MARA CORPORATION

KPTM KOLEJ POLY-TECH MARA

ICAR '21
INTERNATIONAL CONFERENCE ON CROSS-DISCIPLINARY ACADEMIC RESEARCH 2021

# INTERNATIONAL CONFERENCE ON CROSS-DISCIPLINARY ACADEMIC RESEARCH 2021 (ICAR 2021)

21 DECEMBER 2021

Organised by :
**KOLEJ UNIVERSITY POLY-TECH MARA KUALA LUMPUR**

e ISBN 978-967-26577-0-5
9 7 8 9 6 7 2 6 5 7 7 0 5

**icar2021.kuptm.edu.my**

Organiser :
KUPTM KOLEJ UNIVERSITI POLY-TECH MARA KUALA LUMPUR DKU033(W)

Co-organiser :
UNIVERSITY OF MALAYA
USM UNIVERSITI SAINS MALAYSIA
UniKL UNIVERSITI KUALA LUMPUR
Institute for Management and Business Research (IMBRe) Universiti Utara Malaysia

# COPYRIGHT

The undersigned hereby transfer any and all rights in and to the paper including without limitation all copyrights to the ICAR2021. The undersigned hereby represents and warrants that the paper is original and that he/she is the author of the paper, except for material that is clearly identified as to its original source, with permission notices from the copyright owners where required.

**General terms**

• The undersigned represents that he/she has the power and authority to make and execute this manuscript.

• The undersigned agrees to indemnify and hold harmless the ICAR2021 from any damage or expense that may arise in the event of a breach of any of the warranties set forth above.

• In the event the above work is not accepted by ICAR2021 or is withdrawn by the author(s) before acceptance by the ICAR2021, the foregoing copyright transfer shall become null and void. Even in this case, ICAR2021 will retain an archival copy of the manuscript.

• For jointly authored works, this agreement is to be signed by at least one of the authors who have obtained the assent of the co-author(s) where applicable.

• The undersigned hereby grants the ICAR2021 to use material(s) contributed in this conference for educational and/or marketing purposes via web-based and other digital/print methods.

• The undersigned is responsible to communicate with recommended journal including processing charges for publication.

Published by,
Kolej Poly-Tech Mara Sdn Bhd
Bahagian Penerbitan Kolej Universiti Poly-Tech Mara Kuala Lumpur
Jalan 7/91, Taman Shamelin Perkasa, Cheras
Kuala Lumpur

# TABLE OF CONTENT


| | |
|---|---|
| Welcome to ICAR 2021 | i |
| Message from the Minister | ii |
| Message from the Vice Chancellor | iii |
| Message from the Conference Chair | iv |
| Organising Committee | v |
| Parallel Sessions | viii |
| Abstracts | xx |

**Track 1**

| | |
|---|---|
| Assessing Mandarin Lecturers' Quality On Role-Performance In Mara Education Institutions (IPMA) | 1 |
| Belajar Sambil Bermain Pada Peringkat Pendidikan Awal Kanak-Kanak Di Tadika Kemas Rc Sg Manila Sandakan, Sabah | 2 |
| Factors Affecting Second Language Acquisition Among Boarding School Students. | 3 |
| Factors Influencing Enrolment To Majlis Amanah Rakyat (MARA) Higher Education Institutions During Covid-19 Pandemic | 4 |
| Impact Of Parental Acceptance On Their Young Children's Online Learning During Covid-19 In Malaysia | 5 |
| The Relationship Of Job Satisfaction And Work Performance Among Industrial Training Student Of Sports Management Program Of Kolej Poly-Tech Mara Bangi During The Covid-19 Outbreak | 6 |
| Language Anxiety Among KUPTM's TESL Undergraduates In An Online Learning Environment | 7 |

| | |
|---|---|
| The Impact Of Spouse Relationship On Employees Performance | 8 |
| The Effect Of E-Learning On Student's Mental Health During Covid-19 Pandemic. | 9 |
| The College Students' Perception Towards The Use Of Blogs As An English Writing Tool | 10 |
| The Impact Of Institutional Culture Of The Higher Education On Students' Performance In Malaysia | 11 |
| Practicum Teacher English Readiness Based On Common European Framework Reference (CEFR) In ESL Teaching | 12 |
| Investigating The Relationship Between Classroom Arrangement And Children Behaviour | 13 |
| Social And Emotional Learning In Classroom For Preschoolers: Teachers' Perspective | 14 |
| Impact Of Achievement In Secondary School Towards Performance In Accounting Professional Exam In KUPTM | 15 |
| Developing A Wordlist For Primary Science Textbooks In Dual Language Programme | 16 |
| Lived Experiences On Home Learning Culture Among Indigenous Semai Primary School Students In Perak | 17 |
| How Family Background Influences The Gen-Z Education Selection? A Study On Gender Segregation In Phei. | 18 |
| The Impact of International Accreditation on the Quality of Public Universities in Malaysia: A Proposed Framework | 19 |
| Effectiveness Of Trinka In Enhancing Students' Writing Quality | 20 |
| Teachers' Preferences For Written Corrective Feedback In The Teaching Of ESL Writing | 21 |

Online Teaching And Learning Classroom Practices, Implementation, And Its Impact On Engineering Science And Fundamental Thermodynamics Courses 22

Self-Regulated Learning Strategies For The Challenges Of Learning During Pandemic 23

The Covid-19 Pandemic Has Changed The Way Of Learning: The Use Of Online Learning (OL) For The Teaching Of English At Tertiary Level 24

The Various Information And Communication Technology Tools Learnt For Teamwork Assessment During Movement Control Order 25

School Climate And Student Non-Cognitive Skills: A Systematic Literature Review 26

The Effectiveness And Accountibility Of Online Learning Assessment During Covid-19's Movement Control Order: (A Case of KUPTM) 27

Implimentasi Teknologi Digital Terhadap Pengajaran Dan Pembelajaran (PDP) Dalam Kalangan Guru Mata Pelajaran Pendidikan Moral Di Sekolah Menengah Luar Bandar: Kajian Pasca Covid-19 28

Investigating Teachers' Views On Learners' Issues In Learning The 'Preparation And Qualitative Analysis Of Salts' Topic In Chemistry 29

A Fuzzy Delphi-Based Consolidated Consensus For Identifying Elements Of Flipped Malay Language Writing Instruction Framework 30

Free Play Activities Based On Steam Education For Pre-Schoolers: Experts Opinion 31

## Track 2

Building Corporate Reputation Through CSR Communication: The Role Of Trust 32

The Effects Of Communication Activities Between Spouses During Covid-19 Pandemic 33

The Perception Accuracy of English Monophthong by Malay Young Learners in Malaysia 34

The Relationship Between Financial Literacy And Bankruptcy Among Youth in Klang Valley 35

The Impacts of Social Media As An Emerging Media To The Social Skills Among Students In KUPTM KL 36

Factors That Motivate Female Employees in Sustaining Careers in The Railway Industry 37

Farmer Field School: Experiences in Agrobiodiversity-based Rice Farming Practices 38

Instrument Development To Measure The Non-Profit Organisation Website User Satisfaction and Action 39

Gejala Keberhutangan Dalam Kalangan Anggota dan pegawai PDRM 40

Going Online – The French Way 41

Keperluan Komuniti Luar Bandar Dalam Menghadapi Bencana Banjir 42

When the Family Provides Care: A Qualitative Study of the Impacts of Caring for a Patient with a TBI 43

Faktor Keselamatan Pendorong Ke Arah Tindakan Berani Mangsa Wanita Keluar, Dari Masalah Keganasan Rumah Tangga: Satu Analisis Kualitatif 44

Challenges Faced by Spinal Cord Injury (SCI) Patients 45

The Voters' Choice and Hope in the 14th Malaysian General Election 46

The Need Of Financial Literacy Model Development For B40 Secondary School Students In Malaysia 47

## Track 3

A Case Study Of Quality Management Practice Adoption In Malaysian Manufacturing SME 48

The Prominence Impact Of Covid-19 On Tourism Industry. 49

Professional Certificate Program Catalyst To TVET Graduate Employability 50

Corporate Governance Attributes And Audit Quality Among Public Listed Companies In Malaysia 51

Factors Contributing To Loan Defaults In MARA Entrepreneurship Program 52

Does Covid-19 Influence The Business Landscape Towards Cryptocurrency Transaction? 53

A Study Of Employee Turnover Intentions On The Job Satisfaction Among Employees 54

The Relationship Between Compensation And Benefit, Work Environment And Organisational Support On Employee Loyalty In Legal Firms 55

The Moderating Effect Of Self-Efficacy On The Determinants Of Entrepreneurial Intention Among Malaysian Undergraduate Students 56

Factors Influence The Retirement Planning Among Private Sector Workers 57

The Role Of Knowledge Transfer In Determining The Debt Literacy Toward SME Ability To Repay Debt In Malaysia. 58

The Factors That Affect Employee Training Effectiveness 59

A Study On Generic Skills Training Influencing Employee Performance 60

The Impact Of The Covid-19 Pandemic On The Tourism Sector In Malaysia: An Input-Output Analysis 61

The Affects Of Corporate Governance On The Employees Job Satisfaction 62

Impact Of Corporate Sustainability On Employee Commitment 63

The Effect Of Learning Orientation On Employee's Transformational Leadership Behavior 64

Impact Of Multitasking On Employee's Perfomance At Workplace In Penang 65

Identifying Factors Of Tax Compliance Among Malaysian Teacher's At Public School In Lembah Klang 66

The Relationship Between Positive Management, Employee Productivity And Satisfaction At Work 67

Examining Factors Impacting The Performance Of Mara Entreprenuership Development Program: Prospec 68

Assessing Determinants Influencing Adoption And Continued Use Of Streaming Services 69

Hurdles Of Small Legal Firms In Sustaining Business: A Case Study On A Methods Implemented By Small Legal Firms In Promoting Business To Maximize Business Profits 70

Factors Influence The Performance Of Loan Application Process: The Case Of MARA Education Sponsorship Division 71

The Impact Of Cost Of Living In Kuala Lumpur On The Interest Of Local Students To Start A Small Business 72

Relationship Between Modern Technology And Entrepreneurs Successful 73

Factors Affecting Decisions To Open Deposit Accounts With Islamic Banks 74

Green Management Awareness: Practices Among Business Organisations In Klang Valley 75

The Effectiveness Of Board Diversity In Financial Distress Companies In Malaysia 76

Owner-Manager Skillset And Small Enterprises' Performance: Evidence From Malaysian Food And Beverage Sector 77

| | |
|---|---|
| Employees Competencies And Training Needs Analysis In Organisation | 78 |
| The Impact Of Digital Transformation On Organisational Performance | 79 |
| Factors Affecting Job Motivation Of Female Workers In Public Sectors During The Implementation Of Work From Home Policy In Malaysia | 80 |
| Impak Pandemik Covid-19 Terhadap Kesejahteraan Ekonomi Isi Rumah B40: Satu Kajian Rintis | 81 |
| Staff Reactions To Organisational Change: A Case Study Of Higher Learning Institutions In Klang Valley | 82 |
| The Effect Of Covid-19 On Information Technology (IT) Support's Performance On Operation Effectiveness | 83 |
| Financial Implication, Work Satisfaction And Quality Of Life Among Employee On Educational Sector During The Pandemic Covid 19 | 84 |
| Tourism Industry Recovery During The Endemic Phase Of Covid 19 Within Klang Valley | 85 |
| The Factors Influencing Succession Planning For Talent Pool In MARA Organisation | 86 |
| Effects Of Employees' Remote Work Acceptance And Motivation On Employees' Productivity | 87 |
| A Case Study Of The Factors Influencing Employee Work-Life Balance In The Private Services Sector | 88 |
| Relationship Between Components Of Well-Being And Employees Happiness In The Higher Learning Institutions | 89 |
| The Factors That Influence Turnover Intention Among Workers In The Hotel Industry | 90 |
| Challenges Of Value Capture Strategy In Social Media Systems: A Co-Creation Perspective | 91 |
| Branding's Influence On The Consumer Buying Behaviour: Cosmetic Industries In Malaysia | 92 |

A Research On The Impact Of Employee's Social Media Usage On Employee Engagement During MCO Through Psychological Well Being In Malaysia. 93

The Effect Of E-Learning On Student's Mental Health During Covid-19 Pandemic 94

Working From Home Policies During Covid-19: Factors Contributed Towards Poor Performance And Lower Productivity Among Employees In Malaysia 95

Prevalence And Risk Factor For Musculoskeletal Disorders Among Lecturers: A Case Study Of KUPTM Kuala Lumpur 96

Impact Of Covid-19 Towards Household Buying Behaviour 97

An Open-Plan Office Concept And Productivity At Work 98

Income From Online Game Streaming Via Facebook: Factors Affecting Numbers Of Income Can Be Generated From Online Gaming Streaming In Malaysia 99

## Track 4

A Research in Implementing Internship Placement Management System (IPMS) In Kolej Universiti Poly-Tech Mara 100

Packet Threshold Algorithm (PTA) Coupled with Machine Learning for DDoS Attack Detection 101

Proposition of an Alumni Portal Based On Creativity and Innovative Process at KUPTM 102

Smart Security Door Using Facial Recognition 103

Students' Emotions towards Online Learning During the COVID-19 Pandemic: A Statistical Analysis 104

The Implementation of Steganography Application by Using an Image 105

Vibration Analysis Of A Thin Plate Structure Via Modal Based Updating 106

Design And Implementation Of Smart Attendance Monitoring System Using BLE (SAMBLE) Technology 107

5th Generation Of Wireless Communication: 5g Requirements, Internet Of Things, Radio Over Fiber And Plan 108

Smart Environment Manners and Learning Styles: The Imam Al-Ghazali Approach & Good Practice Smart Learning Model 109

Diffusion Bonding Process & Parameters: A Review 110

# WELCOME TO ICAR 2021

**ICAR 2021**, also known as *The 1st International Conference of Cross-Disciplinary Academic Research* will be coordinated by the Faculty of Education, Humanities and Arts (FEHA) of KUPTM KL with the theme of 'Education- Thriving and Surviving through the Pandemic'. ICAR 2021 aims at providing fellow researchers and participants with an excellent platform to discuss and present many current issues and findings in various fields. It also aims to encourage further collaboration between KUPTM KL and other universities while providing exposure to academicians and industry key players to gain a better understanding and interest in various fields through discussions and presentations.

With collaboration and assistance from University Malaya (UM), University Sains Malaysia (USM), University Kuala Lumpur (UniKL) and University Utara Malaysia (UUM), ICAR 2021 also aims at cultivating a culture of writing in academic research among KUPTM educators by providing an encouraging and promising ground for them to communicate and interact with researchers around the world.

# MESSAGE FROM THE MINISTER

Alhamdullillah, praise to Allah s.w.t for His gracious blessings for all of us to gather here today.

First and foremost, I would like to express my most sincere congratulations and gratitude to the 1st International Conference of Cross-Disciplinary (ICAR) organizing committee of the Faculty of Education, Humanities and Arts, Kolej Universiti Poly-Tech MARA (KUPTM) for hosting this conference. I would also like to extend my most warmth hospitality to its collaborating partners, Universiti Malaya (UM), University Kuala Lumpur (UNIKL), Universiti Sains Malaysia (USM), and Universiti Utara Malaysia (UUM). I am even more delighted to be given the honour to deliver this speech for the 1st International Conference of Cross-Disciplinary (ICAR), Kolej Universiti Poly-Tech MARA (KUPTM) 2021.

This virtual conference, without a doubt, provides an important platform to facilitate the expansion of knowledge through the transfer of ideas and exposure to various potential research. We must acknowledge the rapid growth in the development and discoveries in education, especially during this critical time of the Covid-19 pandemic. These challenging times have resulted in the rapid advancement of online teaching and learning technologies. This is in line with this conference's theme, 'Education- Thriving and Surviving through the Pandemic'.

I would also like to take this opportunity to express my deepest gratitude and admiration to all teachers, educators and academicians alike, who have managed to navigate these unprecedented times with such perseverance, resilience, and strength.

It is heartening to know that researchers, academics, and teachers are joining this virtual conference to share their experiences, exchange information, present research findings and discuss ideas. They also suggest solutions to meet the emerging educational challenges ahead with the hope of further protecting and thriving our children's educational opportunities, especially those living in rural areas, during and following the pandemic through research conducted.

I wish all participants of ICAR2021 an enjoyable and fruitful experience. Furthermore, I wish tremendous and continuous success of the Conference in the future.

I hope the participants of ICAR2021 would benefit from this exchange of ideas and exposure. On that note, ladies and gentlemen, with the privilege bestowed upon me, I declare the 1st International Conference of Cross-Disciplinary Academic Research to officially open.

Thank you.

YB DATO' SRI HAJI ABDUL RAHMAN BIN MOHAMAD
DEPUTY MINISTER (I) OF RURAL DEVELOPMENT

# MESSAGE FROM VICE CHANCELLOR

Assalamualaikum Warahmatullahi Wabarakatuh.

Alhamdulillah, it gives me great pleasure to extend to you a very warm welcome to the 1st International Conference on Cross-Disciplinary Academic Research (ICAR2021) broadcasting live from Kuala Lumpur, Malaysia, on this blessed morning; allow me to say a few welcoming words.

Thank you for participating and supporting this virtual conference. Kolej Universiti Poly-Tech MARA (KUPTM) has always believed that conferences such as this make university more visible. And this is very important in a world where competition amongst universities is very stiff. I believe a conference like International Conference on Cross-Disciplinary Academic Research (ICAR2021) will serve the purpose of promoting KUPTM and its collaborating universities for this conference.

I would like to congratulate the Faculty of Education, Humanities and Arts (FEHA) of KUPTM, led by Dr Norasyikin Mahmud and her ICAR 2021 team, for organizing this event despite the obstacles faced from the COVID-19 pandemic. I am grateful to the co-organizers from University Malaya (UM), University Sains Malaysia (USM), University Kuala Lumpur (UniKL) and University Utara Malaysia (UUM) for their collaboration and assistance as well.

It is gratifying to note that the conference theme, 'Education- Thriving and Surviving in the Pandemic,' is current and relevant. The challenges posed by the pandemic for educators and researchers have highlighted the need for discussion in their respective fields in order to adapt and create positive changes for the sake of the nation's education system.

I am grateful to the participants who have participated to share their invaluable research findings and knowledge today. May ICAR2021 serve as a valuable platform for researchers, practitioners and academicians to present their research results and development activities. I certainly hope it will provide opportunities for delegates to exchange innovative ideas and share their pandemic-related experiences.

I sincerely hope that this conference will also bring together experts of both locally and internationally to also establish research contacts and global partners for future collaboration in your respective fields. I wish all participants an enjoyable and fruitful experience. I hope ICAR2021 will continue to be an annual event, and I am looking forward to seeing you all again next year.

Finally, I'd like to take this opportunity to express my heartfelt sympathies and condolences to all participants and committee members who have been affected by floods in various parts of Malaysia.

Thank you.

PROF. DR. DARULIHSAN BIN ABDUL HAMID
VICE-CHANCELLOR

# MESSAGE FROM CONFERENCE CHAIR

Assalamualikum w.b.t and Good day to all,

The first International Conference on Cross-Disciplinary Academic Research (ICAR 2021) is coming to an end. As this virtual conference comes to a close, I believe we have gained and shared a great deal of knowledge and expertise in various fields.

I would like to express my utmost gratitude to The Honourable, Dato' Sri Haji Abdul Rahman bin Mohamad, the Deputy Minister 1, Ministry of Rural Development, for the Opening Address this morning and Yang Berbahagia, En. Nordin bin Ahmad, The Chief Executive Officer of Kolej Poly-Tech MARA for invaluable support.

Next, I would like to express our heartfelt gratitude to the Keynote speaker, Assoc. Prof Dr. Wan Zuhainis Saad, Director at Academic Excellence Division, Department of Higher Education, Malaysia, collaborating partners (UM, USM, UniKL, and UUM), particularly Assoc. Prof. Dr Husaina Banu from UM, Prof. Dr Azlinda Azman from USM, Assoc. Prof. Dr Mohd Khairil Bin Rahmat of UniKL and Prof. Madya Dr Zarifah Abdullah of UUM for collaborating and helping to make this event a huge success.

I'd like to thank all presenters and attendees who participated in this conference. Certainly, we hope the discussions and presentations we had earlier will lead to advanced education, especially during these difficult times and more researchers will be produced. ICAR 2021 does not end here. Based on the 131 paper submissions we received for this conference, ICAR 2021 will identify potential researchers and host a knowledge sharing session for cross-disciplinary or inter-disciplinary and cross-institution research. It is hoped that potential collaborations will result in many more publications and assist us in contributing to the rapid advancement of teaching, online teaching and learning technologies, particularly at this critical times, during the pandemic.

Finally, I'd like to thank the ICAR 2021 committee members for their efforts and hard work to ensure this event's success.

A big Thank You to all.

DR NORASYIKIN MAHMUD
CONFERENCE CHAIR
DEAN, FACULTY OF EDUCATION, HUMANITIES AND ARTS

# ICAR 2021 ORGANISING COMMITTEE

## PATRON
Prof. Dr. Darulihsan bin Abdul Hamid
Vice Chancellor

## ADVISOR
Prof. Madya Ts. Dr. Zahrah binti Yahya
Deputy Vice Chancellor (Academic)

## FOUNDING CHAIR
Prof. Madya Dr. Mohd Noor Azman bin Othman (Hj)
Deputy Vice Chancellor (Research & Innovation)

## GENERAL CHAIR
Dr. Norasyikin binti Mahmud
Dean, Faculty of Education, Humanities and Arts

## CO-CHAIR
Prof. Dr. Azlinda binti Azman, USM
Prof Madya Dr. Husaina Banu, UM
Prof. Madya Ir. Dr. Mohd Khairil bin Rahmat, UniKL
Prof. Madya Dr. Zarifah Abdullah, UUM

## PROGRAM CHAIR
Mohammad Khairuddin bin Majidillah
Fazilah binti Jaafar
Dr. Madihatun binti Zainuddin
Zaleha binti Muda
Adila binti Abdullah
Mohd Asyraf bin Abdul Rahman
Mohd Zahrul bin Baharin
Muhammad Afiq bin Abdul Fatah
Nur Filzahruz binti Mohammad Sah
Tengku Mohd Razali bin Tengku Muda
Fauziah binti Ahmad
Rasman bin Jumarlang
Mohd Firdaus bin Mohamed Azmi
Miswan bin Samri
Md Fazil bin Shahibol Sahar

## SECRETARIAT
Maira Kamaluddin
Nurul Izzati binti Mohd Zaky
Nabira binti Mansor
Raja Rosemawati bini Raja Abdullah
Syakinah binti Saffarudin

# ICAR 2021 ORGANISING COMMITTEE

## TREASURER

Che Norhaslina binti Harun
Siti Aminah binti Hazmi
Junaidah binti Said
Noorzahirah binti Md.Noh
Rabiatul Adawiah binti Mustaffa

## PUBLICATION CHAIR

Dr. Muhamad Shamsul bin Ibrahim
Prof. Madya Dr. Farha binti Abdol Ghapar
Dr. Norhayati binti Sulaiman
Nur Nadiah Fatihah binti Johari
Aimi Syafiqah binti Ghazali
Awatif binti Obaid

## TECHNICAL (WEBSITE & PUBLICITY)

Siti Nazuha binti Jamaludin
Mohd Ruzaini bin Rajalddin

## HQ TECHNICAL (WEBSITE & PUBLICITY)

Ariff Affandi bin Azman
Norma Mohamad Nor
Mohd Hanis bin Rani

## TECHNICAL CHAIR

Dr. Nisrin Alyani binti Ishak
Prof. Madya Dr. Mas Anom binti Abdul Rashid (Hjh)
Dr. Sharifah Syahirah bt Syed Sheikh
Dr. Airuddin bin Ahmad
Dr. Adam Shukry bin Ali
Dr. Norhaninah binti Ghani
Dr. Muhamad Nizam bin Jali
Nur Shakila Izzati binti Rusli
Suhaila binti Abdul Aziz
Fatimah Bibi binti Wahab
Fatimah Zahra' Hanan binti Zaidi
Ezzan Amnie binti Azizan
Fadilla binti Rentah
Nur Ayuni Ahya binti Mohd Fisol
Farhana binti Wahab
Nur Anisah binti Tahir
Zuriani binti Ibhrim
Noor Maizatulshima binti Muhammad Sabri
Mohd Aminuddin bin Jusoh
Siti Nur Ain binti Ibrahim
Nur Dalila Diyana binti Jamaludin
Nurul Ashiqin binti Jaafar
Fatin Najlaa binti Malik
Noorazean binti Razali
Norhayati binti Wahib

Norashikin binti Che Pi
Nur Ilyani binti Hadzir
Zila binti Zainal Abidin

## WEBSITE & PUBLICITY

Dr. Nan Zakiah binti Megat Ibrahim
Dr. Siti Masitah binti Ashar
Azidatun-Noor binti Saidin
Aida Suhana binti Abdul Hamid
Muhammad Ariff bin Nordin
Mohamad Asyraf bin Mohd Shakri

## PROTOCOL & MEDIA

Noor Azhani Binti Yaacob
Dr. Norreha binti Othman
Mohd Hamsah bin Salleh Ajih
Soraya binti Sharifuddin

