

ASLI QoL 2024
(Annual Serial Landmark International)

AicQoL2024KotaKinabalu

12th AMER International Conference on Quality of Life

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The Magellan Sutera Resort, Kota Kinabalu, Malaysia
26-28 Jan 2024



Abstracts

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AMER cE-Bs 



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Editor

Mohamed Yusoff Abbas

Acknowledgement

The organiser, Association of Malaysian Environment-Behaviour Researchers (AMER) in collaboration with the cE-Bs (Centre for Environment-Behaviour Studies), College of Built Environment, Universiti Teknologi MARA, Malaysia, congratulate the Abstract contributors in making this publication possible.

Thank you all!

Foreword

This 12th AMER International Conference on Quality of Life, being held at The Magellan Sutera Resort, Kota Kinabalu, Malaysia on 26-28 Jan 2024 is organised by AMER (Association of Malaysian Environment-Behaviour Researchers) in collaboration with cE-Bs (Centre for Environment-Behaviour Studies, College of Built Environment, Universiti Teknologi MARA, Malaysia, in conjunction with AMER Annual General Meeting 2024. It marked AMER's 44th international conference to be organised and fully managed by AMER's subsidiary, emAs (AMER Event Management & Services) under emAs emAs Resources

The Game Changer 2021 (#GC2021) initiated in early 2021 whereby it is compulsory for contributions from Malaysia to include international co-authors, is to increase our publications to be contributed by multi-national authors. We believe that initiative would tremendously increases the chances for our publications to be indexed by more reputable indexing bodies, such as Scopus. As such, commencing 2021 only multi-national authored contributions from Malaysia shall be accepted for publications.

AicQoL2024KotaKinabalu managed to attract an overall total of 64 abstracts. Of the abstracts approved, authors from 21 countries contributed. Majority of the abstracts were in collaboration with Malaysian authors. The most were together with Indonesia (25 numbers), China (14), Australia and Thailand (4 each), followed by 1 each from Egypt, France, Germany, India, New Zealand, Nigeria, Oman. Qatar, Singapore, South Korea, Sri Lanka, Turkey, United Arab Emirates, United Kingdom, United States of America, and West Africa.

Hopefully this conference will inspire and encourage more researchers to participate in our forthcoming serial conferences.

Thanks again for your continuous support and contributions as always, and hope for an enlightening conference!

Prof. Dr. Mohamed Yusoff Abbas

Chair

AicQoL2024KotaKinabalu, 26-28 Jan 2024

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About the Conference

Background

The AMER 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 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, Asia Pacific International Conference on Quality of Life shall be held in non-ASEAN countries. AicQoL is also strategized to coincide with AMER's AGMs.

The anchor theme of the conference is "Quality of Life in the Built & Natural Environment".

Thus far, the AicQoL conferences organised were as follows: -

- 1st AicQoL2013Langkawi, Malaysia, 06-08 Apr 2013
- 2nd AicQoL2014Kota Kinabalu, Sabah, Malaysia, 04-05 Jan 2014
- 3rd AicQoL2015Jakarta, Indonesia, 25 – 27 Apr 2015
- 4th AicQoL2016Medan, Indonesia, 25 – 27 Feb 2016
- 5th AicQoL2017Bangkok, Thailand, 25-27Feb 2017
- 6th AicQoL2018PerhentianIsland, Malaysia, 03-04 March 2018
- 7th AicQoL2019Bali, Indonesia, 16-17 Feb 2019
- 8th AicQoL2020Malacca, Malaysia, 18-19 Mar 2020 (Virtual due to C-19)
- 9th AicQoL2021BukitTinggi, Malaysia, 17-18 Mar 2021 (1st Hybrid)
- 10th AicQoL2022Penang, Malaysia, 16-17 Mar 2022
- 11th AicQoL2023Bangkok, Thailand, 28-30 Apr 2023

12th AicQoL2024KotaKinabalu, 26-28 Jan 2024

The conference 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 shall be in the running for the Best Paper awards, amounting to more than cash MYR 10,500.00 with the grand prize of cash MYR 3,000.00 for THE Best Paper.

The e-IPH, UK published both the Abstract Book (eISBN 978-1-913576-13-4), and the Proceeding in the E-BPJ (Environment-Behaviour Proceedings Journal), eISSN 2398-4287, 9(27) Feb 2024, 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 –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 100% additional surcharge of the published Registration Fees shall apply. Those from abroad must not be Malaysians, nor non-Malaysians studying/working in Malaysia. The co-author from abroad must also not co-authored in another paper. Failing which all the papers they co-authored will be disqualified in the running for the Best Paper awards).

Conference Tracks

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

Children / Youth Environment;

Climatic Environment Commercial/Retail/Services Environment; Communication / Social Media Environment; Community Environment / Social Psychology; Construction Environment;

Design & Creative Environment; Educational / Learning Environment; Elderly Environment;

Energy Environment;

General Psychology;

Green Environment;

Healthcare / Healing Environment;

Hospitality / Tourism Environment;

Inclusive Environment;

Landscaping Environment;

Legal Matters;

Leisure / Recreational / Sports Environment;

Local Cultural / Heritage Environment (Food included);

Management & Production Environment;

Natural Environment;

Policy Matters

Public Sector Environment,

Residential Environment;

Rural Environment / Rural Psychology;

Sustainable Environment;

Technology-related Environment;

Transportation / Travelling Environment;

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Competency of Autism Spectrum Disorder Parents in Home-Based Occupational Therapy Intervention

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Abstract

During the Movement Control Order (MCO), parents were restricted to send their children with Autism Spectrum Disorder (ASD) for occupational therapy intervention at hospitals or private centers. Most of the parents were supported by online materials and video-communications. However, parents' competency in providing home-based therapy to their children is less studied and explored even before the MCO. Parents reported having a significant amount of stress in taking care of their children. Thus, the objectives of the study were to examine parents' sense of competence and stress and to predict parents' sense of competence in providing home-based therapy based on demographic characteristics and level of stress. Data were collected via an online survey using Parenting Sense of Competence Scale (PSCS) and Parental Stress Scale (PSS). 125 parents of ASD children were approached and offered participation in this study. The samples of this study were parents and guardians of children with ASD. They were recruited using purposive sampling technique. The inclusion criteria were; (1) parents or guardians who had received occupational therapy intervention coaching via online method during the MCO; (2) parent attempted to do the home-based therapy at home by themselves as coached by therapist; and (3) able to read and understand either Malay or English. Parents of Children with ASD were excluded if their child has other comorbidities such as epilepsy, attention deficit disorder or other conditions related to developmental disability. Potential participants were approached through Autism Advocacy and Family Support Networks to offer participation in this study Descriptive

analysis was used to determine the level of sense of competence and stress among the parents of children with ASD, and general linear model was used to identify any associated factors (stress and demographic characteristics) to parent's sense of competence. Result shows that parents or guardians were having high stress level in handling their ASD children during MCO. However, with the frequent guidance and support from occupational therapists, their level of competency increases. A significant output of this research is to expand knowledge about the experiences and difficulties facing parents during the MCO.

Keywords: Competency; Autism Spectrum Disorder; Parents; Occupational Therapy

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A 02 CYE 001

Exploring the Key Elements towards Creating a Physical Learning Environment for Autism

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Abstract

Autism Spectrum Disorder (ASD) is a broad term for a group of complex, neuro-developmental disabilities or cluster of neuro-developmental disorders that impair verbal and non-verbal communication and social interaction. The increasing trend reflects a global rise in the prevalence of autism. With the tremendous numbers, it gives an impact on the country, community, and family. The increasing rate of ASD prevalence is also a great challenge for the education system and needs national efforts to address the problems. In addition, it became a significant challenge to public education because many children with autism required intensive interventions to facilitate their participation and success in the educational setting. This study aims to develop a framework of sensory sensitivity, sensory stimulation, and sensory design towards the physical learning environment for autism. This research investigation employed a quantitative approach using a survey method to identify the factors of sensory sensitivity, sensory stimulation, sensory design, and physical learning environment. This study distributed the questionnaire to three hundred eighty-four (384) respondents, and 174 responded to the questionnaires. The respondents were people involved in the autism learning environment; their opinions and may or may not have experience designing or creating the autism learning environment. The study used the Partial Least Squares (PLS) technique using the Smart-PLS software. The study derived a theoretical model that links the variables and represents the potential influences of the physical learning environment according to three main pathways: (i) significant relationship between Sensory Sensitivity (SSy) towards the Physical Learning Environment (PLE); (ii) significant relationship between Sensory Stimulation (SSn) towards the Physical Learning Environment (PLE); and (iii) significant relationship between Sensory Design (SD) towards the Physical

Learning Environment (PLE). This study's implication would indicate that all key concepts are best measured using EFA - sensory stimulation, sensory sensitivity, sensory design, and physical learning environment are the essential features of a conducive learning environment. Perhaps this research would be beneficial in improving the existing environment or creating a new learning environment that optimises the classroom ambience and improves parents' and staff's satisfaction within the Malaysian context. The study's significance is to provide a guideline to technical and related government agencies that can be used as a benchmark to improve the autism learning environment.

Keywords: Autism; Physical Learning Environment; Sensory Design;

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Commercial/Retail/Services Environment

A 03 CRSE 002

Advancing Lean Manufacturing 4.0 in Malaysian SMEs by OEE and MES Integration: A case study.

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Abstract

This paper investigates the integration of Lean principles, epitomized by Taiichi Ohno's vision in the Toyota Production System, and Industry 4.0 (I4.0) technologies, aiming to enhance manufacturing efficiency. The focus is on one of the pivotal Lean practices, Overall Equipment Effectiveness (OEE), and its digitized application for precise machine performance measurement. Additionally, it delves into the profound impact of I4.0 technologies, particularly Manufacturing Execution Systems (MES), underlining their role in comprehensively quantifying the production floor. Despite the promising potential of integrating Lean with I4.0 for manufacturing companies, a comprehensive analysis of MES within the context of Lean principles is notably absent in current literature. This study addresses this gap by analyzing the real-time impacts and interrelation of Manufacturing Execution Systems (MES) and Overall Equipment Effectiveness (OEE) within the domain of electrical and electronics Small and Medium Enterprises (SMEs). Employing a case study methodology, the research meticulously investigates the implementation of OEE and MES. The findings emphasize the positive outcomes derived from integrating MES with OEE to enhance

manufacturing efficiency. The integration of MES and automated OEE has successfully streamlined and optimized the production line, due to the responsiveness to real-time data. The results of this integration are manifested in notable improvements, such as increased productivity levels and more efficient utilization of resources. The study was conducted in Malaysia, a Selangor-based SME specializing in electrical and electronic goods, with a specific focus on the manufacturing process of Air Circulator fans. This research uniquely evaluates OEE by comparing individual Manufacturing Orders (MO) rather than adhering to the conventional approach of data collection over a duration. This research enriches the field by addressing the scarcity of in-depth analysis regarding MES with Lean principles. The successful integration of these practices and their constructive influence on the production line and departmental processes contributes original perspectives, deepening our understanding of efficient manufacturing practices within the electrical and electronics industry.

Keywords: OEE, MES, Lean Industry 4.0, Smart Factory.

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A 04 CRSE 004

Assessing the Purchasing Behaviour in S-commerce among Indonesian Students in Malaysia

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Abstract

Social commerce (s-commerce) can completely transform Malaysia's economic structure, spur economic expansion, increase overall income, protect the welfare of the populace, and help the country achieve high-income status. However, s-commerce is still in its infancy in Malaysia, and there needs to be more research in the literature regarding the critical elements determining effective purchase behaviour in this technology field. Regretfully, should Malaysia fail to seize the chances presented by consumer behaviour in contemporary s-commerce technology, it will become increasingly susceptible to economic upheavals and ultimately unable to compete worldwide. Therefore, research on the variables influencing purchase behaviour in s-commerce is imperative. The purpose of this paper is to examine the relationship between advertising value, perceived value, and trust for purchasing behaviour in s-commerce. The study was quantitative, and 105 Indonesian students in Kuala Lumpur, Malaysia, provided primary data using a self-administered questionnaire. After applying SPSS to analyze the data, it was found that 56.1% of the variance in the dependent variable could be explained by the suggested model. The findings show that there is a positive significant relationship between advertising value, perceived value, and trust for purchasing behaviour in s-commerce. The limitation of this study is inherent in the sample used, which involves one state in Malaysia only, which are Kuala Lumpur. The study's implications are intended to support information technology professionals who may utilize the research findings to step up their efforts to implement s-commerce technology in commercial settings. The results of this study will also help aspiring business owners create successful business plans and invest in s-commerce technology. When they choose to employ and keep

adopting s-commerce in their business, this research's findings will shed light on the advantages of doing so. The sample employed in this study, which only included Kuala Lumpur as a state in Malaysia, had inherent limitations.

Keywords: Advertising Value; Perceived Value; Trust; Purchasing Behaviour in Social Commerce

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A 05 CRSE 005

Digital Marketing Strategies for SMEs in Technology Sector in Malaysia

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Abstract

This study looks into the efficiency of DM (digital marketing) techniques in the technology division of Small and Medium Enterprises (SMEs) in Malaysia. The research framework guides the qualitative case study approach. The primary data gathering strategy entails semi-structured interviews with digital marketing specialists, marketing and advertising professionals from SMEs in the technology sector in Kuala Lumpur. The study adheres to an interpretivist research philosophy, recognising each SME's distinct qualities and socio-cultural setting. Thematic analysis is applied to the gathered data to identify trends, topics, and insights on digital marketing in Malaysian SMEs. The study aims to address research questions on the challenges SMEs face in implementing digital marketing, how SMEs view the impact of digital marketing on product promotion, and what tools and technologies can be used to increase the effectiveness of digital marketing. The findings of this research will provide practitioners with guidance and insight into the acceptability and effectiveness of digital marketing strategies in the Malaysian tech industry. It emphasises the value of data-driven decision-making, agility, and creativity in a constantly evolving digital ecosystem, as well as the significance of digital marketing for SMEs' success. Additionally, in order for SMEs to maintain long-term growth and competitiveness in the digital era, the research highlights the challenges that small businesses confront and how critical it is to overcome these obstacles. The researcher's goal in conducting this research is to uncover the restrictions that SMEs have while using digital platforms and tools for marketing objectives. The ultimate goal is to provide analytical research and recommendations that will help SMEs employ digital marketing methods wisely, improve their online exposure, communicate with their target audience, and encourage long-term success in Malaysia's highly competitive digital environment.

The study's goal is to provide vital insights that will enable SMEs to successfully navigate the dynamic digital landscape.

Keywords: Digital Marketing, Malaysian SMEs, Digital Marketing Strategies, Digital Marketing Channels

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A 06 CRSE 003

Influence of Customer Relationship on Supply Chain Performance in Telecommunication Industry

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Abstract

The telecommunications industry in Malaysia, a key player in the service sector, significantly influences the country's economic activities. With intensifying competition and growing customer demand for cost-effective, high-quality services, telecommunications companies are compelled to enhance operational efficiency in their supply chain management. Recognizing the importance of knowledge in meeting these demands, this study aimed to explore the relationship between customer relationships and supply chain performance, with a focus on the potential mediating role of logistics integration as well as whether this relationship is mediated by logistics integration. The study was conducted among 361 respondents from 21 Malaysian telecommunication firms in Malaysia by applying a structural equation modeling with SmartPLS. Findings revealed customer relationship associated with supply chain performance and supported. The results indicate that sustaining good customer relationships will increase the likelihood of success. The results were similar to that of past studies which found customer relationship influences supply chain performance and close customer relationship expands the values it supplies to its customers and maintain their allegiance through customer satisfaction. However, the study found that the mediating effect of logistics integration in the relationship between customer relationships and supply chain performance was not statistically significant. This suggests that while customer relationships directly impact supply chain performance, the role of logistics integration as a mediator was not pronounced in this context. The telecommunications industry, grappling with challenges posed by new technologies and the need for continuous innovation, particularly in value-added services, is also confronted with the churn phenomenon. Customer turnover is

particularly acute in this sector, necessitating a careful evaluation of relationships with customers. Despite these challenges, the study underscores the importance of customer relationship management in positively influencing performance outcomes. The implications of this research extend to practitioners in the field, providing valuable insights for decision-making in supply chain management procedures, specifically within the telecommunications industry. Telecommunications managers can benefit from a better understanding of the significance of sustainable customer relationships in achieving positive performance outcomes. However, the study's scope is limited to the telecommunications industry and involves a specific number of respondents.

