties of plants are able to manipulate and revitalize the view of spaces with guiding principles in planting composition. The significance of planting composition is not only to improve the visual quality of green spaces, but it also influences people's well-being. This study aims to examine the relationship between visual landscape quality and planting composition towards students' well-being. This study will identify the preferences of planting composition scenes and establish the relationship between visual landscape quality towards students' well-being. The photo-based method is used as surrogate items for the questionnaire. A photo-based questionnaire survey employs 51 planting composition images from Universiti Putra Malaysia. This photo-based questionnaire design uses five points Likert-scale format to analyze the preference rating. For the visual landscape quality assessment, students ranked 51 photos from 'strongly dislike' to 'strongly like'. The data was then used to analyze the relationship, and the Smart PLS-SEM was used to interpret the findings. Descriptive and correlation analyses are used to quantify the mean results and the relationship between the variables. The sample size used in this survey is 319 participants on campus. This is the limitation of this research whereby only students are involved in this study

without other communities on campus. The results indicate that students prefer planting composition with complexity arrangement, moderate density, and natural features of plants when compared with openness and mysterious characteristics, which indicate disliked images. Images coherently arranged were also found to be perceived as strongly preferred. This research point out students prefers planting design characteristics with a natural appearance rather than manicured or heavily trimmed plants features. The criteria of naturalness can affect engagement feel. The density and arrangement support students' positive emotions of well-being. The implication of this study will assist the campus designers in considering the characteristics of preferred planting composition in order to improve the visual landscape quality on campus as well as students' well-being.

Keywords: Planting composition, visual landscape quality, students' well-being, preference

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Legal Matters

A 33
LM 002

Educational Right for Children with Special Needs: A Comparison between Malaysia and Thailand

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Abstract

Even though Section 28 of Persons with Disabilities Act 2008 provides the educational right for persons with disabilities, especially children with special needs, however, their educational right is not protected effectively since the laws and regulations governing the educational right of children with special needs in Malaysia are scattered, and there are problems with Special Education Programme managed by the Ministry of Education. This paper aims to compare the practice of laws relating to special education between Malaysia and Thailand. This paper aims to identify the factors that make laws relating to special education in Thailand more effective and efficient and to determine the weaknesses of our laws and regulations that cause the educational right of children with special needs are not protected effectively. The authors conduct a doctrinal analysis to complete this paper where textbooks and journal articles related to special education for children with special needs in Malaysia and Thailand are analysed and perused. Based on the analysis between these two jurisdictions, the authors compare the educational rights of children with special needs between Malaysia and Thailand. The authors only limit the research to the educational right of children with special needs in Malaysia and Thailand and do not focus on persons with disabilities in general. It can be concluded that the practice of laws relating to special education in Thailand is more effective and efficient since there is a specific law relating to special education for the disabled, namely The Education for Disabilities Act B.E. 2551. This paper will benefit the government of Malaysia, particularly the Ministry of Education and Ministry of Women,

Family and Community Development, in providing and protecting the educational right of children with special needs in our country. Apart from that, based on the findings and recommendations of this paper, children with special needs, their parents, and society will be benefited since the government will effectively protect their educational right.

Keywords: Educational Right, Special Education, Children with Special Needs, Person with Disabilities

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A 34
LM 004

**Ownership Issues of Old-Stratified Scheme:
Failure factors of Strata Title application**

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Abstract

In Malaysia, the emergence of stratified development may discover back to the early 1970s, when the National Land Code 1965 introduced Strata Titles, which were later administered by the Strata Titles Act 1985. The Strata Title Act 1985 has undergone several modifications and amendments to meet the current demands. Despite its modifications and amendments, one of the most significant current discussions in stratified development is the non-issuance and transference of strata title to parcel owner (or purchaser) of subdivided building for the old-stratified scheme. Hence, a special building is introduced to represent the old-stratified scheme. A special building is an old-stratified scheme occupied before June 1996 or from June 1996 to 11 April 2007 as stated in Section 4 Strata Title Act 1985. It is highlighted for the absence of strata title that is resulted from the failure of strata title application for the old-stratified scheme. The latest amendments of the Strata Titles Act 1985 on 2017 (Act A1518) allow the parcel owner (purchaser) to apply strata title for special buildings with the related land office. However, even strata title legislation relating to strata title applications for special building are improved, the number of strata title applications are still showing deficiencies. Hence, this paper attempts to explain the barriers (factors) that contribute to the failure of strata title applications for special buildings by investigating the current processes and procedures of strata title application for special buildings in Penang, Selangor, and Federal Territories of Kuala Lumpur. The target group for sampling is strata title practitioners among government and private sectors in these three states using in-

depth interviews. The findings will focus on a case-by-case strata title application for special buildings in these three states. The findings may be helpful and practicable for policymakers and many practitioners to improve the strata title legislation and regulation to the strata title practices.

Keywords: Special Building; Failure Factor; Strata Title Application

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A 35 LM 003

Practicalities of Strata Lease Schemes in Malaysia

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Abstract

In Malaysia, the concept of land leasing onto land title has been extended to the strata title of a multi-story building. When the concept of land leasing was applied to the multi-story building, the concept was known as strata leasing, and the building of which the strata lease concept was applied is known as the strata lease scheme. The issue arises when the strata lease scheme is misinterpreted as a private lease scheme. The term of private lease scheme has given a misleading perception where the land proprietor is the sole owner to all strata titles where the buyer's right as the lessee is not protected. There is also the argument, where the current legislation is not enough to safeguard every party involved in strata lease scheme development. Therefore, this paper aims to review the current implementation of the strata leasing concept in Malaysia. The two main objectives of this paper are to identify the legislations available to guide the development process of strata lease schemes and determine if these legislations support the implementation of the strata leasing concept. Multiple case study reviews on current strata lease schemes available in the State of Penang will be used as a method for this study. The National Land Code 1965 and Strata Titles Act 1985 are the principal law of land and strata legislation. However, the limitation of these laws is that they do not contain a specific provision on the development of strata lease schemes. The finding of this study shows that there are several legislations in Malaysia involved in developing and administering strata lease schemes. This

study also shows the importance of current laws that significantly support strata lease schemes development and cater to the need in protecting all parties' rights, particularly residential buyers registered as lessees in strata title.