## MC

Mohammad Ariff bin Othman

## DOA RECITER

Muhd Bazli bin Hashim

e-ISBN 978-967-26577-0-5

# MESSAGE FROM THE MINISTER

| Track 1.1: Education, Teaching & Learning | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T1002 | 10.00am -10.15am | "Mandarin Instructors' Quality in IPMA" | Abdul Jazie bin Mohd Akbar, Lai Siew Yoon, Mohd Asyraf bin Abdul Rahman, Muhammad Asyraf bin Mohd Adzhar, Norfarahin bte Amat @ Adnin, Raja Rosemawati Raja Abdullah, Syafiqah binti Osman |
| 2 | T1004 | 10.15am -10.30am | "Belajar Sambil bermain Pada Peringkat Awal Kanak-Kanak di Tadika Kemas RC Sg Manila Sandakan, Sabah" | Naldo Janius, Masnika Kail, Mohamad Izzuan Mohd Ishar, Yusni Yusof |
| 3 | T1006 | 10.30am -10.45am | "Factors Affecting Second Language Acquisition Among Boarding School Students" | Nurul Zulaikha binti Alias Mohd Azahari bin Azal |
| 4 | T1007 | 10.45am -11.00am | "Factors Influencing Enrolment to Majlis Amanah Rakyat (MARA) Higher Education Institutions During Covid-19 Pandemic" | Amar Amir Omar, Nurisyal Muhamad |
| 5 | T1008 | 11.00am -11.15am | "Impact of Parental Acceptance on Their Young Children's Online Learning During Covid-19 in Malaysia" | Zubaidatulliah Abu Bakar Farha Ghapar |
| 6 | T1009 | 11.15am -11.30am | "The Relationship of Job Satisfaction and Work Performance among Industrial Training Student of Sports Management Program of KPTM Bangi during the Covid-19 Outbreak" | Haslina binti Kamis Nur Zuria Haryani binti Zakaria |
| 7 | T1011 | 11.30am -11.45am | "Language Anxiety among KUPTM's TESL Undergraduates in an Online Learning Environment" | Ezzan Amnie Azizan, Awatif Obaid, Onaliza Satimin, Fairuz Umira Azmi, Nur Anisah Tahir |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 8 | T1012 | 11.45am -12.00pm | "The Impact of Spouse Relationship on Employees Performance" | Zaid bin Mohd Zaini Makhtar Prof Madya Dr Farha Binti Abdol Ghapar |
| 9 | T1013 | 12.00pm -12.15pm | "The Effect of E-learning on Student's Mental Health during Covid-19 Pandemic" | Nur Azera Zulkefli Farha Ghapar |
| 10 | T1014 | 12.15pm -12.30pm | "The College Students' Perception Towards the Use of Blogs as an English Writing Tool" | Siti Fadhilah binti Shuid |

| **Track 1.1: Education, Teaching & Learning** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T1015 | 2.00pm -2.15pm | "The Impact of Institutional Culture of the Higher Education on Students' Performance in Malaysia" | Nourish Okwudili Mbonu |
| 2 | T1016 | 2.15pm -2.30pm | "Practicum Teacher English Readiness based on Common European Framework Reference (CEFR) in ESL Teaching" | Aimi Syafiqah Binti GhazalI,<br>Nur Nadiah Fatihah Binti Johari,<br>Dr. Norasyikin Binti Mahmud,<br>Maira Binti Kamaluddin,<br>Nurilyani Bte Hadzir |
| 3 | T1017 | 2.30pm -2.45pm | "Investigating the Relationship Between Classroom Arrangement and Children Behaviour" | Naldo Janius<br>Mohamad Izzuan Bin Mohd Ishar |
| 4 | T1018 | 2.45pm -3.00pm | "Social and Emotional Learning in Classroom for Preschoolers: Teachers' Perspective" | Suhaili binti Sunar<br>Mohd Nazri Abd Rahman (PHD) |
| 5 | T1019 | 3.00pm -3.15pm | "Impact of Achievement in Secondary School Towards Performance in Accounting Professional Exam in KUPTM" | Azwanis binti Azemi,<br>Anwary Syuhaily Rosly,<br>Aznizai Mohamad,<br>Siti Norashikin Ishak |
| 6 | T1020 | 3.15pm -3.30pm | "Developing a Wordlist for Primary Science Textbooks in Dual Language Programme" | Nur Ilyani Idris,<br>Nor Liza Hj Ali,<br>Fazilah Jaafar |
| 7 | T1021 | 3.30pm -3.45pm | "Lived Experiences on Home Learning Culture among Indigenous Semai Primary School Students in Perak" | Lee Hui Ting,<br>Mohd Nazri bin Abdul Rahman |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 8 | T1022 | 3.45pm -4.00pm | "The Impact of International Accreditation on the Quality of Public Universities in Malaysia: A Proposed Framework" | Sarah Artiqah Binti Mohamad Saad, Saifulrizan Norizan, Dr Idawati Ibrahim, Dr Saliza Aziz |
| 9 | T1023 | 4.00pm -4.15pm | "Beginning business education with a 'painted' canvas." | Kenneth Tuttle Wilhelm |
| 10 | T1024 | 4.15pm -4.30pm | "Effectiveness of Trinka in Enhancing Students' Writing Quality" | Maizatul Faranaz Md Asif, Norathirah Mohd Azmal, Nur Shakila Izzati Rusli, Shafina Hilni Halim, Syazalinah Wasli |

| **Track 1.2: Education, Teaching & Learning** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T1025 | 10.00am -10.15am | "Teachers' Preferences for Written Corrective Feedback in the Teaching of ESL Writing" | Norasyikin Mahmud (N Mahmud), Nur Nadiah Fatihah binti Johari (N Johari), Maliessa binti Masrol (M Masrol), Nur Khalidah Azlie (NK Azlie), Nur Damia binti Md Sabri (ND MSabri) |
| 2 | T1026 | 10.15am -10.30am | Online Teaching and Learning Classroom Practices, implementation, and its impact on Engineering Science and Fundamental Thermodynamics Courses | Nurshahnawal binti Yaacob |
| 3 | T1027 | 10.30am -10.45am | Self-regulated Learning Strategies for the Challenges of Learning during Pandemic | Teo Siew Hway |
| 4 | T1028 | 10.45am -11.00am | The Covid-19 Pandemic Has Changed the Way of Learning: The Use of Online Learning (OL) for the Teaching of English at Tertiary Level | Dr. Farah Idayu Mohd Salleh, Athirah Syukri, Dr. Latipah Nordin, Syazwa Nabila Mohd Raidzuan, |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| | | | | Rohaizan Ahmad |
| 5 | T1029 | 11.00am -11.15am | The Various Information and Communication Technology Tools Learnt for Teamwork Assessment during Movement Control Order | Norlida Binti Nasaruddin |
| 6 | T1030 | 11.15am -11.30am | The Relationship of School Climate with Student Non-cognitive Skills: A Systematic Literature Review | Siti Nadya Zynuddin, Assoc. Prof. Dr. Husaina Banu Kenayathulla, Dr. Bambang Sumintono |
| 7 | T1031 | 11.30am -11.45am | "The Effectiveness and Accountability of Online Learning Assessment During Covid-19's Movement Control Order: (A Case of Kuptm)" | Mohd Zahrul Bin Baharin, Soraya Binti Sharifuddin |
| 8 | T1032 | 11.45am -12.00pm | "(Implimentation of Online Teaching and Learning (PdP) Among Rural Secondary Schoolteachers: A Post-Covid-19 Study)" | Oziah Rudin, Azni Yati Kamaruddin |
| 9 | T1033 | 12.00pm -12.15pm | Investigating Teachers' Views on Learners' Issues in Learning the 'Preparation and Qualitative Analysis of Salts' Topic in Chemistry | Rose Amnah Abd Rauf, Muhamad Furkan mat salleh, Rohaida Mohamad Hisyam Ismail |
| 10 | T1034 | 12.15pm -12.30pm | "A Fuzzy Delphi-based Consolidated Consensus for Identifying Elements of Flipped Malay Language Writing Instruction Framework" | AP Ts. Dr. Siti Hajar Halili, Nurul Hijja Mazlan, Kristina Francis, Chin Hai Leng |
| 11 | T1035 | 12.30pm -12.45pm | "Free Play Activities Based on STEAM Education for Pre-Schoolers: Experts Opinion." | Komalah A/P Apu |

| **Track 2: Advances in Language & Social Sciences** | | | | |
|---|---|---|---|---|
| **No** | **Paper D** | **Time** | **Paper Title** | **Presenter** |
| 1 | T2001 | 10.00am -10.15am | Building Corporate Reputation Through CSR Communication: The Role of Trust | Wan Nor Hidayah Binti Wan Afandi, Nurul Zaitul Itri Alias, Nathasya Mohd Kamal |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 2 | T2002 | 10.15am -10.30am | The Effects of Communication Activities Between Spouses During COVID-19 Pandemic | Nathasya Binti Mohd Kamal, Wan Norhidayah Wan Afandi, Nurul Zaitul Itri Alias |
| 3 | T2003 | 10.30am -10.45am | The Perception Accuracy of English Monophthong by Malay Young Learners in Malaysia | Raja Rosemawati bt Raja Abdullah |
| 4 | T2005 | 10.45am -11.00am | The Relationship between Financial Literacy and Bankruptcy among Youth in Klang Valley | Farhana Sanari, Farha Ghapar, Nisrin Alyani Ishak |
| 5 | T2006 | 11.00am -11.15am | The Impacts of social media as an Emerging Media to the Social Skills among Students in KUPTM KL | Aida Suhana Abdul Hamid, Nan Zakiah Megat Ibrahim, Aida Zuliyana Ahmad Anuar, Shamsul Ibtrahim |
| 6 | T2008 | 11.15am -11.30am | Factors That Motivate Female Employees in Sustaining Careers in the Railway Industry | Fatin Nadiah Rozaidi, Farha Ghapar, Nina A.Ghani |
| 7 | T2009 | 11.30am -11.45am | Farmer Field School: Experience in Biodiversity Practices | Zakirah Othman, Federica Agnese |
| 8 | T2010 | 11.45am -12.00pm | Instrument Validation of Website Quality to Attract Donation | Muhamad Shamsul Ibrahim, Sarina Yusuf, Nan Zakiah Megat Ibrahim |

| **Track 2: Advances in Language & Social Sciences** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T2011 | 2.00pm -2.15pm | "Gejala Keberhutangan Dalam Kalangan Anggota dan Pegawai PDRM" | Yusmaniza Binti Yusoff |
| 2 | T2012 | 2.15pm -2.30pm | Going Online – The French Way | Asma' Mohd Fauzi, Nurhayati Yahya, Shobehah Abd Karim |
| 3 | T2013 | 2.30pm -2.45pm | Keperluan Komuniti Luar Bandar Dalam Menghadapi Bencana Banjir | Aiman Muqri Ahmad Shukri, Mahathir Yahaya, Azlinda Azman |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 4 | T2014 | 2.45pm -3.00pm | When the Family Provides Care: A Qualitative Study of the Impacts of Caring for a Patient with a TBI | Azlinda Azman, Paramjit Singh Jamir Singh, Nor Amalina Jali, & Haidi Ibrahim |
| 5 | T2015 | 3.00pm -3.15pm | Faktor Keselamatan Pendorong Ke Arah Tindakan Berani Mangsa Wanita Keluar Dari Masalah Keganasan Rumah Tangga: Satu Analisis Kualitatif | Masarah Mohamad Yusof, Mahathir Yahaya, Azlinda Azman |
| 6 | T2016 | 3.15pm -3.30pm | Challenges Faced by Spinal Cord Injury (SCI) Patients | Nur Atikah Izzati Abdul Razak, Syazwani Drani |
| 7 | T2017 | 3.30pm -3.45pm | The Voters' Choice and Hope in the 14th Malaysian General Election | Sharifah Syahirah, M. Bazli H. |
| 8 | T2018 | 3.45pm -4.00pm | The Need of Financial Literacy Model Development for B40 Secondary School Students in Malaysia. | Nor Huda Binti Ahmad Puad, Husaina Banu Kenayathulla, Muhammad Faizal A. Ghani |

#

| **Track 3.1: Business & Economics** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T3001 | 10.00am -10.15am | "The role of knowledge transfer in determining the debt literacy toward SME ability to repay debt in Malaysia." | Siti Zuraidah Binti Zainal |
| 2 | T3004 | 10.15am -10.30am | Does Covid-19 influence the business landscape towards cryptocurrency transaction? | Mohd Fahmy Bin Ishak |
| 3 | T3005 | 10.30am -10.45am | The Factors That Influence Turnover Intention Among Workers in the Hotel Industry | Muhamad Shafiq Bin Azmi |
| 4 | T3006 | 10.45am -11.00am | Working from home policies during Covid-19: Factors contributed towards poor performance and lower productivity among employees in Malaysia. | Nur Munirah |
| 5 | T3008 | 11.00am -11.15am | Factors Influence the Performance of Loan Application Process: The Case of Mara Education Sponsorship Division | Mohamad Faizal Bin Abdul Bashir |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 6 | T3010 | 11.15am -11.30am | Relationship Between Modern Technology and Entrepreneur's Success | Mariyah Binti Manaf |
| 7 | T3011 | 11.30am -11.45am | The Factors Influencing Succession Planning for Talent Pool in MARA Organisation | Mardiana Binti Marani |
| 8 | T3012 | 11.45am -12.00pm | Assessing Determinants Influencing Adoption and Continued Use of Streaming Services | Fairuz Naziha Mohamad |
| 9 | T3013 | 12.00pm -12.15pm | Investigating the Relationship between Compensation and Benefit, Work Environment and Organisational Support on Employee Loyalty in Legal Firms | Fatin Nabilah Binti Ahmad Azam |
| 10 | T3015 | 12.15pm -12.30pm | Factors Affecting Job Motivation of Female Workers in Public Sectors during the Implementation of Work from Home Policy in Malaysia | Nor Amira |
| 11 | T3016 | 12.30pm -12.45pm | Factors Affecting Decisions to open Deposit Accounts with Islamic Banks | Azrie Bin Tamjis |

#

| **Track 3.1: Business & Economics** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T3017 | 2.00pm -2.15pm | Corporate Governance Attributes and Audit Quality Among Public Listed Companies in Malaysia | Intan Hanira Mohamad |
| 2 | T3018 | 2.15pm -2.30pm | Professional Certificate Program Catalyst to TVET Graduate Employability | Wan Maziah Bt Wan Ibrahim |
| 3 | T3019 | 2.30pm -2.45pm | Hurdles Of Small Legal Firms in Sustaining Business: A Case Study on A Methods Implemented by Small Legal Firms in Promoting Business to Maximize Business Profits | Muhammad Afiq Audy |
| 4 | T3020 | 2.45pm -3.00pm | Examining Factors Impacting the Performance of Mara Entrepreneurship Development Program: Prospect | Noor Huda Binti Mohamed |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 5 | T3021 | 3.00pm -3.15pm | "Branding's Influence on The Consumer Buying Behaviour: Cosmetic Industries in Malaysia" | Syaidah Binti Che Danial |
| 6 | T3022 | 3.15pm -3.30pm | The Effect of Covid-19 On Information Technology (It) Support's Performance on Operation Effectiveness | Mohd Zahril Bin Mansor |
| 7 | T3023 | 3.30pm -3.45pm | An Open-Plan Office Concept and Productivity at Work | Siti Nadiya Abdul Hamid |
| 8 | T3024 | 3.45pm -4.00pm | The Relationship Between Positive Management, Employee Productivity and Satisfaction at Work | Muhamad Ajwad Bin Ibrahim |
| 9 | T3025 | 4.00pm -4.15pm | Factors Contributing to Loan Defaults in MARA Entrepreneurship Program | Iskandar Zainudin |
| 10 | T3026 | 4.15pm -4.30pm | The impact of cost of living in Kuala Lumpur on the interest of local university students to start a small business. | Ashraf Mazlan |
| 11 | T3027 | 4.30pm -4.45pm | A study of employee turnover intentions on the job satisfaction among employees | Engku Muhamad Ehsan Tarmizi |

| **Track 3.2: Business & Economics** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T3028 | 10.00am -10.15am | A Research on The Impact of Employee's Social Media Usage on Employee Engagement During MCO Through Psychological Well Being in Malaysia | Nur Aisyah Binti Norani |
| 2 | T3029 | 10.15am -10.30am | The Factors That Affect Employee Training Effectiveness | Noor Syamila Afwa Binti Roslan (Afwa Roslan N.S) |
| 3 | T3030 | 10.30am -10.45am | Effects of Employees Remote Work Acceptance and Motivation on Employees Productivity | Julaikha Binti Jumain |
| 4 | T3031 | 10.45am -11.00am | The Effect of E-learning on Students Mental Health during Covid-19 Pandemic. | Nur Azera Zulkefli |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 5 | T3032 | 11.00am -11.15am | Financial Implication, Work Satisfaction and Quality of Life among Employee on Educational Sector During the Pandemic Covid 19 | Zainulrizwan Mat Zaibi |
| 6 | T3033 | 11.15am -11.30am | Tourism Industry Recovery During the Endemic Phase of Covid 19 Within Klang Valley | Mohamad Razif Bin Hasan |
| 7 | T3034 | 11.30am -11.45am | Determinants of Retirement Planning in Malaysia | Zulhida Abd Maurad |
| 8 | T3036 | 11.45am -12.00pm | Employees Competencies and Training Needs Analysis in Organisation | Azmiah Abdul Razak |
| 9 | T3037 | 12.00pm -12.15pm | The Impact of Digital Transformation on Organisational Performance | Tengku Nadiatul Hanim Binti Tengku Mohamad Nasser |
| 10 | T3038 | 12.15pm -12.30pm | A Case Study of The Factors Influencing Employee Work-Life Balance in The Private Services Sector | Nur Hawiah Binti Hashim |

| **Track 3.2: Business & Economics** | | | | |
|---|---|---|---|---|
| **No** | **Paper D** | **Time** | **Paper Title** | **Presenter** |
| 1 | T3039 | 2.00pm -2.15pm | Staff Reactions to Organisational Change: A Case Study of Higher Learning Institutions in Klang Valley | Hani Radiah Binti Hassan Shaari |
| 2 | T3040 | 2.15pm -2.30pm | The Prominence Impact of Covid-19 On Tourism Industry. | Akmal Mariyatul Qibtiyah Bt Abd Halil |
| 3 | T3041 | 2.30pm -2.45pm | Impact Of Multitasking on Employee Performance at Workplace in Penang | Mohammad Ridhwan Bin Talib |
| 4 | T3042 | 2.45pm -3.00pm | The Effectiveness of Board Diversity in Financial Distress Companies in Malaysia | Nurain Johan |
| 5 | T3045 | 3.00pm -3.15pm | Does corporate governance affect the employees job satisfaction in manufacturing companies in Malaysia? | Eiman Awateef binti Adnan |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 6 | T3047 | 3.15pm -3.30pm | Prevalence And Risk Factor for Musculoskeletal Disorders Among Lecturers: A Case Study of KUPTM Kuala Lumpur. | Iswana Binti Ismayatim |
| 7 | T3048 | 3.30pm -3.45pm | Impact Of Corporate Sustainability on Employee Commitment | Nur Diyana Binti Mat Zaini |
| 8 | T3049 | 3.45pm -4.00pm | The Moderating Effect of Self-Efficacy on The Determinants of Entrepreneurial Intention Among Malaysian Undergraduate Students | Jumain Ambroshang |
| 9 | T3050 | 4.00pm -4.15pm | The Effect of Learning Orientation on Employees Transformational Leadership Behavior | Shahri Abu Seman |
| 10 | T3051 | 4.15pm -4.30pm | Impak Pandemik Covid-19 Terhadap Kesejahteraan Ekonomi Isi Rumah B40: Satu Kajian Rintis | Zaleha Binti Muda Zuriani Ibhrim, Izzah Nur Aida Zur Raffar, Suhaila Abdul Aziz, Madihatun ainuddin |

| **Track 3.3: Business & Economics** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T3054 | 10.00am -10.15am | Green Management Awareness: Practices among Business Organizations in Klang Valley | Assoc Prof Dr. Mas Anom Binti Abdul Rashid |
| 2 | T3055 | 10.15am -10.30am | A Study on Generic Skills Training Influencing Employee Performance | Noor Syamila Afwa binti Roslan (Afwa Roslan N. S.) |
| 3 | T3056 | 10.30am -10.45am | A Case Study of Quality Management Practice Adoption in Malaysian Manufacturing SME | Adam Shukry bin Ali |
| 4 | T3057 | 10.45am -11.00am | Impact of covid-19 towards household buying behavior | Ruqaiyah Bahari, Norhaninah A.Gani |
| 5 | T3059 | 11.00am -11.15am | Identifying Factors of Tax Compliance Among Malaysian Teachers at Public School in Lembah Klang | Mohd Yusnaidi Mohd Yusof, Nisrin Alyani Ishak |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 6 | T3060 | 11.15am -11.30am | Challenges of Value Capture Strategy in Social Media Systems: A Co-creation perspective | Nisrin Alyani Ishak Nurisyal Muhamad, Norhaninah A. Gani |
| 7 | T3061 | 11.30am -11.45am | The Impact of the COVID-19 Pandemic on The Tourism Sector in Malaysia: An Input-Output Analysis | Abdul Rais Abdul Latiff, Saidatulakmal Mohd, Mohamad Shaharudin Samsurijan, Paramjit Singh Jamir Singh |
| 8 | T3062 | 11.45am -12.00pm | Income From Online Game Streaming Via Facebook: Factors Affecting Numbers of Income Can Be Generated from Online Gaming Streaming in Malaysia | Mohd Mizan Selamat, Farha Ghapar |
| 9 | T3063 | 12.00pm -12.15pm | Relationship Between Components of Well-Being and Employees Happiness in The Higher Learning Institutions | Dr Sharifah Syahirah Anitawati Mohd Lokman, Suhaila Abd Aziz, Nurhidayah Abdul Rahman |
| 10 | T3064 | 12.15pm -12.30pm | Owner-Manager Skillset and Small Enterprises' Performance | Dr. Seri Ayu Masuri Md Daud Indarawati Tarmuji, Yusarina Mat Isa, Azizah Abdullah, Norhayati Sulaiman Wan Rosnah Awg Isa |

| **Track 4: Advances in Computing, Electronics, Engineering & Mathematics** | | | | |
|---|---|---|---|---|
| **No** | **Paper ID** | **Time** | **Paper Title** | **Presenter** |
| 1 | T4001 | 10.00am -10.15am | A Research in Implementing Internship Placement Management System (IPMS) In Kolej Universiti Poly-Tech Mara | Nor Zakiah Lamin, Nor Hafiza Abd Samad, Wan Nor Asnida Wan Jusoh, Anis Juanita Mohd Zainudin |

e-ISBN 978-967-26577-0-5

| | | | | |
|---|---|---|---|---|
| 2 | T4002 | 10.15am -10.30am | "Packet Threshold Algorithm (PTA) Coupled with Machine Learning for DDoS Attack Detection" | Mohd Azahari Mohd Yusof, Nor Hafiza Abd Samad, Nor Shamshillah Kamarzaman, Nurshafinas Roslan, Rukhiyah Adnan |
| 3 | T4003 | 10.30am -10.45am | Proposition of an Alumni Portal Based on Creativity and Innovative Process at KUPTM | Nor Hafiza Haron, Nor Hafiza Abd Samad, Anis Juanita Mohd Zainudin |
| 4 | T4004 | 10.45am -11.00am | Smart Security Door Using Facial Recognition | Muhamad Zul Afiq Zulkifli, Ahmad Airuddin, Norreha Othman, Hafiza Samad |
| 5 | T4005 | 11.00am -11.15am | Students' Emotions towards Online Learning During the COVID 19 Pandemic: A Statistical Analysis | Noor Farah Wahida Abdul Rashid, Basharoh Abdul Karim, Aida Shazrin Othman |
| 6 | T4006 | 11.15am -11.30am | The Implementation of Steganography Application by Using an Image | Nurul Arissa Mohamad Sabariman, Ahmad Airuddin, Norreha Othman, Hafiza Samad |
| 7 | T4007 | 11.30am -11.45am | "Vibration Analysis of Thin Plate Structure Via Finite Element Modelling and Modal Based Updating Method" | M. A. S. Aziz Shah1, a) M. A. Yunus1, b) M. N. Abdul Rani1, c) Z. Yahya2, d) |
| 8 | T4008 | 11.45am -12.00pm | Hierarch System (Hazard and Risk Management System) | Noor Wahidah Mustafa |
| 9 | T4009 | 12.00pm -12.15pm | "Design And Implementation of Smart Class Attendance and Notification for Faculty's Support System Using Ble Technology" | Robaya Jantan, Wahidah Mustafa, Juanita Zainudin & Ghazali Khairuzzaman |
| 10 | T4010 | 12.15pm -12.30pm | 5th Generation of Wireless Communication: 5g Requirement, Internet of Things, Radio Over Fiber and Plan | Mohd Rosidi Omar, Khaironnisa Razak, Roslinda Murad |
| 11 | T4012 | 12.30pm -12.45pm | "Smart Environment Manners and Learning Styles: M-learning Application Proposal Applying Imam Al-Ghazali Approach." | Roslinda Murad, Rizal Yusof, Rosidi Omar, Suhaizan Sulong, Hafiza Haron |
| 12 | T4014 | 12.45pm -1.00pm | The Development of Quality of Life Instrument. | Nur Hazwani Mohd Zanuddin, Muhamad Firdaus Ahmad, Afnan Aizzat Adnan and Fazlinawati Zakaria |

e-ISBN 978-967-26577-0-5

# ABSTRACT

e-ISBN 978-967-26577-0-5

# ASSESSING MANDARIN LECTURERS' QUALITY ON ROLE-PERFORMANCE IN MARA EDUCATION INSTITUTIONS (IPMA)

**Mohd Asyraf Abdul Rahman[1]*
*asyralph@kuptm.edu.my*
*Abdul Jazie Mohd Akbar[2]*
*abduljazie@kuptm.edu.my*
*Raja Rosemawati Raja Abdullah[3]*
*rosemawati@kuptm.edu.my*
*Norfarahin Amat @ Adnin [4]*
*norfarahin@kuptm.edu.my*
*Lai Siew Yoon[5]*
*sylai@unikl.edu.my*
*Muhammad Asyraf Mohd Adzhar[6]*
*asyrafadzhar93@gmail.com*
*Syafiqah Osman[7]*
*syafiqahosman3590@gmail.com*

**Corresponding author*

*Faculty of Education, Humanities and Arts, Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,3,4]*
*Faculty of Business, Accountancy and Social Sciences, Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[2]*
*Student Development Section, Malaysian Institute Of Information Technology, Universiti Kuala Lumpur, Kuala Lumpur Malaysia[5]*
*SK Ampang, Kuala Lumpur, Malaysia[6]*
*Kolej Professional MARA Beranang, Selangor, Malaysia[7]*

## ABSTRACT

The initiatives to improve the students' competency level is closely related to the quality of the lecturers. Lecturers play a very crucial role because they are responsible for teaching students of higher education institutions. A high-quality lecturer is believed to greatly influence their students' ability and competency. This study is to identify the level of lecturers' quality based on role-performance in teaching Mandarin in MARA Education Institutions (IPMA), specifically in Kolej Profesional MARA (KPM), Kolej Universiti Poly-Tech MARA (KUPTM) and Universiti Kuala Lumpur (UNIKL). There are five quality aspects of roles measured in this study: 1) lecturer as organiser, 2) lecturer as controller, 3) lecturer as a guide, 4) lecturer as a prompter and 5) lecturer as an evaluator. A total of 150 students from these institutions were selected, who have taken Mandarin as their elective language course. A Likert scale questionnaire is used to gather the data and SPSS software is used to statistically analyse the data. Based on the mean value interpretation, the findings revealed that the lecturers' quality on role-performance falls under a Very High level (M=4.63, SD=0.49) which simultaneously indicated that these Mandarin lecturers had the desired professional qualities and were committed to high quality teaching practice. These findings provide a better insight into the teaching of Mandarin in tertiary level education in Malaysia and in return can help to tailor professional learning activities to the professional development needs of lecturers.

Keywords: Lecturer quality, Mandarin language, IPMA

e-ISBN 978-967-26577-0-5

# BELAJAR SAMBIL BERMAIN PADA PERINGKAT PENDIDIKAN AWAL KANAK-KANAK DI TADIKA KEMAS RC SG MANILA SANDAKAN, SABAH

**Naldo Janius[1]*
*naldon39@rocketmail.com*
*Masnika Kail[2]*
*Mohamad Izzuan Mohd Ishar[3]*
*m.izzuan@utm.my*
*Yusni Yusof[4]*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1]*
*Universiti Terbuka Malaysia, Sabah, Malaysia[2]*
*Universiti Teknologi Malaysia, Johor, Malaysia[3]*
*Universiti Tun Abdul Razak, Kuala Lumpur, Malaysia[4]*

## ABSTRACT

Children use their ability to think to solve a problem using their creativity while playing with toys and playmates. They always have the desire to try new and different things according to their imagination. The researcher chose the Colour Board Game and Basic Shapes as a method of teaching and learning colours in the preschool. Play is a teaching technique in which teaching and learning about colour is delivered by the teacher through certain steps to achieve maximum immediate results when teaching a teaching material. Play is a creative activity that nurtures children's imagination and fantasy. This action research was conducted to identify the effectiveness of the use of Colour Board Games and Basic Shapes in helping students recognise colours in Kindergarten Kemas Rc Sg Manila Sandakan, in the method of playing while learning while in the classroom. Study participants consisted of 10 students. The research instruments used were pre -test, post -test, checklist form, anecdotal record, and interview. The collected data will be processed using Microsoft Excel software to obtain the frequency, percentage, and mean. The results showed a mean of 32.0% for the pre -test and increased to 94.0% for the post -test. The use of the Colour Board Game and Basic Shapes method can help children recognise colours and increase student involvement in creativity skills activities that involve learning in visual arts. If this method is applied correctly and well, students can more easily master the skills of recognising colours and students' involvement in creativity activities, especially learning in visual arts can be nurtured better.