Keywords: Customer relationship; Logistics integration; Telecommunication; Supply Chain Performance

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A 07 CRSE 001

Influence of Thrifting Product Purchasing Behavior: Cases of young adults in Indonesia

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Abstract

Purchasing behaviour refers to how an individual or group selects and buys a product or service, and there are several factors influencing it. The significance of this study lies in its exploration of the factors influencing the purchasing decisions of thrift products among young adults in Indonesia. Value for money, electronic word of mouth (e-WOM), and environmental concerns on purchase behaviour are among the independent variables discussed as influential factors in identifying the behaviour. Given the increasing popularity of thrifted products and the growing awareness of sustainability issues among younger generations, understanding the motivations behind their purchasing decisions is crucial for companies hoping to cater for the demand for this demographic group in the future preparation of their business. This study will contribute to the new body of knowledge on consumer behaviour in Indonesia and provide practical recommendations for businesses looking to cater to the needs and preferences of this group of people. The research objective is (1) to examine the relationship between value for money and purchasing decisions, (2) to examine the relationship between e-WOM and purchase decisions and (3) to examine the relationship between environmental concerns and purchase decisions. The respondents were chosen among young Indonesian adults between 18-30 years old as this is considered the most active group when purchasing is concerned. This study proceeds with a quantitative study, which collects and processes data objectively to assess the hypotheses or solve the problems using online survey. The data was analysed with regression and correlational tools to form a solid framework reflecting the above-mentioned factors. The result showed a relationship between Value for money, e-WOM and Purchase Decision for thrifting products in

Indonesia. However, the hypothesis indicated no significant value for one of the variables tested. This includes environmental concerns and thrift product purchases among young adults in Indonesia.

Keywords: Value for money; e-WOM; Environmental concern; Purchase Decision; Thrift Product

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A 08 CRSE 006

Managing Intellectual Capital for SMEs' Sustainable Development. A conceptual proposal

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Abstract

This article seeks to contribute to the growing body of literature on intellectual capital (IC) and Islamic work ethics (IWE) within small and medium enterprises (SMEs). It aims to explore how socio-economic factors are designed to enhance sustainable development (SD) and generate value. To address the research question, this paper employs a conceptual approach with the goal of achieving a comprehensive understanding of the mechanisms supporting SD in SMEs. It has delved into pivotal existing studies to grasp the foundational roots and dynamics underlying the principles of sustainable development in SMEs. This article illustrates, drawing on prior literature and theoretical considerations, the impact of Ibn Khaldun's multidisciplinary-dynamic theory of development on IC and IWE within SMEs, with the objective of fostering SD. The findings reveal that five socio-economic activities of SMEs form the foundation of the proposed conceptual framework. First, maintaining the well-being of people to develop capabilities and intellect for SME entrepreneurs and stakeholders is intended as human capital (HC). Second, promoting sense of solidarity and group feeling by taking care of their surrounding which is susceptible to development; is reported in the relational capital (RC). Third, advocating justice and primacy of morality is referred to Islamic work ethics (IWE). Fourth, executing the Shariah which guides human beings to what is good in it with regard to the religious and worldly aspects is signified to the spiritual capital (SP). Fifth, distributing resources equally in terms of technological and intellectual enhancements is implied to the organizational capital (OC) and technological capital (TeC). In essence, this paper provides implications for the stream of literature about IC and IWE

in SMEs. It investigates five socio-economic activities as the well-being of people (N), sense of solidarity and group feeling in the surrounding (g), justice and primacy of morality (j), execution of the Shariah (S) and equitable distribution of resources (W); that respond to different IC levels elements (human, relational, organizational, spiritual and technological) and IWE. Furthermore, this article presents a conceptual framework that aligns with three core streams in economics and management studies, corresponding to Ibn Khaldun's development theory, IC, and IWE. This framework enhances the conceptualization of managing intellectual capital and Islamic work ethics for SMEs' sustainable development, surpassing previous studies.

Keywords: Intellectual capital, Islamic work ethics, SME, Sustainable development,

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Communication / Social Media Environment

A 09 CSME 001

Grammar in Academia: A bibliometric exploration of research trends and influential works

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Abstract

Within academic discourse, grammar plays a crucial role in ensuring linguistic accuracy and shaping the clarity and efficacy of scholarly communication. As academics consistently interact with many grammatical conventions in different fields, it is crucial to thoroughly grasp the changing patterns and influential studies in grammar research. The study aims to comprehensively explore grammar teaching and learning via technology research by undertaking a bibliometric analysis of 381 papers from the Scopus database from 2015 to 2023. The bibliometric research paper goes right to the heart of academic debate by looking at current trends in grammar research and naming essential works. The study uses advanced bibliometric methods to examine a collection of research papers covering a wide range of grammatical topics. The research aims to ascertain the most influential authors, universities, countries and themes in the field, as well as the funding body, and track the progression of research trends over time.

Furthermore, its objective is to highlight the partnerships among authors, universities, and countries in the field, investigate current research areas followed by scholars, and assess the impact on the subject. Microsoft Excel, VOS Viewer, and Harzing tools are frequently used in academic research for citation, content, and network analysis. The Bibliometric assessment was improved by completing a comprehensive analysis of current scientific literature. This review identifies the key scientific figures in the literature on technology-driven language learning and emphasizes the prominence of scholars who have made noteworthy contributions to the area through multiple publications. Therefore, we have categorized seven separate areas of study, known as clusters, that focus on grammar teaching and learning via technology. This review aims

to identify and analyze areas of research that have not been sufficiently investigated and to provide prospective directions for further exploration. This work provides a detailed and thorough analysis of the academic discussion, enhancing our understanding of the complex field of grammar research and setting the stage for future investigations into the changing nature of linguistic knowledge.

Keywords: Grammar; Teaching; Learning; Bibliometric

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A 10 CSME 002

Social Network Analysis on Knowledge Sharing in Swiftlet Ranching Industry in Gua Musang

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Abstract

The high number of swiftlets ranching, leading to a year-on-year rise in Edible Birds Nest (EBN) production, is a testament to the beguiling market demand. The demand for edible bird's nests, especially from China, has been consistently high. In 2022, demand from China recorded 80 metric tonnes a year, followed by other countries like Hong Kong, Taiwan, and Vietnam (The Ministry of Agriculture and Food Industries, 2022). The edible bird nest industry is a very lucrative and potential industry that can contribute more than 1 billion ringgit to gross national income via export. However, the industry faces a major hurdle where 70 per cent to 80 per cent of swiftlet ranches are regarded as inefficient since it's failed to achieve 1.36kg of the nest after one year of operation due to a lack of understanding and knowledge in the management of swiftlet ranching. To boost the production of EBN, the management of Swiftlet Ranch can also be improved by mapping out the social network of Swiftlet Ranching in Gua Musang to capture the main stakeholders that can play an important role in knowledge sharing regarding the management of Swiftlet Ranching. This research used the Social Network Analysis method using UCINET software and the Snowball sampling technique to cater for the data. Based on the research finding, Gua Musang Rancher21 have higher indegree relationships and is known as the network's higher knowledge collector. In contrast, for out degree relationship, DVS1 is the main stakeholder that can be an information distributor for managing swiftlet ranching. However, based

on the result, centralization closeness shows 39.92% in Gua Musang. This result indicates that the knowledge sharing inside the networks is subdued. These important stakeholders need to be highlighted since any information and policy to improve the management of Swiftlet Ranching can be seen through these actors or stakeholders to ensure the industry becomes more successful.

Keywords: Swiftlets; Social Network Analysis; Knowledge Sharing; Edible Birds Nest

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A 11

CSME 003

User's Personal Factors Impact on eWOM Diffusion in SNS: Application for entrepreneurs

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Abstract

The theory of reasoned action (TRA) acts as the underpinning theory for this study in uncovering personality traits as personal factors, and message credibility, and source expertise influence on electronic word of mouth (eWOM) diffusion in social networking services (SNS) and the impact on purchase intention. The study aims to provide insights to businesses, specifically for entrepreneurs to clearly understand eWOM diffusion in SNS and offer support in applying findings to increase efficiency in business application. The snowball sampling approach was adopted and shared among SNS users throughout Malaysia. After eight weeks, data collected was tested utilizing structural equation modeling CB-SEM AMOS and produced results which were then analyzed. A total of 274 usable responses were analyzed after removing incomplete and skewed questionnaires. The analysis of this study shows that extroversion, message credibility, and source expertise significantly impact eWOM diffusion toward purchase intention for SNS users. This study provides enlightenment to businesses to further hone advertising, the pool of target audience, and the development of messages in efforts towards gaining and encouraging purchases by SNS users. By understanding the personalities of SNS users, businesses could enhance specific factors of marketing messages towards specific types of personalities, to gain traction increase the success rate of passing messages to other SNS users, and enhance sales. Furthermore, by careful selection of messages and representatives in advertising and spokesperson, eWOM could be tailored to increase the purchase intentions of SNS users in given campaigns. Comprehension of personalities and choices of eWOM made by SNS users are

proven to benefit advertisers, businesses, and SNS developers to increase efficiency in strategies. However, this study is limited in its capacity to have a larger sample size, although it is sufficient to run data. Larger samples in subsequent studies could stabilize the personality traits samples and strengthen the study's results. Further studies could engage in longitudinal studies to track changes in personalities and the development of future SNS to further investigate the viability of factors for this study.

Keywords: Personality traits, eWOM, purchase intention, message credibility

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Community Environment

A 12 ComE 001

Islamic Values and Muslim Financial Behavior among Malaysians and Indonesians

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Abstract

Muslims are the largest population worldwide and have strong bargaining power in the world economy. Muslims have guidelines on how they should live accordingly, and the guideline provides a path for Muslims to embrace horizontal and vertical worship in daily life, including on financial matters. However, the current evidence shows that the behavior of Muslims has fallen apart from Islamic values. Muslims tend to follow the Islamic guidelines on religious worship in the five pillars of Islam. Likewise, when concerning the daily muamalah, which is also part of worship, they tend to focus more on fulfilling the basic rules, particularly in food consumption. Besides food consumption, Muslims tend to neglect the rules and guidance of Islam, in particular financial matters. Indonesia and Malaysia, are two Muslim-majority countries in South East Asia, with a large Muslim population and also the Religious Affairs Institutions that manage the practice of Islam. Thus, this paper aims to explore the impact of Islamic values on Muslim financial behavior in Indonesia and Malaysia. This research is associative quantitative research utilizing. This research applies structural equation modeling (SEM) with PLS approach of SmartPLS software version 4.0.9.8. 427 data were collected using a closed questionnaire distributed to respondents who met the research criteria from Malaysia and Indonesia. The result postulates insignificant differences in Islamic values among the two countries. Both countries are supporting the development of Shariah in Islamic Banking and Finance. Nonetheless, there are still concerns about consumers' financial behavior toward Islamic financial products in both countries. It is worth noting that this research should be interpreted in light of certain limitations. The substantial gap in

the size of the sample respondents for both countries may affect the result of the survey findings. Since the research is purely quantitative and focused on the individual financial behavior of Malaysia and Indonesia, which are reasonably similar in culture and race, researchers propose an in-depth study with a qualitative approach to further explore other determinants of Islamic values and financial management behavior.

Keywords: Islamic values; Muslim Financial Behavior; Shariah; Islamic Banking and Finance

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A 13 ComE 002

Sustainable Finance and Fintech: SMEs' behavioural intention towards islamic crowdfunding

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Abstract

Bumiputera SMEs are facing internal and external challenges to obtain financing, which eventually affect their growth despite their vital role in generating economic income for the country. There is now a wider array of contemporary financial options accessible to SMEs, including Islamic crowdfunding, besides solely depending on bank loans. This study investigates the factors behind Bumiputera SMEs' intention to use Islamic crowdfunding using the extended Unified Theory of Acceptance and Use of Technology (UTAUT) model. Empirical data from 525 participants consisting of Bumiputera SMEs from various sectors and employed SPSS for analysis. The limitations of the study include the questionnaires using a Likert scale having the risk of subjective answers from respondents. In addition, the data for this research is cross-sectional, which requires more since it is prone to biased situations. Longitudinal can be performed in the future to get more information and to see the consistency of the study. The results indicate that independent variables of Performance Expectancy (PE) and Facilitating Condition (FC) show strong positive correlations with the behavioral intention to use Islamic crowdfunding. Meanwhile, Effort Expectancy (EE), Social Influence (SI), and Trialability (TB) show a moderate strength of correlation with Behavioral Intention (BI). As for the regression analysis, it is found that there is a positive effect of PE, SI, FC, and TB, and no significant effect between EE and BI. In terms of knowledge implications, the finding provides evidence of the determinants influencing Bumiputera SMEs' intention to use Islamic Crowdfunding. Second, this

study generates new insights into the realized fundraising benefit factor among the Bumiputera SMEs as an extension to the UTAUT model. Meanwhile, as for social implications, Bumiputera SMEs may be inspired by this study to dive into new financing options available and create awareness for Bumiputera SMEs to explore all of the unique features that Islamic-designed financing alternatives have to offer for their benefits. Lastly, Policymakers can use this study's findings to conjecture the SMEs' awareness towards financing alternatives and hence draft the applicable regulations and policies in accordance with the analysis.

Keywords: Islamic Crowdfunding, Bumiputera SME, Behavioural Intention, Unified Theory of Acceptance and Use of Technology (UTAUT),

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Construction Environment

A 14 CoE 001

Comparative Studies of Real Estate Agency Practices and the Way Forward

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Abstract

Real estate agency practice means acting as an agent for a commission/fee in respect of the sale or acquisition of properties or leasing or letting of properties. It is one of the oldest professions in the world and regulated in Malaysia since 1981. Real estate agencies have grown and changed over the years, bringing with them a host of problems and difficulties. These include complaints ranging from minor infractions to serious transgressions of the ethical code of conduct, which include betrayals of confidence, conflicts of interest, a lack of transparency, etc., all of which continue to be top priorities for the regulatory body. The way people interact and do business and the fierce competition and technological upheaval present additional obstacles. These need the regulator to stay current on modifications to the business environment, industry standards, control, and monitoring. This essay compares the agency practices in Malaysia with those in a few other countries, including Singapore, Indonesia, Australia, and Hong Kong. It seeks to point out the practices' similarities and differences. It is intended that this would provide knowledge and help the sector make important decisions. A desktop study was used. The results showed that Malaysia is comparable to other comparable nations where estate agent activities are subject to legal regulation. A comparative study of the laws reveals commonalities in the ways that the regulatory organisations, estate agents' registration, and sanctions are implemented.

Nonetheless, several enhancements in the areas of qualification and education, enforcement, control, and monitoring can be implemented based on the comparative analysis.

Keywords: Real Estate, Agency Practices, comparative study

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A 15 CoE 002

Factors of Property Overhang in Malaysia: A thematic review

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Abstract

A residential property overhang is when the unit receives its certificate of completion and compliance (CCC) but remains unsold for over nine (9) months after it is launched (NAPIC, 2023). In 2022, there were 389,107 transactions worth RM179.07 billion; an increase of 29.5% in volume and 23.6% in value compared to 2021. The residential sub-sector led the overall property market activity, with a 62.5% contribution in volume and 243,190 transactions worth RM94.28 billion. From this 2022 data, the total overhang residential and serviced apartments volume was 51,724 units and valued at RM38.6 billion. Consequently, this phenomenon will influence the overall economic activities and other related real estate development. This paper aims to identify the factors influencing property overhang by adopting a thematic analysis using ATLAS.ti 23. The initial search from reputable databases resulted in 9 Scopus articles, 9 Web of Science articles, and 38 Emerald Insight articles. However, 27 articles were removed due to their inconclusive results or not discussing property overhang in Malaysia. Therefore, the final paper to be reviewed involves 29 articles. The selection of literature was performed according to the selection criteria which are (1) publications from 2014 – 2023; (2) having at least the keyword(s) property overhang or unsold unit; and (3) focusing on factors of property overhang in Malaysia. While this research used articles from Scopus, Web of Science, and Emerald Insight databases, relevant publications from other sources were missed by chance. The findings from the code-to-document report in

ATLAS.ti 23 revealed several factors in property overhang on the pattern highlighted in the literature. There are six main themes which are location, building, neighborhood, accessibility, financial, and developer. The outcomes are expected to benefit the direction of future research and developing solutions, especially for the agencies and stakeholders such as the state and local authorities and developers to work together.