Keywords: strata lease scheme, land law, residential buyer, urban development

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Leisure / Recreational / Sports Environment

A 36 LRSE 001

Leisure Satisfaction and Quality of Life among Working Adult in Malaysia

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Abstract

Leisure satisfaction has long been associated with the contribution of better health and subjective well-being. There is currently a shortage of research on leisure satisfaction and its relationship to the quality of life among working adults in Malaysia, as most previous studies focused more on senior citizens and adolescents. Statistics show that employees have been reported to be stressed in various organizations regardless of the industry they are working in. In addition, participation in leisure is one of eight primary domains in the occupational therapy practice framework. It is crucial to address leisure satisfaction as it will help improve overall life satisfaction and the quality of life of working people. This cross-sectional study aims to identify the level of satisfaction in leisure activities and understand how the satisfactions affect the quality of life among working adults in Malaysia. Three hundred ninety-four participants across Malaysia participated in this study through self-reported questionnaires that have been distributed by using the online platform. Two instruments were used in this study,

the Leisure Satisfaction Scale and WHOQOL-BREF, in obtaining information related to leisure satisfaction and quality of life among working adults in Malaysia. Findings indicated that leisure activities had influenced employees' quality of life. Positive correlations exist between life satisfaction and life quality, and leisure satisfaction. These findings were significant because they shed light on leisure satisfaction's beneficial physical and psychosocial effects. This study provides some positive implications for working adults where leisure can act as an effective strategy in balancing the time in their daily life and increasing their awareness of the value of leisure activities throughout their lives. Apart from that, findings from this study also have an implication toward the community in promoting leisure as part of the daily living activities, thus contributing to a better quality of life. There is a limitation in this study on the variation of the working sectors involved; therefore, a wide range might be necessary for a more generalization.

Keywords: Leisure satisfaction, quality of life, working adult

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Local Heritage Environment

A 37
LHE 002

**Globalisation's Impact on Local Food Identity
in Kota Kinabalu, Sabah, Malaysia**

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Abstract

Food is a cultural icon of a civilisation and a country, and it could draw tourists to a particular location or region. As a result of globalisation, local food may suffer acceptance, awareness, and identity of a particular region, district, or country. This study aims to see the impact of globalisation on local food identity among local tourists in the city of Kota Kinabalu, Sabah, Malaysia. This study surveyed 422 respondents who were domestic tourists from Peninsular Malaysia. The questionnaire used as a research instrument is divided into four sections: respondent's demographics; awareness factors (definition, food, current issues, dissemination about globalisation); globalisation factors (homogenisation, localisation, globalisation awareness, food intake); and local food identity (image, originality, sustainability). Tanjung Aru, Likas, and Universiti Malaysia Sabah are the study venues. Descriptive statistics and correlation tests were used to analyse the data. Respondents agree or are likely to agree with the following statements: globalisation awareness ($\bar{x}=4.15\pm 2.534$); localisation ($\bar{x}=4.04\pm 0.666$); homogenisation ($\bar{x}=3.50\pm 0.852$); food intake based on tourist preferences ($\bar{x}=4.01\pm 4.007$); destination environment ($\bar{x}=3.96\pm 0.925$); and food at destination ($\bar{x}=3.75\pm 0.954$). In terms of local food identity, respondents agreed with the statements on sustainability ($\bar{x}=4.41\pm 0.693$), originality ($\bar{x}=4.27\pm 0.674$), and image ($\bar{x}=4.21\pm 0.674$). When analysing the relationship between globalisation factors and local food identity, it was found that there is a positive, significant

relationship $r_s = 0.593$ ($p = 0.021$, $p < 0.05$) but at a moderate level. It shows that globalisation affects local food identity among local tourists. According to the findings, preventive measures need to be taken to counteract the effects of globalisation on local food to preserve the culture and identity of local food representing various ethnic groups in Sabah.

Keywords: Local food, Globalisation, Identity, Tourist

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A 38
LHE 001

**The Social Impact on Adaptive Reuse
of Heritage Shop houses in Jalan Tun H.S. Lee**

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Abstract

Adaptive reuse is often recognized as a conservation method to preserve heritage buildings by discovering new purposes and used for the buildings. In Malaysia, adaptive reuse is increasingly becoming a more common approach to conservation in recent years, particularly heritage shop houses that are typically converted into cafes and hotels. Consequently, adaptive reuse has become inevitably diverse with its methods and typologies. In these circumstances, derivatives and aftermaths of adaptive reuse should be inspected and studied. This research focuses on the questions on the physical changes of the heritage shop houses; after adaptive reuse initiatives and discusses how it affects society. This research investigates the physical conditions of the historical shop houses after adaptive reuse and the needs of the historical shop houses after adaptive reuse concerning the social impacts of urban conservation. The result of the study discusses the effect that contributes to changes in society's quality of life. The scope of this research is narrowed down to specifically study the heritage shop houses, which have been adaptively reused as cafes and hotels at Jalan Tun H.S. Lee in Kuala Lumpur City Centre. In this research, a mixture of qualitative and quantitative methodology is used. The qualitative methods are on-site observations, informal interviews with architects or café owners, and literature reviews. In contrast, the quantitative methods include checklist assessment and questionnaire survey to collect data. The results are further developed into tables or checklists to compare the case studies. Employment opportunity, new businesses, and improvement of society's way of life can be the benchmark in assessing the social impact of the adaptive reuse of shop houses of the area. This research intends to set a standard for adaptive reuse conservation projects in the future

by highlighting the importance of the consideration of impact to the community to ensure the initiatives will not jeopardize the residents' quality of life.