Keywords: Playing, Games, Creativity, Early Childhood

e-ISBN 978-967-26577-0-5

# FACTORS AFFECTING SECOND LANGUAGE ACQUISITION AMONG BOARDING SCHOOL STUDENTS.

**Nurul Zulaikha binti Alias[1]*
*nzulaikhaaliass@gmail.com*
*Mohd Azahari bin Azal[2]*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Past study has shown that second language acquisition is equally important as second language learning. Second language acquisition is the subconscious process of absorbing the second language knowledge and it happens automatically when the students are exposed to the use of the language around them. This study aims to identify what are the factors affecting second language acquisition among boarding school students and how they acquire the language. The participants were students in one of the boarding schools in Peninsular Malaysia. The data were collected through semi structured interviews. The findings demonstrate three categories of factors affecting second language acquisition process namely psychological factors, social situation, and other psychological variables. Of the three categories, psychological factors are the most dominant factors in which intellectual processing and motor skills are the two major contributing factor affecting second language acquisition among boarding school students. This study implicates the importance of second language acquisition in driving proficiency and enhanced learning process among boarding school students.

Keywords: second language acquisition, boarding school students, psychological factors, intellectual processing, motor skills

e-ISBN 978-967-26577-0-5

# FACTORS INFLUENCING ENROLMENT TO MAJLIS AMANAH RAKYAT (MARA) HIGHER EDUCATION INSTITUTIONS DURING COVID-19 PANDEMIC

**Amar Amir Omar[1]*
*kl2107008916@student.kuptm.edu.my*
*Nurisyal Muhamad[2]*
*nurisyal@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

MARA is a Malaysian government agency responsible for economic and social development in rural areas through education, training, and financial aid. Since the nationwide Movement Control Order (MCO) imposed by the Government of Malaysia, the enrolment to MARA-owned higher education institutions (MHEI) in Malaysia has declined. It is integral for MHEI to understand priorities and concerns of students when choosing their tertiary education institution to redirect their focus in line with the priorities of their potential customers. Through an extensive literature review, this study will propose a conceptual framework that explain factors influencing students' choice of college when pursuing their tertiary education at MHEI. Findings showed that all undergraduates put the highest emphasis on the ability to obtain financial aid. However, the studies showed equivocal results for other factors according to student demographics. Therefore, it is integral for MHEI to address the concerns of different student demographics in order to properly position themselves in the market.

Keywords: University choice, Private Higher Education, Student Enrollment, Marketing

e-ISBN 978-967-26577-0-5

# IMPACT OF PARENTAL ACCEPTANCE ON THEIR YOUNG CHILDREN'S ONLINE LEARNING DURING COVID-19 IN MALAYSIA

**Zubaidatulliah Abu Bakar [1]*
*cikzueeliya@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Covid-19 has made a complete 180-degree turn in the lives of people all around the world. Malaysia has been working hard to lower the number of everyday cases in the country since it began. One of the measures that we must follow is being confined indoors. Face-to-face learning at all levels of school in Malaysia has been temporarily halted. During the pandemic, students at primary and secondary schools will perform online learning from home. Do parents accept this movement in learning methods with open arms? Do they feel weighed down by their children's schoolwork? The purpose of this study is to analyse the impact of parental acceptance on their young children's online learning. This online questionnaire study will be undertaken in Malaysia with parents who have young children ages seven to twelve years old. This is critical for both parents and their children to manage anxiety, stress, and time management at home. This study will be analysed using multiple regression analysis.

Keywords: COVID-19, online learning, young children education, parental acceptance

e-ISBN 978-967-26577-0-5

# THE RELATIONSHIP OF JOB SATISFACTION AND WORK PERFORMANCE AMONG INDUSTRIAL TRAINING STUDENT OF SPORTS MANAGEMENT PROGRAM OF KOLEJ POLY-TECH MARA BANGI DURING THE COVID-19 OUTBREAK

**Haslina binti Kamis[1]*
*haslina_kamis@gapps.kptm.edu.my*
*Nur Zuria Haryani binti Zakaria[2]*
*nurzuria@gapps.kptm.edu.my*

**Corresponding Author*

*Jabatan Sukan dan Rekreasi, Kolej Poly-Tech MARA Bangi, Malaysia[1]*
*Jabatan Matematik & Sains Komputer, Kolej Poly-Tech MARA Bangi, Malaysia[2]*

## ABSTRACT

This study aims to identify the relationship between job satisfaction and work performance, and analyse the influence of work satisfaction on work performance among industrial training students at Kolej Poly-Tech MARA Bangi during the COVID-19 outbreak. This study involves quantitative design where data collection is carried out by distributing Job Descriptive Index (JDI) questionnaires to 105 students involved in July 2020, November 2020 and April 2021 training session. Descriptive analysis methods are used to identify the demographic factors. Inference analysis using Pearson Correlation are used to study the relationship between job satisfaction and work performance. The Linear Regression analysis are deployed to study the influence of the job satisfaction sub factors, namely; work, rewards, supervisors and colleagues, on work performance during pandemic. The results reveal there is a positive relationship between job satisfaction and work performance. In addition, only three job satisfaction sub factors, namely the work itself, supervisors and colleagues, are found to influence the students' work performance. Meanwhile, the job satisfaction sub factor; rewards, does not affect the work performance of the students during the COVID-19 pandemic. The findings may contribute several recommendations to colleges and other researchers in future studies on job satisfaction and employee performance.

Keywords: Job Satisfaction, Work Performance, Industrial Training Students, Sports Management, COVID-19 pandemic

e-ISBN 978-967-26577-0-5

# LANGUAGE ANXIETY AMONG KUPTM'S TESL UNDERGRADUATES IN AN ONLINE LEARNING ENVIRONMENT

**Awatif Obaid[1]*
*awatif@kuptm.edu.my*
*Ezzan Amnie Azizan[2]*
*ezzan@kuptm.edu.my*
*Fairuz Umira Azmi[3]*
*fairuz.umira@kuptm.edu.my*
*Nur Anisah Tahir[4]*
*anisah_t@kuptm.edu.my*
*Onaliza Satimin[5]*
*onaliza@kuptm.edu.my*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA*
*Kuala Lumpur, Malaysia[1,2,3,4,5]*

## ABSTRACT

2020 started off with the hit of Covid-19 which has halted various sectors including the educational sector. The mode of learning has abruptly changed to online learning as the virus limits any physical contact and almost everyone was affected. Language anxiety is not a newly coined term and has been around for a long time. However, research that studies second language anxiety in online mode classes is still very limited. Therefore, this research intended to investigate the contributing factors towards KUPTM's TESL Undergraduates language anxiety and discover the coping strategies in dealing with such anxiety in an online learning environment. A mixed method study involving a survey and four (4) interviews was done. All 105 participants of this research were the students who were involved in online language learning. The data from the survey was analysed using IBM SPSS Statistic 25, while the interviews would support the quantitative findings through thematic analysis. The findings showed that the biggest factor that leads to language anxiety is the fear of negative evaluation, followed by the factor of distractions and the lack of a productive environment, and the third factor discovered from the data is communication apprehension. The coping strategies were divided into three domains; cognitive, affective and behavioural. It was found that the most used coping strategies by the participants of this research was behavioural. The results highlight a number of implications and recommendations for future researchers.

Keywords: second language anxiety, online learning environment

e-ISBN 978-967-26577-0-5

# THE IMPACT OF SPOUSE RELATIONSHIP ON EMPLOYEES PERFORMANCE

**Zaid Mohd Zaini Makhtar[1]*
*kl2011008183@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

As the Covid-19 outbreak has changed our daily lives, employees also need to change their way to work from home. As physical contact is not allowed and is limited, most organisations are introducing work from home policy to their employees. This study will discuss spouse relation factors that influence employee performance when forced by the organisation to work from home. The main objective of this study is to examine the adult attachments among married couples towards employee's performance. This study will be conducted on the employee already married, either for the government or private sector in Malaysia, by giving them a questionnaire to fill in. Based on the analysis from the survey that will conduct later, this study will prove that the spouse forgiveness and anxiety, forgiveness and avoidance have a relationship with employee performance.

Keywords: Work from home, spouse, employee performance

e-ISBN 978-967-26577-0-5

# THE EFFECT OF E-LEARNING ON STUDENT'S MENTAL HEALTH DURING COVID-19 PANDEMIC

*Nur Azera Zulkefli[1]
nurazeraa@gmail.com
Farha Ghapar[2]
farha@kuptm.edu.my

*Corresponding author

Faculty of Business, Accountancy & Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]

## ABSTRACT

In early of 2020, Covid-19 outbreak has pushed over a million of university students around the world into the E-learning process. Without realizing any of the effect towards student, this online learning process give a lot of pressure to student mental health that rapidly become the most critical issues nowadays. Generally, the toughest part of these E-learning process for a student to adapt into a new environment they unfamiliar with definitely bring up the anxiety, depression, stress if compare with face to face classes. To better understand the current situation, this study examines the work overload, depression, and the difficulty on concentration as predictor of the effect of E-learning on student's mental health that causes by the pandemic Covid-19. The sample will be students studied in KUPTM. This study will be conducted on final semester student's at KUPTM Kuala Lumpur by distributed an online survey and questionnaire for them to fill in. The expected findings of this study indicated that all predictors have a positive and significant relationship with student's mental health.

Keywords: Covid-19, Student mental health, work overload, depression, difficulty on concentration

e-ISBN 978-967-26577-0-5

# THE COLLEGE STUDENTS' PERCEPTION TOWARDS THE USE OF BLOGS AS AN ENGLISH WRITING TOOL

*Siti Fadhilah bt Shuid*
*fadhilah_s@gapps.kptm.edu.my*

*Kolej Poly-Tech Mara Alor Setar*

*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia*

## ABSTRACT

In today's world, technology has becomes teaching tool in learning foreign language especially English. Many studies have highlighted positive impact of the use of blog in English writing class. Therefore this study investigated the use of blog as teaching tools in learning writing in English among KPTM students. The objectives of this study are, (1) to determine the students' perception on the use of blog to teach English writing class, and (2) to determine the advantages of using blogs in English writing instruction. A total of 40 students at Kolej Poly-Tech Mara, Alor Setar participated in this study. Data are collected from the students through questionnaires at the end of the semester 2015/2016. Results suggested that most of the college students have positive perceptions in using blog to improve their writing skills and this blog can be an effective tool in learning English writing in the classroom.

Keywords: Blogs, College students, writing language learning, student’s perception

e-ISBN 978-967-26577-0-5

# THE IMPACT OF INSTITUTIONAL CULTURE OF THE HIGHER EDUCATION ON STUDENTS' PERFORMANCE IN MALAYSIA

**Nourish Okwudili Mbonu[1]*
*nourishborn.nm@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

This study surveys the effect of institutional culture on the students' performance in higher education. Most of the higher institutions in Malaysia maintain their institutional culture to achieve the organisational business mission and values. This organisational culture in the higher institution tends to determine the employees' operation, which affects the student academic performance. The qualitative study was conducted among the local and international students with descriptive research on how the institutional culture deprives students of their expression rights, lack of vital communication, low self-esteem, and shared values. This research analysis indicates both positive and negative relationships between student performance and institutional culture. In addition to the studies, we found out from the 50 respondents that most of the issues related to student performance are based on the context culture of the student, which is the crucial factor that deprives them some certain benefits

Keywords: Institutional Culture, Student Performance, Context Culture, Higher Education, Culture.

e-ISBN 978-967-26577-0-5

# PRACTICUM TEACHER ENGLISH READINESS BASED ON COMMON EUROPEAN FRAMEWORK REFERENCE (CEFR) IN ESL TEACHING

** Aimi Syafiqah Ghazali (Aimi Syafiqah, G.)[1]*
*aimisyafiqah@kuptm.edu.my*
*Nur Nadiah Fatihah Binti Johari (N Johari)[2]*
*nurnadiah_j@kuptm.edu.my*
*Norasyikin Binti Mahmud (N Mahmud)[3]*
*norasyikin@kuptm.edu.my*
*Maira Binti Kamaluddin[4]*
*maira@gapps.kptm.edu.my*
*Nur Ilyani Bte Hadzir[5]*
*nurilyani@kuptm.edu.my*

**Corresponding author*

*Faculty of Education, Humanities and Arts*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3,4,5]*

## ABSTRACT

Several English Language policy reforms have been introduced to Malaysia's education system since before gaining its independence. The main reason for the changes would be the need to master the English Language skill, as they greatly influence how the policies are being implemented. There is a growth of the need to improve in mastering the language, coming from the public and private education sector. Hence, it is necessary to prepare the English teachers to be aligned with the The Malaysia Education Blueprint (MEB) 2013 – 2025, which introduced the Common European Framework of Reference (CEFR) for languages as a guidance in teaching and learning the English language in schools. It was also reported that during the first Cambridge Placement Test which was aligned with the CEFR in 2012, 70% of the English teachers failed to reach C1 or C2 level (high mastery). There were a total of 61,000 who sat for the test. Henceforth, this study is conducted to investigate the level of proficiency of the practicum teacher candidates according to the Common European Framework of Reference for Languages (CEFR).To investigate the level of proficiency of the teacher practicum candidates

Keywords: CEFR, practicum teacher, English readiness, ESL teaching

e-ISBN 978-967-26577-0-5

# INVESTIGATING THE RELATIONSHIP BETWEEN CLASSROOM ARRANGEMENT AND CHILDREN BEHAVIOR

**Naldo Janius[1]*
*naldo@kuptm.edu.my*
*Mohamad Izzuan Bin Mohd Ishar[2]*
*m.izzuan@utm.my*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1]*
*Universiti Teknologi Malaysia, Johor, Malaysia[2]*

## ABSTRACT

Classroom arrangement is a product of an act in a manner where things such as materials and furniture were arranged in a way. It is believed that a good classroom arrangement that is appropriate with children's age, needs, and interests can provide good behaviour, turn the negative attitude into a positive attitude, and could be further strengthened. Hence, these studies are to investigate the relationship between classroom arrangement and children's behaviour. Studies will be conducted in four different seating or class arrangement will be implemented gradually in both small and large space classes such as the order in line, circle or half circle, clusters, and a horseshoe shape. Observations and checklists were used on three consecutive days to ensure the effectiveness and understanding behaviour of children. Besides helping improve and shape the behaviour of children as well. Results show that by providing children a systematic classroom arrangement, impressive design, early and well-planned classroom, and a series of appropriate observations, classroom arrangement can indeed provide and promote a positive behaviour and learning process to children.

Keywords: Classroom, Children, Behaviour, and Learning Process

e-ISBN 978-967-26577-0-5

# SOCIAL AND EMOTIONAL LEARNING IN CLASSROOM FOR PRESCHOOLERS: TEACHERS' PERSPECTIVE

**Suhaili Binti Sunar[1]*
*Pmd180007@siswa.um.edu.my*
*Mohd Nazri Bin Abd Rahman[2]*

**Corresponding author*

*Faculty of Education, Universiti Malaya, Malaysia[1,2]*

## ABSTRACT

Effective implementation of social and emotional learning in classroom for preschoolers were getting more attention, thus, there were various implementation methods and recommendations. This study explored the effective social and emotional learning implementation from teachers' perspective. Single case qualitative research methodology with triangulation of data collection method of interview, observation and assessment were adopted. Total participants involved in this study were four preschool teachers and twenty preschool children from a private preschool in Setia Alam, Selangor. Social and Emotional learning in this study followed the recommendations from Collaborative for Academic, Social and Emotional Learning (CASEL) and the Five guiding principles on social and emotional learning by McGraw Hill Education. The findings from this study emphasized on two main elements of teachers' awareness and classroom management. The first element describes teachers' ability and skills in observing and evaluating children's development level and needs that could later impact their classroom management. The second element of classroom management described the ability for teachers to create dynamic learning environment that support social and emotion development through effective communication, guidance, and active participation. The findings also emphasised on the importance of teachers' knowledge and skills towards the implementation of effective social and emotional learning in classroom. Thus, it could be concluded that, effective social and emotional learning implementation could be achieved through conducive learning environment that includes active engagement and suitable activities that support children's social and emotional development.

Keyword: Social and Emotional, Awareness, Learning environment, Classroom management

e-ISBN 978-967-26577-0-5

# IMPACT OF ACHIEVEMENT IN SECONDARY SCHOOL TOWARDS PERFORMANCE IN ACCOUNTING PROFESSIONAL EXAM IN KUPTM

*Azwanis Azemi[1]
azwanis@kuptm.edu.my
Anwary Syuhaily Rosly[2]
Aznizai Mohamad[3]
Siti Norashikin Ishak[4]

*Corresponding author

Institute of Professional Studies, Kolej Universiti Poly-Tech MARA, Malaysia[1,2,3,4]

## ABSTRACT

There are many past studies have look at students results at the secondary school level and comparing their results in higher levels. Perception of good performance of good students during school level were expected to continue in their higher education. In accounting professional exam like ACCA, past study has shown that only certain of students based on result in school should be allowed to join this course as many of students were not able to complete their studies. The purpose of this study is to find the relationship of the student's achievement in secondary school based on the total numbers of A's and A's in certain subject at SPM level results with the performance of students in accounting professional examination ACCA in KUPTM. Methodology used in this study is by collecting students' data of Institute Professional Studies in KUPTM database and then analysed using SPSS. Our results shown that mostly students with number of 6A's in SPM level and above is capable to complete professional accounting courses within time given however students with 5A's and lower than that were more struggling to complete the exam until some of them have withdraw from the course. We also found students who got A's achievement in Additional Mathematics subject and from science stream background at SPM level perform better in accounting professional examination ACCA.

Keywords: Professional's accounting exam, achievement in school, performance in ACCA, KUPTM

e-ISBN 978-967-26577-0-5

# DEVELOPING A WORDLIST FOR PRIMARY SCIENCE TEXTBOOKS IN DUAL LANGUAGE PROGRAMME

**Nur Ilyani Idris[1]*
*ilyani_i@kuptm.edu.my*
*Nor Liza Haji Ali[2]*
*Fazilah Jaafar[3]*

**Corresponding author*

*Faculty of Education, Humanities and Arts,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,3]*
*Language Academy, Faculty of Social Sciences and Humanities,*
*Universiti Teknologi Malaysia[1,2]*

## ABSTRACT

Dual Language Programme (DLP) refers to the use of English as a medium of instruction in the teaching of science and mathematics subjects in primary and secondary schools in Malaysia. It also an initiative programme to give students more contact to English language; thus, that will help improve develop English proficiency among students. The implementation of the program in a school is optional, which means the decision to have a DLP in a particular school is left to the school headmaster and parents, as parent groups played a critical role to bring back English as a medium of instruction in the national school system. However, one of main issues in the implementation of DLP is students' linguistic readiness to learn in English, particularly students in primary school. There are no clear guidelines on students' linguistic readiness in the selection criteria for admission to the programme. Thus, this study examines the readability of the textbooks used in primary school to understand the level of difficulty of the language. The preliminary study showed that a significant number of words and terminologies used in primary Year 1 science textbook are of Common European Framework of Reference for Languages (CEFR) B2 and higher, and this suggests the difficulty in learning science in terms of language. Hence, this study proposes is to generate a wordlist for science textbooks in DLP in primary schools based on CEFR readability difficulty levels. All units or topics from the science textbooks for each grade level (Year 1 to Year 6) were selected, processed and analysed. This paper discusses how the language used in science textbooks was analysed using the readability reference manager Text Inspector to generate the wordlist. Text Inspector is a web tool to measure the readability of the vocabulary based on the Lexis: EVP (English Vocabulary Profile) in accordance to the Common European Framework of Reference for Languages (CEFR). The findings highlight the sample list of words based on the CEFR readability levels of the science textbooks. The wordlist is beneficial to create the awareness and help science teachers to identify words that may pose difficulty for students to comprehend the lesson as well as in designing assessment tasks, and to those involved in textbook/learning material writing.

Keywords: Dual-Language Programme, science, readability, wordlist, CEFR

e-ISBN 978-967-26577-0-5

# LIVED EXPERIENCES ON HOME LEARNING CULTURE AMONG INDIGENOUS SEMAI PRIMARY SCHOOL STUDENTS IN PERAK

**Lee Hui Ting[1]*
*htinglee1227@gmail.com*
*Mohd Nazri Bin Abdul Rahman[2]*
*mohdnazri_ar@um.edu.my*

**Correponding author*

*Faculty of Education, University of Malaya, Malaysia[1,2]*

## ABSTRACT

Home learning culture is vital to facilitate learning and education for indigenous students. Several attempts have been made to explore indigenous home learning culture in the overseas context; however, home learning culture, particularly among indigenous Semai primary school students in Perak, are still poorly understood. Previous studies conducted in Malaysia has indicated potential associations between the discrepancy of educational attainment of indigenous students and from the standpoint of schools and parents. This study was impeded by the lack of understanding of learning culturally from both individual and social context in the indigenous students' home. This research aimed to explore lived experiences on home learning culture among six indigenous Semai primary school students between the ages of 9-12 in Perak. The study was based on a phenomenological research design that included the application of photography, individual semi-structured interviews, focus group interviews and naturalistic observations for data collection and thematic qualitative analysis. The findings showed that learning formed and shaped in indigenous home learning environment was due to cultural norms and values, formal education values, and developmental and modernisation values. The findings can contribute to a better understanding of how and why indigenous students learn at home, and how home situations influence learning based on indigenous cultural norms and values through the shifts in formal institutional, developmental and technological conditions. This study, should therefore, be of value to school educators to embrace the learning experiences of indigenous students and be cognisant of the way they live, learn, and how they can be taught at home. It further provides insights to school educators to provide appropriate resources in response to their cultural, literacy and technological transformation to indicate home-school congruence.

Keywords: indigenous, home learning culture, phenomenology

e-ISBN 978-967-26577-0-5

# HOW FAMILY BACKGROUND INFLUENCES THE GEN-Z EDUCATION SELECTION? A STUDY ON GENDER SEGREGATION IN PHEI

*Sarah Artiqah Mohamad Saad[1]
artiqah@kuptm.edu.my
Sharifah Syahirah bt Syed Sheikh[2]
Mas Anom Abdul Rashid[3]
Mohd Noor Azman Othman[4]

*Corresponding author

Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2,3,4]

## ABSTRACT

Gen-Z shapes the future direction of the labour market. It is crucial to understand how their education selection may influence occupational gender segregation in the labour market. The purpose of this study is to explore how the family background of the parental role, parent's education, and family economic condition may influence the Gen-Z education selection. It involves respondents from a private university college in Malaysia. An online questionnaire will be distributed due to the current pandemic. The descriptive and inferential statistical analysis will be used to investigate the significant relationships between the family background and Gen-Z education selection.

Keywords:Gen-Z, education, gender segregation, labour market

e-ISBN 978-967-26577-0-5

# THE IMPACT OF INTERNATIONAL ACCREDITATION ON THE QUALITY OF PUBLIC UNIVERSITIES IN MALAYSIA: A PROPOSED FRAMEWORK

**Sarah Artiqah Mohamad Saad[1]*
*artiqah@kuptm.edu.my*
*Natrah Saad[2]*
*Idawati Ibrahim[3]*
*Saliza Abdul Aziz[4]*
*Saifulrizan Norizan[5]*

**Corresponding author*

*Faculty of Accountancy, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]*
*Tunku Puteri Intan Safinaz School of Accountancy, UUM , Sintok, Kedah, Malaysia[2,3,4]*
*Faculty of Accountancy, UiTM Cawangan Sarawak, Kota Samarahan, Sarawak, Malaysia[5]*

## ABSTRACT

In response to global competitiveness in higher education, international accreditation has become a discernible trend. It is regarded as a status symbol and a tool for increasing an institution's or programme's reputation and marketability, especially among institutions seeking international presence (Taylor, 2018). However, this has not been empirically evidenced, at least in the Malaysian environment, notwithstanding the presence of a number of internationally accredited institutions. Hence, the primary purpose of this study is to propose a framework to examine the impact of international accreditation on the quality of public universities in Malaysia, particularly on business schools. Consistent with the frameworks of international accreditations, the proposed research framework incorporates the elements of teaching and learning, scholarship works, and external engagement as variables that would influence the quality. If the proposed framework is validated, it will provide insights to the public universities and the Ministry of Higher Education (MoHE) on the relevance and importance of international accreditations.

Keywords: accreditation, framework, teaching and learning, public universities, internationalisation

e-ISBN 978-967-26577-0-5

# EFFECTIVENESS OF TRINKA IN ENHANCING STUDENTS' WRITING QUALITY

*Maizatul Faranaz Md Asif[1]
faranaz@kuptm.edu.my
Norathirah Mohd Azmal[2]
norathirah@kuptm.edu.my
Nur Shakila Izzati Rusli[3]
shakila@kuptm.edu.my
Shafina Hilni Halim[4]
shafina@kuptm.edu.my
Syazalinah Wasli[5]
syazalinah@kuptm.edu.my

*Corresponding author

Kolej Universiti Poly-Tech Mara, Kuala Lumpur, Malaysia[1,2,3,4,5]

## ABSTRACT

This study aims to investigate the effectiveness of Trinka software in enhancing students writing quality among twenty two semester three students of Bachelor in Applied English Language of Kolej University Poly-Tech MARA Kuala Lumpur. The researchers collected students' first and revised drafts and the data were analysed using SPSS. The paired sample t-test revealed that there was a significant difference in the mean score of the first and revised drafts. This suggested that the students' writing quality improved upon getting feedback on their grammar errors from Trinka. The software is shown to assist students in reducing errors especially in language use (grammar) and mechanics of writing (spelling and punctuation). However, the improvement of students' writing quality cannot be directly attributed to the types of changes they made. The study further revealed that the students produced high percentage of Subject-Verb-Agreement errors in their writing. The data collected from the questionnaire also shows that the students in this study demonstrated positive attitudes towards the use of Trinka in the classroom. This research provides educators with an alternative assessment for students' writing that promotes autonomous learning.

Keywords: Trinka software, writing quality, autonomous learning, grammar errors, corrective feedback

e-ISBN 978-967-26577-0-5

# TEACHERS' PREFERENCES FOR WRITTEN CORRECTIVE FEEDBACK IN THE TEACHING OF ESL WRITING

**Norasyikin Mahmud (N Mahmud)[1]*
*norasyikin@kuptm.edu.my*
*Nur Nadiah Fatihah binti Johari (N Johari)[2]*
*nurnadiah_j@kuptm.edu.my*
*Maliessa binti Masrol (M Masrol)[3]*
*Nur Khalidah Azlie (NK Azlie)[4]*
*Nurul Damia binti Mohd Sabri (ND MSabri)[5]*

**Corresponding author*

*Faculty of Education, Humanities & Arts,*
*Kolej Universiti Poly-Tech MARA, Malaysia[1,2]*
*Northumbria University, United Kingdom[3,4,]*
*University of York, United Kingdom[5]*

## ABSTRACT

Responding to student writing errors is a significant concern in ESL/EFL classrooms. Providing feedback is an essential task for teachers as corrective feedback can play a supportive and enabling role for students in improving their literacy skills. The current study looked into the aspects of writing that teachers pay attention to when providing written corrective feedback (WCF). The study relied on a survey questionnaire, interviews, and content analysis data. The study participants were 54 English teachers teaching ESL in high-performance schools in a West Malaysia state. All the teachers responded to a questionnaire, 8 teachers were interviewed, and 45 students' essays were analysed. The study's findings indicated that the teachers' preferences for the elements of writing in providing WCF were grammar (form), followed by vocabulary, mechanics, content, and organization, respectively. The results of this study suggest that providing corrective feedback (CF) focusing mainly on form can mislead students into thinking that grammatical accuracy is what 'good' writing is all about and which can cause students to lose sight of other significant elements of writing.