Keywords: property overhang, thematic review, ATLAS.ti 23, Malaysia

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A 16 CoE 005

Malay-Minangkabau Vernacular Ornamentation: The concept of '*Alam Takambang Jadi Guru*'

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Abstract

This paper investigates the decorative ornamentation in the Malay-Minangkabau vernacular architecture of *Suku Selemak*, with a specific focus on the *Lanjong* House in Negeri Sembilan. *Selemak* is one of the twelve tribes of the Negeri Sembilan-Minangkabau community in Malaysia. The *Lanjong* traditional house is chosen as a case study due to its significant architectural value, showcasing the skill and creativity of the *Selemak* community through various carved motifs on the walls, stairs, eaves, and pillars of the house. The house, built 153 years ago in 1283 Hijrah (1866), clearly indicates its age through a carved plaque in old *Jawi*. Belonging to the Malay Minangkabau ethnic group from the Seri Lemak tribe, which migrated from *Nagari Sarilemak Kabupaten 50 Kota* in West Sumatra, Indonesia to Rembau, Negeri Sembilan about 500 years ago, this traditional house reflects the cultural heritage of the community. The research employs both qualitative and quantitative methods, utilizing an observational approach for information extraction and data gathering. The *Lanjong* House is analyzed to identify types and patterns of decorative ornamentation, encompassing floral, calligraphy, geometry, fauna, and cosmic features. Fifteen kinds of nomenclature ornaments, predominantly from Minangkabau, are identified. Traditional decorative ornaments play a crucial role in enhancing the spiritual aspects of the surroundings and shaping the perception of the world and its subtle realities. The challenge for vernacular artisans lies in constructing materials that effectively embody spirit. Both Minangkabau and Malay cultures share similarities in imitative aesthetics, metaphors, and

iconography, expressing a desire to depict natural forms as inspiration from the Great Designer. The study concludes that there is a harmonious and dynamic movement of decorative ornamentations in Malay vernacular architecture in Negeri Sembilan, closely linked to the Minangkabau philosophy of '*Alam Takambang Jadi Guru*'. The *Lanjong House* is not merely an icon of *Suku Selemak* or the Malay-Minangkabau world but also holds significance in the broader Malay world. It is considered a valuable interior architectural artifact deserving preservation.

Keywords: Ornamentation; Malay-Minang; Vernacular Architecture; Harmonious-dynamic

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A 17 CoE 003

Modelling Property Overhang Using Stigmatised Property Dimensions

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Property stigma refers to some characteristics, features, social values, or an event relating to land and buildings that can create a negative perception of a building, land, project, or neighbourhood area. There are three categories of stigma, which are physical, non-physical, and psychological stigma. This paper aims to develop a model using stigmatized property dimensions on Clio2 Residence, a strata residential scheme in Putrajaya. The Clio2 Residence was reported in the Property Market Report for the first half of 2023 as one of the residential overhang schemes. Studies showed that stigmatized property dimensions are found to have contributed to factors that cause property overhang in this residential scheme (Said et al., 2017). This study adopted a quantitative approach that utilises structural equation modelling (SEM) using partial least square 4.0. The data analysis used 35 respondents who are Clio2 residence purchasers. Hence, to form a model of property stigmatized dimensions, three (3) main stigma dimensions, namely internal stigma, external stigma, and phenomenon stigma consisting of six (6) sub-variables, were tested. The six sub-variables are environmental, phenomenon, structural, neighbourhood, building, and ownership title. Findings revealed that only the neighbourhood element from external stigma is significant in the formulated model. Feedback from the residents indicated that short-term rental activities are not allowed in this residence, which has deterred investors from having any interest in purchasing units in this scheme for investment purposes. This was found to be the main cause contributing to units unsold, resulting in an overhang in this strata scheme. This paper is a preliminary study on the Clio2 Residence purchaser's perspective. The limitation of this research is the formulated model is only applicable to this case study. This paper provides insight into

stigma factors that cause overhang. Mitigation measures by the developer in reducing stigmas in future housing schemes will improve sales and thereby avoid property overhang.

Keywords: Property Overhang; Property Stigma; SEM

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Design / Creative Environment

A 18 DCE 001

Bosch's Brush: Imagination and reality in 15th Century Dutch

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Abstract

This study examines the imaginative artworks of the 15th-century Dutch painter Hieronymus Bosch. It uses Formal Analysis and Iconography to clarify the connection between his artworks and the sociological conditions that influenced the quality of life. Furthermore, the study integrates the viewpoints of Environmental Psychology to offer a thorough comprehension of the socio-cultural conditions and standard of living throughout the 15th century in the Netherlands. This research aims to enhance the understanding of how Bosch's artworks serve as reflections and critiques of the lived experiences in the 15th-century Netherlands, displaying noticeable resemblances to mystical traditions through visual elements such as gardens and earthly paradises depicted in Bosch's paintings. The study's background provides a contextual framework for Bosch's artworks, situating them within the cultural and historical environment of the 15th-century Netherlands. This allows for a detailed examination of their importance in portraying societal situations. The study employs Formal Analysis and Iconography as the research methodologies. The Formal Analysis component thoroughly investigates visual features in significant works such as "The Garden of Earthly Delights" and "The Last Judgement" using the analytical frameworks of art critics like Heinrich Wölfflin. Simultaneously, by integrating Iconography, this study methodically analyses symbols and imagery in Bosch's paintings, employing methodologies delineated by Erwin Panofsky to comprehend their role as visual indicators of societal values and cultural norms. Social and cultural factors affect people's psychology. Environmental psychology examines how people's surroundings affect their thoughts, feelings, and actions. Through an analysis of Bosch's works, this research provides an overview of several characteristics of Dutch society in the fifteenth century, including social structures, moral conceptions, and religious views. This is an original and historically wealthy way

to examine how the world affects people's minds. Understanding how Bosch's works show the complicated social environment of that time and how that might have affected people's minds is easier when we look at them from the point of view of both art and environmental psychology together. In conclusion, Bosch's artworks, examined through the methods of Formal Analysis and Iconography, provide a deep understanding of the societal circumstances and quality of living throughout the 15th century.

Keywords: Hieronymus Bosch; 15th-century Netherlands; Iconography; Formal Analysis

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Educational / Learning Environment

A 19 ELE 008

Current Status and Influencing Factors of Social Support for Rural Early Childhood Teachers

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Abstract:

Early childhood education is a pivotal component of school education, and its progress in rural areas holds immense significance globally. The advancement of rural early childhood education will ensure that every rural child has access to equitable and high-quality education and will lay a solid foundation for further development. It will also contribute to the comprehensive improvement of national qualities and the country's development.

For China, the development of rural early childhood education is also crucial. Rural early childhood education's growth is closely linked to teachers' development among rural early childhood children. The advancement of rural early childhood education is intrinsically linked to rural early childhood teachers. Currently, many rural early childhood teachers in China encounter challenges such as extended working hours, substantial job demands, and difficulties in implementing home-school cooperation, resulting in significant work pressure. These are likely to adversely affect the teachers' work and hinder the growth of rural early childhood education. In this context, there is an urgent need to leverage social support to assist rural early childhood teachers in fulfilling their teaching responsibilities. It is well known from the literature that there is relatively little specialized research on social support for rural early childhood teachers in China. Yunnan Province, situated in the southwestern border region of China, has a substantial rural population. This study explored the current status and influencing factors of social support for rural early childhood teachers in Yunnan Province. The insights gained from this research can

effectively bolster rural early childhood teachers' management and professional development. In this study, we employed the social support scale and selected 529 rural early childhood teachers for on-site research. The results of this study show that the social support level of rural preschool teachers in Yunnan province is medium; the level of social support of rural early school teachers is influenced by factors such as age, monthly income, and education level, but gender and marital status do not affect their social support levels.

Keywords: Social support; Rural Early Childhood Teachers; Influencing Factors

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A 20 ELE 007

Development and Validation of an Enteral Nutrition Educational Program for Nurses

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Abstract

Background: Nurses play important roles in enteral nutrition provision, from patient assessment to enteral formula preparation and monitoring of complications and intolerance. Despite their significant role, gaps in knowledge and practice regarding enteral nutrition among nurses have been identified. To address this issue, previous studies have recommended implementing a continuous training or program focusing on enteral nutrition.

Significance: Improving practical skills and bridging knowledge gaps in enteral nutrition provision is crucial. Empowering nurses to provide safe and efficient enteral nutrition support can lead to better patient outcomes, reduced complications, and improved overall healthcare quality.

Aim: To develop a validated enteral nutrition educational program (ENEP) tailored to the needs of nurses and promote evidence-based practices.

Objectives: 1. To determine the important components of developing the ENEP. 2. To validate the content and presentation of the enteral nutrition educational program module. 3. To evaluate the effectiveness of the module developed.

Methods: The research utilized an exploratory sequential mixed-method design, which began with a qualitative study, followed by a quantitative study. The ENEP module was developed systematically by implementing the ADDIE (Analysis, Design, Development, Implementation, Evaluation) model. Part 1 of the study was done by analyzing learning needs through in-depth interviews with expert panels in enteral nutrition and conducting a literature review. Part 2 involved

designing and developing the program, and Part 3 was when the program was piloted and evaluated.

Limitations: As the study was conducted and piloted at one institution, the generalizability of findings may be limited to the specific population studied.

Findings: A comprehensive educational program on enteral nutrition tailored for nurses was crafted. This program comprises modules, educational materials, and evaluation methods designed to meet the specific needs identified among nurses.

Implications: The study aims to improve nursing practice in enteral nutrition by providing valuable insights for developing effective educational programs. The findings may inform healthcare institutions, educators, and policymakers about the importance of continuous education to enhance the quality of patient care.

Keywords: Training, Nurses, Enteral Nutrition (Maximum 4)

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A 21 ELE 001

E-Rekad: Enhancing students' understanding of visual art education

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Abstract

Education 5.0 is at the forefront of developing innovative teaching materials that leverage 5G connectivity. This study aims to design and develop a digital technology-integrated Interior Design module that represents a contemporary approach to teaching and learning in the 21st century. It seeks to explore the need for developing the Interior Design Digital Module (e-RekaD) as an auxiliary teaching aid for Visual Arts Education. Specifically, the study focuses on the Interior Design syllabus for Form Four secondary school students, as outlined in the Huraian Sukatan Pelajaran Pendidikan Seni Visual (KSSM). The ADDIE model was utilized to develop this Interior Design module, which encompasses an orderly progression of analysis, design, development, and evaluation of the product. The research's significance lies in the development of a module tailored to evolving teaching methods, particularly in the post-pandemic era. This module adeptly supports a hybrid teaching and learning model, seamlessly integrating technology. In its method, the study employed a descriptive quantitative research design, complemented by qualitative data. Five experts were involved in the first phase of the need analysis, with five experienced teachers purposively sampled as respondents. This study employs purposive sampling, specifically targeting visual arts teachers with over five years of experience instructing Form Four students in secondary schools within Peninsular Malaysia. While this focused approach enhances the depth of insight within the chosen demographic, it concurrently poses a limitation by excluding non-option teachers and those from Borneo. This exclusion may limit the generalizability of findings

beyond the specified group. Future research might consider expanding the sample pool to include non-option teachers to offer a more comprehensive understanding of the broader educational landscape. The findings of the need analysis revealed a pressing need for the Interior Design module to facilitate students' comprehension of key topics in this field. The Visual Art teachers who participated in the study expressed enthusiasm about the integration of digital modules in the teaching and learning process, as it could enhance their pedagogical skills, particularly in the area of digital literacy. The implications are substantial, introducing both teachers and students to a novel pedagogical approach and a motivational framework aligned with 21st-century learning that emphasizes collaboration, communication, and creativity.

Keywords: Teaching Module, Scaffolding, Interior Design, Visual Arts Education

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A 22 ELE 003

Empowerment of Lifelong Learning Among Late Bloomer Youth in Malaysia.

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Abstract

The introduction of the andragogy concept in lifelong learning is a process aimed at fostering the interest and desire of adults to engage in meaningful activities for themselves and their lives. However, lifelong learning is challenging for adolescents past their prime age. Even many members of these groups are at risk of dropping out of higher education. They must overcome several challenges to successfully complete their education at a later age. This study aims to explore the challenges and strategies adopted by these adult learners to continue at university until graduation. This qualitative study employs in-depth interviews with twelve (12) participants from the National University of Malaysia. The informants are selected via targeted sampling based on predetermined criteria, such as 1) individuals between the ages of 15 and 25 and 15 to 40 years old. 2) A family income of less than RM4,000. The population of Malaysia. 4) Informants and families residing and settling in urban areas 5) Individuals pursuing higher-level studies (First Degree) in the UKM. Full-time or part-time university students. The study data are analysed thematically using three (3) levels of encoding: 1) Open coding, 2) Axial coding, and 3) Selective coding. According to the findings of the study, there are three (3) significant challenges that youths face during their learning careers: 1) workload, 2) emotional pressure, and 3) financial problems. There are three (3) can be developed to its fullest potential. This inclusive education should benefit all individuals, particularly youths so that they can build human capital competitively. themes of action power strategies for youth to overcome obstacles: 1) Self-

discipline, 2) Enhanced self-confidence, and 3) Wise conflict resolution. Each subject has also undergone data triangulation to ensure the study's data collection accuracy. The purpose of this study is to add value by providing support and understanding of distinct concepts so that this group's education

Keywords: Youth; Late bloomers; Lifelong learning, Coping strategy.

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A 23
ELE 006

Exploring Chemistry Educators' Insight into Cognitive Styles and Related Teaching Strategies

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Abstract

Quality education is an educational policy implemented in China that aims to cultivate students' all-round developmental qualities, stressing that, in addition to professional knowledge, students should also cultivate comprehensive qualities such as the ability to innovate, the ability to practice, and the ability to work in a team, and respect for student differences. Chemistry education follows this policy of quality education, which should acknowledge students' individual differences and disparities to enhance their learning and development. Cognitive style is a crucial difference among students. It denotes an individual's customary approach to problem-solving and information processing, which is often disregarded. Some Chemistry teachers may prioritize imparting knowledge and preparing students for exams over being acquainted with the concept and significance of cognitive styles, let alone integrating them into their teaching strategies. Therefore, it is crucial to comprehend the current level of cognitive styles and teaching strategies awareness among chemistry instructors and emphasize the significance of incorporating cognitive style-based teaching strategies. The study used a quantitative research methodology to survey 120 middle school chemistry teachers from Zunyi City in Guizhou Province, employing a random sampling approach. This research aimed to assess their perspectives on teaching strategies and cognitive styles. In the pilot study, the questionnaire had good reliability and validity, measured using SPSS 25.0 software. The Cronbach's alpha coefficient was 0.912, the KMO

measure was 0.798, and Bartlett's test indicated a significant difference between the variables ($p=0.000<0.05$). The finding showed that their overall level of knowledge in this area was low ($M=2.31$). Teachers demonstrated a medium level of familiarity with cognitive styles ($M=2.34$), as revealed by the four dimensions of the questionnaire. However, there needed to be a higher level of familiarity with teaching strategies for cognitive styles ($M=2.30$), characteristics of students with varied cognitive styles ($M=2.25$), and emphasis on cognitive styles ($M=2.31$). The findings revealed a low level of chemistry teachers' understanding of cognitive styles and their teaching strategies, and due to the large class sizes in China, teachers need more energy and resources to cater their lessons to students' cognitive styles. Even if they were able to, they could not accurately match each student's style; thus, this study proposes recommendations to enhance the understanding of cognitive styles and teaching strategies for middle school chemistry teachers in China.