Keywords: social impact, adaptive reuse, heritage conservation

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Policy Matters

**A 39
PM 004**

Boundary-Spanning in Disaster Risk Reduction and Recovery through Solution-Focused Coaching

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Abstract

Developing more sustainable solutions beyond short-term disaster response and preparedness should incorporate long-term development from social, ecological, and economic perspectives. These goals can only be achieved through the participation of a diverse set of actors who offer their scientific knowledge, expertise and innovations. Despite these challenges, universities must forge new links, form coalitions and facilitate engagement with local stakeholders to reduce future impacts. It is increasingly vital for university actors to have boundary-spanning training and skills to work across boundaries and collaborate with various stakeholders in community-centred educational and research work. This paper introduces a conceptual framework and key features of an integrated model of boundary-spanning strategies and solution-focused coaching (SFC) approach in disaster risk reduction and recovery (DRRR) to engage stakeholders in university-community DRRR partnership projects. The model is based on stakeholders' strengths and relationship-building. Essentially it is a goal setting and future orientation approach in DRRR that uses boundary spanning strategies (buffering, reflecting, connecting, mobilizing, weaving and transforming) and dialogue to span across groups of people in community settings and to empower multi-stakeholders in envisioning a more resilient community in the face of future disaster, creating innovative and practical solutions to move toward this vision. Through stakeholders-university boundary spanners collaborations, DRRR shared goals and plans are co-produced. The proposed implementation of solution-focused coaching in DRRR aims to build an optimum stimulating environment that empowers DRRR stakeholders through information exchange and commitment in shared goals and co-production of strategies for disaster risk

reduction and recovery. The model is new and has not been verified. Additional study is essential to assess its effectiveness as an educational intervention in training boundary-spanning skills in university students for optimal collaboration with DRRR stakeholders. Furthermore, it is helpful to examine the viewpoints of stakeholders and university boundary spanners on SFC-DRRR processes and outcomes.

Keywords: solution-focused coaching; boundary spanning; disaster risk reduction and recovery; stakeholder engagement

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**A 40
PM 005**

Exploring Donor Relationship Management for Funding among Malaysian Social Welfare NGOs

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Abstract

Malaysian Social Welfare NGOs (SWNGOs) are the largest registered NGOs in Malaysia. Malaysian SWNGOs is important to serve social welfare protection for poor and vulnerable groups which arose in Malaysia. Despite its important role, Malaysian SWNGOs experience great difficulties, obtaining sustained funding. Malaysian SWNGOs commonly depend on donors' funding; however, the donors' funding is limited to cover the cost of Malaysian SWNGOs operation. As a result, NGOs' programs were interrupted, leading to termination. Therefore, this study emerged to explore the donor relationship management among Malaysian SWNGOs. This study was designed by relationship management theory (RMT) concerned how organisations maintain relationships with stakeholders. RMT also suggests a strong relationship occurs when an organisation—a public relationship is well managed through two-way communication to build a strong relationship. This study assumes that Malaysian SWNGOs should manage donor relationships to obtain sustainable funding. A qualitative research design was employed to study donor relationship management within the Malaysian SWNGOs context. This study has interviewed six participants representing Malaysian SWNGOs. The study has two limitations: First, the study focuses on Malaysian SWNGOs, although there were other types of NGOs in Malaysia with a different mandate. Therefore, the findings of this study need to be interpreted with caution. Secondly, with a small number of participants, the findings of the study have limited applicability to the broader types of Malaysian NGOs with taking a different stance and soliciting funding in their ways. This study revealed three themes: building donor trust, encouraging donors' involvement, and gathering and incorporating the feedback of the donors. The findings have

implications at the theoretical, methodological, and practical levels. Theoretically, the study provides additional insights into building donor trust. Methodologically, there are few studies on donor relationship management in the context of Malaysian SWNGOs. In practical terms, this study provides input for strengthening donor relationship management for Malaysian NGOs.

Keywords: Donor Relationship Management; Funding; Malaysian SWNGOs

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**A 41
PM 001**

Housing Policy and Practices in Malaysia: Are they adequate?

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Abstract

The central aim of the housing policy should be to provide the roof over a head, which means that everybody must be adequately housed either as homeowners or as renters. It should address the needs of all income groups, including middle-income households, which are vital for economic growth and families belonging to the lower-income bracket, which is at risk of social and economic exclusion. However, having a decent house is becoming a problem among young people in most countries, including those in Europe and East Asia, and it has indeed become a global issue. They face difficulties in gaining access to decent and appropriate housing due to numerous reasons such as high housing prices, the unstable housing market and housing policy. Drawing on Malaysia as the case study, the objective of this paper is to examine whether the current housing policy and practices in Malaysia are adequate in providing housing opportunities among young people. This article aims to investigate the global issues concerning housing, subsequently linking them to the current housing policy and practices in Malaysia, by focusing on and illustrating their implications in providing housing opportunities among young people as a fundamental human right. Utilising the Participatory Action Research (PAR) and the Delphi Technique, this study involved observation and in-depth interviews with 14 key informants in Greater Kuala Lumpur about their opinion on Malaysia's current housing policy and practices. The participants were selected based on the purposive sampling technique whereby six (6) participants are young people, selected based on the inclusion criteria. The following eight (8) key informants were

selected from various housing agencies. Three key themes emerged that contributed to the deficiency of housing policy and practices in Malaysia: (1) non-inclusive housing policy and practice, (2) non-uniformity of housing distribution and lack of coordination among housing agencies, and (3) unaffordable housing market. The study's findings suggest that the Malaysian government develop more comprehensive housing policies and programs, comprehensive rental systems and strengthen cooperation between states and housing agencies, which could address the issue of housing as one of the principles of human rights and improve their quality of life. It is very subjective when policies are involved; thus, future studies can replicate this study and expand the findings to explain whether the housing policy and practice are inclusive and adequate.

Keywords: Housing policy; housing practice; young people; housing opportunities

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**A 42
PM 003**

Social Mobility of Orang Asli: Kampung Sungai Raya, Negeri Sembilan, Malaysia

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Abstract

Social mobility exists because of the causes and effects of collective or individual movements arising from changes in the social system. Malaysia was ranked 43rd in the World Economic Forum's Global Social Mobility Report released in 2020, meaning that people in Malaysia had fewer chances in health care, education, access to technology, working conditions, and social protection (The Global Social, Mobility Report, 2020). In addition, social mobility impacts indigenous people's employment, education, and danger of exclusion. If the 2030 Agenda for Sustainable Development is implemented to respect these ideals of equality and participation, it has the potential to be transformative for indigenous peoples. The Malaysian government is dedicated to improving the socio-economic well-being of the Orang Asli to attain the SDGs. Furthermore, the Malaysian government has planned numerous development programmes to boost the Orang Asli's social mobility, including the New Economic Policy, Structured Placement Program, and others. Few researches on indigenous peoples' land acquisition compensation, family planning, poverty, education, have been conducted in recent years. Nonetheless, this research is limited to Orang Asli's economic and social issues. As a result, this study may investigate the impact of health, education, work possibilities, social capital, cultural capital,

technological access, social security, and area-based factors on indigenous people's social mobility, which previous research has not explored. The qualitative research design is used in this study. For data collection, face-to-face interviews are conducted using Google Meet due to COVID-19 Pandemic. The target groups of the study are Orang Asli from Sungai Raya Village. The only limitation of the study is that not many Orang Asli want to be interviewed by the researchers. Findings show the importance of social mobility and how the Malaysian government initiative to help the Orang Asli is visible. Implications of the study are that more research is needed in other Orang Asli villages to develop a proper proposed policy framework towards the Orang Asli's social mobility in the country.

