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THE ROLE OF FINANCIAL IMPLICATION AND WORK SATISFACTION TOWARD QUALITY OF LIFE AMONG EMPLOYEE IN EDUCATIONAL SECTOR DURING THE PANDEMIC COVID- 19

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ABSTRACT

A contagion of Covid 19 has slowed down the economic sector around the world. The impact of Covid 19 is not just subjected to the economy but has made an impact on all employees in all sectors. The employee in the educational sector is no exception during Pandemic Covid 19. In December 2019, global has been awakened with the Covid 19 influence. Starting from Wuhan, China, the Covid 19 has spread to all nations. It has been declared as a Pandemic Covid 19 situation in all nations. During this Pandemic, a financial implication, work satisfaction, and quality of life has affected not just a country and company but also affected the employee itself. This study aims to explore the role of financial implication, work satisfaction, and the effect of quality of life among employees in the educational sector during Pandemic Covid 19. This research will focus on how employees in the educational sector faced the problem with their financial implication, work satisfaction, and their quality of life during the Pandemic. This research will conduct a survey question to the employee in the educational sector. The primary data collection will be done by questionnaire to the educational sector in Malaysia. Questionnaire will be conducted in dual language English and Bahasa Melayu. The total number of respondents will be around 200 to 400 respondents depending on the result in the early calculation. In addition, several agencies registered under the educational sector will randomly be selected in a clustered area. So, the sample of the study is made up of all the educational agencies of each of the agencies selected. Furthermore, a review of related literature on previous studies will be conducted too.

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1 INTRODUCTION

In December 2019, the global was awakened by the Covid 19 influence. Starting from Wuhan, China, the Covid 19 has spread to all nations. It has been declared a Pandemic Covid 19 situation in all nations. During this Pandemic, financial implications, work satisfaction, and quality of life have affected not just the country and company but also affected employees themselves.

This study is important to understand the impact of pandemics on SME organisations. This study explores the role of financial implications, work satisfaction, and the effect of quality of life among employees in the educational sector during the Pandemic Covid 19. This research will focus on how employees in the educational sector faced the problem with their financial implications, work satisfaction, and quality of life during the Pandemic.

Starting from March 2020, Malaysia has implemented a new norm situation where most sectors and companies are applying work-from-home mode. The government introduced this model to reduce the infection and control the spreading of the Covid 19 virus. Until today Malaysia has recorded 2.35 million cases and 27, 525 deaths around Malaysia.

A work-from-home mode that has been implemented shows a decrease in Covid 19 cases. However, during this mode, the employee is affected as their company needs to reduce their financial problem. This mode has affected the educational sector, where the percentage of employees at the office has been reduced. As this mode is not much affected at the academician level, the management and service staff are most affected as they need to make a rotational working schedule that affects their partner's working schedule. Service staff express their complaint when some depend not just on a basic salary, but slightly on their overtime allowance. During this mode, all sector has to follow the operation timeline approved by Ministry. In other words, all overtime jobs cannot be practised in all sectors.

The most crucial aspect that has b in this research is the financial implication, work satisfaction, and quality of life among employees in the educational sector. This research will focus on how all three-aspect related to each other.

2 LITERATURE REVIEW

2.1 COVID 19

In late December 2019, the world was awakened by the coronavirus disease (Covid 19). Emerge from Wuhan, China, this disease was spread globally in January 2020. Research from Yi-Chi Wua, Ching-Sung Chena, Yu-Jiun Chana,b,c,* of The outbreak of COVID-19: An overview shows that this disease may occur a transmission from person to person without proper personal protective equipment (PPE) (Wu et al., 2020). Frontliner is the riskiest person who has direct contact with the Covid 19 patients. As the Covid 19 spread globally, many of countries have implemented a lockdown

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to prevent this virus from becoming uncontrollable. Malaysia is one of the countries that has implemented a lockdown, total lockdown and work from home. This is the strategy of the government to reduce the active cases in Malaysia. During this phase, many employees are affected as the company and sector will decrease their expenses to survive.

2.2 EDUCATIONAL SECTOR

All sectors in Malaysia have been affected during the Pandemic Covid 19; the educational sector is one of the sectors affected as the government introduced the work-from-home (WFH) for employees and class-from-home (CFH) for students. A recent study shows that before Covid 19 outbreak, many Universities, institutions, and schools still need to fully practise the online mode (Rameez, 2020). Still, in March 2020, the government called for closing all the educational sectors to prevent this virus from spreading to students. As an implementation comes from the government, all educational sectors must follow the guideline where the online mode is fully utilised. Not all employees are satisfied with this mode where. Some of them need to cross-check with their partners as some sectors need to implement work from home, for example, in essential services sectors. As the educational sector fully utilises online mode, some support service employees face financial implications when they cannot obtain overtime like before the Pandemic Covid 19. Financial implication for support staff in the educational sector is crucial as they will depend on the basic salary paid only during online mode. Online mode is only compatible with some students as some have difficulty getting an internet connection. However, some institutions have come out with a plan that provides a free sim card with unlimited internet to all their students.

2.3 FINANCIAL IMPLICATION

Business organisations, governments, and all sectors worldwide have been forced to rethink and predict their financial implications during Pandemic Covid 19. It shows that many companies and sectors have implemented a retrenchment scheme or decreased their employees to save their expenses. According to the impact assessment of covid-19 on Malaysia's manufacturing firms survey conducted from May to June, 70% of small-medium enterprises have received financial support from the government. However, some companies and sectors are closing down their business. The educational sector also faced difficulties when they fully utilise the online mode, where they needed to spend money to ensure all the students and lecturers had a better platform for implementing the online learning mode. Financial implication problems may lead to decreasing quality of life among employees in the educational sector, this problem is not used at all levels, but the support staff is mostly affected. The decreasing quality of life among workers may lead to unproductive work for the employee.