Keywords: Cognitive styles; Chemistry education; Teaching strategies; Teacher knowledge

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A 24 ELE 002

Shaping Global Education: Computational Thinking's Role and Relationships Explored

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Abstract

In order to align the Malaysian education system with global standards, this research explores the relationship between students' Computational Thinking Skills (CTS) and their performance on the Computational Thinking Test (CTT) within the context of 21st-century education. Understanding the significance of computational thinking, including its dimensions of creativity, critical thinking, and problem-solving, is crucial for preparing modern learners to thrive in the contemporary world. This study investigates the role of computational thinking in shaping students' academic achievements as education shifts towards a more technology-driven landscape. An in-depth examination of the correlations between Computational Thinking Skills and test performance is essential for informed educational practices. The primary objective of this research is to explore the intricate relationship between students' Computational Thinking Skills and their performance on the Computational Thinking Test. The study aims to identify significant correlations between test outcomes and students' Computational Thinking Skills and establish the interconnectedness of creativity, critical thinking, and problem-solving with test performance. The research is conducted among Form 3 students at a local public secondary school, using a comprehensive methodology that integrates data from the Computational Thinking Scale (CTS) survey and the Computational Thinking (CT) test. The sample size comprises 70 fifteen-year-olds, providing a representative cohort for detailed analysis. While this study demonstrates rigor, there are limitations to consider. The focus on Form 3 students from a single school may impact

the generalizability of findings. Additionally, the reliance on self-reporting in the survey introduces a subjective element, requiring caution in interpretation. Data analysis reveals significant correlations between Computational Thinking Test outcomes and students' Computational Thinking Skills, highlighting the importance of creativity, critical thinking, and problem-solving in academic achievements. This research underscores the need for educators and students to recognize the profound implications of computational thinking skills in 21st-century education. Embracing these skills is necessary academically and strategically, as they enable the younger generation to contribute meaningfully to Malaysia's ongoing development in the face of global advancements. The study advocates for a shift in educational practices to acknowledge and cultivate computational thinking skills, emphasizing their transformative potential in shaping well-rounded individuals capable of making valuable contributions to Malaysia's global standing. Ultimately, this research provides valuable insights that support a holistic approach to education, with computational thinking at the forefront, empowering students in their academic pursuits and future societal roles.

Keyword: Computational Thinking skills, Computational Thinking Test, Problem Solving

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A 25 ELE 005

Mc-TCIM: The integration of aboriginal and Borneo traditional crafts in visual arts education

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Abstract

This project aimed to create the Multicultural Traditional Craft Interactive Module (Mc-TCIM), a teaching and learning tool that is an alternative strategy for advancing culturally responsive pedagogy in secondary school Visual Art Education (VAE) classes. To make the learning process more effective and relevant, this module also serves as a medium for the teaching and learning process. Mc-TCIM is based on traditional craft, multicultural students in Malaysia, references, and students' achievements from various ethnic backgrounds. Multicultural education is an essential part of this study. This study's objective is to develop a suitable multicultural pedagogical module for teaching Visual Arts Education (VAE) to upper-secondary students. The study developed a multicultural pedagogical module that focuses on the teachers' acceptance of multicultural education. The respondents of this study were visual art secondary school teachers and survey was administered to achieve the objectives. One of the importance of this study is that the integration of art into the classroom has the potential to enhance students' concentration and engagement in learning. The differences in cultures and traditional crafts in Malaysia can increase students' awareness. Serving as a guide for understanding and respecting

different races, this initiative could be valuable for secondary school visual art teachers as this module can produce engaging and innovative lessons based on cultural elements common to all races. Moreover, it has the capacity to offer further insights into multicultural components, fostering racial tolerance, sensitivity, and integration. The limitations faced by the researchers were that only one sampling method was employed in this study. Additionally, the study focused on one main race from Borneo and included only three specific types of traditional crafts from the Borneo and Aboriginal communities in Malaysia. The findings indicate that the module has high potential to become a new pedagogical approach responsive to multicultural education while enhancing communication skills between the teacher and students in diverse classroom settings.

Keywords: Aboriginal; Borneo; Traditional Crafts; Visual Arts Education

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Elderly Environment

A 26 EE 001

Effect of the Occupational Engagement Home Program (MyHOeME) for Older Persons in the Community

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Abstract

Malaysia is undergoing a significant demographic shift, marked by a rapidly ageing population, with projections indicating that 14% of the country's population will be aged 65 and above by 2030. This shift poses challenges related to ageing, encompassing declining physical health, cognitive impairment, and social isolation.

In response to these challenges, global and national initiatives, including those by the World Health Organization (WHO), Dasar Warga Tua Negara (DWEN), and Pelan Tindakan Warga Emas Negara (PTWEN), emphasize the crucial role of maintaining health and independence in the older person. However, a gap exists in providing structured activities for active engagement among older individuals.

To address this gap, our study introduces The Occupational Engagement Home Program (MyHOeME), a 5-week initiative developed by an Occupational Therapist. MyHOeME targets the multifaceted aspects of ageing through physical, cognitive, and social activities. These activities are delivered in individual and group sessions, accommodating both independent participation and caregiver involvement. Individual activities are tailored to align with older individuals' preferences, seamlessly integrating into their daily routines.

Our quasi-experimental study, involving 78 participants across Malaysian activity centres, employed various instruments (SF12 for health, SLUMS for cognition, and MDSS for social

relationships). Following the 5-week MyHOeME program, the results showed a significant enhancement in physical ($p=0.016$) and cognitive ($p=0.031$) components of the SF12. SLUMS demonstrated a noteworthy improvement in cognitive function ($p<0.05$). While MDSS showed no significant change, the overall findings positively impact health status and cognitive functions. In conclusion, our study advocates for integrating MyHOeME as a structured program into the daily lives of older persons in Malaysia. With promising outcomes in improving health and cognitive functions, MyHOeME offers a viable solution to address challenges posed by an ageing population. As Malaysia transitions into an ageing nation, implementing targeted interventions becomes imperative for enhancing the well-being of its elderly citizens. This research provides valuable insights for policymakers, healthcare professionals, and communities navigating the evolving needs of an ageing demographic.

Keywords: Older person; occupational activity; home programme

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General Psychology

A 27 GP 002

An Integrated Therapeutic Approach to Enhance Quality of Life

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Abstract

This case study examines the intricate challenges faced by a client experiencing constant worry in numerous areas of their life and stress at work. The counselling method employed a multifaceted approach that combined cognitive-behavioral therapy (CBT), attachment theory, and humanistic psychology. The main objective was to ascertain how various treatment modalities may be used to successfully address anxiety and stress-related issues, ultimately enhancing the client's general well-being. The study looked at how different therapy modalities interacted to determine the best combination for enhancing quality of life. Observational data, transcripts of counselling sessions, and in-depth interviews were all used in this qualitative study design. A detailed log of the client's feelings, subjective experiences, and behavioural patterns was kept to assess how well each therapy approach worked. By applying Cognitive Behavioral Therapy (CBT), the client could identify and alter harmful thought patterns associated with work-related stress. The application of the humanistic approach created a compassionate and caring therapeutic environment that enabled the exploration of underlying emotional issues. Attachment theory therapies made links between traumatic experiences in the past and current fears, which helped to clarify the dynamics of relationships. When these many approaches were merged, they provided a comprehensive framework for managing complex problems like existential discomfort and pressure from the workplace. The study emphasizes the benefits of a comprehensive approach in counselling, particularly when handling complex issues that significantly influence a person's general well-being. Counsellors can use these data to guide the development of tailored therapy plans for clients dealing with similar complex issues. The study's narrow focus on a particular client situation and the subjective nature of gathering qualitative data, which can make

it difficult to draw conclusive conclusions, should be acknowledged as contributing to its limited generalizability. The study underlines the value of integrating various therapeutic approaches and stresses the importance of using an integrated strategy while providing counselling. The study demonstrates the advantages of combining cognitive-behavioral therapy, attachment theory, and humanistic psychology in treating and lowering the client's anxiety and stress levels. The client's quality of life ultimately improve. More research with larger sample sizes is recommended to fully understand the complexities and effectiveness of this integrated therapeutic strategy.

Keywords: Quality of Life Enhancement; Integrated Therapeutic Approach

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A 28 GP 004

Assessing Gender Differences in TPACK among EFL High School Teachers in Inner Mongolia

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Abstract

Technological Pedagogical Content Knowledge (TPACK), a teaching framework developed by Koehler and Mishra (2006), signifies the integration of technology-related knowledge and skills necessary for educators to effectively incorporate technology into their teaching practices while meeting the demands of subject-specific content and pedagogy. Despite widespread research interest in the TPACK framework since its development, the research specifically focused on the application of TPACK by English as a Foreign Language (EFL) high school teachers remains relatively limited. To bridge the gap in understanding teachers' receptivity and usage of technology in EFL classrooms, this study examines the gender differences in TPACK among EFL high school teachers in Inner Mongolia, China by conducting a quantitative study. Data were collected via a modified version of the TPACK Questionnaire designed by Schmidt et al. in 2009 from 437 EFL high school teachers in Inner Mongolia. After the data cleaning, T-tests were conducted in SPSS. The quantitative data results revealed noteworthy disparities between male and female teachers' TPACK levels. Specifically, male teachers exhibited a significantly higher mean TPACK level ($M = 3.65$, $SD = 0.408$) compared to female teachers ($M = 2.97$, $SD = 0.634$) ($t = 8.400$, $p < 0.01$). The finding of this study suggests that male teachers tend to demonstrate greater confidence and enthusiasm in integrating technology into their classrooms, showcasing a preference for using technological tools to facilitate diverse teaching styles in their English teaching classrooms. Therefore, to lessen the TPACK gender gap, female EFL high school teachers are encouraged to receive specialized TPACK training via mentorship programs, online communities of practice, or by attending in-person workshops and conferences. More importantly,

there is a need for cohesive policy change toward creating a collaborative, supportive, and inclusive digital environment for female teachers to integrate technology effectively within their classrooms. a collaborative, supportive, and inclusive digital environment for female teachers to integrate technology effectively within their classrooms. This shift in training and policy can foster an atmosphere that encourages and enables female EFL high school teachers to integrate technology seamlessly into their teaching practices, ultimately enhancing the overall TPACK level in EFL classrooms.

Keywords: TPACK; Gender Differences; EFL High School Teachers; Inclusive Support

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A 29 GP 001

Gender Dysphoria and Self-Stigma Among University Students in Selangor, Malaysia

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Abstract

Background: Gender Dysphoria (GD) is a mismatch between one's gender identity and his/she assigned biological sex. Its ways been a mystifying and controversial phenomenon worldwide especially in Muslim country like Malaysia. Along with another psychiatric self-stigmatization (SS), causes low self-esteem, anxiety, and depression, which leads to suicidal ideation, tendencies, and attempts among youth. Moreover, most of them were reluctant to seek healthcare and treatment. Thus, this study was conducted to identify the prevalence of GD and gender self-stigma among university students in Selangor; in the interest of ensuring that this issue can be highlighted to help young people identify gender incongruence during their identity crisis phase and be a baseline to construct gender dysphoria and mental health intervention programs.

Methods: A cross-sectional study using a self-administered validated questionnaire, Gender Identity/Gender Dysphoria Questionnaire for Adolescents and Adults, and Gender Identity Self-Stigma (SS) Scale among 327 university students in Selangor from March to August 2022. Implied consent was gathered, and a pilot study was conducted; Cronbach alpha result was 0.80 to 0.89. The data were collected through Google Forms; Social Science version 26 with the descriptive statistics, T-test, Chi-Square, and Fisher's Exact were used in analyzing the data.

Results: The mean age was 22 years old. Most of them were female (79.5%), Malay (89.0%), studying degree (83.8%), and were college residents (82.0%). They had at least a living parent (79.5%), practiced moderate religious values (59.6%), and were from the B40 economic status group (49.8%). They were mixed-gender school students (92.0%) and had no experience studying in boarding schools (76.0%). More than half of the respondents had experiences with GI people (57.5%); 8.9% claimed they had family members with GI; and 32.4% had experienced being bullied or involved in sexual harassment. The prevalence of GI (3.67%) and SS (Mean: 1.86, $\pm$ 0.98) was relatively low and was associated, and there were associations between the characteristics of the respondents (gender, religious practices, the current study, history of family members with gender incongruent and experienced bullied) with these two variables.

Conclusion: Although the prevalence of GD and SS was low, this study has reported that this issue exists among university students and is related. Creating appropriate intervention, both at the social education level and other levels, was necessary to develop skills and to continue promoting awareness and learning about gender and transgender issues

Keywords Gender identity, gender dysphoria, gender self-stigma, university students

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A 30 GP 003

Influence of Perceived Value on Clients' Behavioural Intention in Online Psychological Counseling

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Abstract

A study integrated the results of 174 mental health surveys in 63 countries around the world in the past 30 years and found that 29.2% of the respondents had experienced common psychological disorders. In China, the weighted lifetime prevalence of anxiety and mood disorders reaches over 7%. However, psychological counseling in our country is still in the early stages of development. From the perspective of service models, psychological counseling in our country is primarily offline, and patients need to spend a lot of money and time on treatment. In terms of human resources, there are only 1.5 psychiatrists per 100,000 people in China, and the distribution of mental health resources is seriously imbalanced. The rapid development of the Internet and communication technology has brought new opportunities to the field of psychological counseling. According to the 49th "Statistical Report on China's Internet Development," as of December 2021, the number of online medical users in my country reached 298 million, a year-on-year increase of 38.7%. As a part of medical treatment, psychological counseling relies on computers and the Internet and has turned to the development of online psychological counseling. Compared with traditional psychological counseling, online counseling breaks geographical restrictions and allows people in remote areas or with limited mobility to seek

professional mental health services through the Internet. Due to the particularity of online psychological counseling, many challenges have gradually emerged. This article uses VAM and TAM theoretical models from the perspective of the perceived value of online psychological counseling customers. The intention to use online self-care counseling was investigated based on emotional experience, perceived usefulness, perceived ease of use, and perceived cost. The article will discuss the influences on the intention to use online psychological counseling. This article uses a random sampling method to survey 400 clients in China who have used online psychological counseling. Structural equation modeling was then performed using SmartPLS4.0 to test the comprehensive relationship between variables. This study will start with the perceived value of online psychological counseling customers, construct a model of factors affecting online counseling users' willingness to use, and try to study which factors will affect users' perceived value and influence users' desire to use. It provides a basis for developing online psychological counseling and formulating strategies by relevant national units to increase user utilization.

Keywords: Psychological Counseling; Online Consultation; Perceived Value; Emotional experience,

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Health / Healing Environment

A 31 HE 004

Barriers to Health Self-Management among Older People with Hypertension and Diabetes in Institutions in China: A phenomenological study

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Abstract

The convergence of hypertension and diabetes in older people has become a pivotal health concern. The ability to self-manage the conditions, such as taking medications and adhering to a healthy lifestyle, is critical. However, many older people encounter barriers to health self-management, which subsequently lead to severe health-related complications. Understanding the barriers to health self-management is pivotal in preventing complications, developing appropriate educational materials and prioritizing interventions that empower older people to care for themselves better.

The objective of this qualitative study is to explore the barriers to self-management among older people with hypertension and diabetes in institutional settings from the perspectives of both patients and health professionals in China. This research aims to address the lack of attention to this vulnerable group and pinpoint areas needing improvement in health self-management education to promote better health outcomes.

A qualitative phenomenological study employing semi-structured face-to-face interviews was conducted, involving eight older persons (OP) and ten health professionals (HP). Participants were recruited through purposive sampling to share their experiences regarding barriers to health-self-management. The study was conducted in Xinyu City, Jiangxi Province, China. Data collection continued until data saturation was achieved. All interviews were audio-recorded, transcribed verbatim, and analyzed using NVivo software through thematic analysis.

Thematic analysis revealed two main themes affecting health self-management among older people dealing with hypertension and diabetes in institutions: 1) individual-related factors and 2) limited social support. Significant barriers to health self-management are low health literacy, cognitive challenges, limited mobility, resistance to change, limited resource access, inadequate health education, and economic constraints.

This study provides insight into the barriers affecting health self-management among older people grappling with hypertension and diabetes in institutional settings. Tailored interventions considering these multifaceted barriers can positively impact the quality of life and health outcomes for older individuals dealing with hypertension and diabetes in institutional settings.