Keywords: Indigenous People; Orang Asli; Social mobility; Socio-economy (10AN)

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A 43
PM 002

The Impact of the COVID-19 Pandemic on Petaling Jaya Police Officers

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Abstract

The Sustainable Development Goals (SDGs) are a roadmap for a more prosperous and sustainable future. Goal 16 stipulates that everyone should have access to justice and that courts and the justice system should be a key component of national accountability systems. As a result, police officers play a crucial role in guaranteeing the safety of residents by protecting their lives. There is a commitment to live in security and prosperity throughout the Goal 16 objectives. However, the COVID-19 epidemic, which produced societal turmoil and altered traditions, impacted citizens' safety and prosperity. As a result, police officers were supposed to organize local shutdowns, promote social distance, and enforce stay-at-home orders. The impact of the COVID-19 pandemic on stress and conflict among police officers can be investigated by looking at the officers' reactions. Due to the pandemic's association with the officers' work, COVID-19 policing will be examined as a substantial stressor and conflict reaction. The mental health of police officers was surely influenced by a global calamity like the COVID-19 outbreak. As a result, quantifying the scope of these effects is crucial in justifying and effectively targeting officers' reactions, allowing agencies and individuals to weather the storm. The stress and conflict difficulties that police personnel confront are both addressed in this study. Furthermore, this research aims to identify factors that cause stress and conflict among police officers during the COVID-19 pandemic. Besides, this research will identify ways to manage or resolve the problem among police officers during the COVID-19 pandemic. The research design for this study was quantitative research. Respondents are the police officers from Petaling Jaya District Police Headquarters. Data is collected using a questionnaire and analyzed using SPSS. The limitation

of this study is that further qualitative research is needed to go deeper into themes of conflict and stress among police personnel. Findings show that most police officers feel stressed since the outbreak of the COVID-19 pandemic, along with their workload. Moreover, the study found that conflicts encountered in the workplace during the COVID-19 pandemic can cause disciplinary problems among police officers. The study implies that there must be a robust support system for the police officers to ensure that their stress and conflict can be solved or reduced during these trying times.

Keywords: Conflict, COVID-19, police officers, stress

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Sustainable Environment

A 44
SuE 001

**Responsible Garbage Disposal Attitudes and
Readiness for Usage of Biodegradable Plastic Bags**

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Jamsari Abdullah ³, Lee Yong Hwan ⁴**

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Abstract

Background The population boom in the 21st century brought about a unison increase in waste materials, particularly plastic products. The detrimental effects of consumers' ignorance and attitude towards responsible plastic garbage disposal have been evidenced in numerous reports on waste management. At the local front, the motivation for the study was from the urgings of the Perak Tengah district officer, the assistant district officer, the chieftains, and the village cooperative head. The concerns were on the environmental impact of irresponsible garbage disposal and uninhibited waste management, including e-waste. **Aim** The paper aims at providing initial results and a snapshot of community leaders' views on the two issues. These preliminary findings will be the platform for the survey to assess the community and industry's readiness to use biodegradable plastic bags. Therefore, the study's objectives were to identify the garbage disposal attitudes and readiness for the usage of biodegradable plastic bags among Malaysia's communities. The scope of the study was the communities within the district of Kpg. Gajah, Perak. **Methods** Qualitative research was undertaken as the first phase of the case study. Repeated interviews were conducted with three critical respondents through purposive sampling, where the units of analysis were the community leaders. The analyses from the interviews identified the variables for the next phase of the study. The preliminary exploratory approach was the limitation

for the study where secondary data on waste management would provide the empirical evidence to pursue the study from a case study standpoint. Findings The findings are significant in assessing communities' attitudes towards responsible garbage disposal and their readiness to use biodegradable plastic bags. The analyses from the interviews found that the communities require regular demonstrations on disposing of plastic wastes. It is recommended that local authorities pay more attention to enforcing policies on responsible garbage disposal. Implications- There should be a renaissance on responsible garbage disposal.

Suppose communities are not ready for biodegradable plastic bags. The impact on civil society has been included in the 12th Malaysia Plan, the Shared Prosperity Vision 2020-2030, and the Budget 2022. Preserving our natural ecosystem meant that the disadvantaged groups and rural communities continue the livelihood dependence on the natural resources. Uncontrolled plastic disposals will adversely affect the six pillars of the green economy and the green environment and derail the alignment to the 17 Sustainable Development Goals (SDG). Irresponsible plastic bags disposal has had a detrimental effect on life below the water.

Keywords: Responsible waste disposal; biodegradable plastic usage; green economy; environmental democracy

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A 45
SuE 003

Review on Southeast Asian Sustainable Development Goals (SDGs) Localisation Strategies

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Abstract

The Sustainable Development Goals (SDGs) requires a top-down implementation at a multi-governmental level to aspire to the “whole of nation” and “whole of society” approach. However, the success is hard to determine given that not many countries have reported their SDGs localisation process due to its voluntary basis. The Voluntary National Review (VNR) of the SDGs progression among the United Nations (UN) countries also presented limited localisation best practices, hindering replication and knowledge transfer among the member countries. Hence, there is less evidence on the SDGs localisation implementation even though it is relevant to be imposed at the local level. Few systematic reviews have been carried out to gauge the localisation of the SDGs among the Southeast Asian Countries. This article aims to analyse the existing literature on the strategies for localisation done by the Southeast Asian Country’s government. The PRISMA review method served as the main guideline in the systematic literature process. Sources from two leading databases, namely Scopus and Web of Science (WOS), were used in this review due to their academic reputation. A total of 350 empirical articles were screened and downloaded using specific search strings. Only 23 articles were eligible to be further reviewed based on a stringent inclusion criterion, including eliminating any irrelevant journals. Based on a thematic analysis, this review discovered three main themes on the SDGs localisation strategies found in at least four Southeast Asian Countries, namely Indonesia, Malaysia, Thailand, and Vietnam. These countries used green initiatives, policy measures and numerous participatory mechanisms in localising the SDGs at their respective localities. The findings further indicate that

more SDG-related studies are needed in the remaining countries in the region. Even though the findings cannot generalise the strategies employed by all the countries in this region, they still offered a significant practical and knowledge contribution due to the shortage of literature on SDG localisation within the ASEAN countries. More quantitative and qualitative studies are recommended to provide significant contributions for the SDGs localisation process.