Keywords: Teacher, corrective feedback, written corrective feedback, ESL writing, Malaysia

e-ISBN 978-967-26577-0-5

# ONLINE TEACHING AND LEARNING CLASSROOM PRACTICES, IMPLEMENTATION, AND ITS IMPACT ON ENGINEERING SCIENCE AND FUNDAMENTAL THERMODYNAMICS COURSES

*Nurshahnawal Yaacob*
*nurshahnawal@unikl.edu.my*

*Maritime Engineering Technology Section, Malaysian Institute of Marine Engineering Technology, Universiti Kuala Lumpur, Malaysia*

## ABSTRACT

This study aims at evaluating the online classroom practices and its implementation as well as the impact of online teaching and learning from the student perspectives at Universiti Kuala Lumpur, Malaysian Institute of Marine Engineering Technology that enrolled in Engineering Science and Fundamental Thermodynamics courses. The analysis was carried out using the data collected through the questionnaire responses. Approximately 80% of bachelor students and just about 46% of diploma students like the approached during the online teaching and learning. This indicated that around 54% of diploma students preferred the conventional methods more. However, both bachelor and diploma students revealed that they were satisfied with the student-teacher interaction during the online teaching and learning with more than 90% agreed on this. The study also disclosed a positive feedback on the acceptance and usage of the online teaching and learning with around 78% of bachelor students and 58% of diploma students rated good and above despite the challenge faced by both academicians and students throughout this new way of teaching and learning. The results from this survey may lead to the improvement of the online classroom execution for these two courses.

Keywords: Classroom practices, online teaching, online learning, web-based learning

e-ISBN 978-967-26577-0-5

# SELF-REGULATED LEARNING STRATEGIES FOR THE CHALLENGES OF LEARNING DURING PANDEMIC

*Teo Siew Hway*
*shteo@unikl.edu.my*

*Malaysian Institute of Chemical and Bio-Engineering Technology, Universiti Kuala Lumpur, Malaysia*

## ABSTRACT

Higher education institutions have long been thought to be more vulnerable to the COVID-19 virus community spread, and nearly all schools and universities have abandoned face-to-face academic activities in favour of alternate teaching techniques. This quantitative study examines foundation students' self-regulated learning abilities and the extent to which self-regulation skills occur in the online learning context during the COVID-19 Pandemic. Self-regulation skills awareness is critical in foundation programme education. These abilities will prepare students to learn effectively in their future studies, especially in a blended learning environment in higher education. This study looked at six sub-constructs of self-regulated learning skills in the context of online learning, including goal-setting, environmental structuring, task methods, time management, help-seeking, and self-evaluation. Fifty foundation students from Universiti Kuala Lumpur MICET participated in this study. Most students reported using goal-setting, time management, environmental structuring, and help-seeking in an online learning environment. Overall, the findings showed that Foundation students' self-regulated learning skills were all above the midpoint of the fifty percent, except task techniques and self-evaluation, which are still minor. The study comes to a close with a few observations and suggestions.

Keywords: Self-regulated learning; Foundation students; Online Learning; COVID-19

e-ISBN 978-967-26577-0-5

# THE COVID-19 PANDEMIC HAS CHANGED THE WAY OF LEARNING: THE USE OF ONLINE LEARNING (OL) FOR THE TEACHING OF ENGLISH AT TERTIARY LEVEL

**Farah Idayu Mohd Salleh[1]*
*farahidayu@unikl.edu.my*
*Athirah Syukri[2]*
*Latipah Nordin[3]*
*Syazwa Nabila Mohd Raidzuan[4]*
*Rohaizan Ahmad[5]*

**Corresponding author*

*Universiti Kuala Lumpur (MICET), Malaysia[1,2,3,4,5]*

## ABSTRACT

This paper discusses on the usage of online learning for the teaching of English at tertiary level. The Covid-19 pandemic has raised significant challenges for the higher institution worldwide. When Covid-19 hit the world in 2019, the way of teaching and learning has been changed since then. Most of the universities changed the way of teaching and learning from face-to-face to Online Learning (OL). Online teaching is still using the same pedagogy as face-to-face with the use of the technology. This concept paper is further exploring the advantages and drawbacks of online learning, ways to overcome the disadvantages of online learning and why online teaching is the best choice to be conducted during this pandemic situation.

Keywords: Online Learning, online teaching

e-ISBN 978-967-26577-0-5

# THE VARIOUS INFORMATION AND COMMUNICATION TECHNOLOGY TOOLS LEARNT FOR TEAMWORK ASSESSMENT DURING MOVEMENT CONTROL ORDER

*Norlida Nasaruddin*
*norlida@unikl.edu.my*

*Royal College of Medicine Perak, Universiti Kuala Lumpur*
*Ipoh, Perak, Malaysia*

## ABSTRACT

The Movement Control Order 1.0 imposed by the Malaysian authority was a blessing in disguise to the 23 students enrolled in RXD22303: Health Information System course for their teamwork tasks in the January 2020 semester. In this assessment which addressed the third course learning outcome of the course, students formed a group of four members each except for one group with only three members. They were assigned to choose any topic related to health sciences fields and uploaded their elaborated respective topic contents into their respective created blog. Students' abilities to work in a team and to communicate effectively in completing their respective groups tasks were evaluated among themselves via provided peer evaluation rubric form to each member in the team. This article would describe the various information and communication tools students discovered in developing their work contents and presentations recordings as well as communicating the works done for assessment evaluation. This article would also highlight the benefits gained by various parties from those recordings. The quantitative study of the six groups various tools discoveries and qualitative study of how the students recorded and sent their presentations of their findings were very impressive as they were merely health sciences background field of study students. Consequently, the recordings done were not only beneficial to the students, but also, to the lecturer and a certification body such as SIRIM. As for the lecturer, the lecturer could repeatedly watch the respective contents for each team member presentation evaluation and personal knowledge acquisitions. For the certification body purposes, the recordings did provide evidence on the group tasks completed by students as this course was randomly selected for auditing during the International Standard Organisation renewal certification process at UniKL-Royal College of Medicine Perak.

Keywords: tools, teamwork, assessment

e-ISBN 978-967-26577-0-5

# SCHOOL CLIMATE AND STUDENT NON-COGNITIVE SKILLS: A SYSTEMATIC LITERATURE REVIEW

*Siti Nadya Zynuddin[1]
ctnadya@gmail.com
Husaina Banu Kenayathulla[2]
Bambang Sumintono[3]

*Corresponding author

Faculty of Education, University of Malaya, Malaysia[1,2,3]

## ABSTRACT

A successful education system emphasises on producing all-rounders or holistic individuals. However, besides academic performance, little is known about developing other skills, namely non-cognitive skills in school. The current study employs a systematic literature review to determine the linkages between school climate with non-cognitive skills. Furthermore, three stages of systematic searching were performed for rigorous and systematic searching: identification, screening, and eligibility. The 52 articles included in this study were taken from Scopus, Web of Science and ScienceDirect as the leading databases, whereas Google Scholar and Dimension.ai as supporting databases. The keywords used include "school climate", "non-cognitive skills", and "student". Bronfenbrenner's Bioecological Theory of Human Development, Human Capital Theory and Developmental Systems Theory are the most prevailing theory that explains this phenomenon. It was found that there are at least several non-cognitive skills that play a vital role and need further research, namely grit, conscientiousness and growth mindset. Theoretical, practical and methodological implications of these results are explained, as well as future research directions.

Keywords: school climate, non-cognitive skills, student

e-ISBN 978-967-26577-0-5

# THE EFFECTIVENESS AND ACCOUNTABILITY OF ONLINE LEARNING ASSESSMENT DURING COVID-19'S MOVEMENT CONTROL ORDER: (A CASE OF KUPTM)

**Mohd Zahrul Bin Baharin[1]*
*zahrulbaharin@gapps.kptm.edu.my*
*Soraya Binti Sharifuddin[2]*
*soraya@gapps.kptm.edu.my*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Teaching assessment is a significant foundation to be evaluated in higher education so as to distinguish improvement or any necessity needs in connection to teaching and learning quality. Since the implementation of MCO out of the impact of COVID-19, students learning session is severely impacted especially on the assessments. In-class assessments are no longer viable thus resulting the online assessments mode for all teachers and students. The purpose of this research is to study the effectiveness and accountability of online assessments in comparison with traditional assessments as well as to see the perception of students towards online learning during MCO. Data were collected using online questionnaire from respondents of higher learning institutions in Malaysia. The data were then analysed using descriptive statistics using Statistical Package for Social Sciences (SPSS version 23.0.). The findings revealed low effectiveness and low accountability towards online assessments, but high perception towards online learning. The future scope of this study should be expanded to the type of assessments preferred by students during MCO and factors contributing to the effectiveness of online assessment.

Keywords: Online assessment, Movement Control Order, COVID-19, Effectiveness, Accountability

e-ISBN 978-967-26577-0-5

# IMPLIMENTASI TEKNOLOGI DIGITAL TERHADAP PENGAJARAN DAN PEMBELAJARAN (PDP) DALAM KALANGAN GURU MATA PELAJARAN PENDIDIKAN MORAL DI SEKOLAH MENENGAH LUAR BANDAR: KAJIAN PASCA COVID-19

*(IMPLIMENTATION OF DIGITAL TECHNOLOGY ON TEACHING AND LEARNING (PDP) AMONG MORAL EDUCATION TEACHERS IN RURAL SECONDARY SCHOOLS: A POST-COVID-19 STUDY)*

**Oziah Rudin[1]*
*oziahrudin80@gmail.com*
*Azni Yati Kamaruddin[2]*

**Corresponding author*

*Fakulti Pendidikan, University Malaya, 50603 Kuala Lumpur, Malaysia[1,2]*

## ABSTRAK

Penularan pandemik COVID-19 sejak awal tahun 2020 telah menuntun Kerajaan untuk merangka strategi komprehensif demi kelestarian pendidikan pelajar seperti penerapan teknologi digital dalam pengajaran dan pembelajaran (PdP) meliputi pelbagai peringkat pendidikan bagi menggantikan kaedah penyampaian konvensional. Walau bagaimanapun, revolusi drastik ini secara tidak langsung memberi tekanan dan cabaran kepada warga pendidik selaku agen penyampai terutamanya di sekolah menengah kawasan luar bandar. Justeru, kajian ini dijalankan berdasarkan pendekatan kualitatif melalui kombinasi kaedah temu bual dan analisis dokumen dengan mengadaptasi teori pengingtegrasian teknologi bagi mengenal pasti tahap kemahiran guru Pendidikan Moral (PM) sekolah menengah luar bandar di Lahad Datu, Sabah terhadap penyampaian PdP secara dalam talian, menilai kewujudan isu dan cabaran sepanjang proses pelaksanaannya serta menggariskan saranan penambahbaikan penerapan teknologi digital dalam pendidikan yang lebih efektif. Penemuan kajian ini berpotensi untuk dijadikan sebagai panduan kepada Kerajaan selaku penggubal dasar dan pihak berkepentingan untuk menilai semula dan mewujudkan sistem pendidikan inklusif secara holistik khususnya di kawasan luar bandar, seiring dengan era pemodenan negara.

Kata kunci: pandemik COVID-19, teknologi digital, luar bandar, teori pengintegrasian teknologi, pendidikan inklusif

e-ISBN 978-967-26577-0-5

# INVESTIGATING TEACHERS' VIEWS ON LEARNERS' ISSUES IN LEARNING THE 'PREPARATION AND QUALITATIVE ANALYSIS OF SALTS' TOPIC IN CHEMISTRY

*Muhamad Furkan Mat Salleh*[1]
**Rose Amnah Abd Rauf*[2]
*rose_amnah@um.edu.my*
*Rohaida Mohd Saat*[3]
*Mohamad Hisyam Ismail*[4]

**Corresponding author*

*Department of Mathematics and Science Education, Faculty of Education,*
*University of Malaya, Malaysia*[1,2,3,4]

## ABSTRACT

The preparation and qualitative analysis of salts topic in the chemistry have constantly been recognised as one of the most challenging topics among the students and teachers. In Malaysia, many studies discussed the strategies to approach these topics to be more student-centered and engaging. However, there is a scarcity of studies focusing on learners' issues specifically related to these topics. Therefore, this paper focused on scrutinising learners' issues in learning the preparation and qualitative analysis of salts topic from teachers' perspectives. The researchers adopted a qualitative design and conducted semi-structured interviews with sixteen informants who have experienced teaching chemistry for more than five years selected via purposive sampling. The majority of them are either holding the title of excellent teachers or senior teachers in school. The study reports two themes that emerged from the interviews: the learners' perceptions and problems in learning the topics. The study results confirm the unanimity of past studies on students' unfavorable views on these topics as the informants frequently emphasised learners' criticisms on the difficulties of the topics, which comprises a high number of facts that require memorization. The learners also struggle with abstract concepts involved in the salts' formation and mostly have weak prior knowledge of salts, resulting in problems solving difficulties. The study suggested that teachers not simply practice various approaches and strategies that are deemed effective in aiding learners in learning of these topics but also be more selective in choosing approaches that are tailored to the individual students' needs in class, which more practical in providing them with an optimal learning experience.

Keywords: Learners' issues in chemistry, Salts topic, Teaching and learning in chemistry

e-ISBN 978-967-26577-0-5

# A FUZZY DELPHI-BASED CONSOLIDATED CONSENSUS FOR IDENTIFYING ELEMENTS OF FLIPPED MALAY LANGUAGE WRITING INSTRUCTION FRAMEWORK

**Siti Hajar Halili[1]*
*Siti_hajar@um.edu.my*
*Nurul Hijja Mazlan*
*Kristina Francis*
*Chin Hai Leng*

**Corresponding author*

*Department of Curriculum & Instructional Technology, Faculty of Education, University Malaya.[1]*
*Faculty of Communication and Media Studies, Universiti Teknologi MARA, Malaysia*

## ABSTRACT

The Covid-19 pandemic has been a major driving force behind the rapid adoption of technology in language instruction. The sudden, unanticipated, and disruptive transition from a typical physical classroom to a virtual setting, which eventually led to a hybrid ecosystem, has created a demand for a technology-integrated language instruction framework. This study aims to identify elements of flipped Malay language writing instruction framework for Form Two students in Malaysia. This study employed Fuzzy-Delphi Method to consolidate consensus from eighteen experts' judgments. The results identified a clearer hybrid framework based on the flipped model consisting of the following major components and their elements: virtual learning content, virtual learning platform, digital learning resources, face-to-face learning activities, assessment, medium of publishing, the content of reflection, and medium of reflection. Further, this work would be useful in supporting practitioners as learning designers amidst the pandemic background.

Keywords: Fuzzy Delphi, Malay language, writing, technology, physical classroom

e-ISBN 978-967-26577-0-5

# FREE PLAY ACTIVITIES BASED ON STEAM EDUCATION FOR PRE-SCHOOLERS: EXPERTS OPINION

*Komalah A/P Apu*[1]
**Mohd. Nazri Abdul Rahman (PhD)*[2]
*mohdnazri_ar@um.edu.my*

**Corresponding author*

*Fakulti Pendidikan, Universiti Malaya, Malaysia*[1,2]

## ABSTRACT

The Free Play Activities Based on STEAM Education for Pre-Schoolers is an attempt to develop children's interest and gather information of their understanding of STEAM education and to solve the issues that teachers encounter in teaching Early Science and Mathematics. This study aims to determine the most appropriate free play activities based on STEAM education involving six strands from KSPK according to the expert's opinion. This study uses Fuzzy Delphi Technique. 20 experts were selected from Early Childhood Education, STEAM education, Science and Mathematics, Visual Arts Education, Physic and Language to analyses the Fuzzy Delphi questionnaire from Klang Valley, Tanjong Malim, Bukit Mertajam, Durian Daun and Kota Kinabalu. Findings of the Fuzzy Delphi Technique with experts indicate that all the experts have reached a consensus with the suggested 5 types of assessment for free play activities based on STEAM Education for preschoolers with experts' consensus of 99% (>75%). This study can be used as learning guidelines or reference by the school, especially for preschool teachers. The proposed assessments are a continuous process to determine children's understanding of STEAM education and capabilities with provided materials during free play activities based on STEAM education.

Keywords: Free Play, STEAM Education, Play Activity Preschool

e-ISBN 978-967-26577-0-5

# BUILDING CORPORATE REPUTATION THROUGH CSR COMMUNICATION: THE ROLE OF TRUST

**Wan Nor Hidayah Wan Afandi[1]*
*wnhidayah@kuptm.edu.my*
*Nurul Zaitul Itri Alias[2]*
*Nathasya Mohd Kamal[3]*

**Corresponding author*

*Kolej Universiti Poly Tech MARA, Malaysia[1,2,3]*

## ABSTRACT

CSR communication has been found to have influence of how stakeholders' perceptions, attitudes and behaviours. It is about what and how corporations communicate with various stakeholders about their CSR initiatives. However, earlier studies on the impact of CSR communication on customers' perceptions shows inconsistency in the findings. Earlier studies also focus more on internal stakeholder which is employees. Thus, it is important to examine the missing link between CSR communication and perceived corporate reputation from customers' perspective. Customers is one the primary stakeholders whose opinions and actions can affect the future of a corporation. This conceptual paper discuss about the relationship between CSR communication and corporate reputation with trust as mediating factor. Trust has been to be one of the most important factors that influence customers' attitudes and behaviours. The author reviewed literatures that focus on CSR communication, trust, and corporate reputation. The review includes highlights on trust as mediator in previous studies. Future studies may want to further investigate the relationship between CSR communication and corporate reputation with other mediating factor such as customers' prior CSR knowledge and awareness.

Keywords: CSR communication, corporate reputation, trust, mediator

e-ISBN 978-967-26577-0-5

# THE EFFECTS OF COMMUNICATION ACTIVITIES BETWEEN SPOUSES DURING COVID-19 PANDEMIC

**Nathasya Mohd Kamal[1]*
*nathasya@gapps.kptm.edu.my*
*Nik Adzrieman bin Abdul Rahman[2]*
*Wan Nor Hidayah Wan Afandi[3]*
*Nurul Zaitul Itri Alias[4]*

**Corresponding author*

*Kolej Universiti Poly Tech MARA, Malaysia[1,3,4]*
*Universiti Utara Malaysia, Malaysia[2]*

## ABSTRACT

Interpersonal communication is vital in every relationship. People used to rely on face-to-face communication to interact with each other. However, with the advancement of technology, communication activities have shifted to the dependency on communication technology. Communication technologies have diverse communication platforms which facilitate interactions such as social media, WhatsApp to name a few. Literature has suggested that the usage of communication technologies have varies of effect towards the relationship including the quantity of interaction. People tend to communicate more with the convenience of communication technologies. However, when people rely more on communication technologies more than face-to-face interaction, it will eventually lead to jeopardizing the quality of communication and interaction as well. In this current situation of pandemic Covid 19, movement control orders (MCO) have been implemented by the government. Due to the MCO, people spend more time at home and the communication activities within the family might change as well. Thus, this research will conduct a qualitative method (in-depth interviews) to investigate the effects of those activities between spouses during the pandemic of Covid 19.

Keywords: Family Communication, Communication Activities, Covid-19, Movement Control Orders (MCO), spouses

e-ISBN 978-967-26577-0-5

# THE PERCEPTION ACCURACY OF ENGLISH MONOPHTHONG BY MALAY YOUNG LEARNERS IN MALAYSIA

*Raja Rosemawati bt Raja Abdullah*
*rosemawati@kuptm.edu.my*

*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia*

## ABSTRACT

Intelligibility is the ability to differentiate speech sounds and this ability is important in communication. Being intelligible is vital as perception accuracy is related to utterance understanding. Communicating in one's own native language may not be a problem, but the issue arises when one has to communicate in other languages, for example, English. The tsk to listen and at the same time, perceiving the correct message may be challenging. This present study investigates Malay young learners in Malaysia on their ability, in terms of accuracy, to differentiate three English monophthong pairs. Each monophthong pairs consist of one short and long vowel, which are / / - /i:/, / / - / :/ and / / - /u:/. Ten 11-year-old students who studied in a semi-urban primary school in Kuala Lumpur have participated in this study. The participants were selected carefully using a Language Profile Test, loosely based on Birdsong et al. (2012). They took parts in the two-alternative force-choice (2AFC) test, presented using PsychoPy software. The stimuli are presented in blocks and according to vowel pair, each targeted vowel was repeated three times. The findings reveal that the participants were able to distinguish the short and long vowels with 73.9% accuracy. Further analysis shows that the participants perceived / /-/u:/ better (98.3%) compared to / /-/i:/ (53.3%) and / /-/ :/ (70%). The participants performed better in distinguishing short vowels (75.6% accuracy) compared to long vowels (72.7% accuracy) and no significant difference was found (t (89) = -.555, p = .580). Overall, the participants were able to perceive and differentiate the targeted English monophthongs, which indicates that they have a high intelligibility score.

Keywords: English in Malaysia, Malay young learners, Perception, English monophthongs, Accuracy

e-ISBN 978-967-26577-0-5

# THE RELATIONSHIP BETWEEN FINANCIAL LITERACY AND BANKRUPTCY AMONG YOUTH IN KLANG VALLEY

*Farhana Sanari[1]
farhanasanari.legal@gmail,com
Farha Ghapar[2]
farha@kuptm.edu.my
Nisrin Alyani Ishak[3]
nisrin@kuptm.edu.my

*Corresponding author

Faculty of Business, Accountancy & Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]

## ABSTRACT

The bankruptcy rate among youth in Malaysia especially in Klang Valley is rising. The rise in the bankruptcy shows that youth in Malaysia has low financial literacy which result in financial distress, commonly bankruptcy. Despite the increase of bankruptcy cases among youth in Klang Valley, there is a dearth study on relationship between financial literacy and bankruptcy.The purpose of this paper is to study the relationship between level of financial literacy and bankruptcy rate among youth in Klang Valley. This paper also study the effect of financial literacy towards bankruptcy among youth, and to identify the concept of financial literacy from the definition and perception of youth in Klang Valley. It is proposed that youth with lower financial literacy has higher chance of bankruptcy. This research adopts quantitative method, utilizing questionnaire survey as the research instrument. It is expected in the result of this paper that financial literacy will give an impact to the bankruptcy rate among youth.

Keyword: Financial literacy, bankruptcy

e-ISBN 978-967-26577-0-5

# THE IMPACTS OF SOCIAL MEDIA AS AN EMERGING MEDIA TO THE SOCIAL SKILLS AMONG STUDENTS IN KUPTM KL

*Aida Suhana Abdul Hamid[1]
aida_suhana@kuptm.edu.my
Nan Zakiah Megat Ibrahim[2]
zakiah@kuptm.edu.my
Aida Zuliyana Ahmad Anuar[3]
aida_zuliyana@kuptm.edu.my
Muhamad Shamsul Ibrahim[4]
shamsul@kuptm.edu.my

*Corresponding author

Kolej Universiti Poly-Tech MARA, Malaysia[1,2,3,4]

## ABSTRACT

The emerging of social media recently becoming a trend and it continuously restructure the process of interaction and socialisation between individuals. The study focus on the emergence of social media and the impacts of using social media with social skills. Since there's still very limited research focused in the area, the study was aimed to prove a content used on social media, type of social media users, the difference between male and female using social media contributes to the social skills which are behaviour and reaction of an individual that is deemed unimportant and irrelevant among students. Therefore, the Media and Technology Determinism Theory was used as the main theory to fortify and explain the relationships at a greater distance between each variable. Quantitative methods were applied in this study and data were collected through the distribution of questionnaires to 165 respondents who were students at Kolej Universiti Poly-Tech MARA pursuing a Diploma in Corporate Communication and Bachelor in Corporate Communication. In addition, the findings indicate a significant relationship between the emergence of social media and the impacts of using social media on social skills. Established evidence between variables shown the emergence of social media and the impacts of using social media affecting the student's social skills. Hence, this study assisted the field of communication through the establishment of more comprehensive variables related to how social media affect the social skills of an individual and supported theory the establishment of theory used.

Keyword: social media, emerging media, social skill, students, Technology Determinism Theory.

e-ISBN 978-967-26577-0-5

# FACTORS THAT MOTIVATE FEMALE EMPLOYEES IN SUSTAINING CAREERS IN THE RAILWAY INDUSTRY

**Fatin Nadiah Rozaidi[1]*
*kl2011008176@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Nina A.Ghani[3]*
*norhaninah@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

Ideally, a career in a technical field is more likely to relate to males, and the participation of females is very low. This might be due to the certain mentality that feels women cannot do and achieve success in whatever the men are doing. However, in this current era, it can be seen that more women are entering the traditionally male-dominated field and the trend is increasing gradually. Some of them are not just making this technical field their career path, in fact, they manage to climb up and upgrade themselves to a better level and live with it. The railway industry used to be one of the male-dominated fields but currently, women are making their way to enter the industry after some time. The purpose of the study is to examine the relationship between the motivation factors of the female employees and their career sustainability in the railway industry. Working environment, earnings, and superior support for growth are the motivation factors that will be focused on, and the motivation that affects the most will be analysed accordingly. This study will use multiple regression data analysis to analyse the data. The respondents' sample will be taken from different designation and different age group levels of the female employees. This study expects a positive relationship between the motivation factors and the female employees' career sustainability in railway industry.

Keywords: women in technical field, female employees, railway industry, motivation, career sustainability

e-ISBN 978-967-26577-0-5

# FARMER FIELD SCHOOL: EXPERIENCES IN AGROBIODIVERSITY-BASED RICE FARMING PRACTICES

*Zakirah Othman[1]
zakirah@uum.edu.my
Federica Agnese[2]
federica_agnese@oyagsb.uum.edu.my

School of Technology Management and Logistics, College of Business,
Universiti Utara Malaysia, Malaysia[1,2]

## ABSTRACT

There are many lessons that can be learned from the experience of Farmer Field School (FFS). FFS provides an opportunity for farmers to practice and monitor the sustainable use of agrobiodiversity through the adoption of new technologies that build upon their local traditions and cultural practices. Thus, this study aims to explore the paddy farmers' perceptions and experiences of agrobiodiversity-based rice farming practices in FFS participatory monitoring (PM) during the pandemic. The case study was conducted in three locations and involved nine farmers. The primary data were collected between October 2020 and March 2021 through interviews and observations. The findings showed that the perceptions of online and in-person PM methods and tools are equally important. The majority of farmers and trainers reported to perceive the use of digital applications like WhatsApp very effective in monitoring during and after the training activities. The use of digital tools supported the continued learning and facilitated the dissemination of information. Moreover, the local traditional and cultural practices also emerged as important elements in monitoring agrobiodiversity practices.