As a qualitative study, potential selection bias might exist. The study was conducted in a city with a middle-level economy in central China, potentially limiting its representation in varying geographic and socioeconomic contexts. Besides, the study did not explore older people's socioeconomic status and educational backgrounds.

Keywords: Barriers; self-management; hypertension; diabetes

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A 32 HE 003

Challenges in Nutrition Education among Patients undergoing Bariatric Surgery: A narrative review

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Abstract

Bariatric surgery is considered one of the most effective therapies for achieving long-term weight loss and reducing the burden of comorbidities and mortality in people with severe obesity. Untreated severe obesity is associated with numerous health problems, which can include conditions such as diabetes, hypertension, cardiovascular disease and others. Bariatric surgery offers significant health benefits to those unable to achieve weight loss with non-surgical methods. However, providing nutrition education can be very difficult due to various factors. Therefore, this article aims to explore the challenges of nutrition education in patients undergoing bariatric surgery. A literature search was conducted using the terms 'bariatric surgery', 'nutrition education', 'nutrition challenges', 'healthcare providers', 'obesity' and 'patient education materials'. Based on the review, patients felt they had not been sufficiently supported by the bariatric team after surgery and needed longer follow-up care. In addition, patients reported that they needed additional care and monitoring from healthcare professionals as they had difficulty maintaining their weight and adhering to dietary recommendations. Regarding nutrition education, patients reported a need for more user-friendly and age-appropriate resources. Patients saw this as problematic as the resources often contained more complex wording and fewer illustrations. This resulted in patients struggling to understand the material. Therefore, there is a need to create educational materials that are more engaging and interactive using images, videos and animations to cater for the diversity of patient demographics, languages and cultures. Patients reported that they needed

clarification about the objectives of the learning material and needed an indication of what they were supposed to be learning. In addition, patients reported that most reliable learning materials, such as infographics or brochures, are in printed form, resulting in limited accessibility. Therefore, it is crucial to create resources that are easily accessible to all patients, as this is more convenient for patients, allows them unlimited access to the resources and facilitates their engagement.

Keywords: Bariatric surgery, nutrition education, narrative review, patient education

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A 33 HE 007

Effect of Caring Behavior: A study protocol of caring-based education program

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Abstract

Caring behavior is essential and crucial to nursing, and it has become an important component in providing appropriate nursing care to patients. Critical care nurses in critical care settings must focus on providing "total support" for bodily systems and organ functions while monitoring and manipulating the characteristics of critically ill patients who are physiologically decompensated, unconscious, delirious, and immunocompromised. This study aims to determine the effect(s) of a caring-based education program on critical care nurses' caring behavior, efficacy, and work environment in Penang public hospitals. The study objectives are to determine the caring behavior, caring efficacy, and healthy work environment among critical care nurses working in critical care settings, to determine the relationship between the caring behavior and demographic data, to determine the relationship between the caring behavior and the healthy work environment and to determine the effect(s) of a caring-based education program on caring' behavior, caring efficacy and healthy work environment between the intervention group and control group among critical care nurses before and after the program. This study will employ a quasi-experimental design with two groups: control (n = 40) and intervention (n = 40) from critical care settings in Penang public hospitals. This study will use a questionnaire consisting of Demographic Data, Caring Behavior Inventory 24 (CBI-24), Caring Efficacy Scale (CES), and Healthy Working Environment Assessment Tools (HWEAT). There will be five one-hour sessions dedicated to the caring-based education program. The program will begin with the administration of a pre-test, and it will end with the administration of a post-test after the last session. The limitation of this study

is being done in Penang public hospitals and involves critical care nurses only. The data will be analyzed using descriptive analysis, Pearson correlation coefficient, independent t-test, analysis of variance (ANOVA), and paired t-test. It is expected that the implementation of a caring-based education program will lead to an improvement in critical care nurses' caring behavior. The implications of this study may contribute to patient safety and quality of care, healthcare costs and efficiency, nurse satisfaction and work environments, medication management and error prevention, patient and family satisfaction, professional development and education, interpersonal relationships, and patient comfort.

Keywords: caring behavior, caring efficacy, healthy work environment, critical care nurses

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A 34 HE 010

Effects of Core Stability Training on Muscle Physiology among Adults with Low Back Pain

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Abstract

Background: Low back pain(LBP) is the leading cause of disability years lived worldwide. Muscle physiology, including core muscle activation, fatigue, strength, endurance, and thickness, could be deteriorated in LBP. One of the specific physiotherapy interventions for LBP is core stability training(CST). However, a review of the effects of CST on muscle physiology in adults with chronic non-specific low back pain(CNSLBP) has yet to be reported. Significance: Provide a reference for clinical optimization of LBP treatment prescriptions and efficient improvement of pain and muscle physiology in patients with CNSLBP. Aim: To explore CST's effects on muscle physiology in adults with CNSLBP. Objectives: To determine whether CST is better than other exercise treatments in improving muscle physiology in patients with CNSLBP. Methods: Eligible studies published in English from inception to October 2023 were extracted from PubMed, Web of Science, and Scopus. The search strategy uses a Boolean operator. The main terms include "core stabilization exercise," core stability training," low back pain," lumbar pain," and "LBP." This study followed PRISMA guidelines and required subjects to fulfill the following conditions according to the PICO mode : patients with LBP aged 18-60 years old used CST as an

intervention, there was a control group that got another intervention, and the primary outcomes of interest were muscle physiology and pain intensity. PEDro was chosen for additional scoring. Limitations: Only RCT studies written in English and published as full papers were considered. Relatively few research have looked at the long-term implications of CST in the treatment of CNSLBP. Findings: Eight studies on improving pain showed that CST was more effective than other exercise therapies, while ten studies disagreed. Four studies on improving core muscle thickness showed that CST was more effective. Six studies have shown that CST was more effective in terms of improving core muscle activation. Regarding improving core muscle fatigue, two studies showed that CST has no advantage over other exercise therapies. One study showed that CST was more effective in terms of improving muscle strength. Regarding improving trunk muscular endurance, two studies showed that CST was more effective. However, two studies disagreed. Implications: Relative to other exercise treatments, for LBP patients, CST was more efficacious in improving core muscle thickness, strength, and activation, but CST did not have an advantage in improving core muscle fatigue, whereas the efficacy of CST in improving pain and trunk muscle endurance is still controversial.

Keywords: Core stability training; Muscle physiology; Low back pain

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A 35 HE 001

Enhancing Quality of Life through *Taharah* Practice in Sunnah from al-Dihlawi's Philosophy

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Abstract

Hygiene practice is one of the most important aspects of human life. Not only it can preserve health and prevent disease, but cleanliness reflects a person's personality and the progress of a nation. It is well known that poor hygiene practice is the main reason for the increase in infectious diseases, which often occur in developing countries. Noteworthy, practicing healthy lifestyle can prevent one from physical as well as mental related illnesses. A healthy lifestyle is also very important, which from the definition by WHO includes physical, mental and social well-being, and not just the absence of disease. Therefore, every individual needs to understand and practice good hygiene and a healthy lifestyle accordingly. In fact, Prophet SAW confirmed that cleanliness is part of one's faith in one of the hadith. This study aims to analyze the philosophy of *taharah* according to the Sunnah presented by al-Dihlawi. This study employed a qualitative research design through text content analysis methods focusing on the book entitled *Hujjah Allah al-Balighah*. The results of the study found that al-Dihlawi has discussed in detail matters related to *taharah* such as ablution, bathing and *tayammum*. He did not just explain the laws of *taharah* but explained in detail the wisdom and secrets behind the rules of maintaining purity and cleanliness. The essence of *taharah* refers to the perfect human nature, being physically and spiritually healthy, having a clean body and mind. The wisdom and secrets of ablution, bathing and *tayammum* according to al-Dihlawi have a significant relationship between physical and spiritual purity. This relationship balances a person's life until they can achieve happiness and good quality of life. In brief, al-Dihlawi's *taharah* philosophy emphasizes on external cleanliness which will lead

to internal cleanliness so that one can possess the nature of angels and subjugate the nature of animals, thus achieving His pleasure.

Keywords: *Taharah*; Purity; Quality of life; al-Dihlawi

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A 36 HE 008

Influences of Night Eating Syndrome and Physical Activity Level towards Students' Body Mass Index

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Abstract

Body mass index (BMI) is one of the predictors of non-communicable diseases (NCDs) and mortality. According to the 2019 National Health and Morbidity Survey (NHMS), the proportion of overweight and obese adults in Malaysia has increased dramatically from 2011 to 2019. However, most research examines the factors associated with BMI status in middle adulthood and pays less attention to young adults, especially university students. Therefore, this study aims to investigate the relationship between physical activity level (PAL) and nocturnal eating syndrome (NES) with BMI among university students. This cross-sectional study focused on 141 university students above 21 years old at Universiti Teknologi MARA in Puncak Alam, Selangor. To achieve the objectives of this study, a self-administered questionnaire consisting of socio-demographic data, the International Physical Activity Questionnaire, and the Night Eating Questionnaire (NEQ) was used. BMI was measured manually, and the BMI cut-off point was set according to the Asian population. Statistical analysis using Pearson correlation was implemented to analyse the correlation between PAL and NES with BMI. 141 participants were analysed. The mean (SD) of BMI was 22.8 + 4.6, with 46.1% (n=65) having a normal BMI, 39.0% (n=55) being overweight, and 14.9% (n=21) being underweight. The mean (SD) of the NES was 15.8 (6.6). 89.4% (n=126) of participants had no evidence of NES, while only 6.4% (n=9) and 4.3% (n=6) had evidence and strong evidence of NES, respectively. Moderate PAL was highest among participants (55%, n=39), followed by low (32.6%, n=46) and high PAL (28.4%, n=40) with a mean (SD) PAL of

2177.2 (2455.1) METS-minutes/week. A negative, weak correlation was reported between PAL and BMI, $r(141) = -0.011$, $p=0.899$. A weak but positive correlation was reported between NES and BMI, $r(141) = 0.091$, $p=0.285$. As only less than half of the students have a normal BMI, improving BMI is crucial for long-term health maintenance. Therefore, improving NES and PAL should be considered as they can potentially influence BMI.

Keywords: Body mass index; Night eating syndrome; Physical Activity, University students

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A 37 HE 012

Intervention Programmes among Obstructive Sleep Apnea Patients: A systematic review

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Abstract

Aims and objective: To assess the effectiveness of intervention programs to improve functional outcomes, continuous positive airway pressure (CPAP) adherence, daytime sleepiness, and knowledge among obstructive sleep apnea patients. **Background:** Oxygen desaturations, frequent awakenings from sleep, weariness, and daytime drowsiness are symptoms of obstructive sleep apnea (OSA). Patients suffering from obstructive sleep apnea may suffer negative consequences. Continuous positive airway pressure, or CPAP, is the suggested treatment for moderate-to-severe OSA. When it comes to treating obstructive sleep apnea (OSA), CPAP is considered the "gold standard." Pressure relief and automated CPAP are two new features added to current CPAP models. Intervention programs can influence the behavior of OSA patients to comply with CPAP. However, the researcher's methods for intervention are different. As a result, evaluating the intervention programs using a variety of evidence-based techniques is crucial. **Design:** Through five databases such as Google Scholar, Science Direct, Web of Science, Medline, and Research Gate to find publications that were published between 2018 and 2023. Only the English language is available for search terms. The inclusion criteria and keywords "intervention programs" and "obstructive sleep apnea" were used in the search. In the last phase, seven studies were evaluated and reviewed. **Conclusions:** Intervention programs differed in terms of design, setting, approach, outcome measurement, and results. Patients

improved their knowledge about OSA and CPAP after the intervention programs. CPAP compliance was significantly higher in the intervention program group compared with the control group, and regular CPAP utilization has been reported to improve sleep quality, functional outcomes, and overall quality of life, and reduce daytime sleepiness. **Implication for practice:** The results of this study provide credence to the idea that an intervention program improves knowledge, CPAP adherence, sleep quality, functional outcomes, overall quality of life, and reduces daytime sleepiness. Nonetheless, a few methodological issues were raised in the evaluated papers, suggesting that more analysis is required. In the future, educators and researchers need to develop educational initiatives that are appropriate for Malaysian patients suffering from obstructive sleep apnea.

Keywords: “Obstructive sleep apnea”, “Intervention programs”, “Continuous positive airway pressure”

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A 38 HE 002

Knowledge, Attitude, and Practice of Radiation Safety among Radiographers in the Government Hospital in Tai'an City

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Abstract

Radiographers, professionals tasked with operating equipment emitting radiation such as X-rays and Computer Tomography (CT), play a crucial role in ensuring the safety of both medical personnel and patients while concurrently minimizing radiation exposure during imaging procedures. The focus on their Knowledge, Attitude, and Practice (KAP) concerning radiation protection (RP) establishes a significant and imperative study area. The inherent dangers associated with ionizing radiation and the essential need for rigorous RP and safety measures underscore the pressing urgency of this research. Despite the critical nature of the subject, more studies are needed to investigate the KAP among radiographers in Tai'an City, China.

This study endeavours to comprehensively investigate the KAP of RP among Radiographers in the Government Hospital in Tai'an City, aiming to explore correlations with various demographic and professional factors. A cross-sectional study was conducted on 230 radiographers working in Tai'an City, China, using an established questionnaire. The collected data underwent a rigorous analysis, employing frequency analysis, chi-square tests, and logistic regression.

The study's insightful results revealed that 35.22% of the respondents demonstrated a commendable level of comprehensive RP knowledge, while 33.48% exhibited a positive attitude toward RP, and a noteworthy 53.91% adhered diligently to RP-related safety practices. It is worth highlighting that respondents with over ten years of service, higher education levels, and radiation

safety training exhibited significantly higher scores in both knowledge and attitude domains. This underscores the importance of experience, education, and training in establishing a robust foundation for RP knowledge and cultivating a positive attitude towards radiation safety.

In conclusion, the study asserts that myriad factors distinctly influence the KAP of RP among radiographers in the government hospital in Tai'an City. The recommendations from this research advocate for the implementation and fortification of training programs, heightened awareness campaigns regarding RP, the formulation of explicit guidelines and protocols, and the proactive promotion of professional development in radiation safety. Adopting these recommendations holds the potential to nurture a pervasive culture of radiation safety, thereby ultimately mitigating the risks posed by radiation to both medical personnel and patients undergoing imaging procedures.

Keywords: Radiation protection; radiographers; KAP

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A 39 HE 014

Level of Occupational Balance among Retirees in Malaysia

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Abstract

Occupational balance has been proven to benefit retirees' health and can significantly improve their life satisfaction and quality of life post-retirement. Occupational balance can be achieved when one believes they have a harmonious participation status when engaging in various occupations. This study aims to identify the level of occupational balance among retirees in Malaysia. Self-reported questionnaires were given to 400 participants from the retiree population in Malaysia as part of this cross-sectional study. The participants were recruited using the purposive sampling method. This involved identifying and selecting individuals or communities in the retiree population that meet the criteria needed in this study. The instrument and materials used were demographic data and retirement details questionnaire, and Occupational Balance Questionnaire (OBQ11) that has been translated and validated into the Malay version. The data collected was analysed using descriptive analysis with the assistance of Statistical Package for the Social Science (SPSS) version 28.0. The findings were shown as the mean and standard deviation (SD) for normally distributed data. Out of 400 participants, 199 were women, while 201 others were men. In this study research, most retirees were aged 64 years old, with 43 participants (10.8%), followed by 63 years old, with 35 participants (8.8%) and 65 years old, with 34 participants (8.5%). The minority of the retirees were 80, 84, and 88 years old, with 1 participant (0.3%) for each age. Most retirees were 60 to 69 years old, with 294 respondents representing

about 73.5% of this study. The mean for the age variable is 66.76 (SD = 5.34). Based on the findings, the mean of OBQ11 total scores of all 400 retirees was 22.96 (SD = 4.79), with a minimum score of 10.00 and a maximum score of 33.00. To conclude, the findings from this study showed that retirees in Malaysia have a high level of occupational balance. However, the results should be interpreted cautiously and not be generalised as the sample was done explicitly on the retiree population only, and further investigation is needed for other populations.