Keywords: SDGs, Localisation, ASEAN

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A 46 SuE 002

Stakeholders Engagement in the Youth Led SDG-related Programmes Implementation in Malaysia

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Abstract

Various researchers have addressed the importance of engaging stakeholders at different government levels in achieving the Sustainable Development Goals (SDGs) or known as Agenda 2030. Under the principle of “leaving no one behind,” SDGs initiatives are being mobilised from global commitments to national, state, and local levels, involving multi-stakeholders engagement in their implementation. Therefore, each segment of society must be well represented, and political commitment is needed to ensure the SDGs’ success. This paper aims to discuss and explore stakeholders’ that needs to be involved throughout the implementation of the SDGs and analyse the challenges of the engagement. Additionally, recommendations for better engagement are also put forward. By reviewing the literatures derived from the repositories of journals, this study has summarised the SDGs stakeholders as highlighted by the United Nations (UN). Supporting data was also obtained from the official reports issued by the United Nations (UN) and its agencies. This study also obtained data by interviewing 20 youth leaders representing various youth movements in exploring their engagement with the SDGs stakeholders. The findings from these sources were analysed and evaluated accordingly. This paper identifies multi-stakeholders in SDGs that can be categorised at global and country levels. These include international organisations, governments, legislature members, private sectors, third sectors, and grassroots communities. Despite the numerous challenges, the stakeholders’ nexus in SDGs are prevalent. It indicates that SDGs need integrated governance in their implementation. To further enrich the

literature, empirical research on the positions of stakeholders for SDGs would need to be carried out in future.

Keywords: SDGs, Stakeholders Engagement, Youth Movement, Malaysia

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A 47 SuE 004

Youth and their Knowledge on the Sustainable Development Goals (SDGs)

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Abstract

As the present global sustainability agenda, the Sustainable Development Goals (SDGs) under the United Nations (UN) have highlighted the younger population's significant roles to be the frontrunner of its implementation. Together with the UN-SDGs Major Groups and Other Stakeholders (MGOS), youth were represented at international platforms so that their voices and advocacy could contribute towards a better world. Past literature also suggests that youth spaces should be made available to secure youth inclusivity and active participation in sustainable development programmes. Therefore, the SDGs implementation should begin at the country level and replicate the similar measures at the sub-national and local governments for it to be succeeded by 2030. The rule of thumb is to include the present younger population in various initiatives related to the SDGs, as they will be affected by most of the sustainable development-related policies and decisions. The knowledge of the younger population on the triple bottom line of sustainable development (economy, social and environmental) is a prerequisite for the SDGs accomplishment. Previous empirical studies also recommend various levels of the educational institution to endorse the Education for Sustainable Development (ESD). This is due to the fact that school and university is the best platform to enlighten the youth towards the concept of sustainability. This paper investigates the level of SDGs knowledge among Malaysia and Indonesia youth. It aims to identify their SDG comprehension and types of SDGs participation. A survey using Likert scale-types of questionnaires was conducted among the youth aged 18-30 years old in both countries, providing a comparative result. Findings in this study have

demonstrated the youth understanding of SDGs, their SDGs interest and illustrated their levels of participation. The study's findings might not represent the whole youth population in both countries, but it provides insightful empirical evidence on the younger generation's understanding of SDGs. The findings could assist the SDG-related policymaking and realise youth representation towards sustainable development initiatives apart from enriching the existing literature.

Keywords: SDGs, Youth, Malaysia, Indonesia

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Transport / Travel Environment

A 48
TTE 001

Public Transport, Ridership and Safe Travelling Environment during COVID-19 Pandemic

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Abstract

Public transport plays a vital role in providing mobility to citizens. It is believed to reduce traffic issues such as accidents and traffic congestion, leading to a quality of life and living. However, the COVID-19 pandemic has caused a dramatic decrease in public transport demand. Even though public transport in Malaysia is allowed to reboot and run with total capacity after the end of a movement control order, many public transport users still worry and refuse to take public transport as their movement tools. Therefore, government and public transport service providers must pay attention to improving preventive steps to keep public transport users feeling secure. Thus, the present study proposes a research model encompassing perceived risk, standard operating procedure, and information credibility in understanding the feeling of safety among Malaysian public transport users. More specifically, the study investigates the effects of perceived risk, standard operating procedure, and information credibility on the feeling of safety in using public transportation during the pandemic. Using a questionnaire-based survey with a purposive sampling technique, the study collected 384 responses from Malaysian public transport users aged 18 and 55. The data was submitted to SPSS for further analysis. The returned results indicate that standard operating procedure and information credibility positively affect the feeling of safety, but the impact of perceived risk is insignificant. The study offers theoretical implications to the public transport literature by providing a preliminary idea on how to boost public transport users' feeling of safety under the covid-19 pandemic context, which has yet to receive adequate

attention. Practically, the findings yield actionable insights to the Malaysian government in fostering public transport users' feeling of safety as a preliminary step to recover the ridership. The study is limited by its cross-sectional design and the inaccessibility of a complete sampling frame, which hinder result generalization and causality inference.