2.4 WORK SATISFACTION

Work satisfaction will lead to better work performance. In a recent study, Well-being at work is not only crucial for the overall well-being of the individual but also leads to better work performance

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(e.g., Judge et al., 2001; Zelenski et al., 2008; Cooper et al., 2019), higher levels of employee creativity and engagement (Bartels et al., 2019), and has been associated with lower rates of absenteeism at work (e.g., Wegge et al., 2007; Ybema et al., 2010) (Tandler, 2020). During Pandemic Covid 19, several cases have been reported at the management level regarding the outperformance of tasks by the employee. Due to a lack of human capital department monitoring, many employees face this problem. Monitoring from the human capital department is the most important aspect that needs to be focused on improving and increasing the quality of life among employees during the Pandemic Covid 19. An employee in the educational sector needs to be monitored as all their tasks will be conducted online. In some institutions, working from has been misused by top management as they force the employee to have more workload. Some management considers that the employee has more time to settle the task given than usual during work from home. Still, in a real situation, the employee working from home must take care of all other things at home. For example, when working from home and all their children have classes from home, employees must nicely organise the platform to ensure all their children can attend the class. Besides the high-paid employee, the lower paid employee face problems are preparing gadgets and platforms for their children. This problem led to employee performance dropping and decreasing their quality of life.

2.5 QUALITY OF LIFE

Pandemic Covid 19 is giving impact on the quality of life among employees. Quality of life may refer to mental health, physical health, work satisfaction, financial implication, personal life, social relationship, and more. The Pandemic Covid 19 which started in late December 2019, is now almost two years old and still has an active case. With the active cases and deaths reported around the world, there is a major problem that all countries need to settle with their citizens' quality of life. According to World Health Organization (WHO) deems the definition of quality of life (QoL) as the general perception of an individual of their position in life (i) considering the culture and value systems and (ii) expectations, goals, standards, and concerns [1]. QoL considers a broad-ranging concept influenced in a complex and interconnected manner by psychological state [2], physical health [3], personal beliefs, social relationships, and relationship to prominent features of the environment (Melo-Oliveira et al., 2021). As an employee of the educational sector, good quality of life will increase with the decrease of financial implication problems and an increase of work satisfaction during work from home.

3 METHODOLOGY

3.1 Research design

Quantitative Research Methodology

This study will be carried out as a quantitative approach, and a variance-based structural equation modelling will be tested.

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3.2 Methods and Sources

This research will conduct a survey question to the employee in the educational sector. The primary data collection will be done by questionnaire to the educational sector in Malaysia. A questionnaire will be conducted in dual language English & Bahasa Melayu. The total number of respondents will be around 200 to 400 respondents depending on the result in the early calculation. In addition, several agencies registered under the educational sector will randomly be selected in a clustered area. So, the sample of the study is made up of all the educational agencies of each of the agencies selected. Furthermore, a review of related literature on previous studies will be conducted too.

3.3 Research Tools

Questionnaire

A google form questionnaire will be developed to collect data in the selected educational sector in Malaysia. Google form is a free research tool that has become one of the most questionnaire tools.

Observation

An observation will be conducted at selected agencies to compare the result from the management level and the questionnaire. This observation will take place in the selected educational sector with liaising with the Human Resources Department.

Number of respondents

The number of respondents ranges from 200 to 500 in the selected institution, and the data will compile with all levels in that institution.

Respondents

The respondents for this study will be answered by KUPTM and KPTM staff around Malaysia, consisting of Top Management, Academician, Management, and Support Staff. Kolej University Poly-Tech MARA (KUPTM) Kuala Lumpur is a higher education institution located in the capital city of Malaysia, where Kolej Poly-Tech MARA (KPTM), formerly known as Kolej Yayasan Pelajaran MARA (KYPM) was established as a private higher educational institution under the Private Higher Educational Institutions Act 1996 (Act 555) in September 2003. Managed by Kolej Poly-Tech MARA Sdn. Bhd., a wholly-owned subsidiary of Majlis Amanah Rakyat (MARA).

4 FINDINGS AND DISCUSSION

The expected result of this study is to support the theory of the role of financial implication and work satisfaction toward employees in the educational sector during the pandemic and working from home.

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In line with the hypothesis developed, this study will analyse the correlation between financial implications toward quality of life and the correlation between work satisfaction and quality of life. The results might suggest that the quality of life is not affected in line with financial implications and work satisfaction. However, based on the findings of similar studies, a more plausible explanation is that quality of life has a significant with financial implications and work satisfaction. To get the results suggested, the number of correspondences from academic and non-academic staff must be identical to obtain the correlation between the hypothesis. Considering that some of the KUPTM and KPTM staff are not participating in the survey, the total number of correspondences will be a variable to gain the needed result.

5 CONCLUSION

The contagion of Covid 19 has slowed down the economic sector around the world. The impact of Covid 19 is not just subjected to the economy but has impacted all employees in all sectors. An employee in the educational sector is no exception during Pandemic Covid 19.

A work-from-home mode that has been implemented shows a decrease in Covid 19 cases. However, employees are being affected during this mode as their company needs to reduce their financial problems. This mode has affected the educational sector, where the percentage of employees at the office has been reduced. As this mode is not much affected at the academician level, the management and service staff are most affected as they need to make a rotational working schedule that affected their partner's working schedule. Service staff express their complaint when some depend not just on a basic salary, but slightly on their overtime allowance.

There is a relationship between Financial Implication and Quality of Life. The expected result will be to determine that decreasing a financial implication problem among employees will increase their quality of life and There is a relationship between Work Satisfaction and Quality of Life the expected result will be to determine that the increase of work satisfaction level among employees will increase their quality of life.

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