Keywords: Occupational balance; Retiree; Retirement; Quality of life

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A 40 HE 011

Patients' Awareness of Symptoms, Understanding and Perception of Parkinson's Disease

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Abstract

The ability of Parkinson's disease (PD) patients to recognize symptoms and possess understanding about their condition is a crucial factor in achieving favorable treatment outcomes. This study aims to assess the level of symptom recognition, understanding and perception of PD among patients in one of the teaching hospitals in Klang Valley. A survey was conducted using the Knowledge and Perception of Parkinson's Disease Questionnaire (KPPDQ) among Parkinson's disease patients attending the Neurology Clinic in one of the teaching hospitals in Klang Valley. A total of 169 participants completed the KPPDQ. Within different age groups, individuals aged 30-39 and 40-49 had a lower percentage of participants with a high level of understanding, while those aged over 70 exhibited a higher percentage with elevated understanding levels. The correlation between age groups and understanding levels was statistically significant. Participants diagnosed with PD for longer durations (6–10 years and >11 years) showed a higher percentage of elevated understanding levels compared to those diagnosed within the past five years (1–5 years). The link between years since diagnosis and understanding levels was statistically significant. Ethnicity was also significantly associated with understanding levels, with participants of Chinese ethnicity demonstrating a greater proportion of high understanding levels compared to Malay and Indian participants. Employment status showed a noteworthy association with understanding levels, as retired participants had a higher proportion of elevated understanding levels compared to those employed full-time. Participants using the

internet as an information source displayed a higher proportion of heightened understanding levels than those who did not. Additionally, participants who had experienced a Parkinson's disease event demonstrated a higher proportion of elevated understanding levels compared to those without such an experience. This study underscores the ongoing need to enhance patient education and understanding regarding Parkinson's disease. Addressing understanding gaps, correcting misconceptions of patient perception, and promoting accurate information are essential tasks for healthcare professionals and support organizations. Through targeted interventions and continuous research, efforts can be made to create a more informed and supportive society for both PD patients and their families, ultimately leading to improved overall well-being.

Keywords: Parkinson's disease, understanding, perception

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A 41 HE 013

Recovery in Physical Function, Fatigue and Quality of Life in Post-Mild COVID-19 Infection

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Abstract

Background: Mild COVID-19 patients were self-managed at the community level due to their mild symptoms. Unfortunately, a proportion of these patients do suffer post COVID-19 syndrome. Due to a lack of designated follow-up assessments and awareness, the majority of mild COVID-19 patients suffered in silence and alone. Furthermore, there is limited information regarding COVID-19 sequelae in this group.

Significance: The findings may help (i) inform clinical decision-making whether individuals infected with mild COVID-19 will require hospital follow-up and (ii) reduce the number of individuals suffering post-COVID-19 sequelae.

Aim: To determine the recovery in exercise capacity, fatigue, and quality of life (QOL) in individuals infected with mild COVID-19.

Objectives: To determine and compare the changes in physical function, fatigue, and QOL in individuals infected with mild COVID-19 on Days 8th-10th (t1), weeks 4th-5th (t2) and weeks 12th-13th (t3) after the onset of COVID-19 symptoms.

Methods: A cohort of UiTM healthcare workforce with mild COVID-19 infection was enrolled during home quarantine and followed up upon returning to work with the following assessments: measurements of physical function (six-minute walk distance [6MWD] and 1 min sit-to-stand-test [STST]), fatigue (FACIT-F) and QOL (EQ-5D-5L).

Limitations: The patient's score in comparison to the normative data was used in the present study to indicate recovery. We anticipated the fact that these patients' scores could have been reduced even before they were infected by COVID-19, but to screen a large sample and wait for some to be infected by COVID-19 would require higher costs and longer study duration.

Findings: Fifty-eight healthcare workforces aged (Mean $\pm$ SD) 34 ± 7 years completed all assessments at t1, t2 and t3. The 6MWD, STST, FATIGUE-F, and EQ-5D-5L scores were 360 ± 57 m ($66 \pm 14\%$ predicted), 22 ± 5 repetitions ($48 \pm 11\%$ predicted), 38 ± 10 ($73 \pm 20\%$), and $84 \pm 12\%$ at t1, respectively and increased to 417 ± 27 m ($76 \pm 10\%$ predicted), 33 ± 6 repetitions ($74 \pm 13\%$ predicted), 50 ± 3 ($95 \pm 6\%$) and $95 \pm 6\%$ at t3, respectively. The change (mean difference; 95% confidence interval) from t1 to t3 were 58m; 40m to 75m for 6MWD, 11; 10 to 13 repetitions for STST, 23; 17 to 28% for FACIT-F, and 11; 8 to 15% for EQ-5D-5L.

Conclusion: Although the 6MWD, STST, FATIGUE-F and EQ-5D-5L scores increased at t3 (i.e., 3 months after the onset of COVID-19 infection), they were still below the scores in their age- and sex-matched healthy counterparts.

Keywords: Physical function; Post-mild COVID-19; Quality of life; Recovery

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A 42
HE 009

Sociodemographic Association in Hemodynamic Challenge of Early Mobilization Post-Cardiac Surgery

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Abstract

Background: Decreased functional capacity in post-coronary artery bypass surgery patients often leads to muscle atrophy and inactivity. Prolonged bed rest is the main contributor to the delay in recovery. Recognising the significance of early mobilisation in enhancing recovery after surgery. **Aims:** this study aims to investigate the association between hemodynamic challenge during early mobilisation and socio-demographic factors in post-cardiac surgery patients. **Significance:** The length of time spent in the ICU and a person's loss of muscle strength were significantly and independently correlated. Recent studies underscore the benefits of early mobilisation, including optimized functional recovery, reduced surgical complications, and shorter ICU stays. **Methods:** This study, employing a quantitative descriptive cross-sectional approach, in the Intensive Care Unit (ICU) between December 2022 and February 2023, utilised simple random sampling for patients undergoing post cardiothoracic surgery. Hemodynamic challenge was assessed using a hemodynamic parameter that commonly used in ICU. Socio-demographic data, encompassing age, ejection fraction, cardiopulmonary bypass (CPB) time, comorbidities, and type of surgery, were also collected and analyses using SPSS 26. Independent t-test, One-Way ANOVA, and Simple Linear regression were used to analyse the socio-demographic data with hemodynamic changes with early mobilisation. **Limitation:** The study is confined to the National Heart Institute, and generalizing the findings to the entire Malaysian setting may not be appropriate. **Finding:** Gender, BMI, and EURO Score were found to be associated with a hemodynamic challenge during early mobilisation ($p < 0.05$, 95% confidence interval: 0.05).

Implication: The study suggests that early mobilisation post-cardiac surgery is not only safe but also cost-effective. Furthermore, it has the potential to foster a critical care culture, improve education and training approaches, and enhance essential care nursing skills, extending beyond post-cardiac surgery patients to benefit a broader population. Finally, it will improve a better outcome for the patients and will indirectly reduce the cost of effectiveness for the institution and the Government.

Keywords: hemodynamic challenges; early mobilization; post-cardiac surgery.

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A 43 HE 006

Stigma on Mental Illness among Nurses

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Abstract

The increasing prevalence of mental illness globally is a significant public health concern impacting the well-being, social interactions, and economic stability of individuals across developed and developing nations. This burden is compounded by limited knowledge of mental illness, contributing to pervasive stigma and discrimination. Stigma has been identified as a key factor leading to treatment delays and exacerbating mental health conditions, negatively impacting the quality of life for affected individuals. This issue is particularly concerning when it comes to nurses, as their attitudes and actions play a crucial role in the delivery of mental health care. Addressing professional stigma among nurses may contribute to a more compassionate and effective mental health care system. This, in turn, can positively impact the well-being of individuals affected by mental health conditions and contribute to reducing the global burden of mental illness. This study aims to determine the knowledge of mental illness and the occurrence of professional stigma among nurses in a teaching hospital, Selangor. The specific objectives include assessing the degree and existence of stigma among nurses regarding mental illness, looking into the association between nurses' knowledge of mental illness and the stigma, and determine the differences in the stigma across the demographic attributes. This study uses a cross-sectional survey and quantitative methods. Nurses were selected using simple random sampling (n=178). We employ a self-administered questionnaire composed of two adopted instruments: the Attribution Questionnaire (AQ-27) and the Mental Health Knowledge Schedule (MAKS), with alpha coefficients of 0.76 and 0.62 respectively. The retrieved data was then

computed in SPSS v.27 for data analysis using descriptive and inferential analysis. The current study indicated that nurses have a high level of knowledge about mental illness ($M=44.57 \pm 4.61$) and that professional stigma exists. "Help" has the highest stigma stereotype among the nine stigma subscales. Furthermore, this study revealed a significant association between knowledge and stigma among nurses ($p < 0.05$). Significant differences were found across stigma stereotypes with the demographic variables ($p < 0.05$). The overall findings contribute to the ongoing efforts to improve mental health care by addressing knowledge gaps and stigma within nursing professionals. Expanding the scope to a larger population, especially those directly involved in the mental health care system, is a valuable step forward.

Keywords: Knowledge; Mental illness; Nurses; Stigma

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A 44 HE 005

Suppression of coffee-ring effect (CRE) in the development of low-cost diagnostic kit

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Abstract

The development of diagnostic kits seems an auspicious selection nowadays, due to its advantages which include no skilled personnel required and equally reliable results in a shorter time. One of the techniques in diagnostic kit manufacturing is based on dot-blotting immunoassay. The principal analytical technique of immunoassay is based on the specific interactions between the substance of interest and the biological recognition element that is immobilized onto the polymeric membrane. Nevertheless, the preparation of protein antigens or any biological recognition elements can be tedious, and costly and needs a highly-trained worker. Therefore, a low concentration of antigen is desired during the assembly of the diagnostic kit in such a way a large number of diagnostics can be produced from the same batch of antigen production, hence, reducing the cost of its manufacturing. Unfortunately, low antigen concentration can cause a coffee-ring effect (CRE), a phenomenon observed due to heterogeneity in the solute distribution after the drying process. This effect is very undesirable as it can have significant practical implications on the quality of the end products. As such, it is important to consider the study on the effect of solute (NaCl) addition in protein solution for the suppression of CRE, with an attempt to offer formulation strategies to reduce the cost of diagnostic-kit assembly. The objectives of this study are to evaluate the effect of NaCl addition

into protein solution for CRE suppression on nitrocellulose membrane and to analyze the image of protein spot on the membrane surface, quantitatively, by using ImageJ software. In this research, lysozyme is used as a model protein in the dot-blotting process and nitrocellulose membrane acts as an immobilizer. The signal output of the diagnostic kit is based on a calorimetric assay with Ponceau S used as a dye to stain the protein stain irreversibly and record the pattern of the protein spot. Ultimately, the development of commercial diagnostic kits should be considered, taking into consideration that they will be used in low-resource places without electricity and clean water supply, minimal or nonexistent infrastructure, and a lack of well-trained personnel. If the target of the diagnostic development is to have an impact on third-world countries, then the research or innovation needs to be carried out from the client to the experimental design. Thus, a new way for cost minimization needs to be explored to meet and fulfill one part of the diagnostic kit assembly.

Keywords: diagnostic-kit; low cost; coffee-ring effect (CRE); solute addition

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Information & Communications Tech Enviro

A 45 ICT 001

Breaking the Glass Code : Mentorship-Driven Empowerment in Malaysia's ICT Sector

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Abstract

In the vibrant landscape of Malaysia's Information and Communication Technologies (ICT) sector, a compelling narrative is unfolding. Here, women, who constitute over half of the nation's populace, are not just participants but pivotal players in the tech revolution. However, their journey up the ICT ladder is not without hurdles. This study embarks on an intriguing exploration of how mentoring support interplays with various factors to bolster women's career advancement in this dynamic sector. A field brimming with potential, yet only a fraction of its leadership roles are adorned by women. The questions loom large - what holds them back? What can propel them forward? Our research dives into this enigma, examining societal factors, organizational culture, work-life balance, and individual factor influencing women's career paths in ICT. It's a tale of ambition, barriers, and breakthroughs. The significance of this study lies in its focus on the intersection of gender, career advancement, and mentorship within the ICT sector. As technology continues to shape the future of work, understanding and addressing the barriers to women's progression becomes crucial for fostering a diverse and inclusive workforce, aligning with the 2030 Sustainable Development Agenda. This conceptual paper aims to explore the multifaceted role of mentoring in promoting women's career advancement in the Malaysian ICT sector. As a conceptual paper, this study synthesizes existing literature and theoretical frameworks to construct a comprehensive narrative. It integrates data from various sources, including recent statistics on women in Malaysia's ICT sector, global benchmarks, and impacts of technological advancements and the COVID-19 pandemic. In conclusion, "Breaking the Glass Code" not only

sheds light on the challenges and opportunities for women in Malaysia's ICT sector but also serves as a clarion call for collective action towards achieving gender parity in the digital age.

Keywords: Women in ICT; Mentorship; Glass Ceiling; DEI (Diversity, Equity & Inclusion)

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Landscaping Environment

A 46
LaE 001

Appropriate Trees along the Elevated Railway in Lamphun City, Thailand

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Abstract

Thailand's transport infrastructure development strategy by the Ministry of Transport has a project to study the design of the Den Chai-Chiang Mai double-track railway (Daoreuk Channel, 2016). It is proposed to elevate the railway tracks at the Mueang Nga intersection above the existing railway in the Lamphun city area. The design of a large elevated railway in an urban area is an important development for the physical characteristics of Lamphun City, which should be considered along with the structure's design concerning the environment and urban landscape. This research focuses on designing a bridge that harmoniously fitting the urban landscape and environment. Selection of perennial plant species analyzed in conjunction with perspective, elevation, and placement appropriate to the site context are important physical elements in urban landscape design (Transport for NSW, 2023) that will help promote the area to be beautiful, unique, add shadiness to the road, help filter dust, reduce heat and glare, and make the scenery of the railroad level look soft. The objectives of this article are 1. to analyze the visual framework of the elevated railway line from an important perspective point by analyzing the viewing position at the Mueang Nga intersection; 2. to suggest guidelines for selecting appropriate plant species for planting Beside the elevated railway in the Lamphun community area. The research methodology starts from 1. collecting information and summarizing information on suitable perennial plant species by analyzing symbolic plant information along with aesthetics (Hansen et al., 2019) and 2. analyzing perspectives from the context of the environment. Record the image close to eye level as a prototype, then simulate the image with the SketchUp program, which references the size of the structure from the Bangkok Skytrain and the double-track railway project, combined with the environment image. 3. Analyze and compare the image from the perspective before and after the landscape design. The research results found that 1. Trees are

elements that can effectively enhance the quality of the environment; 2. When considered together with the visual scope, trees help to enhance the beauty of the environment; and 3. The result of selecting the local plant species was the Cassia tree, and the result of selecting the symbolic plant species was the Thong Kwao tree. It is a tree that grows well in the area, requires low maintenance, and is resistant to environmental conditions.

Keywords: Environmental Design, Visual Frames, Visual Landscape, Elevated Railway

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Leisure / Recreational / Sports Environment

A 47 LRSE 001

Effect of Environmental Factors on Performance in Wushu Competitions

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Abstract: Chinese Wushu, with its rich history and cultural significance, not only occupies a prominent place in traditional Chinese culture but has also gained popularity as a competitive sport. The performance of martial artists in competitions is influenced by various factors, including individual skills, training methods, and mental preparation. However, one often overlooked aspect is the impact of environmental factors on martial artists' performance. This article will explore the influence of environmental factors on Wushu competition performance, using the case study of Shandong Province in China. Shandong Province, located in eastern China, is renowned for its vibrant Wushu culture. With a rich heritage and a flourishing community of martial artists, Shandong has produced numerous renowned masters and champion fighters. Understanding the effects of environmental factors on Wushu competition performance in Shandong can illuminate the broader relationship between environmental conditions and Wushu performances worldwide. It examines how various environmental factors, such as climate, altitude, and venue conditions, affect the performance and outcomes of Wushu competitors. By comprehending the social and cultural factors that shape the training and competition environment in Shandong, we can gain insights into the broader impact of social support and resources on Wushu's performance. In conclusion, this essay will delve into the influence of environmental factors on Wushu competition performance, specifically focusing on the case study of Shandong Province in China. By analyzing the climatic conditions, geographical features, and social-cultural dynamics of the region, we can gain a deeper understanding of how environmental factors impact the performance of martial artists in competitions.