Keywords: Public transport, Safety, Travelling Environment, Covid-19, Malaysia

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Urban Environment

A 49
UE 003

Household Refuse Management Behavior among Urban Resident

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Abstract

Driven by rapid urbanization growth, the population of cities has continued to increase from time to time. This phenomenon had much related to the increase in the refuse item from each household. With the advancement of science and technology and the enhancement of people's living conditions, material consumption requirements are increasing. Since the Industrial Revolution, humanity's waste output has significantly outpaced nature's capacity. If the refuse is not managed correctly, it is expected to surpass more than 30 trillion tonnes of rubbish and cause a severe environmental problem among future generations. This will lead to the poor quality of life of our kids. To prevent the world from becoming a "junkyard," it is imperative to establish a robust refuse management system among urban households. A refuse management system is a system to manage refuse treatment, including collection, transportation, and treatment. Therefore, this study tries to understand the nature of each household's behavior regarding the refuse item they have generated and their behavior towards managing it. Thus, the primary purpose of this study is to examine the factors that affect the success of the refuse management model among the residents of the urban household concerning the household refusing the item. Specifically, several factors, namely technology, behavior, social structure, and religion, are considered in the analysis in understanding their readiness to manage their refuse item in their

house. Using a questionnaire-based survey with a purposive sampling technique, the study collected 384 responses from Malaysian urban residents aged 18 and 55. The data was submitted to SPSS for further analysis. The study offers theoretical implications to the refuse management literature by providing a preliminary idea on how to boost urban residents' acceptance and readiness towards the current practice of managing their household refuse items. Practically, the findings yield actionable insights to the Malaysian government in fostering the managing of urban household refuse items to reduce environmental pollution. The study is limited to only urban residents in Kuala Lumpur and excludes Malaysia's other metropolitan area residents. This hinders result generalization and causality inference.

Keywords: Urban Refuse, Environment, Urban, Household, Behaviour

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A 50
UE 002

Planners' Industrial Location Criteria for Ho Chi Minh City, Vietnam

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Abstract

To develop in the direction of industrialization and modernization of the country, Vietnam has planned, built, and put a system of export processing zones and industrial parks nationwide into operation. Industrial zones have become one of the fundamental driving forces promoting economic development, reducing unemployment, and transforming the structure of industries from agriculture to industry and services.

In Vietnam, the industrial planning process is mainly under the control of the local or national authorities. Planners often follow their criteria for choosing the suitable location of IPs development. They are influenced by meeting the needs of investors and having to create a strong driving force that leads to change in the direction of a suitable living environment, economic, social, cultural, and political values, following the local and the national development orientation. Under the impact of changing times, the industrial park location criteria have also changed. Defining a new criteria system suitable for today's society is needed. By collecting primary data through a survey questionnaire, the industrial location criteria in planners' point of view were investigated. Besides that, the applying the Fuzzy Analytic Hierarchy Process (FAHP), this study attempts to clarify the hierarchy and priority level of industrial location criteria in the industrial planning process. The study is implemented in the case of Ho Chi Minh city.

This study emphasizes the critical role of planners in the planning process of Vietnam as well. The planners play a decisive role in choosing the location and development orientation of industrial zones in Ho Chi Minh City. Thus, the research results can reference investors and government authorities in industrial park planning in Ho Chi Minh City, generally in Vietnam.

Besides, the research process also creates an opportunity to spread a new perspective about industrial zone planning criteria. The results are the basis for re-evaluating the industrial planning process and the priorities of the criteria in the new era from the viewpoint of planners.

Keywords: Industrial location criteria, planners, Ho Chi Minh city, FAHP.

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A 51
UE 001

Urban Biodiversity Management: Local Authority approach

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Abstract

Urban areas are rapidly expanding in size, with the population expected to triple in the next eight years. This situation might harm the urban biodiversity population in the city. When the areas in the town become limited, the places for urban biodiversity living might be narrowed and replaced to fulfill urban dwellers' needs. One of the city's most important treasures is its biodiversity. The loss of biodiversity in urban areas has resulted from massive urbanization. In addition, the population of fauna species is declining, whereas flora species are gaining popularity among city dwellers. Efforts at the local level are required to conserve fauna species in urban areas. Local governments must acquire knowledge and improve their management to conserve fauna species. Furthermore, because of their direct link with the urban community, the local government is the best approach to assisting the conservation of fauna species in urban areas. This study aims to investigate the Local Authority's strategy for managing urban biodiversity, specifically fauna conservation. This study aims to identify the components of urban biodiversity and explore how the Local Authority can help conserve fauna species in their urban management. The method used in this study by find 50 abstracts from Scopus and WoS. The abstracts are about urban biodiversity management and the role of Local Authority in biodiversity scope. Some limitations addressed by the researcher, such as not all research focuses on local level urban biodiversity management. Most of the research highlights biodiversity at the global and national levels. At the end of this study, the results will clearly state the responsibilities of the Local Authority in

implementing conservation terms (fauna species) in planning urban management. More research on urban biodiversity conservation at the local level is needed to ensure that the community better understands and is aware of fauna conservation.

Keywords: Urban biodiversity, Local Authority

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Working Environment

A 52
WE 003

Employees' Self-Worth and Sociological Factors towards Job Satisfaction

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Abstract

The growth of the foodservice and retailing industry globally and locally shows how this industry is essential to meet customer demand. The modern retail outlets are replacing the traditional unorganized retail outlets in Malaysia as the better wealth and lifestyle by focusing on quality goods and services and a more conducive retail environment. Penetration of modern grocery retail in the country has risen. Besides, the growth of convenience stores has also played a vital role in the sales increment of food and beverages. Furthermore, job satisfaction was the significant outcome out of numerous factors that play an important role in the employment environment. Self-worth, value congruence, and perceived organizational support, as well as employee engagement are believed to influence job satisfaction at convenience stores. This study aimed to examine whether individual self-worth affected job satisfaction through the mediating role of employee engagement at Kedai Ayamas as known as a convenience food store. Data has been collected from 120 out of 159 employees among the Kedai Ayamas outlet in all regions of Malaysia. Administered questionnaires were developed and distributed via Google form link through electronic mail. The researcher used SPSS for the descriptive, reliability, and multiple linear regression analysis. This study showed the value of organizational support for employee job outcomes, arising from both internal and external judgments such as gratitude, pride, and self-

worth. This research and its results, therefore, include multiple contributions and consequences. The perceived organizational support was more significant than self-worth and value congruence in improving employee engagement and job satisfaction among convenience food store employees. Worth highlighting, workers who obtained an adequate supply of value congruence and perceived organizational support were intended to be better active in their job. Besides, receiving perceived organizational support makes the workers feel responsible for the organization and help the organization to accomplish its objectives. This study implies that it can aid the managers in comprehending how employee engagement can improve job satisfaction. Lastly, organization managers can recognize how employees feel about their personal attributes.