Keywords: participatory monitoring, Farmer Field School, experience, agrobiodiversity, paddy

e-ISBN 978-967-26577-0-5

# INSTRUMENT DEVELOPMENT TO MEASURE THE NON-PROFIT ORGANISATION WEBSITE USER SATISFACTION AND ACTION

**Muhamad Shamsul Ibrahim[1]*
*shamsul@kuptm.edu.my*
*Sarina Yusuf [2]*
*sarinayusuf@fbk.upsi.edu.my*
*Nan Zakiah Megat Ibrahim[3]*
*zakiah@kuptm.edu.my*

**Corresponding author*

*Senior Lecturer, Faculty of Business, Accountancy, and Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,3]*
*Senior Lecturer, Department of Communication and Media, Faculty of Languages and Communication,*
*Universiti Pendidikan Sultan, Malaysia[2]*

## ABSTRACT

With fund scarcity eminent in Malaysia, soliciting donations effectively has been an evergreen issue to any non-profit organisation; in fact, many organisations are still struggling to raise enough funds to execute a high society benefiting project. The dimensions to identify online relevance factors to influence the NPO website user decision-making process slowly evolved in a local context due to limited interest in exploring this field. Thus, this research was conducted to identify relevant variables related to NPO website user interest to donate. The variables in this research are adopted from the Technology Acceptance Model and the Delone and McLean Model. Both models are robust models to predict user satisfaction and intention in Information Technology. The identification was made using factor analysis to measure variable reliability and validity. A survey was conducted for NPO website users for ten non-profit organisations. Pooled CFA analysis revealed that five variables contributed to NPO user satisfaction when using the NPO website: information, system and service quality, perceived ease of use, and trust. Initially, the pooled CFA consists of eight variables with 74 items. However, after the validity and reliability analysis, only seven variables are retained with 43 items. The finding indicated that information, system, service quality, perceived ease of use, and trust are relevant for the NPO to meet website user satisfaction and influence their decision to donate. Also, the finding is essential for the NPO as a guideline in website development. Besides, the finding contributed to the website quality literature for the non-profit sector.

Keywords: website quality, trust, satisfaction, non-profit organisation, Technology Acceptance Model

e-ISBN 978-967-26577-0-5

# GEJALA KEBERHUTANGAN DALAM KALANGAN ANGGOTA DAN PEGAWAI PDRM

*Yusmaniza Binti Yusoff*
*yusmanizayusoff20221@gmail.com*

*Universiti Utara Malaysia, Malaysia*

## ABSTRACT

The practice of indebtedness has now become a trend among civil servants in Malaysia, including among officers and members of the Royal Malaysian Police (PDRM). This phenomenon occurs and becomes more serious due to the existence of increasingly innovative and easily accessible debt facilities such as credit cards, personal loans and "over drafts" which further motivate consumers to borrow. This study aims to examine the causes of PDRM officers and members to receive a net salary below 40%. This study uses quantitative methods through the distribution of questionnaires to study respondents. This study involves PDRM members and officers who are categorised as having a net salary rate of 40% of the net salary received. The unit of analysis in this study is PDRM officers and members who are involved in serious indebtedness problems who are in net salary below 40%. These officers and members have been identified through data obtained from JIPS, Bukit Aman Headquarters, Kuala Lumpur. The results showed that intention factors and environmental influences had a significant relationship with indebtedness symptoms.

Keywords: Trends, Indebtedness, PDRM, Intention, Environmental Influence

e-ISBN 978-967-26577-0-5

# GOING ONLINE – THE FRENCH WAY

**Asma' Mohd Fauzi[1]*
*asma@unikl.edu.my*
*Nurhayati Yahya[2]*
*nurhayati@unikl.edu.my*
*Shobehah Abd Karim[3]*
*shobehah@unikl.edu.my*

**Corresponding author*

*Malaysia France Institute, Universiti Kuala Lumpur,*
*43650 Bandar Baru Bangi, Selangor, Malaysia.[1,2,3]*

## ABSTRACT

Due to the rapid increase of COVID-19 cases in Malaysia, the Movement Control Order ( MCO ) was immediately put in action by the government , resulting to the immediate closure of schools and the closing up of most universities. To maintain the continuation of the teaching and process, most universities opted for the online teaching models from the more traditional face to face teaching methods. Universiti Kuala Lumpur (UniKL ) is one of these universities. This paper offers a snapshot on how UniKL reacted to this unprecedented situation and how the French lecturers of UniKL Malaysia France Institute coped with such precipitated changes. We will share our experience and our reflections on how we adapted our French language classes from face to face to online. We will also share tips on how to overcome certain problems faced while teaching online.

Keywords: COVID-19, UniKL, pandemic, online teaching, elearn

e-ISBN 978-967-26577-0-5

# KEPERLUAN KOMUNITI LUAR BANDAR DALAM MENGHADAPI BENCANA BANJIR.

*Aiman Muqri Ahmad Shukri*[1]
**Mahathir Yahaya*[2]
*mahathiryahaya@usm.my*
*Azlinda azman*[3]

**Corrsponding author*

*School of Social Sciences, Universiti Sains Malaysia, Malaysia*[1,2,3]

## ABSTRACT

Perubahan iklim di Malaysia menyebabkan berlakunya bencana banjir yang memberikan kesan negatif kepada semua pihak terutamanya komuniti luar Bandar. Bencana banjir yang berlaku beberapa buah kawasan di luar Bandar menyebabkan kerajaan terpaksa mengeluarkan belanja yang besar untuk membantu mangsa banjir. Persiapan bagi menghadapi bencana banjir haruslah dilihat secara serius oleh pihak kerajaan bagi membantu komuniti luar bandar bersedia jika mengalami bencana banjir. Oleh itu, satu kajian berbentuk kualitatif telah dijalankan ke atas sepuluh orang responden di Kampung Pantai Johor, Kedah yang merupakan ketua keluarga yang telah dipilih berdasarkan teknik persampelan bertujuan. Temu bual secara mendalam telah dilakukan bagi mendapatkan maklumat yang diperlukan. Kesemua data yang dikumpul telah dianalisis dengan menggunakan kaedah analisis tematik. Hasil kajian yang dilakukan menunjukkan komuniti turut memerlukan bantuan makanan, sumber kewangan, bengkel taklimat serta pusat penempatan bencana. Artkel ini turut mencadangkan intervensi yang perlu dilakukan bagi mengurangkan risiko bencana banjir.

Kata kunci: Bencana Banjir, Komuniti, Luar Bandar.

e-ISBN 978-967-26577-0-5

# WHEN THE FAMILY PROVIDES CARE: A QUALITATIVE STUDY OF THE IMPACTS OF CARING FOR A PATIENT WITH A TBI

*Azlinda Azman*[1]
**Paramjit Singh Jamir Singh*[2]
*paramjit@usm.my*
*Nor Amalina Jali*[3]
*Haidi Ibrahim*[4]

**Corresponding author*

*Social Work Programme, School of Social Sciences, Universiti Sains Malaysia, Malaysia*[1,2]
*Medical Social Work Department, Sultan Haji Ahmad Shah Hospital, Malaysia*[3]
*School of Electrical and Electronic Engineering, Universiti Sains Malaysia, Malaysia*[4]

## ABSTRACT

Family caregivers play a vital role in the lives of individuals with traumatic brain injury (TBI), especially during their rehabilitation and recovery. Having an individual in the family who suffers from TBI impacts the family system and contribute to major changes in their lives. This study employed qualitative research methods to analyse how caring for those with TBI impacts family caregivers. Data were collected using in-depth, one-on-one, semi-structured interviews with fifteen (15) family caregivers from Kelantan, Malaysia. Findings indicate that caregivers for family members with TBI experienced financial, social, psychological and physical impacts. Of these, only social impacts represented a positive outcome, as acts of caring strengthened bonds among family members. This finding may be unique to the Malaysian culture, where emphasis on family seems to buffer caregivers and those with TBI from the social isolation reported in studies conducted in western contexts. The research suggests that family caregivers need ample support, especially from governmental and non-governmental organisations, to ease their burden in caring for family members with TBI.

Keywords: Caregivers, Families, Impact, Traumatic brain injury, Qualitative study

e-ISBN 978-967-26577-0-5

# FAKTOR KESELAMATAN PENDORONG KE ARAH TINDAKAN BERANI MANGSA WANITA KELUAR DARI MASALAH KEGANASAN RUMAH TANGGA: SATU ANALISIS KUALITATIF

**Masarah Mohamad Yusof[1]*
*masarahmy@usm.my*
*Mahathir Yahaya[2]*
*mahathiryahaya@usm.my*
*Azlinda Azman[3]*

**Corresponding author*

*Social Work Department, School of Social Sciences, Universiti Sains Malaysia, Malaysia[1,2,3]*

## ABSTRACT

Mangsa keganasan wanita sudah tidak mampu menanggung penderitaan akibat kekejaman yang dilakukan oleh pihak suami. Pelbagai penderaan yang mangsa alami mampu menggugat tahap keselamatan setiap individu dalam sistem kekeluargaan. Justeru, objektif kajian ini adalah mengenal pasti faktor keselamatan yang mendorong tindakan mangsa keganasan wanita keluar daripada cengkaman suami. Selari dengan pendekatan kualitatif, kaedah temubual secara mendalam terhadap 15 orang responden wanita keganasan rumah tangga telah dijalankan di sekitar negeri Pulau Pinang. Hasil analisis kajian menerusi penggunaan perisian NVIVO 8 mendapati tema faktor keselamatan mangsa serta sistem sosial, terutama anak-anak merupakan pendorong mangsa untuk mengambil tindakan membebaskan diri dari masalah keganasan rumah tangga serta mendapatkan bantuan pertolongan untuk perlindungan diri. Dapatan kajian ini telah menghasilkan beberapa cadangan dari konteks intervensi kerja sosial, ke arah peningkatan kesejahteraan sosial hidup sistem keluarga, terutamanya dalam kalangan mangsa wanita keganasan rumah tangga.

Kata kunci: Mangsa wanita, Keganasan rumah tangga, Keselamatan diri

e-ISBN 978-967-26577-0-5

# CHALLENGES FACED BY SPINAL CORD INJURY (SCI) PATIENTS

*Nur Atikah Izzati Abdul Razak*[1]
**Syazwani Drani*[2]
*syazwanid@usm.my*

**Corresponding author*

*Social Work Department, School of Social Sciences, Universiti Sains Malaysia, Malaysia*[1,2]

## ABSTRACT

In Malaysia, there is a lack of published articles regarding spinal cord injury (SCI) and the roles played by social workers. Such information is important as SCI can affect the quality of life of the individual who experiences it. The purpose of the study was to explore the challenges faced by SCI patients and to find out more the relationship between SCI and social workers so as to enhance the quality of life of SCI patients. The study used purposive sampling in which10 SCI patients were selected from the rehabilitation ward in Penang Hospital, Malaysia. For its in-depth interviews, the study employed a semi-structured method. The findings of the study were analysed using thematic analysis. The findings identified four main challenges, faced by people suffering SCI, namely emotional challenges, physical difficulties, stigma, and a lack of facilities for disabled people. These data findings are based on the needs and demands of SCI patients.

Keywords: Spinal cord injuries, SCI, Social Worker, Challenges, Emotion, Physical, Stigma, Facilities, Interventions

e-ISBN 978-967-26577-0-5

# THE VOTERS' CHOICE AND HOPE IN THE 14TH MALAYSIAN GENERAL ELECTION

*Sharifah Syahirah[1]
sharifahsyahirah@gmail.com
M. Bazli H.[2]

*Corresponding author

Faculty of Education, Humanities, and Arts, Kolej Universiti Poly-Tech MARA, Malaysia[1,2]

## ABSTRACT

The 14th Malaysian General Elections (GE14) result has proven to be a good platform of democracy after the opposition coalition party successfully topple down the ruling coalition party since the first election. This paper discusses a survey conducted within four days before GE14 nomination day announcement to measure the voters' views and interest. The main two objectives are (i) to measure the voters' preference of candidates' characteristics; (ii) to examine the issues that are concerned by the voters; and (iii) to discuss voting inclination before GE14. The methodology used is a cross-sectional survey conducted from 24 April until 25 April 2018 using Google survey and distributed through WhatsApp and Facebook. This survey received an overwhelming response and managed to gather 1331 respondents. The survey has 21 items in four sections – demography, candidate characteristics, issues, and opinion on Malaysian politics. The findings portray that candidate characteristics have slightly changed from party-based voting to candidate personality.

Keywords: General Election, Voter, Choice, Hope

e-ISBN 978-967-26577-0-5

# THE NEED OF FINANCIAL LITERACY MODEL DEVELOPMENT FOR B40 SECONDARY SCHOOL STUDENTS IN MALAYSIA

**Nor Huda Ahmad Puad[1]*
*hudapuad@gmail.com*
*Husaina Banu Kenayathulla*
*Muhammad Faizal A. Ghani*

**Corresponding author*

*Faculty of Education, University of Malaya[1]*

## ABSTRACT

Financial literacy is a form of basic skills and understanding related to financial concepts. An individual needs to have a good foundation of financial literacy to face the increasingly complex and challenging global economic environment. A strong foundation of financial literacy can provide the knowledge and skills to an individual to make financial decisions with confidence, manage personal finances efficiently and wisely in choosing the best financial products and services. This study aims to identify the need for the development of a financial literacy model of Malaysian B40 secondary school students. This survey study uses a quantitative method involving a total of 384 national secondary school leaders throughout Malaysia who were selected using cluster random sampling method. The research questionnaire contains 32 items which include two main parts, namely, Part A which is related to the profile of the respondents while the second part, Part B and C focuses on the needs and importance of financial literacy model for B40 Malaysian secondary school students. The data were analyzed through descriptive statistics based on percentages, mean values and standard deviations. The findings indicate that school leaders perceive that financial literacy model is needed and important for B40 Malaysian secondary school students.

Keywords: financial literacy, B40, students, Malaysia

e-ISBN 978-967-26577-0-5

# A CASE STUDY OF QUALITY MANAGEMENT PRACTICE ADOPTION IN MALAYSIAN MANUFACTURING SME

**Adam S. Ali[1]*
*adam@kuptm.edu.my*
*Nor A. Salleh*
*Khairul A. Khalid*
*Ivan Arokiam*
*Jean-Marc Vasnier*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]*

## ABSTRACT

Challenges and uncertainties resulting from the volatile global market environment require organisations to operate efficiently, hold on to their market share and increase product value to stay competitive. Achievement of these goals depends on a number of factors. One of the routes that are pivotal to a positive contribution is the effective implementation of quality management practice (QMP). The lack of guidance in this area can be an issue especially for Small and Medium Enterprises (SMEs). Understanding the key success factor will establish suitable direction that organisations can use. This paper will conduct an in-depth case study, investigating the way QMP is executed in a Malaysian manufacturing SME. Through the use of interviews, it is suggested the shop floor worker's level of education and the complexity of product assembly are the deciding factors in introducing the types of QMP. Also the adoption of 'gemba' principles helps to facilitate the introduction of QMP. Practically, the findings from this paper re-emphasise the need to look at human resource capability in introducing QMP. As a result, a plan of QMP integration could be prepared by management to improve the way change is introduced in manufacturing SMEs.

Keyword: manufacturing, QMP, SME

e-ISBN 978-967-26577-0-5

# THE PROMINENCE IMPACT OF COVID-19 ON TOURISM INDUSTRY.

*Akmal Mariyatul Qibtiyah[1]
amaqes@gmail.com
Dr Farha Abdol Ghapar[2]
farha@kuptm.edu.my

*Corresponding author

Faculty of Business, Accountancy & Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia [1,2]

## ABSTRACT

This study aims to provide overview on Covid-19 crisis which hit tourism entirely. The tourism industry are the first hit by the impact of pandemic and might be the last to recover. The economic analysis expected tourism industry will only be back on 2023. The implementing of lockdown from many countries to prevent the spreading of the virus chains have creates economic collapse consequences especially to tourism, travel and hospitality industry. Therefore the study will be focusing on the survival of the travel agency during the pandemic and the government recovery concern to prevent the tourism fall to the ground. The study will focusing on employment issue, complicated refund procedure from airlines, ground handler and hotel, an investment on Visit Malaysia 2020 which has been totally breakout and unfriendly policy from financial institution. A survey will be conducted to the company owner and management of the company that has been in the industry for more than 10 years will direct us to understand the problem and the obstacles that has prominent impact to survival of the company especially in financial issues and adaptation with new norm that has keep changing for instance government policy. The study also will evaluate the government strategies and policy on travel bubble for domestic destination and cross border travel. This analytical paper hoping to help the related bodies to mitigate their policy and giving the travel player an exit from the financial crisis. This study expect to understand the struggle among the travel player since many company has force to closed and hopping the travel player will be back to the business much more stronger.

Keywords: tourism, strategies, covid-19, financial, struggle, travel bubble

e-ISBN 978-967-26577-0-5

# PROFESSIONAL CERTIFICATE PROGRAM CATALYST TO TVET GRADUATE EMPLOYABILITY

**Wan Maziah Wan Ibrahim[1]*
*wmaziah@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Majlis Amanah Rakyat (MARA) involvement in the field of Technical and Vocational Education (TVET) has contributed significantly to the country in producing industry-based competent human capital and successful technopreneurs in line with the needs of the country's industry. The programs designed at the MARA TVET institution aim to deliver quality TVET graduates with a high marketability rate. The purpose of this study is to examine the relationship between the professional certificate and TVET graduate employability. This study uses a quantitative method by giving questions to TVET graduates related to the field of employment after graduation. This study can improve the quality of programs conducted in MARA TVET institutions for the marketability of TVET graduates. This study would like to examine to what extent the programs with professional certification provide a high income to TVET MARA graduates. This study is expected to show a positive relationship between a professional certificate in the program conducted with the marketability of advanced TVET graduates.

Keywords: Professional Certificate, TVET Graduate

e-ISBN 978-967-26577-0-5

# CORPORATE GOVERNANCE ATTRIBUTES AND AUDIT QUALITY AMONG PUBLIC LISTED COMPANIES IN MALAYSIA

**Intan Hanira Mohamad[1]*
*kl2104008865@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

The recent dispute between a Malaysian Listed Company, Serba Dinamik Holdings Berhad and its former external auditor KPMG has triggered a negative perspective towards the quality of auditors' performance in a publicly listed company. The role of external auditors is very vital in producing reliable financial statements for investors to make an informed investment decision. Auditors should be able to exercise their duties within a good corporate governance ecosystem and render their independent opinion without fear or favour. Hence, this study is performed to examine the relationship between the corporate governance attributes and the audit quality of the publicly listed companies in Malaysia. Corporate governance attributes used in this study include institutional ownership, management ownership, board independence, non-executive directors, and audit committees. Correspondingly, there are four control variables included in this study such as company size, business complexity, industry type and leverage. The selected sample of population for this study is the 100 listed companies from 2017 to 2020. This study will be conducted using a panel data analysis taken from the company's website and Bursa Malaysia's website. The expected findings of the study, there is a relationship between corporate governance attributes and audit quality among public listed companies in Malaysia

Keywords: corporate governance, audit, public listed

e-ISBN 978-967-26577-0-5

# FACTORS CONTRIBUTING TO LOAN DEFAULTS IN MARA ENTREPRENEURSHIP PROGRAM

*Iskandar Zainudin [1]
iskandar@mara.gov.my
Muhamad Nizam Jali[2]
nizam@kuptm.edu.my
Farha Ghapar[3]
farha@kuptm.edu.my

*Corresponding author

Institute of Graduate Studies,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]
Faculty of Business, Accountancy & Social Science,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[3]

## ABSTRACT

Majlis Amanah Rakyat (MARA) is established with the objectives, among others, to develop Bumiputera entrepreneur, industrialist, and technocrat. Since its inception in 1966, MARA had built almost a complete ecosystem comprises of Bumiputera entrepreneurs, industrialists and technocrats. The ecosystem covers the aspect of education, entrepreneurship and investment. From the aforementioned statements, there are four (4) types of programs created to uplift Bumiputera status namely, business loan, educational loan, business premises, and factory premises. Despite MARA's altruistic and social-driven motives in giving these loan facilities to the Bumiputera, MARA is faced with challenges of loan repayment defaults by clients. As a results, when the amount of collection is very small, and the amount of uncollectible keep on increasing, this creates significant problem as MARA will end up with inadequate fund to give out to their future generation entrepreneurs. Therefore, it is very important for MARA to organise a better solution or ways for the borrowers to pay back the loan and before it is getting worse. This paper aims to investigate the factors contributing to incidences of loan defaults in MARA entrepreneurship program. Furthermore, data is collected via questionnaires from borrowers of entrepreneurship program and staffs of MARA Credit Control department as the samples and analyzed using latest version of SPSS. Factors such as business failure, attitude, fraud, system limitation, delay in monitoring process, lack of manpower and competencies are the main variables in contributing to the loan defaults in MARA entrepreneurship program. It is anticipated that the preceding factors have significant relationship with the incidences of loan default.

Keywords: Entrepreneur, Loan Default, MARA

e-ISBN 978-967-26577-0-5

# DOES COVID-19 INFLUENCE THE BUSINESS LANDSCAPE TOWARDS CRYPTOCURRENCY TRANSACTION?

**Mohd Fahmy Bin Ishak[1]*
*mohdfahmy.ishak@gmail.com*
*Wan Mohd Hirwani Wan Hussain*

**Corresponding author*

*Universiti Kebangsaan Malaysia, Malaysia[1]*

## ABSTRACT

The challenges of the pandemic crisis have seen changes in lifestyle norms that have major implications for the influence of market culture around the world. This pandemic challenge has forced the business sector from various levels of the industry to continue to work to strengthen effective in-business strategies. This study is to examine whether Covid-19 crisis changed the landscape of business towards cryptocurrency transactions in regard to substitution to fiat currency. Fintech is a new solution for borderless payments and rapidly evolving, it may soon revolutionise the way businesses function forever. The impact of the Covid-19 pandemic has created an unprecedented necessity for both borderless payments and digital platforms. Will covid-19 reach a turning point, irreversibly altering consumer confidence and trust, and paving the way for cryptocurrencies payments to disrupt the way consumers and businesses receive and spend money? The sampling of qualitative research will be gathered from entrepreneur across Malaysia through questionnaire. The expectation that results from this study many businesses are willing to use cryptocurrency in their daily transactions and future growth.

Keywords: cryptocurrency; covid-19; business; entrepreneurial

e-ISBN 978-967-26577-0-5

# A STUDY OF EMPLOYEE TURNOVER INTENTIONS ON THE JOB SATISFACTION AMONG EMPLOYEES

**Ehsan Azly[1]*
*kl2011008175@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Employee turnover intention restricts performance and reward, resulting in a shortage of consolidated varied capital and resources. In each corporation, the primary source of reasonable efficiency bears all the hallmarks of pressure in the workplace. Representatives need some form of motivation and pressure in the workplace to slow down the processes of overcoming strain. The rationale for this study was to examine the relationship between employee turnover intention and job satisfaction, job motivation, and job stress. Using a correlative analysis, it was urged that capacity of stress and motivation will have a significant negative impact on job fulfillment. Using a sample size of 140 employees, survey research will be conducted in management areas from the government sector in Malaysia by giving online questionnaires. As the desired result, job fulfillment is naturally expected to positively enhance and progressively reducing the employee turnover rate in an effective organisation as a seamless whole.

Keywords: Job satisfaction, job stress, job motivation.

e-ISBN 978-967-26577-0-5

# THE RELATIONSHIP BETWEEN COMPENSATION AND BENEFIT, WORK ENVIRONMENT AND ORGANISATIONAL SUPPORT ON EMPLOYEE LOYALTY IN LEGAL FIRMS

**Fatin Nabilah Ahmad Azam[1]*
*fatinnabilah93@yahoo.com*
*Azahari Jamaludin[2]*
*azahari@kuptm.edu.my*
*Ahmad Fauzi Ahmad Zaini[3]*
*ahmadfauzi@kuptm.edu.my*
*Sheikh Muhamad Hizam Sheikh Khairuddin[4]*
*sheikhmhizam@unikl.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2,3]*
*UniKL Business School, Universiti Kuala Lumpur, Kuala Lumpur, Malaysia[4]*

## ABSTRACT

Employee loyalty plays an important role in the success of the business of the legal firms. The success of the business of the legal firms depends largely on the customer satisfaction. Therefore, investigating the relationship between compensation and benefit, work environment and organisational support on employee loyalty in legal firms will ensure the growth of the business. However, there has yet to be any research done to investigate this relationship in legal firms in Malaysia. Therefore, the objective of this research is to investigate the relationship between compensation and benefit, work environment and organisational support on employee loyalty. The research seeks to find the relationship between the dependent variable (employee loyalty) and the independent variable (compensation and benefit, work environment and organisational support). The research methodology is a cross-sectional study in the form of a survey where questionnaires in google form will be distributed to the employees of legal firms in Malaysia. This study expects that there is a positive relationship between compensation and benefits, work environment and organisational support on employee loyalty in legal firms in Malaysia.

Keywords: Employee Loyalty, Compensation and Benefit, Work Environment, Organisational Support

e-ISBN 978-967-26577-0-5

# THE MODERATING EFFECT OF SELF-EFFICACY ON THE DETERMINANTS OF ENTREPRENEURIAL INTENTION AMONG MALAYSIAN UNDERGRADUATE STUDENTS

**Jumain Ambroshang[1]*
*jumain7711@gmail.com*
*Shahri Abu Seman[2]*
*shahri@kuptm.edu.my*

**Corresponding author*

*Fitbizs Marketing[1]*
*Kolej Universiti Poly-Tech MARA, Malaysia[2]*

## ABSTRACT

Entrepreneurship continues to play a vital role and contribute significantly to the country's economic development. It is acting as the one provider of employment, a medium of poverty reduction and reduces the unemployment rate among graduates. The entrepreneurial intention, on the other hand, becomes the first step to entrepreneurship. It is vital to identify the factors that can contribute to entrepreneurial intention. The purpose of this study is to investigate factors influencing entrepreneurial intention. Moreover, the moderating effect of self-efficacy also has been examined towards entrepreneurial intention among undergraduate students. In order to achieve the purpose of the study is preceded by the relevant literature and Theory of Planned Behaviour. The population of the study consisted of undergraduate students from a public university. The sampling method adopted is convenient sampling and data collected using a survey questionnaire. The finding of this study has confirmed the importance and major effect of self-efficacy as the moderator on the relationship between determining factors on entrepreneurial intention. This study also had provided policymakers and universities with important data and insights on the factors that can enhance entrepreneurial intention among undergraduate students. Finally, this study and its finding have been served as a reference source in the field of entrepreneurship.

Keywords: entrepreneurial intention, self-efficacy and theory of planned behaviour

e-ISBN 978-967-26577-0-5

# FACTORS INFLUENCE THE RETIREMENT PLANNING AMONG PRIVATE SECTOR WORKERS

**Zulhida Abd Maurad[1]*
*kl2107008915@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Kolej Universiti Poly – Tech Mara Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

According to the Department of Statistics Malaysia, the percentage of the population aged 65 and over (old age) increased from 7.0 per cent for 2020 to 7.4 per cent for 2021. The statistic keeps increasing every year indicates Malaysia is leading to an ageing nation. By 2030, the number will double to 15 percent. At the same time, lifespan is expected to increase from 72.6 years for men and 77.5 years for women to 74.2 years and 79.1 years, respectively. The Government has introduced the Employees' Provident Fund (EPF) under the purview of the Ministry of Finance to manage the compulsory savings plan and retirement planning for private sector workers in Malaysia. According to findings from Khazanah Research Institute, more than 80% of EPF contributors do not meet the minimum savings target of around RM240,000 by retirement age, and the bottom 20% of contributors average less than RM7,000 in savings. Lack of education in financial literacy, the inadequate private sector workers' EPF savings and lack of goal clarity would lead to fallacious retirement planning decisions among private sector workers. Therefore, this study aims to examine the influence of financial literacy and personal attitudes on retirement planning among workers in the Malaysian private sector. The research method used is a quantitative method whereby data collection will be based on questionnaire conducted on approximately 110 private sector workers in Klang Valley, Malaysia to study the relationship under investigation. It is expected in the result of this study that financial literacy and personal attitudes will have significant impact towards retirement planning among workers.