The study offers insights into the distinct challenges and advantages faced by athletes in Shandong Province, contributing to a deeper understanding of how environmental factors impact

Wushu's performance. These findings could guide the development of training strategies and preparation techniques aimed at optimizing performance in Wushu competitions.

Keywords: Wushu; environmental factors; competition performance; venue conditions

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Local Heritage Environment

A 48

LHE 003

Opportunities and Challenges among SME Tourism in the Heritage Food Industry in Kota Kinabalu, Sabah: A pilot study

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Abstract

Heritage refers to the inheritance or legacy of past generations' physical artefacts, traditions, practices, beliefs, values, and stories. Heritage is not solely confined to historical monuments or artefacts but includes customs, languages, rituals, culinary traditions, craftsmanship, literature, and knowledge systems that contribute to the identity and continuity of a group or society. The heritage foods industry often serves as a magnet for tourists, offering a sensory and immersive experience. Culinary traditions and iconic dishes can become a significant draw for tourists, contributing to the local economy by promoting tourism. In addition, research based on small and medium entrepreneurs (SME) Tourism has increased since 2019. The increased research interest in SMEs in the tourism sector stems from their economic significance, dynamic nature within a changing industry landscape, and crucial role in providing diverse and authentic experiences to traveler's while facing various challenges that require further exploration and understanding. However, the involvement of Tourism SMEs in the food heritage industry still needs to be improved. Mainly, tourism SMEs get involved in businesses such as handicrafts, travel agents, homestays, and tourism activities. Therefore, this paper wants to explore why SME tourism started their business in the heritage food industry and how they explain the challenges in the heritage food industry. A qualitative research design was proposed to investigate the matter,

and a pilot study was initiated. This paper aims to understand opportunities in the heritage food industry and explore the challenges. Tourism Small and medium enterprises of food heritage producers are the informants to understand phenomena in their business for substantial years of operation. This paper presents a pilot study as an initiation for the first steps in research to explore the phenomenon. This pilot study was done to help the researchers get first-hand experience with the settings, phenomenon, and data collection to strengthen their confidence in executing the research project.

Keywords: Opportunities, Challenges, SME Tourism, Food Heritage

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A 49 LHE 002

Exploring the Driving Factors behind Traditional Food Entrepreneurs in Sabah and Selangor

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Abstract

The outbreak of COVID-19 has led to changes in local businesses in Malaysia, especially those selling traditional food, and changes in consumer habits regarding consumption and demand for traditional food. This study explores the key factors influencing local entrepreneurs in Sabah and Selangor states in selling traditional food. Using a qualitative method, twenty (20) informants from various business categories, such as restaurants, stalls, home-based catering, and small and medium enterprises (SME) are being identified and interviewed using a semi-structured question in Bahasa Malaysia and English. Online video and phone recording are being utilised due to the COVID-19 pandemic. The transcript interview is then translated into English and analysed using Atlas ti software to develop code and theme. Results showed that the informant's ethnic background is mostly Malays in Selangor while ethnic Dusun, Jawa, Brunei, Bajau, and Bugis in Sabah. Their age varies between 30 to 71 years old. The informants from both states have varied levels of business experience, ranging from three (3) to twenty-four (24) years. The type of food entrepreneurs sell covers various traditional food categories such as rice, appetisers, gravies and accompaniments, cake, porridge, desserts, and beverages. Many of the dishes are under the National Food Heritage List. There are two (2) themes have been identified, which are 1) criteria on local traditional food (cooking method, flavour, and originality) and 2) demand for traditional food (history, origin of food). Criteria and demand for traditional food can be the factors behind the local entrepreneurs from both states doing the business, which can be used as a guideline

for new entrepreneurs who want to venture into traditional food, specifically food that is under the heritage list, which would have an impact on local tourism destination. The demand for the food also must be addressed as it is one of the key motivations for them to stay in business and sustain during the pre-and post-COVID-19 pandemic.

Keywords: Local Entrepreneur, Traditional Food, Criteria, Demand

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A 50 LHE 001

***Igal* Ritual Theatre: A cultural Sustainable Development Goals (SDGs) perspectives**

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Abstract

Ethnic Bajau, especially in Semporna, Sabah, performs *igal* ritual theatre in a traditional context for healing for the community's well-being. This study tries to explain the form of *igal* ritual theatre performance. In addition, this study also justifies how the relationship between the concept of Cultural Sustainable Development Goals (SDGs) and *igal* ritual theatre plays a role in the well-being of society and preserving heritage. This research applies the ethnographic method as a strategy through an 'inductive phenomenological character' approach involving descriptive research design exploration and case studies. Ethnography is a research strategy created by anthropologists that focuses on the relationship between behavior and culture. The phenomenological character approach is an ethnographer's effort to understand the emic perspective, which is to explain a cultural phenomenon through the perspective of the community being studied, which is about the Bajau ethnic group as practitioners of *igal* ritual theatre. It is designed to describe and interpret social phenomena from the protagonist's point of view concerning the characteristics and structure of *igal* ritual theatre performances. The application of the inductive character approach is based on experience and direct exploration of the social environment in which the ritual theatre practitioners live. The main techniques for obtaining data are observation and practice of participating in *igal* ritual theatre performance activities. From the information gathered through observation and engagement, conceptual categories are produced that create order and connection between the *igal* ritual theatre and the Cultural SDGs agenda. The result is a series of hypotheses and concepts explaining how the reality of the object of study, the *igal* ritual theatre, relates to the concept of Cultural SDGs presented by the International

Council on Monuments and Sites (ICOMOS). ICOMOS has presented a policy guide in response to achieving the UN 2030 Agenda for Sustainable Development. The document presents various ways cultural heritage art supports the SDGs. The policy statement presented in the document is based on the UN 2030 Agenda, which focuses on the 5P principles, namely People, Planet, Prosperity, Peace, and Partnership. This study affirms that *igal* ritual theatre aligns with the agenda of the Cultural SDGs to improve society and preserve heritage.

Keywords: *Igal* Ritual Theatre, SDGs, Sustainability, Heritage

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A 51 LHE 005

Nanjing Baiju: Balancing heritage and innovation in contemporary China

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Abstract

This paper provides a comprehensive exploration of Nanjing Baiju opera, which is a fundamental component of traditional Chinese performing arts, tracing its development from the Ming and Qing periods to the present day. The research begins with a historical investigation, emphasizing the cultural and social significance of opera in Chinese history. The primary aim is to investigate how modern musical elements are integrated into this traditional art form, addressing significant gaps in existing literature. Specific objectives include identifying key evolutions in the storytelling and musical styles of Baiju opera, as well as discerning audience reactions among different demographics. The methodology relies on qualitative approaches, including literature review, case studies, and surveys of a broad and diverse range of participants. Limitations of the study include reliance on existing literature and subjective audience feedback. The lack of comprehensive literature may result in omissions, and audience surveys may not fully represent broader public perspectives, necessitating expanded samples in future research. The findings reveal a delicate balance between traditional authenticity and contemporary influences. The development of Nanjing Baiju's music evolves with the times and instrumentation, making it more accessible to audiences. However, this evolution highlights a significant generation gap in audience acceptance, particularly evident in age-related survey results. Therefore, the significance of this research extends to a broader discussion of the preservation and development of traditional arts in a globalized context, emphasizing the necessity of innovative yet respectful cultural adaptation methods. Nanjing Baiju opera is a traditional musical form with limited dissemination, influenced by various factors such as environment, society, audience, and performers themselves. Thus, this study aims to ensure the enduring relevance and appeal of

Nanjing Baiju opera and other traditional arts within the rapidly evolving cultural landscape, highlighting the core purpose of this paper.

Keywords: Nanjing Baiju Opera, modern musical trends, dynamic interaction.

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A 52 LHE 004

Shanxi Local Opera and Malaysian Chinese Opera Clothing Fabrics

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Abstract

Chinese Opera is a comprehensive art, the essence of which is role-playing, singing, dancing and martial arts are all the elements that make up Chinese Opera are embodied and subdued in this essence. Malaysia is an overseas country with a high proportion of the Chinese population in the world, and it is another unique home for the Chinese overseas. Malaysian Chinese opera is one of the most typical cases of Chinese opera being carried forward overseas. It not only constructs its complete history of opera but also presents the characteristics of Malaysian localization. The whole costume art is more Southeast Asian. A comparative study of Malaysian Chinese opera and Shanxi local opera costume fabrics can further reveal the value of the evolution of Chinese theatrical costumes. In this paper, literature research and comparative research were used to systematically study the costumes and fabrics of Shanxi local opera and Malaysian Cantonese opera. The paper finds that the clothing fabrics of Shanxi local opera have the magnificence of ancient Chinese costumes, and the process technology is mainly color embroidery, gold embroidery, and mixed embroidery. The fabrics of Malaysian Cantonese opera costumes are relatively more luxurious, with a very obvious Lingnan style, and the use of traditional Cantonese embroidery techniques to produce is more three-dimensional. In the end, the article argues that historical and cultural changes have dominated the differentiation of fabrics, and also created different forms of expression in traditional Chinese theatrical costumes. Shanxi local opera and Malaysian Chinese opera clothing contain the infiltrated expression of traditional Chinese culture, integrate the innovative changes of historical evolution, and conform to the value embodiment of the development of the times. The research in this paper can further promote the theoretical and practical exploration of the intrinsic value of theatrical costumes and trigger a new round of thinking on the innovation and cultural inheritance of theatrical costumes.

Keywords: Theatrical costumes, Cultural differences, Fabrics

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Residential Environment

**A 53
RE 001**

Case Study of the United States for Conservation Residential Areas in Chiang Kham City

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Abstract

Ministry regulation to enforce the Chiang Kham - Sob Bong - Ban Sai town plan, Phayao Province, Thailand (2019), has designated the yellow-white diagonal area as conservation residential by specifying the control over building characteristics, only including 1) setting control of building height not to exceed 7 meters 2) architectural style to be vernacular or Thai architecture 3) roof slope not less than 30 degrees, and 4) The color of the exterior building and roof are in harmony with nature. Conservation / Residential District Zoning areas in the United States are found in many towns. The purpose of this area is to protect or preserve areas for living concerning valuable resources, and the details of the controls are worthy of being a case study for Chiang Kham City. This article, therefore, analyzes the case study in detail of various requirements and regulations to summarize the issues in which Chiang Kham City should add additional requirements or regulations in developing conservation areas for comprehensive living. The objectives are 1) to determine control factors by analyzing details of various requirements used to control protected areas for living from the case study, and 2) propose guidelines for appropriately adapting the conservation area for future living in Chiang Kham City. The research methodology begins with the setting up the framework of criteria and standards of the City Planning Office, then, selection of case studies, and the analysis of the case study to summarize the objectives set, summarize the issues of various determinations, and display a comparison table of case studies according to control issues. The results revealed that there are many similar requirements, such as the minimum-maximum ratio of area sizes, land plot size, open area ratio, setback around the building, the distance of the building from the edge of the public road, building height, number of floors of the building, slope of the land, and façade accessories which is the part that Chiang Kham does not have.

Keywords: Conservation Residential, Urban Planning, Urban Density, Building Style

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Sustainable Environment

A 54 **SuE 001**

Carbon Conscious Consumption: Impact of expenditure and renewable energy in Malaysia

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Abstract

The increasing consumption spending in Malaysia gives rise to worries over its association with the upward trend in carbon emissions. As the country experiences economic expansion and urban development, the rise in consumer expenditure on products and services might lead to a significant increase in activities that produce high carbon emissions. An in-depth examination is required to fully understand the environmental consequences of the complex relationship between consumption patterns and carbon emissions. This connection is crucial for developing efficient policies that achieve harmonious economic growth and environmental conservation equilibrium. Moreover, a thorough investigation is necessary to analyse the correlation between utilising renewable energy and releasing carbon emissions in Malaysia. Amidst the nation's efforts to shift towards more environmentally friendly energy sources, it is vital to accurately comprehend the specific influence that adopting renewable energy has on carbon emissions. An intricate examination is required to assess the efficacy of renewable energy in reducing carbon emissions due to the dynamic interaction between these two components. Therefore, this paper seeks to identify the effect of domestic consumption and renewable energy on environmental pollutants. The national income (GDP) was also included in the model as a control variable. This study

employs the auto-regressive distribution lag (ARDL) econometric technique, and the analysis is based on time series data from 1990 to 2020. The bound F-test and Johansen cointegration tests confirmed that domestic consumption significantly accelerates environmental pollution. This study seeks to fill gaps in current understanding, offering valuable insights to guide the development of sustainable energy policies specifically designed for Malaysia's distinct circumstances. Ultimately, this research aims to support Malaysia's efforts to decrease carbon emissions and promote a greener energy sector. Thus, taking immediate action to safeguard Malaysia's environmental future is crucial, such as encouraging sustainable consumption practices, improving waste management infrastructure, and enforcing strict environmental legislation. Malaysia can only successfully navigate the difficult balance between economic development and ecological protection through collaborative and determined efforts.

Keywords: Carbon Emission; Consumption Expenditure; Renewable Energy Consumption; Auto-regressive Distribution Lag (ARDL)

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A 55 **SuE 002**

Exploring the Needs of Buffer Zone for Protected Areas: A comparative study

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Abstract

There will be nearly 2 billion new populations in 2030 due to human migration and population growth. Nonetheless, the consequences of current and future urbanization on conservation areas, especially bordering rapidly changed land use activities, are unknown. Large forest areas mainly protected areas are vital for more effective carbon sequestration activities and biodiversity conservation. A buffer zone is claimed as the solution to it by providing an extra layer of protection around the protected areas and simultaneously providing benefits to the people's well-being. To date, many protected areas in the world face problems with delineating buffer zones. This includes Malaysia where none of the protected areas has buffer zones. The research importantly highlights the land use changes that somehow become threats to the protected areas. The research aimed to prove the need for buffer zones for protected areas is of importance. The objectives of the study are to identify and compare the changes in land uses surrounding two significant protected areas in Malaysia, namely Krau Wildlife Reserve (KWR) and Forest Research Institute Malaysia (FRIM). The study used a quantitative approach that incorporated the spatial data from satellite images and an application of GIS. The analysis uses three classifications (supervised classifications) which are water bodies, land cover, and settlement (housing) areas. The study covers the KWR and FRIM areas and, immediate land uses bordering the two. The findings show that there are encroachments of land use activities in the KWR and FRIM. The abrupt changes in land uses may also affect the KWR and FRIM intactness specifically and protected areas

generally. Thus, it is vital to have buffer zones around the protected areas to avoid those encroachments and act as transition areas between protected areas and land use around them. It is suggested that further studies could include other perimeters for example, ecosystem services.

Keywords: Buffer zone; Protected area; Land use; Malaysia

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Tourism / Hospitality Environment

A 56 THE 003

Border Area Development Miangas Island as a Tourism Attraction in the District of Talaud Islands North Sulawesi

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Abstract

The research conducted focused on exploring the potential for developing the border area of Miangas Island in Talaud Islands Regency, North Sulawesi, as a tourist destination. A mixed methods approach was employed, which included interviews, questionnaires, and focus group discussions with various stakeholders, such as the local community, tourists, traditional and religious leaders, government officials, and representatives from the tourism industry.

The findings of the research highlighted the significance of involving multiple stakeholders in the development process. This included the active participation of the community, academia, government, tourism industry, and media. The study emphasized the need for collaboration and engagement from all these stakeholders to ensure a successful development strategy for the border area of Miangas Island.

To address this, the research proposed the utilization of the MULTIPOL approach as a priority development model. The MULTIPOL approach considered three scenarios: maintaining the current development scheme, implementing a gradual transition scenario, and adopting a progressive transition scenario. The progressive transition scenario called for accelerated policies and support from all stakeholders, including the central government, private sector, and local community.

The study concluded that implementing the proposed development model would enhance the attractiveness of the border area of Miangas Island as a tourist destination. By actively involving multiple stakeholders and adopting the MULTIPOL approach, the area can experience significant growth and appeal. This research provides valuable insights and recommendations for the development of not only Miangas Island but also other border areas seeking to enhance their tourism potential.