Keywords: Convenience stores, employees' self-worth, sociological factors, job satisfaction

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A 53
WE 004

Employers Practice towards Managing Psychosocial Risk in the Workplace: IMAGE Star Rating System

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Abstract

Background: The management of employee mental health in the workplace is essential. Good management by employers can increase the productivity of employees and directly improve their quality of life. **Significance:** Regarding sources in today's electronic media, employee mental health issues such as stress and depression are of particular concern. Some of the employee complaints refer to the lack of support by employers, especially during the Covid-19 pandemic. Accordingly, this study is critical to look at the current state of employers' practices on the psychosocial issues of their employees. **Aim:** This study aims to explore the use of more objective evaluators in formulating employers' action plans on workplace psychosocial risks. **Objectives:** The first objective is to identify the level of employer practices in Malaysia on the management of workplace psychosocial risk, followed by determining the base value of these employers' existing practice ratings. **Method:** This survey was conducted using an employer practice evaluation form

developed under a grant from the Department of Occupational Safety & Health (DOSH) Malaysia. This form contains two sections: employer information and 25 questions related to employer practices. This form is distributed online for two months to all employers in Malaysia using the official DOSH website. Employers were asked to fill in the value of their practice according to the 1-5 Likert Scale. Limitations: The study was conducted in a limited time, and the response from employers was also small. This primary survey still requires some comparison in terms of employer practices globally. Findings: there are 77 employers who have filled out this survey voluntarily. There were 20 employers (27%) who earned only one star. There were 21 employers (27.3%) who earned two stars, followed by 18 employers (23.4%) three stars, 11 employers (14.3%) four stars, and seven employers (9.1%) five stars. This star rating translates to IMAGE, where one to five stars carry the meaning of Inadequate-I, followed by Moderate-M, Average-A, Good-G, and Excellent-E. Implications: the main effect to be shared from this study is about the star rating, which can be a measure of employers' practice towards managing psychosocial risk in the Workplace in Malaysia. In addition, this assessment can be done simultaneously using the Skala Kemungkinan Pekerjaan & Persekitaran terhadap status kesihatan mental pekerja (SKiPP) form. However, a validation process needs to be done to validate the results obtained.

Keywords: Psychosocial risk; Workplace management; Employers practice; SKiPP

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A 54 WE 001

Identifying Workplace Lactation Room Design Gaps

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Abstract

Working mothers away from their infants must express their breastmilk through pumping to ensure enough supply and avoid engorgement. Numerous health benefits accrue to both mothers and children through exclusive breastfeeding. However, exclusive breastfeeding among employed mothers in Malaysia remains low. Inadequate provision of a lactation room at the workplace was one factor contributing to the low rate of exclusive breastfeeding among working mothers. One recent study in Malaysia also suggests that improvements in the workplace through the provision of facilities may help overcome barriers to continued breastfeeding. The objective of this paper is to identify the design gaps in the lactation room at the workplace in Selangor to increase usability and promote continued breastfeeding among working mothers. The research is conducted through user interviews to obtain insights from working mother personas, immersive case studies, and content analysis of existing lactation design guidelines. The interview personas were selected through purposive sampling with an inclusion criterion of sociodemographic characteristics of mothers with a low prevalence of continued breastfeeding. This study method is an adaption of the first phase in user-centred design (UCD), which involves understanding the context of use through the User Journey Map, that assists in plotting the end-to-end journey and emotional experience of working women in utilizing the lactation room. Pain points highlighted during the

interview are then mapped against the user journey map. Using the design matrix, these pain points are then cross-checked with the immersive experience case study conducted at three different locations and the existing lactation design guidelines to confirm the design gaps for improvement. The results suggest that working mother personas utilize lactation rooms three times a day: in the morning, at lunchtime, and at the end of the day before leaving the workplace. The design elements identified as pain points while using the lactation room are location, room size, allocation of table and chairs inside the cubicle, dedicated fridge for milk storage, and allocation of additional storage facilities.

Keywords: breastfeeding, working mothers, lactation room, user-centred design

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A 55
WE 002

WFH Renovation: Comparing self-driven and professional strategies

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Abstract

The COVID-19 pandemic has heightened the necessity of Working From Home (WFH), causing the populace to adjust their living spaces in adapting to the new lifestyle. Such transition involves impromptu renovation by home residents that would satisfy their immediate and specific need for a functioning work environment at home. However, most Klang Valley residents live in regimented terrace houses, which has imposed limitations on their ability to improvise, resulting in a saturated variety of designs that focus more on internal alterations. On the other hand, professional designers and architects have developed many innovative designs to incorporate these changes more strategically and holistically into the existing home environment. Despite the dichotomy of both approaches, it is believed that a common ground exists for an ideal WFH renovation that would inform future design guidelines for terrace housing in embracing WFH as a lifestyle norm. Hence, this study investigates the mutual practice between self-driven and professional approaches in terrace house renovation for an enhanced WFH experience. The research objectives include identifying the potential and limitations in Klang Valley terrace house renovation on WFH, analysing the impact of WFH on self-driven and professional renovation strategies and establishing the mutual practise of such approaches in improving the WFH experience. This qualitative study involves 1) the taxonomy study of terrace house renovation, identified from a content analysis on ten conceptual renovation design proposals obtained from a design

competition organised by a local developer. 2) In order to establish mutual practices between self-driven and professional renovation approaches, a comparative analysis is made on 20 professional design proposals obtained from literature review and observation of 13 popular case studies found in home renovation-themed social media contents. Findings show similar home renovation practices pursued by both laymen and design professionals to enhance the WFH experience. The mutual practices are categorised into 1) diverse aspects of WFH spatial experience, 2) social connectivity enhancement, and 3) natural elements in mitigating working fatigue.

Keywords: Working from home, mutual practices, future housing trends, home renovation.

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A 56
WE 005

**A Global Acceptance Test for a Virtual Reality of
Kitchen Workplace Safety Improvement**

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Abstract

The gastronomy tourism industry has made a substantial contribution to Malaysia's economy. The rise in the number of workers in the food and beverage industry has coincided with increased workplace accidents, which disproportionately affect new and inexperienced employees. Previous research has shown that new workers lack hazard identification abilities and fail to recognize dangerous events in the workplace. The effectiveness of deterrent-based regulations and policies to improve workplace safety has been much debated. Some dispute its overall effectiveness, citing a penchant for creating a stratification of businesses based on resources. In contrast, others have found the laws to be an effective deterrent if violators face significant fines. As a result, the main goal of this study is to use virtual reality (VR) technology to assist workers in improving their workplace hazard identification skills. A two-fold objective was established: (1) design and develop VR apps for spotting risks in the kitchen workplace, and (2) validate the VR application's effectiveness. We used a 360-degree camera and VR software to create a VR application. This study engaged experts at two phases to validate the VR application for the second objective. In the first phase, this study consulted the first group consisting of ten specialists working in IT, OSH, and culinary. Experts gave the VR application a high validation score for both face and content validity through open-ended questions in a Google Form. These validations contain usefulness, ability, and overall relevance as a practice format and simulator experience. Second, seven

experienced executives and managers at various levels from various nations were questioned about the VR application's effectiveness. These individuals have worked in more than one state or country for more than ten years. In conclusion, the findings of this study are noteworthy in demonstrating that hazard identification may be accomplished using VR technology. The innovation has received positive acceptance in the hospitality business. This will also benefit small enterprises and their employees, as common job training is typically quite costly. Additionally, using VR as a teaching tool is generally less expensive, alleviating financial strain on these organizations.