Keywords: Retirement Planning, Financial Literacy, Saving Behaviour, Goal Clarity and Job Satisfaction.

e-ISBN 978-967-26577-0-5

# THE ROLE OF KNOWLEDGE TRANSFER IN DETERMINING THE DEBT LITERACY TOWARD SME ABILITY TO REPAY DEBT IN MALAYSIA

*Siti Zuraidah Binti Zainal[1]
sitizuraidah@gapps.kptm.edu.my
Muhammad Nizam Bin Jali[2]
nizam@kuptm.edu.my
Ahmad Fauzi Bin Ahmad Zaini[3]
ahmadfauzi@kuptm.edu.my
Nan Zakiah Binti Megat Ibrahim[4]
zakiah@kuptm.edu.my

*Corresponding author

Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3,4]

## ABSTRACT

Knowledge transfer was considered crucial to firms' growth and transformation. In contrast, small and medium-sized companies (SMEs) play a crucial role in the socio-economic development in a country through business possibilities, job creation, and poverty reduction. However, various factors influence the ability of SMEs to repay their debt. One of the most important components of enhancing the capacity of SMEs to repay debt is literacy and the transfer of knowledge. To bridge this gap, this study will examine the elements that affect the capacity of Malaysian SMEs to repay their debt, including debt literature, utilizing knowledge transfer as a medium. The main data from the study were collected through questionnaires from 127 Malaysian SMEs. The PLS-SEM approach is used to evaluate the data and subsequently to solve hypotheses and achieve research goals. This article comprises some recommendations on the development of the SME sector in Malaysia and recommendations for relevant future research in this field.

Keywords: Debt literacy, knowledge transfer, ability to repay debt, PLS

e-ISBN 978-967-26577-0-5

# THE FACTORS THAT AFFECT EMPLOYEE TRAINING EFFECTIVENESS

*Afwa Roslan N.S[1]
afwaroslan@gmail.com
Hirnissa M.T[2]
hirnissa@kuptm.edu.my

*Corresponding author

Institute of Graduate Studies, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]
Faculty of Business, Accountancy and Social Sciences, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[2]

## ABSTRACT

Training is a systematic approach that helps individuals improve performance at work and provides a relationship between the job needs and the current working practices of employees. In addition, training requires time, effort, and money. Hence, organisations should evaluate training programs and assess their impact on trainee's behavior and performance. This paper aims to find the factors affecting the training effectiveness of employee training programs. For data analysis, a survey questionnaire design is a valid and reliable collection tool. The research sample are employees of Majlis Amanah Rakyat. Multiple regression analysis will analyse the relationship between content, training environment, facilities, materials, training schedules, and presentation style from one side to train efficiency. This study expects there is a strong positive linear correlation between the five factors and the training effect. The results will aid the training manager in designing the training plan. In addition, teaching designers and trainers may be able to identify the training program's characteristics by maximizing the trainees' learning ability and skills.

Keywords: training contents, training environment, training schedule, training effectiveness, employees training

e-ISBN 978-967-26577-0-5

# A STUDY ON GENERIC SKILLS TRAINING INFLUENCING EMPLOYEE PERFORMANCE

*Afwa Roslan N.S[1]
afwaroslan@gmail.com
Hirnissa M.T[2]
hirnissa@kuptm.edu.my

*Corresponding author

Institute of Graduate Studies, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]
Faculty of Business, Accountancy and Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[2]

## ABSTRACT

Every employer would dream to have an all-rounded employee that is good at various skilled and very knowledgeable. That is why training is very important so that employees can be well trained and highly developed. If clients are always right, then the employee is an asset of any organisation. This study aims to explore how generic skills training significantly influencing employee performance based on employee perspective. As quantitative research, a survey questionnaire will be used as a valid and reliable collection tool. A fresh primary data will be collected from a survey conducted among the employee of Majlis Amanah Rakyat that will be functioning as a research sample for this study. Multiple regression analysis will analyse the relationship between generic skills training such as communication skills, teamwork and leadership skills, moral and professional ethics from one side to employee performance. This study expects there is a strong positive linear connection between generic skills training and the performance of the employee. The result will aid in creating training programs to boost the level of achievement of an employee.

Keywords: generic skill, training, communication skills, teamwork, leadership, moral and professional ethics, employee performance

e-ISBN 978-967-26577-0-5

# THE IMPACT OF THE COVID-19 PANDEMIC ON THE TOURISM SECTOR IN MALAYSIA: AN INPUT-OUTPUT ANALYSIS

*Saidatulakmal Mohd*[1]
*eieydda@usm.my*
**Abdul Rais Abdul Latiff*[2]
*abdulrais@usm.my*
*Mohamad Shaharudin Samsurijan*[3]
*msdin@usm.my*
*Paramjit Singh Jamir Singh*[4]
*paramjit@usm.my*

**Corresponding author*

*School of Social Sciences, Universiti Sains Malaysia, Malaysia*[1,2,3,4]

## ABSTRACT

It was not only the health of people around the world that was affected by the COVID-19 pandemic; it also had an impact on the world's economic sectors. Significant economic consequences have occurred around the world as a result of declining productivity, fatalities, business closures, trade disruptions, and the decline of the tourism industry, among other factors. The increase in COVID-19 cases in a number of countries has resulted in tourists cancelling reservations that they had previously made. The tourism industry, which is the third largest contributor to the national economy and is one of the sectors affected by the COVID-19 pandemic, is one of the sectors most adversely affected. The purpose of this study is to determine the impact of the COVID-19 pandemic on the tourism industry and the overall economy of the country. Specifically, the purpose of this research is to determine how the COVID-19 pandemic has affected the output of the tourism industry and other major industries in the economy. When determining the multiplier effect, this study employs input-output analysis, and the results of the analysis demonstrate the interdependence between the tourism industry and related sectors. Multiplier analysis is used to determine the overflow of tourists from the tourism industry to other sectors. Through multiplier analysis, it can be concluded that there is a spillover effects to other sectors that are related to the activities of the tourism sector. National policy implementation helps to propel the country's economy forward while also moving other related industries.

Keywords: COVID-19 Pandemic, Tourism, input-output, multiplier analysis, national policy

e-ISBN 978-967-26577-0-5

# THE AFFECTS OF CORPORATE GOVERNANCE ON THE EMPLOYEES JOB SATISFACTION

**Eiman Awateef[1]*
*kl2011008480@student.kuptm.edu.my*
*Farha Abdol Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

There are various issues have led to more interest in empirical research of employee's satisfaction such as compliance in labor regulation, equality and fairness treatment from top management, environmental care and etc. Usually, these problems are related to the governance practices in an organisation. Mostly previous studies only relate the corporate governance with organisational performance. Since the economy crisis increase globally, most investors now interested in company that invest more in skilled employees and have a good employees satisfaction review related to their job and workplace. This study sought to investigate the relationship between corporate governance and employee's satisfaction in a company. The study was guided by the following objectives. To determine the influence of corporate governance on employee job satisfaction, and the internal control system influence on employee job satisfaction. Next, to determine the effect of skill development on employee job satisfaction. The study adopted descriptive survey research design. The researcher used online questionnaire that distribute to the 150 employees by email. Regression model was used to investigate the influence of governance practices on employee job satisfaction. From this study we found that there is positive relationship between the governance practice and employees job satisfaction. Employees are found less stress with their job when their interest were included in decision making and be appreciated when they done their job well. Hence for this paper, we propose to narrow the places to study the governance practice in an education industry, KUPTM Kuala Lumpur and verify the employees job satisfaction from the data collection.

Keywords: Corporate governance, employees job satisfaction, internal control, education industry

e-ISBN 978-967-26577-0-5

# IMPACT OF CORPORATE SUSTAINABILITY ON EMPLOYEE COMMITMENT

**Nur Diyana Mat Zaini[1]*
*kl200007421@student.kuptm.edu.my*
*Dewi Izzwi Binti Dato' Hj Abdul Manan[2]*
*dewi@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Science,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Sustainability doesn't mean sacrificing profits or putting success on the backburner. Instead, it has become a crucial element to any organization's successful strategy. A business that doesn't factor in sustainability risks is less successful in several measures, including profitability, growth, and employee retention. Unlike previous studies that examine the direct effect of employees' commitment on corporate sustainability, this article examines a mediated link through three major items in corporate sustainability which are economic, social and environment. Therefore, this paper is designed to investigate the employees' commitment towards the three important roles of corporate sustainability. The next section starts by the literature review, the methodology and analysis of results follow. Finally, discussion of results and conclusion are presented. Social exchange and social identity theory provide the foundation for predictions that the primary outcomes of corporate sustainability initiatives towards employees' commitments. The study used quantitative research techniques, and a sample population was selected from among participants who were single, married, or divorced, as well as from among female and male participants, using a simple selection approach. The questionnaire was based on the table of samples developed by Krejchie and Morgan (1970). 108 surveys were completed and returned out of 150 questionnaires that were given, for a completion and return rate of 100% in total. It was decided to use IBM SPSS version 23 for the analysis of the data.

Keywords: Corporate Sustainability, Employee Commitment

e-ISBN 978-967-26577-0-5

# THE EFFECT OF LEARNING ORIENTATION ON EMPLOYEE'S TRANSFORMATIONAL LEADERSHIP BEHAVIOR

**Shahri Abu Seman[1]*
*shahri@kuptm.edu.my*
*Syed Jamal Abdul Nasir Syed Mohamad Arshad Ayub[2]*
*syedjamal145@salam.uitm.edu.my*
*Haslinda Abdullah[3]*
*hba@upnm.edu.my*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]*
*Graduate Business School, MARA University of Technology, Shah Alam, Malaysia[2]*
*Defense Management, National Defence University of Malaysia, Kuala Lumpur, Malaysia[3]*

## ABSTRACT

This paper aimed to create a theoretical model of how learning orientation affects transformational leadership behaviour. The authors took a fine-grained look at the organisational level to describe how learning orientation influences the development of employees' leadership capabilities. The maximum likelihood tool IBM SPSS AMOS 22.0 was used to test the model. A questionnaire was utilised to collect data from a sample of 220 private higher education institutions in Malaysia using a quantitative research method. This study's findings show that a learning orientation has a considerable positive impact on its employees' transformational leadership behaviour.

Keywords: learning orientation, transformational leadership

e-ISBN 978-967-26577-0-5

# IMPACT OF MULTITASKING ON EMPLOYEE'S PERFOMANCE AT WORKPLACE IN PENANG

**Ridhwan Talib[1]*
*kl2011008482@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Hirnissa, M.T[3]*
*hirnissa@kuptm.edu.my*

**Corresponding author*

*Institute of Graduate School Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]*
*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[2,3]*

## ABSTRACT

In today's situation, many employees are forced to do multitask work in their workplace than what has been stated in their job description. Moreover, a company or organisation assigned multitask to its employees as this can reduce organisational costs. This study identified the effects of multitasking on employee performance in the workplace, the employee job performance when assigned to multitask and find solutions to improve employee performance. This study identified, the time management, workplace environment, organisation management, job description, stress level and work position might lead to poor performance of employee due to multitasking. This study will be conducted by distributing a questionnaire to employees working in Penang on how multitasking is being assigned. Multiple data regression analysis will be used to analyse the data collection. This paper expects there will be an action from the organisations to prevent their employees from doing multitasking so in turn it will be able to improve employee performance.

Keywords: Multitasking, employee, performance, workplace

e-ISBN 978-967-26577-0-5

# IDENTIFYING FACTORS OF TAX COMPLIANCE AMONG MALAYSIAN TEACHER'S AT PUBLIC SCHOOL IN LEMBAH KLANG

**Mohd Yusnaidi Mohd Yusof[1]*
*kl2007007367@student.kuptm.edu.my*
*Nisrin Alyani Ishak[2]*
*nisrin@kuptm.edu.my*

**Corresponding author*

*Faculty Business, Accountancy & Social Sciences*
*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

The individual income tax compliance is one of the common issues arise among public in Malaysia. Previous studies has shown a significant interest of the needs to understand the compliance factors that contributes to the people behaviour in fulfilling the needs of individual income tax. To understand further on factors that may contribute to income tax compliance, this paper presents the relationship between tax knowledge, awareness and tax compliance among Malaysian Teacher's at public school in Lembah Klang. The notion of planned behaviour was applied to the current study. Quantitative research with non-probability sampling technique methodology were employed in this study. The findings suggest that tax knowledge and awareness have a considerable impact on tax compliance among Malaysian teachers in the public sector. The current study contributes to the needs of tax officials agencies in understanding the compliance factors among public teachers. The findings of this study may help tax officials, academics, and future studies improve tax compliance among Malaysian public-sector teachers.

Keywords: Tax Compliance, Tax Awareness, Tax Knowledge.

e-ISBN 978-967-26577-0-5

# THE RELATIONSHIP BETWEEN POSITIVE MANAGEMENT, EMPLOYEE PRODUCTIVITY AND SATISFACTION AT WORK

**Muhamad Ajwad Ibrahim[1]*
*kl2011008178@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

A good leadership skill in the managerial aspects will produce a positive reinforcement as the employees will feel acknowledge and they will increase their contribution towards the company's productivity and the quality in their work. Most powerful form of positive reinforcement in the workplace are monetary but most leaders are taking advantage of it where the employees well-being were not being taken care of and they are mostly unhappy working at the company. The employees are not motivated to come to work but they are coming to work just for the money. This study will adopt Skinner's behavioural theory as the underpinning of this study. The purpose of this paper is to examine the relationship between positive management, employee productivity and satisfaction at work. The research method that will be used in this research is quantitative method where questionnaires will be distributed to the companies. Data analysis will be analysed using multiple regression analysis. The expected findings of this research is that employee will be motivated, able to increase their production for the company and will work longer for the company as they are more satisfied with the management's positive reinforcement done by the company.

Keywords: positive management, satisfaction, productivity

e-ISBN 978-967-26577-0-5

# EXAMINING FACTORS IMPACTING THE PERFORMANCE OF MARA ENTREPRENUERSHIP DEVELOPMENT PROGRAM: PROSPEC

**Noor Huda Mohamed [1]*
*kl2107008919@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Muhamad Nizam Jali[3]*
*nizam@kuptm.edu.my*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

Across the world, various government have sought to show how taxpayer money is spend through programs and initiatives that can improved quality and quantity of life that covers better public services, better education as well as job creation. In Malaysia, the government have also taken the same measures with the rest of the world in terms of linking allocation of budgets with performance. This is due to the fact that, public organisation are answerable to numerous stakeholder and interest group which appear to have a different measure of performance. For example, policy makers are concern on a program that can give social impact while in the eyes of the taxpayer, the success of a program is very much dependent upon what they can experience and benefits from. Majlis Amanah Rakyat (MARA) is one of the public sector organisation which the main objectives among others is to developing successful and innovative entrepreneurs, producing a globalised human capital with integrity, contributing to equity ownership and facilitating the delivery system. From the aforementioned statement, MARA had received a tremendous amount of budget allocation from the government annually to initiative various entrepreneurship program in order to achieve its many objective. Professional Entrepreneur Development Program or PROSPEC is one of its many program that received huge budget allocation. This program is to help and encourage Bumiputera to become a professional entrepreneur in the field of medicine, pharmacy, accounting, engineering and architecture. The aim of this study is to examine the factors impacting the performance of MARA PROSPEC program. This study examines factors such as sales turnover, number of jobs creation, satisfaction among entrepreneurs and loyalty and satisfaction among customer to impact the performance of PROSPEC program. The result is expected to show that all of the independent variables understudy to have a significant positive indicator and relationship on the performance of PROSPEC program. The study used quantitative research method in answering all of the objectives in order to examine the indicator and relationship between variables. Structured questionnaire is adopted from the review of related literature and distributed to the 45 entrepreneurs and MARA staffs that participate from earlier PROSPEC program as samples. Data analysed by using correlation and regression analysis and follow all of the procedures. The results shall also identify variables that have the most significant impact on the performance of MARA PROSPEC program.

Keywords: Entrepreneurship Development Program , MARA, Performance, Prospect

e-ISBN 978-967-26577-0-5

# ASSESSING DETERMINANTS INFLUENCING ADOPTION AND CONTINUED USE OF STREAMING SERVICES

**Fairuz Naziha Mohamad[1]*
*f.naziha@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Institute of Graduate Studies, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]*
*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[2]*

## ABSTRACT

Without a doubt COVID-19 pandemic which has been rampaging this world since late 2019 has become an agent of great changes, making impact to almost every aspect of life. It is a marker between two eras, the world before COVID-19 and the world after COVID-19 and it attracts a flurry of research to examine a whole range of topics related to the shift caused by the pandemic. Movement restriction and fear of in-person socialization had forced consumer to seek alternative entertainment. Before COVID-19, streaming services are still at emergence stage. After COVID-19, streaming services experienced exponential growth. This study aims to investigate media consumption habits, specifically adoption of streaming services, such as Netflix and Disney+ and the prediction of such services will continue to be the medium of choice for entertainment by the mass post-pandemic. This study examines the determinants influencing adoption of streaming services based on technology acceptance model and predicts the intention of consumer to continue using the streaming services based on technology continuance theory and consumer behaviour theory. A questionnaire, developed from a focus group interview, is to be disseminated to a sample of population who adopted streaming services during pandemic. In term of factors that drive adoption of streaming services during pandemic, the study is expected to show that perceived benefits and perceived ease of use has significant impact on the adoption of streaming services. It is also expected that the results shall reveal that perceived value (convenience, monetary, emotional, and social) has significant impact on the intention of continued use of streaming services.

Keywords: Streaming Services, Netflix, Consumer Behaviour

e-ISBN 978-967-26577-0-5

# HURDLES OF SMALL LEGAL FIRMS IN SUSTAINING BUSINESS: A CASE STUDY ON A METHODS IMPLEMENTED BY SMALL LEGAL FIRMS IN PROMOTING BUSINESS TO MAXIMIZE BUSINESS PROFITS

**Afiq Audy Basharudin[1]*
*afiqaudy91@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Norreha Othman[3]*
*norreha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

A competition on legal firms' industry in Peninsular Malaysia nowadays are becoming fiercer. According to the Malaysian Bar general statistic website, as of the year 2021, there are a total of 5688 registered small legal firms in Peninsular Malaysia. With this huge number of small legal firms, it is extremely hard for small legal firms to promote their business and hence limits their opportunity to maximize their business profits. These huge numbers of small legal firms accompanied with various restriction set by Legal Profession Act 1976 and other related statutes, not only creates an extreme competition environment but also limits the options and sources available for small legal firms to promote their business. Hence, the purpose of this paper is to study the methods implemented by small legal firms in promoting their business and which method is the most effective in maximizing the profit of small legal firms. This study will focus on the types of method in promoting small legal firms' business such as utilizing social media, dissemination of namecards and company profile, social networking, internal connections with any corporate bodies, years of experience, referral from family and friends and touting. This paper will involve dissemination of questionnaires to small legal firms partners and sole proprietor via google forms. It is expected from this study that by implementing more than one method in promoting business will enhance the opportunity to maximize small legal firmss profit.

Keywords: small legal firms, promoting business, sustaining business, maximizing profits

e-ISBN 978-967-26577-0-5

# FACTORS INFLUENCE THE PERFORMANCE OF LOAN APPLICATION PROCESS: THE CASE OF MARA EDUCATION SPONSORSHIP DIVISION

**Mohammad Faizal Bin Abdul Bashir[1]*
*faizalab@mara.gov.my*
*Muhamad Nizam Jali[2]*

**Corresponding author*

*Institute of Graduate Studies, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Majlis Amanah Rakyat (MARA) Education Sponsorship Division (BPP) deals with massive number of loan application from students throughout the year. This situation creates concerns for staffs and related stakeholders to managing the process and also providing continuous improvements to satisfy customers' needs and demands i.e. students. Evidently, BPP received quite a tremendous amount of complaints from time to time with regards to the loan application process from application until approval stages. This situation warrants an improvement, where management need to find ways on how to speed up the delivery of good quality services without having so much delays and bureaucracy along the process of educational loan application. Obviously, the public and stakeholder demands fast education loan approval especially when it comes from the average and poor family background. To elaborate further, the reputation and sustainability of an organisation such as MARA is very much at stake if it is not performing well in the eyes of the public. The aim of this paper is to determine the factors that influence the performance of educational loan application process in the context of MARA BPP division. Furthermore, data collected via questionnaires from students and staffs as the samples and analysed using latest version of SPSS. Factors such as Subject Matter Expert (SME) personal, system infrastructure, bureaucracy and competencies are the main variables in determining the factors that influence the performance of educational loan application process.

Keywords: Performance, Loan Application, Delivery Services, Subject Matter Expert (SME)

e-ISBN 978-967-26577-0-5

# THE IMPACT OF COST OF LIVING IN KUALA LUMPUR ON THE INTEREST OF LOCAL STUDENTS TO START A SMALL BUSINESS

**Ashraf Mazlan[1]*
*kl2011008179@student.kuptm.edu.my*
*Dewi Izwi, A. M[2]*
*dewi@kuptm.edu.my*
*Farha Ghapar[3]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1, 2, 3]*

## ABSTRACT

Cost of living in the city of Kuala Lumpur is relatively high due to its places of interest and being the capital city of Malaysia. This further affects the local university students who are studying in Kuala Lumpur unless they have a substantial amount of allowance or income, they are ought to seek for financial support beyond their scholarship or parents. Therefore, local university students often start a small business or dropship to achieve financial sustainability. Thus, this study aims to investigate the impact of cost of living in Kuala Lumpur on the interest of local university students to start a small business. Using samples taken from the population, a survey research will be conducted involving random local university students studying in the city of Kuala Lumpur. The expected result is that there is a positive relationship between the cost of living in Kuala Lumpur and the interest of local university students to start a small business.

Keywords: Cost of living, small business, local university students.

e-ISBN 978-967-26577-0-5

# RELATIONSHIP BETWEEN MODERN TECHNOLOGY AND ENTREPRENEURS SUCCESSFUL

**Mariyah Manaf [1]*
*kl2107009148@student.kuptm.edu.my*
*Siti Masitah Ashar[2]*
*Farha Ghapar[3]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

The digital economy is part of the changes that IR 4.0 is bringing. The Malaysian government has recognised that the digital economy offers entrepreneurs the opportunity to increase the country's productivity and economic performance, and Malaysia is one of the countries that have made much of this digital revolution as it will have a direct impact on the global economy. However, the adoption of the digital economy among entrepreneurs is still low and still not reaching the desired level. The purpose of this study is to examine the relationship between modern technology and entrepreneur successful. Referring to the literature review, this current study develops conceptual framework consisting of modern technology and entrepreneur success. This study will be utilising a survey research design to collect data from 200 entrepreneurs in the capital city of Kuala Lumpur. The research proposition is modern technology has a strong positive impact on entrepreneur success. The practical implication of this study is that it could possibly one of the means to help entrepreneurs to boost their sale with the help of modern technology. In addition to that, this study could also create more awareness among entrepreneurs to be more adaptive to changes and embrace the modern technology to be incorporated as part of their entrepreneurship strategies.

Keywords: Digital economy, IR 4.0, Modern Technology, Entrepreneurs success,

e-ISBN 978-967-26577-0-5

# FACTORS AFFECTING DECISIONS TO OPEN DEPOSIT ACCOUNTS WITH ISLAMIC BANKS

*Azrie Tamjis[1]
azriebam@gmail.com
Farha Ghapar[2]
farha@kuptm.edu.my

*Corresponding author

Faculty of Business, Accountancy & Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]

## ABSTRACT

The Islamic banking deposits in Malaysia are structured differently than its conventional banking counterpart. Islamic banking provides products and services guided by shariah contracts (e.g. qard, wadiah, murabahah and mudarabah). The shariah concepts hinges on profit sharing, featuring risk and return attributes between customer and bank. Whilst previous literatures have highlighted on shift in customers' behaviour to bank selection, it does not examine the motives behind such behaviour. The identification of factors that affect depositors' decisions are imperative to understand its customers in this highly competitive industry. Hence, the aim of this study is to examine the factors considered by employees of Kolej Universiti Poly-Tech Mara (KUPTM) when opening savings accounts with Islamic banks. Several potential independent variables from past literatures will be adopted in this study, namely (1) religion, (2) cost-benefit, (3) service delivery, (4) size and reputation, (5) staff, (6) convenience, (7) confidentiality, (8) friends and relative influence, (9) mass media advertising, and (10) social responsibility. Hypotheses will be developed based on these variables, including arguments from past literatures. A questionnaire will be prepared and distributed to respondents - employees of KUPTM – to be administered using google forms for ease of data collection. This study will employ multiple regression data analysis. This study expects significant relationship between religious factor and decision to open deposit accounts in Islamic banks.

Keywords: Islamic bank, religion, savings deposits, shariah contracts

e-ISBN 978-967-26577-0-5

# GREEN MANAGEMENT AWARENESS: PRACTICES AMONG BUSINESS ORGANISATIONS IN KLANG VALLEY

**Mas Anom Binti Abdul Rashid[1]*
*masanom@kuptm.edu.my*
*Mohd Noor Azman Bin Othman[2]*
*Zaid Bin Mat Yusop[3]*

**Corresponding author*

*Faculty of Business, Accountancy and Social Sciences, Kolej University Poly-Tech MARA, Kuala Lumpur, Malaysia[1, 3]*
*Faculty of Education, Humanities and Arts, Kolej University Poly-Tech MARA, Kuala Lumpur, Malaysia[2]*

## ABSTRACT

The problem of poor waste management in Malaysia is one of the nation's biggest issues to date. The country's buildup of solid waste is resulting in tremendous land and air pollution for the environment, and health problems for communities and bottlenecks to economic growth. This study is an initial exploration into the Klang Valley business organisations' awareness on green management practices i.e. energy and water savings and reduce, recycle and reuse (3R) habits. This is a quantitative study conducted on business organisations in Klang Valley. The findings show that among 82 organisations participated, there are about 65.9% companies registered their awareness on the importance of 3R as there are posters/stickers encouraging employees to adopt the 3R movement, save energy and water throughout the offices. The majority of the organisations have more than 100 employees (37%), 31.7% has 11 - 50 employees, 20.7% has 50 -100 employees, while 9.2% has less than 10 employees. 65% of the company recycled papers, 55% recycled printer toners, 42% recycled cardboards and boxes, 40% recycled magazines, 39% recycled obsolete IT equipment whilst 40% recycled glass, plates and aluminum. These findings show that Malaysian has developed the awareness and are changing their habits on the 3R movement and the importance of green living.