In summary, the research emphasized the potential for developing the border area of Miangas Island as a tourist destination. The active involvement of various stakeholders and the implementation of the proposed MULTIPOL approach were identified as crucial factors for successful development. This research contributes to the understanding of how collaboration and engagement can drive tourism growth in border areas. It provides valuable recommendations for policymakers, community leaders, and other stakeholders involved in the development of such areas.

Keywords: development, potential, border area, tourist attraction

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A 57 THE 001

Assessing Visitors' Motivation and Experience towards Disaster Dark Tourism Sites in Malaysia

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Abstract

Disaster dark tourism, in general, exists for natural reasons: excitement and curiosity, knowledge, national identity, empathy and self-discovery related to the travellers and visitors while visiting dark tourism sites. Although these reasons have been driving factors for people to visit such destinations, factors such as inadequate infrastructure, ineffective utilization of technology, lack of capacity, and lack of funding have often held continuous interest in visiting the dark tourism sites. To address the overlooked and neglected vital factors that emerged in case of disaster dark tourism in Malaysia, the primary purpose of this study is to understand how the dark tourism business related to disasters in Malaysia can be sustained by providing evidence from the visiting experiences. Specifically, this study aims to discuss the tourists' motivations and emotional experiences after travelling for disaster-dark tourism in Malaysia. The objective is to answer two-fold research questions: (1) What are the tourists' motivations to travel for dark tourism in Malaysia? and (2) What are the emotional experiences that tourists gain after visiting dark tourism in Malaysia? Dark disaster destination sites such as Penang War Museum, Highland Tower, Kellie's Castle, Kundasang War Memorial, Villa Nabila, and abandoned buildings such as Ayer Molek prison were selected as the research subjects. At the cross-sectional level, the research method used was mixed-method research and covered all types of generations in Malaysia. A total of 191 visitors to dark tourism sites and 182 visitors who had experienced visiting the disaster sites were interviewed through a survey questionnaire via Google Forms. Descriptive analysis

was utilized to verify the visitors' dark tourism motivation and emotional experiences. The results of this study are expected to contribute to the dark tourism industry and indicate the interest, motivation, and emotional experience of tourists who had the intention to revisit the dark tourism sites. The significance of this study is to provide awareness of responsible authorities, particularly tourism operators, to improve the shortcomings of dark tourism sites based on tourists' experience of dark tourism in Malaysia. Additionally, the research results provide helpful reference information for planning dark tourism sites and developing tourism activities. This study focuses only on the disaster type of dark tourism in selected destinations. The primary constraint of executing this study's methodology was mainly due to snowballing samplings due to using an online survey via Google Forms.

Keywords: Dark Tourism; Travel Motivation; Emotional Experience; Revisit Intention

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A 58 THE 002

Place Attachment at the Ritual Bakar Tongkang for Heritage Tourism in Bagansiapiapi

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Abstract

A comprehension concept of place attachment is required for understanding the relationship that developed between humans and heritage tourism areas. The concept of place attachment has been integrated into spatial studies with no universal agreement to explain the human-place bond. In the context of heritage tourism, this research proposes a conceptualization of place attachment that focuses on the ritual approach as a human-place relationships. Implementing this approach, environmental research on heritage tourism will generate potential, unambiguously and comprehensively prepared for the future framework of place attachment. PRISMA method has an applied procedure for selecting an appropriate paper study for literature. There are a total of four selection phases in the PRISMA approach. The initial phase in the selection process is to identify of the literature through information gathered from the selection of journal databases such as ProQuest, Taylor & Francis, Emerald Insight, Scopus, and Sage Premier Journal. Examining the abstract and the literature title is the second phase of the selection process. At this point, irrelevant studies will be eliminated. Eligibility with full-text screening is the next phase. At this phase, studies that irrelevance will be eliminating. Studies that qualified for data reduction and analysis are considered in the final selection phase of the literature review approach. According to the findings, studies on place attachment theory could potentially conducted to encourage heritage

tourism. The place attachment concept is influenced by multiple variables such as familiarity, length of engagement, emotional attachment, place character, continuity, and rituals. To support the study findings by earlier studies' literature and discuss strategies are required. This conceptual framework structure offers an overview for a better understanding of the concept of place attachment, which heritage tourism researchers may implement during their attempts to involve place attachment in research and apply it to the advantages of heritage tourism development.

Keywords: heritage tourism; place attachment; environmental; rituals

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Transport / Travel Environment

A 59 TTE 001

Development of a Safe Driver's Attitude Intervention Module Based on the *SaringSikap* Screening Method

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Abstract

Background: The driver's attitude is always the leading cause of road crashes in Malaysia or worldwide. Various efforts have been and will be made by the government in dealing with this issue. Among these noble efforts is document MS2756:2023 Road traffic safety - Good practices for platform providers in implementing work-related road traffic safety management. This study is aware of this, and among the suggestions for proactive improvement that can be thought of is to provide a platform to profile drivers' attitudes towards healthy and safe driving practices. **Significance:** This Safe Driver's Attitude intervention module was developed based on the driver's attitude screening form, *SaringSikap*/ASDS46. This study is critical and significant because it will be able to support the ecosystem formed through MS2756:2023. The proposed intervention can provide added value, especially in the national road safety education and empowerment program. **Aim:** This study explores specific driver's attitude interventions that may reduce traffic crashes in Malaysia. In addition, this study will also investigate the components of driver attitudes that need to be prioritized in planning appropriate interventions. **Objectives:** This study aims to identify the components of the driver's attitude according to the order of priority that should be given attention

in the intervention program. In addition, the intervention module developed will also try to determine the attitude intervention component more specifically. Methods: This study uses a cross-sectional approach. Each participant who meets the criteria will be asked to complete the SaringSikap form voluntarily. Data was collected using the Google form platform and distributed online. Limitations: The development process of this intervention module is still in its early stages. It still needs continuous testing and effectiveness testing on real road users. Findings: There are a total of 240 participants who have participated in this screening. The majority of respondents were female and dominated by the Malay race. The age group involved is between 19 and 32 years old. Of the six screened attitude domains (D1-D6), D1 dominates the total score of the high-risk category, followed by D5, D6, and D2. Implications: This Safe Driver's Attitude intervention module will likely benefit all groups of road users in Malaysia. It can also help the government in reducing the rate of road crashes in the future.

Keywords: Human factors; SaringSikap; Road crash; Driver's intervention

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A 60 TTE 003

Driving Requirements for Older People in Malaysia: A thematic analysis

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Abstract

The increased percentage of older people in our country has significantly contributed to the increasing number of senior drivers on the road. The act of driving has been recognized as the primary form of personal transportation across the adult lifespan and, thus, becoming the foundation for older people's greater quality of life. This study aims to explore the requirements needed for older people to drive in Malaysia. In-depth semi-structured interviews were conducted with six participants, which consisted of occupational therapists, driving instructors, representatives from the Road Transport Department Malaysia and the Malaysian Institute of Road Safety Research (MIROS). The purposive sampling method was used to recruit participants. Accordingly, participants were selected based on the appropriateness and richness of their characteristics and experiences relevant to this study. Each of the interviews took around 45 minutes for each participant. The data collection was performed until data saturation was achieved. Data saturation is achieved when no new or additional themes emerge in the data collected, or further sampling becomes redundant. The interviews were digitally audio-recorded, transcribed verbatim, and analyzed using the six thematic analysis steps. This process of analysis was assisted by using the NVivo software program. Several methods were also used to ensure the trustworthiness of this study, such as member checking and investigator triangulation. Based on the findings, three main themes emerged from the data: "Good health", "Driving-specific skills", and "Positive driving style". The first main theme, "Good health", suggested that older people must be physically fit and possess intact cognitive and sensory functions to drive safely. The

second main theme, "Driving-specific skills", illustrated that older people must be skilful in planning, manoeuvring and controlling their car independently. The final main theme, "Positive driving style", emphasises the need for individual and technological factors that can influence older people's driving activity. To conclude, the finding from this study conveys a crucial subject matter to policymakers and healthcare professionals in highlighting the requirement needed by older people to drive safely and thus improve the eldercare workforce in our country.

Keywords: Driving; Older people; Senior driver; Thematic analysis

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A 61 TTE 002

Revolutionizing Operational Excellence: Advancing the automotive industry through Lean Principles

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Abstract

Lean principles and practices (LPP) are a set of manufacturing philosophies emphasizing waste reduction, continuous improvement, and value creation. The LPP prioritize customer value, employee involvement, and streamlined processes. The LPP enables a company to enhance efficiency, quality, and customer satisfaction, transforming operations into agile, cost-effective, and responsive systems. However, the Malaysian automotive industry faces a challenge in implementing LPP towards achieving operational performance. It includes resistance to change, cultural barriers, inadequate training, legacy systems, limited resources, external economic factors, and supplier issues. Overcoming these challenges requires a strategic and collaborative approach to successfully implement and sustain LPP. Hence, this study aims to investigate critical success factors affecting LPP towards achieving operational performance in the Malaysian automotive industry. This study was conducted by detailed literature reviews by i) defining research questions, ii) identifying relevant databases, iii) conducting keyword searches, iv) assessing and selecting articles, v) summarizing findings, and vi) synthesizing information. This systematic approach ensures a comprehensive and structured review of existing knowledge on LPP. Through the review and discussion, the study exhibits that; stakeholders' commitment, waste elimination, quality focus (Jidoka), supply chain collaboration, and just-in-time manufacturing Kaizen (continuous improvement) are able to improve the Malaysian automotive

industry operational performance. Furthermore, six LPP propositions are presented, and the framework established in this conceptual study highlights the LPP success factors. The conceptual nature of this study provides a preliminary understanding of LPP, where the synergy between external and internal elements must coexist in order for LPP to be successfully implemented. The developed theoretical framework serves as a foundation for future empirical LPP research. Given that this study is one of the few that studies critical success elements of LPP implementation, it should provide useful information for future LLP and automotive industry research. This study provides future scholars with easy access to data on critical success factors of implementing LPP in the automobile industry, which is in line with the SDGs agenda. The authors anticipate this study to have a significant impact on practitioners, particularly automobile manufacturers and other key stakeholders, about the potential benefits of implementing LPP across the automotive industry, particularly in emerging market economies.

Keywords: Lean Principles; Lean Manufacturing; Operational Excellence; Automotive Industry

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A 62 TTE 004

Uncovering the Heartbeat of Public Transport in Klang Valley: Is your journey satisfying?

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Abstract

Amid rapid urbanization in Malaysia, major cities have witnessed an expansion of public transport services. Despite this, the prevalence of private motorized vehicles persists, overshadowing the utilization of public transport. Therefore, understanding the factors influencing customer satisfaction with public transport services is pivotal for fostering a more sustainable and efficient transportation landscape. As the demand for private vehicles continues to rise, identifying critical aspects of public transport service quality becomes crucial for implementing targeted improvements that could shift commuter preferences through their satisfaction level. This paper seeks to comprehensively investigate the factors shaping customer satisfaction within the realm of public transport services in Klang Valley, Malaysia. It aims to examine the service quality dimensions, explicitly focusing on reliability, assurance, tangible aspects, and responsiveness. The study aims to determine the intricate relationships between these dimensions and their collective impact on customer satisfaction. The study employed a quantitative study and used a multiple linear regression analysis to analyze respondents' perceptions, utilizing convenience sampling to capture a representative sample size. The study acknowledges potential limitations, such as the reliance only on the Klang Valley sampling who use public transport services in the Klang Valley between the ages of 18 to 55 years, which may only partially represent the diverse population of Malaysia. Additionally, the findings may be context-specific to urban areas in Klang Valley, excluding rural areas, and may need to be fully generalizable to other regions. The paper anticipates uncovering insights into customer satisfaction levels, identifying critical determinants of service quality, and understanding the relationship between these factors and public transport

usage in Klang Valley. The research findings provide valuable insights for public transport stakeholders, offering guidance on areas of improvement to enhance customer satisfaction. Specifically, the study aims to highlight the evolving trends in public perception, especially among the youth demographic, directing stakeholders toward strategic improvements to align services with the expectations and preferences of this influential group.

Keywords: Public Transport; Transport Service; Service Quality; User Satisfaction

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Urban Environment

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“Charge It Right: Unveiling the Factors to Effective Development Charge Implementation

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Abstract

Development charges are a widely adopted concept globally as nations strive to alleviate the burden on local governments in providing facilities resulting from the urbanization process. This charge serves as a mechanism for planning and controlling land development and is implemented by numerous countries such as the United States (impact fees), Britain (betterment fees), New South Wales, Australia (developer contributions), Singapore, Canada, and South Africa (development charge). In Malaysia, development charges involve an increase in land value, referring to the Town and Country Planning Act 1976 (Act 172). This is implemented by several states including Selangor, Perak, Kedah, Kelantan, Johor, and Terengganu. Thus, the aim of this study is to examine the factors that influence the effectiveness of development charge implementation based on the issues and challenges faced by local governments, focusing on three main research objectives related to the purpose, achievements, and success of development charge implementation. By identifying these factors, the study aims to formulate strategic planning to enhance effective implementation. By employing a qualitative approach, the structured interview was conducted with 39 participants through purposive sampling involving various stakeholders, particularly public and private agencies. The results indicate that the majority of participants agree that four key factors, namely legislation, human capital development, work procedures, and support facilities, are crucial in development charge implementation. In addition, local governments emphasize the significance of legislation as it serves as the source of authority for enforcement purposes. While human capital development

encompasses workforce requirements, job scope, and competency, including knowledge and expertise, particularly in the field of assessment. Legislation and human resources are two essential components for successful implementation, while local economic development, infrastructure, and public facilities are targeted to meet public interests. Furthermore, the stakeholders' express concerns about the lengthy approval process weighing on development costs, while strategic integration between departments involved in the development charge procedure is crucial for more efficient implementation and time savings. Finally, the supporting facilities factor such as system development, data sources, equipment, and tools, which significantly aid in the effective implementation of development charges. Consequently, the implementation of development charge may optimise the land use through the highest and best use approach. This sustainable development strategy serves to reduce infrastructure costs and public facilities within development area and its environs.

Keywords: Development charge; Local government; Efficient implementation;

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Role of Urban Agriculture towards contributing Sustainable Cities: A scoping review

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Abstract

Over the last three decades, research and practical applications have demonstrated that urban agriculture (UA) enhances the quality of life in urban settings while also offering social, economic, and environmental benefits that can help create a sustainable city. Issues faced by cities include the growing need for food in urban areas, an increase in waste and effluent output, and environmental degradation. Hence, as a way of addressing these issues, the roles of UA are seen as crucial contributions to a sustainable city. It is well accepted that sustainable cities offer a holistic approach to urban development, considering environmental, economic, and social factors to create resilient, inclusive, and livable urban environments. Consequently, contributes to the well-being of both the environment and its inhabitants. As a result, the sustainability of the cities is pivotal for sustaining human and quality of life. This paper aims to explore the functions of UA and its benefits in supporting sustainable cities. It will adopt a scoping review as the research technique. The scoping review is base on the five-stage framework created by Arksey and O'Malley. This paper employed NVIVO in setting thematic analysis and next developed a conceptual model and focused on several important UA roles, including helping address food insecurity and promoting recreation, aesthetics, biodiversity, health and well-being, and other benefits. The findings of the review indicated that while UA benefits are well documented, there is a major knowledge gap in terms of the multidimensional diagnosis and attributes used that suggest the roles of UA in economic, social, and ecological factors that are identified as critical to

urban sustainability. This emphasizes the key role of sustainable cities in achieving a spectrum of sustainable development goals, such as Zero Hunger, Sustainable Cities and Communities, and Climate Action (SDGs 2, 11, and 13). The insights from this study provide valuable guidance for government authorities and urban planners, offering essential knowledge to enhance urban planning strategies through the integration of UA with a focus on multidimensional sustainability. By addressing these dimensions, this research contributes to a more informed and effective practice in urban planning, aligning with the pursuit of sustainable development goals.

Keywords: Urban Agriculture; Sustainable Cities; Role of Urban Agriculture; Scoping Review

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