Keywords: commercial kitchen; hazard identification; occupational safety; training tool

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Other Environment

A 57
OE 001

Walkable Environment: Building resilient and healthy cities post pandemic

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Abstract

The Covid-19 pandemic has significantly changed our cause for social interaction. The pandemic has forced the world to take precautionary measures to reduce the spread of the virus by limiting social contact and complying with the three C's: crowded places; closed spaces; and close-contact settings. In supporting the public health measures and reducing the risk of infections, we need to build resilience in building better cities post Covid-19. A walkable environment refers to pedestrian-friendly neighbourhoods with easy access to local amenities and well-designed public open spaces. Fostering a walkable environment to build better cities Post Covid-19 pandemic is timely and supported by The World Health Organization (WHO). WHO provides guidelines on mobility during the COVID-19 pandemic by encouraging the building of more quality spaces for cyclists and pedestrians, with specific focus in densely populated urban areas to avoid the overcrowding of public transport and the use of private vehicles. Therefore, this paper will explore the walking behaviour and the mobility pattern of urban populations in response to the COVID-19 pandemic. The study also assessed how walkable environments have contributed to the compliance of the three C's in our daily lives. An online questionnaire survey was randomly distributed to the respondents of a selected neighbourhood in Kuala Lumpur to understand their

walking behaviour before and during the pandemic. The findings revealed that the pandemic has somewhat changed and limited the movement and travelling method due to the Movement Control Order (MCO). Conveniently, being in a walkable environment has encouraged them to maintain an active lifestyle despite the limitations. However, walking and the use of public transportation have declined due to the fear of proximity in public areas. Hence, policies and awareness programs focusing on enhancing the awareness of walking in public areas need to be further improved to ensure the sustainability of walking behaviour for daily routines whilst promoting building resilience and healthy cities.

Keywords: Walkable environment, resilient, healthy city, post covid

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A 58
OE 002

Digitization of Business for Small and Medium-Sized Enterprises (SMEs)

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Abstract

Digitalization is critical for the long-term viability of small businesses in the new economy. As global digitalization accelerates, Malaysian SMEs must embrace the digital economy to contribute to economic growth. The contribution of SMEs to the country's GDP increased to 38.3 percent in 2018 from 37.8 percent in 2017. Businesses are turning to technology and online platforms to help them run their operations in light of the current situation, as the COVID-19 pandemic reshapes the world. A critical issue confronting SMEs in the aftermath of the COVID-19 pandemic is adopting a digital business model. Lack of technological adoption may be the primary challenge facing entrepreneurs and small and medium-sized businesses in Malaysia (MOHE Guide to Entrepreneurship Integrated Education (EIE), 2021). Thus, there is no denying that digital transformation is critical for long-term survival and security in an ever-changing landscape. There is a dearth of research investigating how SMEs successfully align their systematic business strategy with their sustainability performance. Small and medium-sized enterprises (SMEs) will play a critical role in achieving the most "economical" SDGs: promoting inclusive and sustainable economic development (goal 8) and promoting sustainable industrialization and innovation (goal 9). This is consistent with Malaysia's 11th Plan, which aims to accelerate the adoption of innovation and technology by SMEs, boost productivity, and improve the country's global competitiveness. Embedding digital technology into business models has proven beneficial for long-term sustainability, as demonstrated most recently during a time of crisis, such as the

COVID-19 pandemic. Technology adoption will help close the productivity gap between SMEs and large firms by increasing capacity and capability for greater competitiveness and innovation. This study examines the importance of embedding digital technology into business models among SMEs, which has been shown to increase long-term productivity and sustainability, especially during times of crisis, such as the COVID-19 pandemic. Technology adoption will help close the productivity gap between SMEs and large corporations by increasing capacity and capability for greater competitiveness and innovation.

Keywords: Keyword: Small-Medium Enterprise (SME), digitalization, business, resource-based view, performance

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A 59
OE 003

Spatial Visibility within the Low-income Housing Living Unit

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Abstract

The rapid urbanisation and population growth in Malaysia caused the increasing number of rural migrants and poverty, particularly in Kuala Lumpur, which caused limitations in housing provision because of the land scarcity and high living costs in the city centre. Therefore, the quality of housing for the low-income group in Malaysia, especially in Kuala Lumpur, is seen as crucial to improve. The low-income housing design subject to guidelines and standards set by the Ministry of Housing has not been satisfactory to the inhabitants' comfort, social, cultural and religious needs. Past studies have shown comparisons of spatial studies in various low-income housing layouts; however, none has discussed the visibility of the indoor spaces within the low-income housing living unit and its implication toward the occupants' quality of life. As a result, this paper intends to find the balance between providing decent dwelling spaces for the low-income group by considering their spatial needs. Therefore, this paper aims to investigate the quality of space design of the low-income housing living unit by assessing the visibility of each of the spaces in the units using space syntax as an analytical tool. The Space syntax techniques study the effects of spatial design on aspects of social organisation and its implications for the users according to the visibility of the space. The study found that the common area, the living and dining room, tends to have the highest visibility compared to other spaces in the low-income housing living unit. Besides, the study also found that the current low-income housing design has not considered the

visual privacy of private spaces (bedrooms and toilets) related to the living unit's common spaces (living, dining area and entrance hallway). The study's findings can be a guideline to improve low-income housing spatial design in the future. Thus, this paper will benefit policymakers, low-income house developers and consultants, researchers in the architecture field, and society.

Keywords: Living Unit, Low-income Housing, Space Visibility, Space Syntax

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