Keywords: Green management, 3R, reduce, recycle and reuse, waste management, Malaysia, business organisation

e-ISBN 978-967-26577-0-5

# THE EFFECTIVENESS OF BOARD DIVERSITY IN FINANCIAL DISTRESS COMPANIES IN MALAYSIA

*Nurain Johan[1]
nurain@kuptm.edu.my
Nurisyal Muhamad[2,3]
nurisyal@kuptm.edu.my
Wan Sallha Yusoff[3]

*Corresponding author

Institute of Professional Studies, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]
Faculty of Business, Accountancy & Social Sciences, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[2]
Centre of Excellent Social Innovation and Sustainability, Faculty of Applied and Social Sciences, Universiti Malaysia Perlis, Malaysia[3]

## ABSTRACT

The declining of financial performance is often associated with weak function of the role of the board in the companies. The number of public listed companies that categorised as Practice Note (PN17) by Bursa Malaysia shows an increasing due to financial distress. This study examines the effectiveness of board diversity in financially distressed companies that categorised as PN17 by Bursa Malaysia using content analysis of annual reports for five years as secondary data. The characteristics of board diversity include board professionalism and politically connected board whereas the proxy of financial distress will be measured using Altman Z Score for multiple regressions in evaluating financial performance ratios. The implementation of Malaysian Code on Corporate Governance (MCCG) in 2021 also will be assessed on the effectiveness of board diversity and its interaction on financial distress. The findings from this study is expected to provide evidence that board diversity may has a significant relationship with financially distressed companies. Overall, this study may assist investors, practitioners as well as external regulators in monitoring the company by assessing the effectiveness of board diversity from being classified as financially distressed companies.

Keywords: Board Diversity, Financial Distress, PN17 Companies, MCCG

e-ISBN 978-967-26577-0-5

# OWNER-MANAGER SKILLSET AND SMALL ENTERPRISES' PERFORMANCE: EVIDENCE FROM MALAYSIAN FOOD AND BEVERAGE SECTOR

*Seri Ayu Masuri Md Daud[1]
seriayu@uitm.edu.my
Indarawati Tarmuji[2]
Yusarina Mat Isa[3]
Azizah Abdullah[4]
Norhayati Sulaiman[5]
Wan Rosnah Awg Isa[6]

*Corresponding author

Faculty of Accountancy, Universiti Teknologi MARA Cawangan Selangor, Kampus Puncak Alam, Malaysia[1,2,3,4]
Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[5,6]

## ABSTRACT

The small, and medium-sized enterprises (SMEs) contribute significantly towards economic growth, and improved income distribution, productivity, efficiency and economic structure in Malaysia. In view of this, the government invested substantially to assist SMEs through the provision of financial and credit assistance, marketing and market research, technical and training assistance, extension and advisory services, and infrastructure supports. Despite various forms of assistance provided for SMEs, their failure is still common. A potential key explanatory factor of SMEs' performance is the capability of the owner-manager to run and sustain the businesses. Accordingly, this study aims to document the current level of industry, financial, and Information Technology (IT) expertise among the owner-managers of small food and beverage firms and the links between these types of expertise and the firm performance. To this end, this study employs a survey distributed to small food and beverage firms listed in the SMART Selangor database. The findings of this study are expected to shed lights on the 'optimal' skillset for the owner-managers of small enterprises in Malaysia, particularly in the food and beverage sector. This study will be useful not only for the entrepreneurs but also for the lenders, and regulators as one of the screening tools in evaluating the small food and beverage firms' probability of surviving.

Keyword: SME, food and beverage

e-ISBN 978-967-26577-0-5

# EMPLOYEES COMPETENCIES AND TRAINING NEEDS ANALYSIS IN ORGANISATION

**Azmiah Abdul Razak[1]*
*azmiah76@yahoo.com*
*Nurisyal Muhamad[2]*
*nurisyal@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

High performing employees are the assets to the organisation in corporate and public sectors. They entirely contribute to the organisation performance and business growth. Employers need high motivated employees that can get the job done to achieve the organisation goals. Besides, successful employees build a great work environment, consistently feel good in making positive progress and establish encouraging team trends to increase overall productivity as well as business objectives. It is essential for employers to organise continuous effective training program for employees to develop required knowledge, skills, positive attitude and ability to do the jobs. The resources spent on training are overwhelming, given not all organisation are ready to incur high cost. Sometimes training can be effective or ineffective to employees. Overly training can give adverse impact and diminish its credibility. Simultaneously, inadequate training will potentially create performance deficiencies. Poor training program will prevent employees to focus on jobs, less committed and demoralize with existing jobs. Therefore, this study is to examine the relationship between employees competencies and training needs analysis among employees of Amanahraya Trustees Berhad (ART). The independent variables are (1) product knowledge, (2) language and communication, (3) information technology, (4) behavioral, (5) customer oriented, (6) leadership, (7) analytical skill, and (8) creative and innovative whilst training needs analysis is a dependent variable. For this study, we will prepare a set of questionnaires and distribute to all ART's employees as respondents via google or Microsoft forms. This study will employ multiple regression data analysis to generate results. The study expects there is a significant relationship between employee competencies and training needs analysis.

Keywords: Training needs analysis, Needs assessment

e-ISBN 978-967-26577-0-5

# THE IMPACT OF DIGITAL TRANSFORMATION ON ORGANISATIONAL PERFORMANCE

**Tengku Hanim Nasser[1]*
*kl2011008188@student.kuptm.edu.my*
*Azahari Jamaludin[2]*
*azahari@kuptm.edu.my*
*Farha Ghapar[3]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

The world is facing rapid digitalisation era due to the impact of Covid-19 global pandemic that necessitate every organisation to shut down when it first hit. However, it is observed that there is still barely proper discussion or literature on the issue of the impact of digital transformation on organisational performance. Therefore, the main purpose of this paper is to explore and examine the relationship of digitalisation towards the organisational performance. Based on current study literature review, digitalisation has a significant impact on the organisational performance including the brand image, sales performance and employees' turnover rate. Two prominent organisations in Malaysia will be under study. The expected finding of this study is the introduction of digitalisation including Industrial Revolution 4.0 (IR4.0) in daily operation and social media produce positive outcome towards the organisational performance as a whole.

Keywords: Digital transformation, social media, IR 4.0, brand image

e-ISBN 978-967-26577-0-5

# FACTORS AFFECTING JOB MOTIVATION OF FEMALE WORKERS IN PUBLIC SECTORS DURING THE IMPLEMENTATION OF WORK FROM HOME POLICY IN MALAYSIA

**Nor Amira Ismail[1]*
*Kl2107008918@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Shahri Abu Seman[3]*
*shahri@kuptm.edu.my*

**Corresponding author*

*Institute of Graduate Studies, Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1]*
*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[2, 3]*

## ABSTRACT

The Government of Malaysia has introduced the work from home (WFH) policy in 2020 due to the alarming attack of the Covid-19 virus globally that change the working environment in adapting to the new norms. This policy has outlined the guidance on how WFH should be implemented by the public sectors workers in Malaysia as a tool to serve the people. Being the biggest composition of public sectors workers in Malaysia, the females who are more likely to favouring WFH are also having harder time of doing so taking into consideration the surrounding factors which end up affecting their job motivation. Thus, this study intends to examine factors that affect job motivation among female workers in public sectors in Malaysia during the implementation of the WFH policy. This study adopts a descriptive survey research design. The research sample are 150 female workers from Majlis Amanah Rakyat (MARA), the biggest public agency under the Ministry of Rural Development. The sampling technique is a single-stage random sampling technique using the Likert scale. Four (4) instruments are used for this study namely: work-life balance, management support, job stress and job motivation scales synchronised into a questionnaire. A multiple regression analysis will be used to analyse the data. This study expects that there is a significant relationship between level of job motivation and work-life balance, management support and job stress.

Keywords: Female, work from home, job motivation

e-ISBN 978-967-26577-0-5

# IMPAK PANDEMIK COVID-19 TERHADAP KESEJAHTERAAN EKONOMI ISI RUMAH B40: SATU KAJIAN RINTIS

*Zuriani Ibhrim[1]
zuriani@gapps.kptm.edu.my
Zaleha Muda[2]
zaleha@kuptm.edu.my
Izzah Nur Aida Zur Raffar[3]
izzahnur@uitm.edu.my
Suhaila Abdul Aziz[4]
suhaila_aa@gapps.kptm.edu.my
Madihatun Zainuddin[5]
madihatun@kuptm.edu.my

*Corresponding author

Kolej Universiti Poly-Tech Mara Kuala Lumpur, Malaysia[1,2,4,5]
Universiti Teknologi MARA, Malaysia[3]

## ABSTRACT

Pandemik COVID-19 membawa banyak perubahan dalam kehidupan manusia. Dunia seakan lumpuh apabila jangkitan kes wabak COVID-19 merekodkan peningkatan kes yang serius dan membimbangkan. Jangkitan kes di Malaysia masih tinggi dan belum menunjukkan penurunan dua angka atau lebih rendah. Penularan tersebut telah memberi impak negatif kepada sektor ekonomi terutama golongan berpendapatan rendah B40. Apabila kerajaan melaksanakan sekatan Perintah Kawalan Pergerakan (PKP), menyebabkan banyak sektor ekonomi mengalami kemerosotan, hilang pekerjaan dan banyak yang tidak dapat bekerja kerana operasi perniagaan yang terpaksa ditutup dan memberi kesukaran kepada isi rumah kerana tidak dapat menjalankan aktiviti ekonomi dan mempengaruhi kesejahteraan golongan ini terutama kumpulan B40 yang tinggal di bandar besar seperti Lembah Klang. Justeru, kajian ini bertujuan mengkaji tahap kebolehpercayaan instrumen yang digunakan bagi mengenal pasti impak pandemik COVID-19 ke atas kesejahteraan ekonomi isi rumah B40 di Lembah Klang. Metodologi kajian adalah berbentuk kuantitatif dan seramai 50 isi rumah Melayu B40 di Lembah Klang terlibat dalam kajian rintis ini melalui data soal selidik yang diperoleh. Tahap kebolehpercayaan soal selidik ini adalah 0.881. Hasil kajian mendapati pandemik COVID-19 telah memberi impak yang besar ke atas kesejahteraan ekonomi golongan B40 Melayu di Lembah Klang kerana golongan ini mudah terjejas dan terkesan dengan pandemik ini. Pelaksanaan PKP telah memberi kesan kepada status pekerjaan dan status kewangan majoriti responden yang dikaji iaitu, terhadap pekerjaan dan gaji mereka.

Kata Kunci: COVID-19, Ekonomi, B40

e-ISBN 978-967-26577-0-5

# STAFF REACTIONS TO ORGANISATIONAL CHANGE: A CASE STUDY OF HIGHER LEARNING INSTITUTIONS IN KLANG VALLEY

**Hani Radiah Hassan Shaari[1]*
*kl2011008504@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

The Covid -19 pandemic has forced the higher education industry to redefine holistic digital education, including admissions, lectures, examinations, and graduations. Challenges in associating new capabilities and transformation initiatives have became norms to the employees and operations. This study will discuss the organisational change that occurred during the pandemic season and how the new management conquered the organisation overall. Every employee is expected to achieve and deliver strong performance in working quality while achieving the given targets. However, significant changes among management could repeal the existing practices and lay forward new strategies and visions to be targeted on. This could lead to a certain level of resistance, specifically how an employee is willing to accept the change and work towards the newly formed leadership and management strategies. Hence, the study will examine the relationship between tolerance to change, job satisfaction and work engagement with organisational change. The target sample will be from the academic and non-academic staff members to understand the logical factors influencing staff readiness or resistance to change in higher learning institutions in Klang Valley. Online surveys and questionnaires will be distributed to the targeted group of people in order to gain passable data to conclude the study. This study expects there is positive significant relationship between organisational change and staff reactions to organisational change.

Keywords: Organisational Change, Staff Reactions, Employee-Organisation Relationship, Resistance

e-ISBN 978-967-26577-0-5

# THE EFFECT OF COVID-19 ON INFORMATION TECHNOLOGY (IT) SUPPORT'S PERFORMANCE ON OPERATION EFFECTIVENESS

**Mohd Zahril Bin Mansor[1]*
*kl2011008508@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

The recent Covid-19 pandemic has taken the world by storm, impacting the global economic crisis at a shattering magnitude. Organisations are forced to change their way of doing business while aiming for ongoing employee safety and operational continuity. Because of the outbreak, the government has enforced social distancing and several counter-measurements, including the Working From Home (WFH) policy to limit the physical engagement between employees and their internal and external clients. Therefore, this study will focus on how well the operations can be for IT Support to continue productivity during the outbreak while aligning with governments' gazette policies and the organisation's objective. This study will examine the relationship between employee performance and operational effectiveness during the pandemic. This study will be conducted on employees directly involved in the IT field, specifically those responsible for doing support work as their BAU (Business as Usual) on daily basis. A set of the questionnaire will be distributed to the target sample of 70 - 100 respondents in one of the IT companies in Cyberjaya for their logical input. This study expects a positive relationship between IT Support's performance and operation effectiveness during pandemic Covid-19.

Keywords: productivity, operation effectiveness, limitation, Covid-19, WFH

e-ISBN 978-967-26577-0-5

# FINANCIAL IMPLICATION, WORK SATISFACTION AND QUALITY OF LIFE AMONG EMPLOYEE ON EDUCATIONAL SECTOR DURING THE PANDEMIC COVID 19

**Zainulrizwan Mat Zaibi [1]*
*zainulrizwanmatzaibi@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Nan Zakiah Megat Ibrahim [3]*
*zakiah@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

Covid 19 Pandemic impact has engulfed all the sector and company in worldwide nation. During this Pandemic all sector and company are implementing work from home for their employee to reduce the risk of infectiousness of Covid 19 virus. Educational sector is one of the affected sectors that might lead experiencing the financial implication problems and work-related stress, which can lead to less satisfaction at work and decreased quality of life. This study aims to explore the role of financial implication and workplace satisfaction on the quality of life in educational sector. This study proposed a cross-sectional approach using purposive sampling techniques. A survey questionnaire will be conducted among over 500 respondents from educational sector operating in Malaysia. Data on financial implication, work satisfaction, and quality of life will be analysed using descriptive statistics. An increased of financial implication and decreased of work satisfaction experienced by employee of educational sector at the expected result will be a justification to proof that the pandemic has affected the quality of life in educational sectors. Financial implication and work satisfaction problems impacted the quality of life. Serving the company with financial implication and work satisfaction problems are expected to lead the decreasing quality of life to the employee in educational sectors. The expected results are expected to give a better understanding of the factors that can decrease the financial implication problem and improve quality of life of employee on educational sectors, it also can be used to increase the work satisfaction and improve the quality of life.

Keywords: Financial Implication, Work Satisfaction, Quality of Life, Educational Sector, Covid 19, Pandemic

e-ISBN 978-967-26577-0-5

# TOURISM INDUSTRY RECOVERY DURING THE ENDEMIC PHASE OF COVID 19 WITHIN KLANG VALLEY

**Razif Hasan[1]*
*mrazifh@mara.gov.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Covid 19 outbreak has been affecting more than 2 billion people all around the world. In Malaysia, Klang Valley is the most crowded area, and people that live there have gone through social distancing, travel bans, quarantines, and movement control orders since Mac 2020. These constraints have restricted mobility and created feelings of danger, health issues, and an unwillingness to travel amongst people there. This study aims to identify a positive relationship between travel activities and people perception focusing on people that live in Klang Valley. This study also determine the types of travel activities and analyse the barriers to stimulating and rebuilding the tourism industry during the endemic phase of Covid 19. A quantitative online survey will be conducted focusing on travel behaviour, safety issues, places of interest, hotel rates, travel preferences, and willingness to travel. It is also expected that the result has significant impact to tourism industries player focusing on people who live within Klang Valley.

Keywords: Tourism, Covid 19, Klang Valley

e-ISBN 978-967-26577-0-5

# THE FACTORS INFLUENCING SUCCESSION PLANNING FOR TALENT POOL IN MARA ORGANISATION

**Mardiana Marani[1]*
*kl2107008921@student.kuptm.edu.my*
*M. T. Hirnissa[2]*
*hirnissa@kuptm.edu.my*
*Farha Ghapar[3]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1, 2, 3]*

## ABSTRACT

Over the years, in the Majlis Amanah Rakyat (MARA) Vocational and Technical Division, a succession plan has been a critical problem in developing to replace senior Directors who leave MARA, especially Top Management in Technical and Vocational, mainly under the Vocational Training Officer (DV) Scheme.A lack of a succession plan is risky due to sickness, death, personal circumstances, professional decisions at any moment, and retirement. The succession plan is critical and extends beyond the years discovered talent pool takes too long to accomplish and takes a long time to develop a talent pool in TVET management at MARA. As a result, the Human Resources Unit in the Vocational and Technical Division must take actions to arrange for contingencies. HR distinguishes talent in two ways which is exclusively and inclusively. Based on the all lecturers in the field of Technical in 25 KKTM/MJII/IKM. The number of management and professional grade DV44 and above has been identified by HR. The TVET Division would have a talent shortage since five (5) directors will retire in the next five (5) years. This study examines relationship the soft skills, skill development through training, academic qualification upgrading, and competency certificate in talent pool. This study will use quantitative analysis. A questionnaire developed from focus group among technical employees in MARA organisation.

Keywords: talent pool, government, Human Resources Unit, Technical and Vocational Division

e-ISBN 978-967-26577-0-5

# EFFECTS OF EMPLOYEES' REMOTE WORK ACCEPTANCE AND MOTIVATION ON EMPLOYEES' PRODUCTIVITY

**Julaikha Jumain[1]*
*julaikhajumain@gmail.com*
*Zaharah Zainal Abidin[2]*
*zaharah@kuptm.edu.my*
*Farha Ghapar[3]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia*

## ABSTRACT

The emergence of the COVID-19 pandemic has affected various industries across the globe. Many businesses were forced to shut down and organisations were also compelled to new working arrangements such as remote work and reduction number of staffs working on site. The remote work setting is one of the initiatives taken by companies to ensure the continuity of certain operations within the company in order to sustain the survival of the companies. The COVID-19 pandemic has affected individuals physically, emotionally, and mentally due to its devastating effects on daily life. While the remote work setting can be said to be flexible for employees, the difference in the environment between remote work and working on site may affect employees' productivity. This conceptual model explores the relationship between employees' acceptance level of remote work basis and employees' productivity. Additionally, this model also will examine the relationship between employees' motivation and employees' productivity. Referring to the literature review, this current study develops conceptual model consisting of employees' acceptance level of remote work basis, employees' motivation and employees' productivity. Survey questionnaires will be distributed to SIRIM Berhad employees and this study will employ multiple regression analysis. This study expects that employees' acceptance level of remote work basis and employees' motivation have a significant impact on employees' productivity.

Keywords: remote work, work from home, motivation, productivity

e-ISBN 978-967-26577-0-5

# A CASE STUDY OF THE FACTORS INFLUENCING EMPLOYEE WORK-LIFE BALANCE IN THE PRIVATE SERVICES SECTOR

**Nur Hawiah Binti Hashim[1]*
*kl2007007836@student.kuptm.edu.my*
*Azahari Jamaludin[2]*
*azahari@kuptm.edu.my*
*Ahmad Fauzi Ahmad Zaini[3]*
*ahmadfauzi@kuptm.edu.my*
*Sheikh Muhamad Hizam Sheikh Khairuddin[4]*
*sheikhmhizam@unikl.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2,3]*
*UniKL Business School, Universiti Kuala Lumpur, Kuala Lumpur, Malaysia[4]*

## ABSTRACT

Work-life balance is important in both business and academic research. Family and work are the two most essential aspects of everyone's life, according to the research. Work-life conflicts lead to worker dissatisfaction. To examine the variables influencing an employee's work-life balance, as described by work environment conflict, among Malaysian private sector workers. The study's subjects were all private sector employees. Work-life balance and stress are related. The study utilized quantitative research techniques, and a simple selection approach was used to choose a sample group of participants who were single, married, or divorced, as well as female and male. The survey used Krejchie and Morgan's sample table (1970). Out of 108 surveys received, 108 were completed and returned, giving a 100% completion and return rate. The statistical analysis was done using IBM SPSS version 20. An empirical case study was conducted at Education Malaysia Global Services (EMGS) to determine the causes of stress and their impact on work-life balance.

Keywords: Work-life balance, Workload, Time management, Salary

e-ISBN 978-967-26577-0-5

# RELATIONSHIP BETWEEN COMPONENTS OF WELL-BEING AND EMPLOYEES HAPPINESS IN THE HIGHER LEARNING INSTITUTIONS

*Sharifah Syahirah[1]
sharifahsyahirah@gmail.com
Anitawati Mohd Lokman[2]
Suhaila Abd Aziz[3]
Nurhidayah Abdul Rahman[4]

*Corresponding author

Kolej Universiti Poly-Tech Mara, Malaysia[1,3,4]
Universiti Teknologi Mara, Malaysia[2]

## ABSTRACT

Since the era of Industry Revolution 4.0, there are many studies conducted to measure the correlations between happiness and employees' performance. This study attempts to analyse the relationship between the components of well-being and employees' happiness in higher learning institutions in Malaysia. Here, the relationship between happiness and three demography components which are gender and marital status are also being examined. By using a quantitative methodology, a cross-sectional survey has been conducted from January 2021- March 2021 using a convenient sampling technique. Here, this study has adopted a PERMAIg model that has been used to measure the happiness index for Universiti Teknologi MARA (UiTM) employees. This study managed to collect data from two hundred and ninety-one (291) respondents from various private and public higher learning institutions in Malaysia. The findings of this study depict that employees' gender, marital status, and managerial position have a significant correlation with their level of happiness. The male employees are happier compared to female employees due to many reasons i.e. work-life balance issues. Married employees are happier compared to female employees. While academic employees with management positions are most likely to be less happy compared to academic employees without any management position. This study also indicates a strong correlation between the components of well-being and employees' happiness. These findings can assist the higher learning institutions' management to improve their policy as well as the standard operating procedure (SOPs) to enhance the level of employees' happiness that will lead to better performance and a positive working environment.

Keywords: Components of Well-Being, Employees, Happiness, Higher Learning Institutions

e-ISBN 978-967-26577-0-5

# THE FACTORS THAT INFLUENCE TURNOVER INTENTION AMONG WORKERS IN THE HOTEL INDUSTRY

**Muhamad Shafiq Bin Azmi[1]*
*Shafiqazmi69@gmail.com*
*Azahari Jamaludin[2]*
*azahari@kuptm.edu.my*
*Ahmad Fauzi Ahmad Zaini[3]*
*ahmadfauzi@kuptm.edu.my*
*Sheikh Muhamad Hizam Sheikh Khairuddin[4]*
*sheikhmhizam@unikl.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[1,2,3]*
*UniKL Business School, Universiti Kuala Lumpur, Kuala Lumpur, Malaysia[4]*

## ABSTRACT

An employee is a company's lifeblood. The firm's success or failure is determined on employee performance. To improve employee performance and loyalty, senior management recognises the need of investing in employee happiness and growth. This conceptual research examined the impact of turnover on employee behaviour in the Malaysian hotel sector. A theoretical framework and model linked to employee turnover intention are also discussed, as well as variables influencing staff turnover in the hotel sector. A questionnaire containing 24 items was given to 97 hotel employees of various levels. The technique utilised in this research was to randomly choose workers from the company and ask them for their personal opinion. The paper ends with recommendations for future research by using various degree of analysis on investigating the impact of turnover intention. This research also found a link between employee turnover intention and behaviour, which may be used in both theory and practice.

Keywords: Turnover intention, Leadership, Workload, Pay satisfaction

e-ISBN 978-967-26577-0-5

# CHALLENGES OF VALUE CAPTURE STRATEGY IN SOCIAL MEDIA SYSTEMS: A CO-CREATION PERSPECTIVE

**Nisrin Alyani Ishak[1]*
*nisrin@kuptm.edu.my*
*Nurisyal Muhamad[2]*
*nurisyal@kuptm.edu.my*
*Norhaninah A. Gani[3]*
*norhaninah@kuptm.edu.my*

**Corresponding author*

*Faculty Business, Accountancy & Social Sciences*
*Kolej Universiti Poly-Tech MARA, Kuala Lumpur Malaysia[1,2,3]*

## ABSTRACT

This paper examines the challenges for organisation in designing effective value captures strategy via social media systems. The research focuses on management insights, value co-creation, and social media platforms in UK service organisations. Social media platforms play a significant role in addressing the value capture challenge, according to available studies. Two propositions were formed in order to better understand the organisation's challenges: (1) value capture ensures the organisation's stability and service expansion, and (2) value capture in social media platforms allows organisations to have a transparent and easier access to value co-creation. The study is based on preliminary research and an analysis of data gathered through semi-structured personal interviews with top managers in service organisations. It draws extensively upon the notion of absorptive capacity theory, which is argued to be useful for organisation to acquire new knowledge from an external environment (social media). Thematic content analysis is used in order to simplify the search for relevant literature. This paper is conceptual in nature and presents only a few findings from a series of interviews with managers. This study is intended to make a contribution in this growing research areas in value co-creation, value capture and social media in service organisations.

Keywords: value capture, social media

e-ISBN 978-967-26577-0-5

# BRANDING'S INFLUENCE ON THE CONSUMER BUYING BEHAVIOUR: COSMETIC INDUSTRIES IN MALAYSIA

**Syaidah Che Danial[1]*
*syaidahdanial@ymail.com*
*Norreha Othman[2]*
*norreha@kuptm.edu.my*

**Corresponding author*

*Kolej University Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

In a business, a branding is very important, and it should be able to sustain in the competitive market. The purpose of this study is to examine the relationship between brand towards customer buying behaviour in cosmetic industry. This study underlines the relationship of three components which are brand awareness, brand image and brand personality towards dependent variables which is consumer buying behaviour. The study was using quantitative methodology whereby the questionnaire was distributed to the target respondent in Malaysia, especially the cosmetic user. Primary data was collected among 200 respondents from the various states in Malaysia including Sabah and Sarawak. The data collected was analysing using Statistical Package for the Social Science (SPSS). Based on the results analyses, all the branding components are having positive relationship and significant towards consumer buying behaviour in market of cosmetic industries. In term of demographics, the result shows that cosmetic users are popular within female. The brand personality is the most affected to the consumer buying behaviour. Therefore, this study can help organisation to understand more about the target customer for the products and services. To the marketer, this study will help them in planning the good strategies for branding to achieve more customer in future. For each branding components that they use will help organisation to explore the market segmentation and penetration.

Keyword: Consumer Buying Behavior, Brand Image, Brand Awareness, Brand Personality

e-ISBN 978-967-26577-0-5

# A RESEARCH ON THE IMPACT OF EMPLOYEE'S SOCIAL MEDIA USAGE ON EMPLOYEE ENGAGEMENT DURING MCO THROUGH PSYCHOLOGICAL WELL BEING IN MALAYSIA

**Nur Aisyah Norani[1]*
*aisyahnorani@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Employee use of social media is a very basic part of a work environment that revolves around exploiting employee performance potential. Despite the fact that social media is difficult to characterise, there are not many comprehensive standard systems that explain their limitation to supporting customer-generated content innovations. The main aim of this study is to clarify the impact of employee social media use and their relationship to employee engagement. Social networking is a support level that is divided into six types of purposes, collective activities, social network services, blogs and content networks (YouTube), games (creating the world of the station) and virtual social worlds. The data will be collected by 30 employees of ten software houses in Kuala Lumpur and Selangor during working hours in their normal workplace and environment. The data was collected in one go, so the study is a cross section. The expected findings from this study is to examine the relationship between employee use of social media and employee engagement. In this survey, the interim work of the mental well-being of the employees of this affiliation was analysed in more detail. This analysis also examined the climate for working in innovation management between the relationship between employee use of social media and employee engagement.

Keywords: social media, MCO, environment, employee, engagement,

e-ISBN 978-967-26577-0-5

# THE EFFECT OF E-LEARNING ON STUDENT'S MENTAL HEALTH DURING COVID-19 PANDEMIC

**Nur Azera Zulkefli[1]*
*nurazeraa@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

In early of 2020, Covid-19 outbreak has pushed over a million of university students around the world into the E-learning process. Without realising any of the effect towards student, this online learning process give a lot of pressure to student mental health that rapidly become the most critical issues nowadays. Generally, the toughest part of these E-learning process for a student to adapt into a new environment they unfamiliar with definitely bring up the anxiety, depression, stress if compare with face to face classes. To better understand the current situation, this study examines the work overload, depression, and the difficulty on concentration as predictor of the effect of E-learning on student's mental health that causes by the pandemic Covid-19. The sample will be students studied in KUPTM. This study will be conducted on final semester student's at KUPTM Kuala Lumpur by distributed an online survey and questionnaire for them to fill in. The expected findings of this study indicated that all predictors have a positive and significant relationship with student's mental health.

Keywords: Covid-19, Student mental health, work overload, depression, difficulty on concentration

e-ISBN 978-967-26577-0-5

# WORKING FROM HOME POLICIES DURING COVID-19: FACTORS CONTRIBUTED TOWARDS POOR PERFORMANCE AND LOWER PRODUCTIVITY AMONG EMPLOYEES IN MALAYSIA.

**Nur Munirah Mamat[1]*
*munirahmamat@gmail.com*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*
*Norhaninah A.Gani[3]*
*norhaninah@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

In early 2020, the world has been hit with a pandemic known as coronavirus (covid-19) which resulted a decline in economic sectors and changes of working lifestyle around the world including Malaysia. As part of prevention afford to minimise the increasing numbers of reported cases on Covid-19 and to avoid any clusters at workplaces, many employers have opted its employees to attend their daily work from home. Working from home has provided flexibility and luxury of times for employees in term of cost saving and time on the road. However, it is undeniable that working from home may affect employee's performance and productivity, but it may also result to poor performance and lower productivity among employees. In relation thereto, this research is conducted to investigate what are the factors contributed towards poor performance and lower productivity among employees in Malaysia. Independent variables such as heavy workload, poor communication between employer and employees, WFH with children at home or outdated technology will be discussed in this study and to show its relationship. In addition, the study will be conducted by distribution of questionnaires to 50 employees from public or private companies in Malaysia who are working from home during covid-19. The finding from this study will be investigated further for future proposal to enhance employee's performance and increase employee's productivity while working from home.

Keywords: Covid-19, work from home, lower productivity, poor performance

e-ISBN 978-967-26577-0-5

# PREVALENCE AND RISK FACTOR FOR MUSCULOSKELETAL DISORDERS AMONG LECTURERS: A CASE STUDY OF KUPTM KUALA LUMPUR

*Iswana Ismayatim*
*iswana@kuptm.edu.my*

*Lecturer, Faculty of Business and Accounting,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia*

## ABSTRACT

The purpose of this study is to identify the prevalence and risk factors for musculoskeletal disorders among lecturers in Kolej Universiti Poly-Tech MARA Kuala Lumpur. Data were collected from the Faculty of Business, Accountancy, and Social Science of Kolej Universiti Poly-Tech MARA Kuala Lumpur using online and offline methods. Questionnaires were used and analysed using Statistical Package for Social Science (SPSS) version 23. The result from the data analysis showed that the two of the variables is significant to the MSD with the different of the class size and sign coefficient; which is the psychological and physical variable. These variables are the most influential to the MSDs among lecturers in the KUPTM Kuala Lumpur. This research paper would help in improving the health issue among lecturer as well as to enhance the productivity.

Keywords: Musculoskeletal disorder, psychological factor, physical factor

e-ISBN 978-967-26577-0-5

# IMPACT OF COVID-19 TOWARDS HOUSEHOLD BUYING BEHAVIOUR

*Ruqaiyah Bahari [1]
ruqaiyahbahari@gmail.com
Norhaninah A.Gani[2]
norhaninah@gapps.kptm.edu.my
Farha Ghapar[3]
farha@kuptm.edu.my

*Corresponding author

Faculty of Business, Accountancy & Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]

## ABSTRACT

Pandemic has changed a significant disruption of shopper's behaviour because they need to learn and adopt a new environment, minimize their social contact, and various contactless delivery/ shopping to fulfil their needs. (Wang et al., 2021b) A virus that has spread without any previous notice has the most significant impact on people's daily routines. The restriction due to the pandemic affected people across the globe who need to adapt to a new habit. The purpose of this paper is to study the relationship between panic buying, online buying, and hygiene products towards shopper behaviour. It is proposed that the Covid-19 pandemic has a higher chance of changes in shopper behaviour. This research adopts quantitative methods, and the cross-sectional study was conducted in Kuala Lumpur. The structured questionnaire was prepared using an online survey distributed through emails to be filled by all participants through social media networks, including WhatsApp. It is expected in the result of this paper that panic buying, online buying, and hygiene products will impact the shopper behaviour.

Keywords: Covid-19, Panic Buying, Online Buying, Hygiene Product, Shopper Behaviour.

e-ISBN 978-967-26577-0-5

# AN OPEN-PLAN OFFICE CONCEPT AND PRODUCTIVITY AT WORK

**Siti Nadiya Abdul Hamid[1]*
*kl2104008869@student.kuptm.edu.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

In Malaysia, the open-plan office concept is becoming a popular design for a private organisation to choose when they are planning for an office renovation or move into new office space. While this concept can be seen as a way for cost-saving, it is also could be an advantage to the company in attracting talent, especially from Gen-Y and Gen-Z. It is believed that this concept will be able to increase employees' well-being and productivity at work by removing walls and barriers that separated them. But to what extent does this layout influence employee's well-being and productivity at work? Therefore, in this research, we will study how does the open-plan office concept influences the well-being and productivity of its employees. Through a behavioural study, we will investigate the relationship between employee's health, privacy, social interaction, job satisfaction, quality of work, and the concentration level in the open-plan office concept with employee's well-being and productivity at work. This research will be conducted through a self-administrated survey. A set of questionnaires will be distributed online to the employees from a private office in Klang Valley. Based on this study, we are expected to see the employee behaviour when the organisation changed the office layout to the open-plan concept. Whether the open-plan office layout has any influence on the employee's well-being and productivity at work.

Keywords: Open-plan office, employee, well-being, productivity

e-ISBN 978-967-26577-0-5

# INCOME FROM ONLINE GAME STREAMING VIA FACEBOOK: FACTORS AFFECTING NUMBERS OF INCOME CAN BE GENERATED FROM ONLINE GAMING STREAMING IN MALAYSIA

**Mohd Mizan Selamat[1]*
*mizan.selamat@mara.gov.my*
*Farha Ghapar[2]*
*farha@kuptm.edu.my*

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2]*

## ABSTRACT

Generating income from online gaming streamer has become increasing popular nowadays. Instead of generating income from traditional way such as received salary from jobs and business income, we can generate income from playing game by streaming online. Therefore, the objective of this research is to investigate the impact of numbers of viewers, numbers of subscribers and online streaming hours on income earned from playing game via online streaming using facebook social media as the medium channel. This research seeks to find the relationship between the dependent variable (income from online streaming) and the independent variable (numbers of viewers, numbers of subscribers and also online streaming hours). The research methodology is a cross-sectional study in the form of a survey where questionnaires in google form will be distributed to the facebook gamers online streamer. The findings show that there is a positive relationship between of numbers of viewers, numbers of subscribers and online streaming hours spend on income earned from playing games via online streaming in Malaysia.

Keywords: Income from Online Streaming, Online Viewer, Online Subscribers and Online Streaming Hours.

e-ISBN 978-967-26577-0-5

# A RESEARCH IN IMPLEMENTING INTERNSHIP PLACEMENT MANAGEMENT SYSTEM (IPMS) IN KOLEJ UNIVERSITI POLY-TECH MARA

**Nor Zakiah Lamin[1]*
*nzakiahkuptm.edu.my*
*Nor Hafiza Abd Samad[2]*
*hafiza@kuptm.edu.my*
*Wan Nor Asnida Wan Jusoh[3]*
*wnasnida@kuptm.edu.my*
*Anis Juanita Mohd Zainudin[4]*
*anis_juanita@kuptm.edu.my*

**Corresponding author*

*Kolej Universiti Poly-Tech MARA*
*Jalan 6/91, Taman Shamelin Perkasa, 56100 Cheras, Kuala Lumpur, Malaysia[1,2,3,4]*

## ABSTRACT

Internship placement of students in the industry or organisation is a compulsory for some education field as a requirement set in Ministry of Higher Education policy. It is a requirement for students to fulfil in order to graduate their study in universities or colleges. Recently, number of internship students at Kolej Universiti Poly-Tech MARA (KUPTM) are increasing that caused the management of internship program become uncontrolled. Managing student internship and placement of KUPTM students is a task that needs to be handle in systematic and efficient way. Therefore, an efficient and proper system is needed to assist internship coordinator in managing students' internship records. The aim of this study is to improve the process of managing students for internship placement using a new proposed system called Internship Placement Management System (IPMS). Incremental model were used to develop the IPMS. The development uses Laravel framework, HTML, PHP and JavaScript programming languages and MySQL as the backend of the system. The system focuses in modules such as managing of the users' information records, processing internship application and confirmation, updating continuous progress from the students, assignment of academic supervisor by the coordinator, students' internship performance evaluation and reporting. The system is expected to be useful and helpful in keeping track and managing the complete process of internship placement in Kolej Universiti Poly-Tech MARA (KUPTM).

Keywords: Internship placement, Management System

e-ISBN 978-967-26577-0-5

# PACKET THRESHOLD ALGORITHM (PTA) COUPLED WITH MACHINE LEARNING FOR DDOS ATTACK DETECTION

*Mohd Azahari Mohd Yusof[1]
azhari@kuptm.edu.my
Nor Hafiza Abd Samad[2]
hafiza@kuptm.edu.my
Nor Shamshillah Kamarzaman[3]
shilla@kuptm.edu.my
Nurshafinas Roslan[4]
shafinas@gapps.kptm.edu.my
Rukhiyah Adnan[5]
rukhiyah@kuptm.edu.my

*Corresponding author

Faculty of Computing & Multimedia,
Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3,4,5]

## ABSTRACT

Today, the Internet world is burdened with various threats, where is generated by attackers all over the world. One of the Internet threats is DDoS attacks. DDoS attacks can deny access made by anyone, including authorised users, to a system. There are several types of DDoS attacks that an attacker can generate. They include UDP flood, HTTP flood, Slowloris, TCP SYN flood and ICMP flood. This paper is prepared to propose a technique to detect packets, whether normal packets or DDoS attacks. This technique is called Packet Threshold Algorithm (PTA), where it is combined with several machine learning techniques for packet classification. The PTA is coupled with Support Vector Machine (PTA-SVM), K-Nearest Neighbor (PTA-KNN), Logistic Regression (PTA-LR) and Naïve Bayes (PTA-NB). The combination of these techniques is able to distinguish five packets that have been generated. They are normal packet, Ping of Death, TCP SYN flood, Smurf and UDP flood. All techniques were tested to look at detection accuracy and false-positive rate. Hence, the best technique is based on the highest percentage of detection accuracy with a low false-positive rate. Thus, our study found that PTA-KNN is the best technique based on the achievement of 99.83% detection accuracy with a 0.02% false-positive rate compared to the achievement of the other three techniques.

Keywords: Packet Threshold Algorithm, Machine Learning, Detection Accuracy, False Positive Rate.

e-ISBN 978-967-26577-0-5

# PROPOSITION OF AN ALUMNI PORTAL BASED ON CREATIVITY AND INNOVATIVE PROCESS AT KUPTM

**Nor Hafiza Haron[1]*
*afieza@kuptm.edu.my*
*Nor Hafiza Abd Samad[2]*
*hafiza@kuptm.edu.my*
*Anis Juanita Mohd Zainudin[3]*
*anis_juanita@kuptm.edu.my*
*Roslinda Murad[4]*
*roslinda@kuptm.edu.my*

**Corresponding author*

*Faculties of Computing and Multimedia,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3,4]*

## ABSTRACT

Numerous institutions and colleges in higher education have supported the establishment of alumni associations in the past few years. This is to guarantee that there are avenues for networking and engagement between the university and alumni, as well as among alumni. If any of these associations desire alumni involvement and participation, they should invest in creating a user-friendly online website. Universities' alumni are, without a doubt, one of their most important assets. As a result of their achievements, they have come to an agreement to increase their outreach to the institution. Furthermore, it is typical for higher education institutions to keep former students engaging in academic activities and other events. Consequently, the goal of this study is to establish an alumni web portal and its associated organisations. In order to assess the creative approach to developing the site, a technique known as SCAMPER was applied. We also suggest creating a portal prototype that meets the existing design and marketplace criteria.

Keywords: Alumni Association, Alumni, SCAMPER technique, prototype

e-ISBN 978-967-26577-0-5

# SMART SECURITY DOOR USING FACIAL RECOGNITION

**Muhamad Zul Afiq Zulkifli[1]*
*zlafqzlkifli@gmail.com*
*Ahmad Airuddin[2]*
*airuddin@kuptm.edu.my*
*Norreha Othman[3]*
*norreha@kuptm.edu.my*
*Nor Hafiza Abd Samad[4]*
*hafiza@kuptm.edu.my*

**Corresponding author*

*Faculties of Computing and Multimedia of Kolej Universiti Poly-tech MARA*
*Kuala Lumpur, Malaysia[1,2,3,4]*

## ABSTRACT

A computer lab is a place that offers computer services to a specific population. Normally, colleges and universities give a large number of computer labs to their learners. It was an important space for individuals to come for lectures and improve their computer skills. It often has very valuable computers and items. However, sometimes the security elements of a computer lab for some unauthorised employees may not be up to the standard and easy to break. Hence, the idea is to create an advanced security system named "Smart Security Door Using Facial Recognition" for the computer labs in Kolej Universiti Poly-Tech Mara Kuala Lumpur (KUPTM). The system will have three different users, which are the Admin, Lecturer, and Students. Admin would be able to access the database of the system to registers faces of authorized personnel and access the logs of users that access the computer labs. Meanwhile, the lecturer and students would only be able to access the computer labs during lectures. In conclusion, this facial recognition system would help to enhance security and protect the computer labs from a thief or unauthorized personnel.

Keywords: smart door, security, facial recognition, security

e-ISBN 978-967-26577-0-5

# STUDENTS' EMOTIONS TOWARDS ONLINE LEARNING DURING THE COVID-19 PANDEMIC: A STATISTICAL ANALYSIS

**Noor Farah Wahida Abdul Rashid[1]*
*noor_farah@gapps.kptm.edu.my*
*Basharoh Abdul Karim[2]*
*basharoh@gapps.kptm.edu.my*
*Aida Shazrin Othman[3]*
*aida_syazrin@gapps.kptm.edu.my*

**Corresponding author*

*Faculty of Computing & Multimedia,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3]*

## ABSTRACT

The novel coronavirus disease, COVID-19 was discovered at the end of the year 2019 and has been declared as a pandemic by the World Health Organization. The pandemic initiated a new norm by imposing lockdown, compulsory quarantine, physical distancing, and avoiding in-person teaching-learning activities. Traditional learning methods have been replaced with various online learning platforms as a process of reducing the spread of the pandemic. It has pushed many students, teachers, and lecturers into teaching and learning remotely. Kolej Universiti Poly-Tech MARA (KUPTM) students and lecturers also had to immediately change from face-to-face learning and teaching methods to online learning. The adaptability of the students to the new norm is an important aspect of the management of KUPTM. Indirectly, this study will also investigate how students cope with the situation and understanding their emotions is investigated. Therefore, in this study, the undergraduates' emotions towards the new learning method are evaluated using 24 established items in measuring their enjoyment, pride, anxiety, anger, hopelessness, and boredom. Based on 82 respondents among KUPTM students who are taking mathematics and statistics courses in the semester of April 2021, descriptive analysis and correlation analysis are performed to understand their feedback. The result indicates that the students enjoy and pride themselves in attending the mathematics and statistics online class during COVID-19 pandemics. Interestingly, they can avoid anger, hopelessness, and boredom during the class. Correlation analysis also found that the four emotions experienced by the students which are pride, enjoyment, hopelessness, and anxiety have weak correlation with students' CGPA. While household income and stability of the internet connection were not significantly correlated with emotional students to online learning during a covid-19 pandemic. This study concludes that students can adapt themselves to new norms in teaching and learning methods.

Keywords: correlation, COVID-19, pandemic, emotions, online learning

e-ISBN 978-967-26577-0-5

# THE IMPLEMENTATION OF STEGANOGRAPHY APPLICATION BY USING AN IMAGE

**Nurul Arissa Mohamad Sabariman[1]*
*nurularissa12345@gmail.com*
*Ahmad Airuddin[2]*
*airuddin@kuptm.edu.my*
*Norreha Othman[3]*
*norreha@kuptm.edu.my*
*Nor Hafiza Samad[4]*
*hafiza@kuptm.edu.my*

**Corresponding author*

*Faculties of Computing and Multimedia,*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3,4]*

## ABSTRACT

This implementation centres on the usage of an image to build steganography applications, which were previously identified as Steganography Apps. The implementation of this system is driven by the necessity to transmit or receive crucial messages in a secure manner without getting detected by a third party. Assisted by the Rapid Application Development (RAD) methodology, the Steganography Apps have been built using the Android development application, which is Android Studio. The feasibility research performed at Kolej Universiti PolyTech Mara in Malaysia, where 60 public participants contributed in completing questionnaires, prompted the establishment of this prototype application. Based on the findings, it appears that a revolutionary application is required to enhance the method of keeping a secret message from being discovered. Steganography can be accessed easily by the general populace using an Android mobile phone, and the outputs may be created in real-time processing. From the feasibility research through the design stage, this article will go over the whole process of developing Steganography Apps

Keywords: steganography, image, application, security

e-ISBN 978-967-26577-0-5

# VIBRATION ANALYSIS OF A THIN PLATE STRUCTURE VIA MODAL BASED UPDATING

*M. A. S. Aziz Shah*[1]
**M. A. Yunus*[2]
*mayunus@uitm.edu.my*
*M. N. Abdul Rani*[3]
*Z. Yahya*[4]

**Corresponding author*

*School of Mechanical Engineering, College of Engineering*
*Universiti Teknologi MARA, Malaysia*[1,2,3]
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia*[4]

## ABSTRACT

Performance of the vibration responses of a structure dependent on the accuracy of the input properties values of the developed FE model. The initial FE results computed are often found not replicate well with the experiment due to the simplification of input parameters of the FE modelling. The deterministic reconciliation method of modal based updating can be used to alter the uncertain initial properties of the base model of the structure systematically. The design sensitivity is utilised to identify the potential parameters to responses to be used as the updating parameters. To evaluate the performance of the developed scheme, the base and the updated natural frequencies and mode shapes computed are compared with experimental results. The results showed percentage of error is 35.36 per cent from the initial model and the error of the improved model significantly reduced to 8.27 per cent. In conclusion, the modal based updating has been successfully reduced the discrepancy of initial FE model and the experiment result. Subsequently, the updated FE model can be used for further structural analysis with more confidence.

Keywords: Normal modes, modal analysis, Model Updating, FEA, EMA.

e-ISBN 978-967-26577-0-5

# DESIGN AND IMPLEMENTATION OF SMART ATTENDANCE MONITORING SYSTEM USING BLE (SAMBLE) TECHNOLOGY

*Robaya Jantan[1]
robaya@kuptm.edu.my
Wahidah Mustafa[2]
wahidah@gapps.kptm.edu.my
Juanita Zainudin[3]
anis_juanita@kuptm.edu.my
Ghazali Khairuzzaman4
ghazali@kptm.edu.my

*Corresponding author

Faculty of Computing & Multimedia
Kolej Univeristi Poly-Tech MARA Kuala Lumpur, Malaysia[1,2,3,4]

## ABSTRACT

The effectiveness of recording, managing and monitoring faculty class schedules and student attendance has always been a challenging task for most Institutions of Higher Learning (IHLs) in Malaysia. Traditionally, in most IHLs in Malaysia, attendance recording is basically done with pen/paper or using a simple web-based system which is time consuming and difficult for faculties periodic monitoring. To overcome the identified difficulties, this research aims to develop a Smart Attendance Monitoring System using Bluetooth Low Energy (BLE) Technology, namely SAMBLE system to assist lecturers in recording, managing and monitoring students' attendance and class schedules automatically with the integration of BLE beacons. In addition, the system provides notifications to monitor students' absenteeism based on permissible percentage stated in an academic regulations handbook. The system is developed using an agile methodology consists of iteration and incremental approaches. Server back-end frameworks that is used by the system is Apollo server by spec-compliant with GraphQL server. Furthermore, the web-based platform is developed using the Vue front-end framework. While, React Native and UI Kitten for mobile front-end frameworks. The databases used are MongoDB and Redis. Thus, to evaluate the perceived effectiveness of SAMBLE system, a survey was conducted with the participation of 32 lecturers and 108 students of Kolej Universiti Poly-Tech MARA (KUPTM). Respondents were selected using purposive sampling and the statistical method used is a descriptive analysis. The system was evaluated based on its functionality and usability test. The results showed that the SAMBLE system is perceivably effective in assisting lecturers to record attendance, manage class schedules and student attendance as well as to assist faculty in monitoring students' absenteeism effectively. Furthermore, in-app and email notifications provided by the system is very useful for faculty to notify the parents, mentors and the subject's lecturers regarding students' absenteeism for further action taken.

Keywords: smart attendance system, attendance monitoring system, students' absenteeism, Bluetooth Low Energy (BLE) Technology, beacon-based application.

e-ISBN 978-967-26577-0-5

# 5TH GENERATION OF WIRELESS COMMUNICATION: 5G REQUIREMENTS, INTERNET OF THINGS, RADIO OVER FIBER AND PLAN

**Mohd Rosidi Omar[1]*
*rosidi@gapps.kptm.edu.my*
*Khaironnisa Razak[2]*
*khaironnisa@gapps.kptm.edu.my*
*Roslinda Murad[3]*
*roslinda@kuptm.edu.my*

**Corresponding author*

*Kolej Poly-Tech MARA Alor Setar, Malaysia[1,2]*
*Kolej Universiti Poly-Tech MARA Kuala Lumpur, Malaysia[3]*

## ABSTRACT

In this article, we are going to briefly discuss the issues related to 5G. Beginning with evolution of internet communication from 1G up to 4G, this article also will explain some key performance of 5G and basic requirement for 5G, the era of Internet of Things, the application of the radio over fiber technologies and the companies plan in facing the 5G's era. There are six key performance indicators for 5G and eight requirements for 5G. This article summarizes the application of radio over fiber (RoF) for indoor (inside building) and outdoor (more than 1 building such as metropolitan area) and also discuss how RoF works. The 5G is the key for Internet of Things (IoT). Understanding the concept of IoT will give us the idea on how the future will be like and devices can communicate with each other. The telecommunication companies start to do research on 5G technologies. Some of them are trying to lead this technology such as Verizon in the United States and Huawei in China. These companies work together with other telecommunication leaders to bring 5G to live.

Keywords: 5G, wireless communication, radio over fiber technology, Internet of Things (IoT)

e-ISBN 978-967-26577-0-5

# SMART ENVIRONMENT MANNERS AND LEARNING STYLES: THE IMAM AL-GHAZALI APPROACH & GOOD PRACTICE SMART LEARNING MODEL

*Roslinda Murad[1]
roslinda@kuptm.edu.my
Rizal Yusof[2]
army@ukm.edu.my
Rosidi Omar[3]
rosidi@gapps,kptm.edu.my
Suhaizan Sulong[4]
suhaizan@utem.edu.my
Hafiza Haron[5]
afieza@kuptm.edu.my
Shima Sabri[6]
shimasabri@kuptm.edu.my

*Corresponding author

Kolej Universiti Poly-Tech MARA, Malaysia[1,5,6]
Universiti Kebangsaan Malaysia, Malaysia[2]
Kolej Poly-Tech MARA, Malaysia[3]
Universiti Teknikal Malaysia, Malaysia[4]

## ABSTRACT

According to Islam, education is a high-standing institution. The God's revelation brought by Muhammad has transformed Islam as a great force to universal human civilisation, covering all aspects of human life. Based on those circumstances, this paper wished to explain combination of manners and learning style in a smart environment, using Imam Al-Ghazali's approach, which emphasises the self-approach to Allah SWT, "Al-TqarrubIlallah". This research focusing on smart environment manners and learning styles. Researchers have already identified in previous studies that there are no longer mobile applications that follow certain good practice models or standard procedures, especially at KUPTM. The application of the M-learning approach takes into account the weaknesses of conventional learning systems. The objectives of this research is to introduce the concept of Imam Al-Ghazali approach and a good practice smart learning model. Then this studies also focused on discussion related to educators' manners for Islam, and lists the standards or obligations and responsibilities of students in the process of delivering knowledge, followed by their manners and obligations. In addition, the concept of education based on Imam Al-Ghazali definition and a model of the Islamic education philosophy, including various responsibilities and moral development. This research also suggest a mobile application (Smart Learning & Reminders App) as an innovation project. The entire research will use qualitative methodology to develop the Smart Learning & Reminders App to enhance the development of local culture today as well as technical changes of teaching and learning process especially to address the situation the COVID-19 pandemic that is sweeping the world today.

Keywords: Manners and Learning Styles, Smart Learning Environment, Imam Al-Ghazali's Education, Good Practice Smart Learning, M-Learning.

e-ISBN 978-967-26577-0-5

# DIFFUSION BONDING PROCESS & PARAMETERS: A REVIEW

*Tuan Muhammad Nurkholish Tuan Anuwa[1]
tmnurkholish@gmail.com
Bakhtiar Ariff Baharudin[2]
Azman Ismail[3]
Fauziah Ab Rahman[4]
Darulihsan Abdul Hamid[5]

*Corresponding author

Universiti Kuala Lumpur Malaysian Institute of Marine Engineering Technology, Malaysia[1,2,3,4]
Kolej Universiti Poly-Tech MARA, Kuala Lumpur, Malaysia[5]

## ABSTRACT

Diffusion Bonding (DB) or also can be called as Diffusion Welding (DW) is a solid-state bonding process. Tensile strength of the welds was significantly affected by three (3) different parameters which are Bonding Temperature, Bonding Pressure and Bonding Holding Time. Although, some other parameters also affected the quality and strength of the weld joint, but these parameters are the main that need to be focused. It is vital to enhance cost reductions in today's competitive transport and logistics company. One technique is to be joining different materials as elements of vehicle components. Joining of dissimilar materials may cause defects. Using this welding process, it can be applied in the small boatbuilding and somehow, this method already been applied in aerospace industries which can gives a good advantage in saving cost and times.

Keywords: Diffusion Bonding, Diffusion Welding, Bonding Temperature, Bonding Holding time, Bonding Pressure; Interlayer, State of Bonding, Inert Gas, Vacuum Condition.

# iCAR '21

INTERNATIONAL CONFERENCE ON CROSS-DISCIPLINARY ACADEMIC RESEARCH 2021

Organiser :

KUPTM
KOLEJ UNIVERSITI POLY-TECH MARA KUALA LUMPUR
DKU033(W)

Co-organiser :

UNIVERSITY OF MALAYA
UNIVERSITI SAINS MALAYSIA
UniKL UNIVERSITI KUALA LUMPUR
Institute for Management and Business Research (IMBRe)
Universiti Utara Malaysia

icar2021.kuptm.edu.my

e ISBN 978-967-26577-0-5